Scope: This End of Life Policy ("Policy") is effective as of November 1, 2010 ("Effective Date"). Symantec reserves the right to amend this Policy periodically and will post updates at http://www.symantec.com/business/products/policies/index.jsp. This Policy describes access to product versions that have reached their End of Life ("EOL"), and also describes the typical level of Support Services that we provide during the End of Life process. This Policy applies to all Symantec Business Software Products, identified on our website at http://www.symantec.com/business/support/all_products.jsp as “Business Products”, that reach EOL on or after the Effective Date of this Policy. This Policy replaces any other descriptions of EOL timelines and support deliverables given in any other Symantec policy.

EOL Triggers: A Business Software Product release may reach EOL in two different ways: (a) Typically, each time a new Major Release becomes Generally Available (GA), the immediately prior Major Release and its related releases are designated as EOL (b) Sometimes we will discontinue a product completely and no successor releases will be available. In that case, the Major Release and its released releases will reach EOL and different post EOL support phases at the same time. Note that the EOL timeline for a release is different depending on whether you are referring to the EOL of a SKU to determine how long you can order that EOL’d version, or whether you are referring to EOL of a version to determine the support deliverables for that version.

Typical Timeline to Purchase Licenses for Business Software Products that have reached EOL: The following chart outlines the different options to purchase licenses of a Business Software Product once the SKU for that product/version (sometimes called a ‘Prior Version’) has reached its EOL and has been removed from the Symantec price list.

### Figure 1 - EOL Timeline for Continued Access to Prior Version

**Product Access Options:**

- **From the start of EOL of the SKU to 6 Months Following that SKU EOL Start Date:** On the Generally Available date for the new version, the Prior Version will be removed from Symantec’s price list. To purchase licenses of the Prior Version, place an order using the Prior Version’s SKU.

- **From 7 Months to 2 Years Following the SKU EOL Start Date:** If you want to obtain licenses of the Prior Version, you must order the current Generally Available version of that Business Software Product. You will then contact our Customer Care team and request access to the Prior Version. Provided that Symantec is continuing to distribute that Prior Version, and provided that you are otherwise in compliance with your License Agreement, we will provide you with a key or other means to access that Prior Version.

- **Beyond 2 Years Following the SKU EOL Start Date:** Licenses of the Prior Version will no longer be available for purchase. However, you may continue to use your valid license entitlement to obtain replacement keys and to access Symantec’s software download site for system recovery purposes.

- **End of Support Life (see next page for definition):** Access to replacement keys and software for the Prior Version is no longer available.
**End of Life Policy for Symantec Business Software Products**

**Typical Support Lifecycle:**
Symantec provides different types of Support Services deliverables depending on where your copy of a Business Software Product is in its lifecycle and provided that you have purchased a valid Symantec branded support agreement for that copy. The product lifecycle starts when it is made Generally Available (GA) and progresses to End of Support Life (EOSL). The deliverables provided during each support phase are defined below. Additional information about the implementation of this Policy can be found in the EOL FAQ document located at http://www.symantec.com/business/support/index?page=content&id=TECH76123.

Here is a sample timeline showing a product support lifecycle. The actual timelines and deliverables for a specific Business Software Product may vary.

![Timeline Diagram](http://www.symantec.com/business/support/all_products.jsp)

<table>
<thead>
<tr>
<th>Support Phase</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard Support</td>
<td>Typically 12-30 months</td>
</tr>
<tr>
<td>Limited Support</td>
<td>Typically 30 months</td>
</tr>
<tr>
<td>Partial Support</td>
<td>7 Years</td>
</tr>
</tbody>
</table>

**Support Phases:**
We will post EOL timelines and the related support phases on our corporate website. Please refer to http://www.symantec.com/business/support/all_products.jsp. We will also notify our channel partners about these dates and our Support Services deliverables.

- **Standard Support:** While the Major Release and its related release are GA, and up to their date of EOL, we will provide Standard Support consisting of code modifications, Bug Fixes and security vulnerability fixes for Problems at all Severity Levels to establish or restore substantial conformity with the Software’s Documentation. We also provide Content Updates.

- **Limited Support:** Once a Major Release and its related releases reach EOL, they enter the Limited Support phase. The Limited Support phase typically lasts for 30 months following EOL. During the Limited Support phase we will provide code modifications or Bug Fixes to address Problems where there has been data loss, production systems are inoperable, significant security vulnerabilities are identified, or there are other significant product defects. For other types of Problems, we will typically provide an existing Bug Fix or we may elect to address your Problem through a regularly scheduled or future Software Version Upgrade. We will continue to provide Content Updates during this Limited Support phase. Note that some older documentation may refer to the Limited Support phase as the “post-EOL Standard Support” period.

- **Partial Support:** During the Partial Support phase our Support Services generally consist of providing known and existing Bug Fixes, workarounds or information from our technical support knowledge base in response to your request for assistance. Partial Support does not include development of any new modifications to the Software, any attempt to reproduce the Problem, escalation of issues through management channels or to our product development staff, or installation and configuration assistance. The delivery of Partial Support will be subject to available resources, and we may need to limit the amount of time we spend on an issue for a product in its Partial Support phase. We typically do not provide Content Updates during the Partial Support phase.

- **End of Support Life:** After Partial Support, the Major Release and its related releases reach their EOSL. This is the point in the product support lifecycle where no Support Services are available, and when we stop providing any type of technical support regardless of the Severity Level of the Problem, and regardless of the Support Services offering purchased. Our on-line technical support knowledge base includes support-related information that you can use to perform self-help. We also provide information through our community forums at http://www.symantec.com/connect/forums. Typically we will keep knowledge base information on-line for a reasonable period of time following End of Support Life.

**Support Extensions:** If you need additional or different support for Software than outlined under this Policy, we will discuss your needs and consider whether we may be able to provide custom services, and if so, under what prices and other terms. We may have available for purchase additional services for certain Software, sometimes referred to as Legacy Support or Sustaining Support. Under our Legacy Support offering, you will continue to receive Limited Support deliverables for that Software beyond its Limited Support phase. Under Sustaining Support, you will continue to receive Partial Support deliverables for that Software beyond its EOSL date. These additional services are more fully described at http://www.symantec.com/business/services/detail/detail.jsp?pcid=support_services&pvid=svc_support_extensions.

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End of Life Policy for Symantec Business Software Products

Other
Software for Messaging and Web Security Appliances: Some of Symantec’s Messaging and Web security appliances’ software products move through a product life cycle and enter support phases that differ from the EOL timelines and Support Services deliverables described in this Policy. Please refer to [http://service1.symantec.com/support/servicenotifcs/5e42fb5c45ef9d7e8825746c0057c988?OpenDocument](http://service1.symantec.com/support/servicenotifcs/5e42fb5c45ef9d7e8825746c0057c988?OpenDocument) for a description of the typical timelines and deliverables.

Acquired Product Lines: If we acquire or merge with another company there may be a transitional period following that acquisition where an acquired product line may have different deliverables, EOL processes or support lifecycles than described in this Policy. Please refer to your Support Agreement that you have purchased for those acquired products. Note that the term “Support Agreement” refers to your agreement covering the acquired products even if that document does not show a company named Symantec as a contracting party.

Definitions: Capitalized terms that are not defined in this End of Life Policy or your Support Agreement, will have the following meanings.

a) “Resolution” is used interchangeably with the term “Bug Fixes” and covers a broad range of efforts to address your Problem. This term includes any code change that we make to the Software to help restore substantial conformity with the applicable Documentation, including changes made to maintain operating system and database system compatibility. A Resolution or Bug Fix may also mean a solution we develop for a customer to address a Problem that is specific to that customer and that we do not make generally available. The definition of a Resolution includes where Symantec provides a Workaround (without a code change), or makes a recommendation that our customer migrate to a current release, or where Symantec considers the Problem in developing a future release of the Software, or where Symantec takes other steps to close a Case in accordance with Symantec’s support processes. The definition includes where Symantec may deliver a more complete and/or permanent solution to enable the Software to conform substantially to its Documentation, through the delivery of a code change, or a regularly scheduled Maintenance Pack or Product release. Some collateral may refer to our providing a Resolution or Bug Fix as “Solution delivery” or providing a “Fix.” Symantec reserves the right to decide how a “Resolution” may be delivered and in what time frame.

b) “Major Release” means a release of Software that introduces architectural changes, major feature changes, significant changes in support of platforms or operating systems, or changes that affect compatibility. Documentation revisions, error corrections and enhancements, and releases sometimes referred to as Maintenance Packs, Minor Releases and Release Updates are all tied to and considered part of a Major Release, and follow the EOL timelines and support phases of the Major Release.

c) “Minor Release” means a release of Software that introduces new features, additional platform support, infrastructure changes or minor architectural changes consistent with the related Major Release. Minor Releases generally incorporate all previous Maintenance Packs (namely cumulative Bug Fixes for a Major Release or Minor Release) and patches issued since the prior Major Release. A Minor Release is tied to the preceding Major Release.

d) “Software” means the copy of Symantec software that you have licensed under a Symantec License Agreement and for which you have purchased a Support Agreement which is currently in effect, and further provided that such software is also identified as eligible for coverage under this Policy at [http://www.symantec.com/enterprise/support/all_products.jsp](http://www.symantec.com/enterprise/support/all_products.jsp).

e) “Software Version Upgrades” mean a subsequent release of Software that we make available to you under a current Support Agreement for that specific copy of Software. Software Version Upgrades are provided as deliverables under Upgrade Assurance as described in your Support Agreement and includes Software releases that are made generally available during the term of your Support Agreement for a specific copy of Software. Such releases include those that introduce architectural changes, major feature changes, significant changes in support of platforms or operating systems, or changes that affect compatibility (sometimes referred to as a “Major Release”) as well as releases (referred to as “Minor Releases”) that introduce new features, additional platform support, infrastructure changes or minor architectural changes consistent with the related Major Release. Minor Releases generally incorporate Bug Fixes issued since the prior Major Release. Any option or future Product which we license and price separately will not be considered a Software Version Upgrade. Content Updates, as defined in your Support Agreement, are not included in the definition of Software Version Upgrades. Documentation may sometimes refer to a Software Version Upgrade as an “update,” “upgrade” or “version.”

f) “Support Agreement” means Symantec’s agreement with you (including a Symantec Support Certificate) describing the deliverables, entitlements and other terms for the Support Services that you have purchased for a specific copy of Software. Your Support Agreement may include different terms than stated in this Policy. The term “Support Agreement” includes any other documents that the Support Agreement specifically incorporates by reference.

g) “Support Services” means the general support services that we provide for a specific license of Software under the provisions of a Support Agreement, during the term of that Support Agreement. Based on the Support Services offering you have purchased, our Support Services may include remote and onsite technical assistance or technical information, Software Version Upgrades and applicable Content Updates, as defined in your Support Agreement, all depending on the specific Software, its product lifecycle and related support phase. If you have purchased one of our premiere support offerings (such as location-based Business Critical Services), you may also be entitled to receive onsite technical assistance pursuant to the terms of that premiere support offering Symantec is not obligated to provide Product installation, configuration or implementation as part of your Support Services. Support Services do not include Product training or consulting services. Support Services for Software do not include addressing Symantec hardware issues; and your Support Agreement for the hardware will describe your hardware-related deliverables and entitlements. Support Services do not include support that is provided in connection with Symantec hosted solutions. Symantec may sell third party support for certain Products, in which case such support will be provided solely according to the terms and conditions of the applicable support agreement, and the balance of this Policy shall not apply to the delivery of such third party branded support services.

h) “We,” “we” or “our” or “Symantec” means Symantec Corporation or its subsidiaries.
i) “You,” “you” or “your” means you as the customer, the company, or the legal entity that has obtained the Symantec product copy.