



## Enterprise Products End of Life Policy

April 1, 2011

McAfee strives to deliver the most innovative and cost effective products, and therefore 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 End of Sale announcement . Such End of Sale announcement contains an official timeline describing the product discontinuation plans including an End of Sales date and an End of Life date. McAfee will exercise commercially reasonable efforts to provide the End of Sales announcement six months prior to the effective End of Sale Date. If McAfee is offering a direct replacement product, it is possible that less than six months notification will be made. Support contracts cannot extend past the End of Life date. Additionally, McAfee may 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.

End of Sale and End of Life dates and related information and announcements are posted on McAfee's web site:  
<http://www.mcafee.com/us/support/support-eol.aspx>

### **McAfee End of Life Software Support**

This policy applies to all software. If a software product is Generally Available (GA), the service level of the support contract is McAfee's Full Service Software Support (FSSS). FSSS will continue for a maximum of 1 year after the End of Sale date

### **McAfee End of Life Hardware Support**

This policy applies to hardware, firmware, and software components of McAfee's products distributed on a hardware platform (collectively referred to as Hardware). If a Hardware product is GA the, the service level of the support contract is McAfee's Full Service Hardware Support (FSHS). When a hardware product transitions to the EOL period, the first three years of support is Full Service Hardware Support (FSHS). The support level provided during the 4th and 5th years will be Limited Service Hardware Support (LSHS).

### **McAfee Custom Software Support**

When a product transitions to the End of Life period, at McAfee's discretion, Custom Software Support (CSS) may be available as an exception. To be eligible for CSS, the customer must have a current and continuous support contract in place. If available, Custom Software Support will:

- Be purchasable
- Provide limited content updates
- Be available for a limited time period
- Have specific terms and conditions
- Will never include hardware support and/or hardware warranty

### **Summary**

	<b>Software Products</b>	<b>Hardware Products</b>
Amount of Support able to be purchased once End of Sale has been announced	One (1) Year	Five (5) Years
Is Full Service Support limited?	No	Yes: Support Service Levels will be limited in the 4 <sup>th</sup> and 5 <sup>th</sup> years
Is Custom Software Support available after the Full Service Support End Date?	At McAfee's discretion	At McAfee's discretion. Software only.



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### DEFINITION SUMMARY

**EOL Period (EOL)** - End of Life Period refers to the timeframe beginning with the day that McAfee announces product discontinuation until the last date that the product is formally supported by McAfee. In general, after the EOL Period is announced enhancements are not made.

**End of Sale Notification** – The notification that establishes when the discontinued product will no longer have General Availability. EOS Notification begins the EOL Process.

**End of Sale Date (EOS)** – The date when a product is no longer available for purchase from current McAfee Price Books. This date determines the End of Life date.

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

**General Availability (GA)** – Product is generally available for sale on current McAfee Price Books and there has been no EOS Notification

**Hardware** – The term "Hardware" means hardware, firmware, and software components of McAfee's products distributed on a hardware platform, and any combination of them, but does not include any stand alone software or other intangible products whether pre-loaded or purchased separately.

**Custom Software Support (CSS)** - Is an individually negotiated software support contract requiring a McAfee approved quote for a product where EOS has been announced. CSS requires the final release of software for the product. Custom Software Support never includes hardware warranty or hardware support.

To be eligible for CSS, McAfee Technical Support coverage must be continuous. CSS 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 (FSSS)** - After EOS has been announced, FSSS 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], are deployed.

**Full Service Hardware Support (FSHS)** - After EOS has been announced, FSHS 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.

**Limited Service Hardware Support (LSHS)** - When a hardware product transitions to the EOL 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. A hardware product will not be provided cost free if a newer version of the software will not run on the older hardware

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