



## Enterprise Products End of Life Policy August 2007

### McAfee End of Life Policy

To ensure McAfee delivers the most innovative and cost effective products, McAfee may periodically elect to discontinue specific products. This document describes McAfee's intended communication and transition plans for any discontinued product. The policy is intended to provide our customer's with the sufficient information to confidently plan the evolution of their environment to migrate to replacement technologies.

The End of Life process begins with the formal notification of the End of Sale date. McAfee will provide an official timeline describing the product discontinuation plans. Additionally, McAfee will provide recommendations and alternatives for customers to transition from the End of Life product. During the End of Life period, McAfee will meet existing customer support agreements.

Key End of Life dates and information will be posted on the McAfee Technical Support ServicePortal web site: [https://mysupport.mcafee.com/eservice\\_enu](https://mysupport.mcafee.com/eservice_enu).

### McAfee End of Life Software Support Policy

This policy applies to all Software Only product offerings from McAfee. For Generally Available products, Customers can purchase up to 3 (three) years up front and the service level of the support contract will be McAfee's Full Service Software Support. When a software product transitions to the End of Life period, at McAfee's discretion, Custom Software Support may be available for purchase.

- McAfee will exercise commercially reasonable efforts to provide 6 months notification prior to the effective End of Sale Date.
- Full Service Software Support will continue for a maximum of 1 year after the effective End of Sale Date.
- At McAfee's discretion, Custom Software Support may be available for purchase, for up to 2 years after Full Service Software Support has ended. To be eligible for Custom Software Support, the customer must have a current and continuous support contract in place.

### McAfee End of Life Hardware Support and Software/Hardware Support Bundles Policy

This policy applies to hardware, firmware, and software components of McAfee's Hardware, Appliances or Software/Hardware Bundles (collectively referred to as Hardware). For Generally Available products, Customers can purchase up to 5 (five) years up front and the service level of the support contract will be McAfee's Full Service Hardware Support. When a hardware product transitions to the End of Life period, the support provided during the 4th and 5th years support service levels will be limited.

- McAfee will exercise commercially reasonable efforts to provide 6 months notification prior to the effective End of Sale Date
- Support contracts can not extend past the published End of Support Date
- Full Service Hardware Support will continue for 5 years after the End of Sale Date. Support service levels will be limited in the 4th and 5th years

### Summary

	Software Products	Hardware Products
Generally Available Products: Amount of Support able to be purchased upfront	Three (3) Years Four (4) Years for Protect Plus License Products	Five (5) Years
End of Sales Notification	Six (6) Months	Six (6) Months
Amount of Full Service Support able to be purchased once End of Sale has been announced	One (1) Year	Will vary. Support contracts can not extend past the published End of Support Date
Is Full Service Support Limited	No	Yes: Support Service Levels may be limited in the 4th and 5th years
Custom Support available after Full Service Support End Date	Yes, at McAfee's discretion up to 2 years. Available for purchase	No

### DEFINITIONS

**End of Life Period** - End of Life Period refers to the timeframe beginning with the day that McAfee notifies intentions to discontinue a product until the last date that the product is formally supported by McAfee. In general, once the End of Life Period is announced no enhancements to the product will be made.

**General Availability** – Product is generally available for sale on current McAfee Price Books and there has been no End of Sale Notification

**End of Sale Notification** – The notification that establishes when the discontinued product will no longer have General Availability. Begins the End of Life Process. Support contract end dates can not extend past the End of Support Date.

**End of Sale Date/End of General Availability** – The date when a product is no longer available for purchase from current McAfee Price Books. This date determines the End of Support.

**End of Support** – The last day that the product is supported according the terms of McAfee's standard support offering.

**Content Updates** - Content Updates include the relevant detection information such as DATS, signature files, anti-spam and anti-spyware signatures or IntruShield intrusion prevention signatures.

**Custom Software Support** - Is an individually negotiated software support contract requiring a McAfee approved quote for product where End of Support has been announced. Custom Software Support requires the final release of software for the product. To be eligible for Custom Software Support, McAfee Technical Support coverage must be continuous. Custom Software Support will provide commercially reasonable effort workaround solutions and within the following conditions:

- The technology remains supportable according to McAfee: and
- The platform it operates on is supported by our OEM technology partner (where applicable)

**Full Service Software Support** - After End of Sale has been announced, Full Service Software Support includes available maintenance and technical support. Security updates and maintenance will continue until End of Full Service Support. To receive Full Service Support McAfee may require the latest software product versions, service pack, DAT and signature files, and scan engine [where applicable], be deployed.

**Full Service Hardware Support** - After End of Sale has been announced, Full Service Hardware Support includes hardware warranty, escalations, patches and maintenance releases, product updates, content updates, and available maintenance and technical support. To receive Full Service Hardware Support McAfee may require installation of latest software/firmware and/or content updates. These elements are introduced by McAfee to add features and resolve issues. If any element is not at a current version, then the total product configuration may not be supported. McAfee will provide a version of software that will provide the functionality as outlined in release notes of the product.

When a hardware product transitions to the End of Life period, the support service levels provided during the 4th and 5th years of a support contract will be limited. Limited Hardware Support includes limited hardware warranty, severity 1 bug fixes, and content updates. Software and firmware features and functionality will not be enhanced. Major software updates are not included. Hardware Support may be reduced to limited service levels. In the event the latest release of supported software requires a new hardware platform the client may be given an opportunity to purchase a comparable platform. In no case will a hardware product be provided at no cost if newer versions of the software will not run on the older hardware

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