

Veritas End of Life Policy

Scope

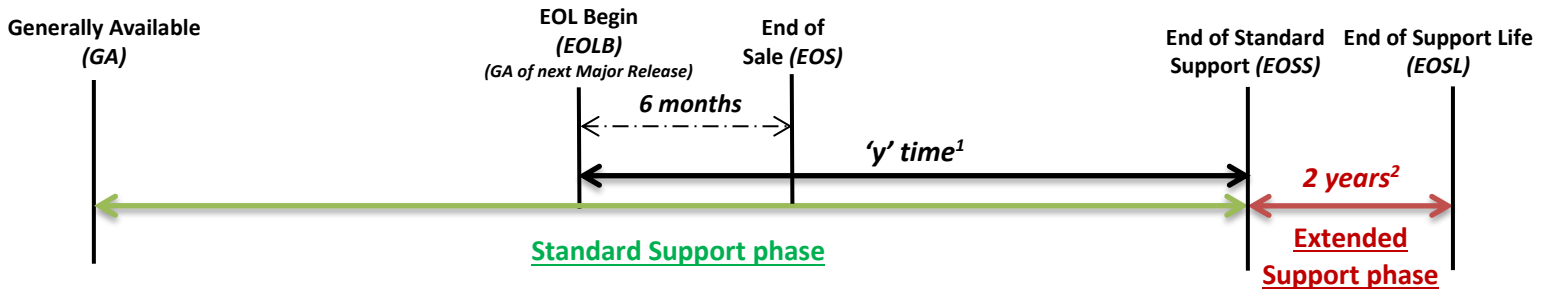
This global End of Life (EOL) Policy (“Policy”) is effective as of November 7, 2016, and applies to all Veritas Software products, including Software as a Service (SaaS), and Hardware (Appliance) Products, and defines the support available during the product lifecycle. The term “product” applies to a product line as a whole, a specific product version or hardware model, or a SaaS offering as a whole. This Policy supersedes all previous versions of this policy. Veritas reserves the right to modify this Policy, and corresponding Product EOL Table, at any time and will post updates at <http://go.veritas.com/support-fundamentals>, along with current EOL dates, product listings by product family, and other helpful EOL information at the [Veritas EOL website](#).

Software Products

Enterprise Products

The following section describes the general EOL Policy for all Veritas enterprise software products. Any product or product family specific differences are noted in the specific EOL Policy subsection for that product or product family. EOL phases and dates for specific product versions will be posted on the [Veritas EOL website](#).

Enterprise Products: General EOL Policy



¹ 'y' = maximum period of time that Standard Support will be provided after the EOL Begin date and varies by product family

² Extended Technical Support may be offered for up to 2 years following EOSS for all enterprise products except InfoScale

EOL Milestone Dates

EOL BEGIN (EOLB) DATE

- The EOLB date is typically the GA date of the subsequent Major Release.
- The EOLB date may also be any date that Veritas chooses to discontinue a product line entirely.

END OF SALE (EOS) DATE

- The EOS date occurs 6 months after the EOLB date and is the final date to purchase new licenses of the EOL product.

END OF STANDARD SUPPORT (EOSS) DATE

- The EOSS date is the final date that Standard Support is provided for the EOL product (noted as 'y' time).

- Regardless of the ‘y’ time period, at no point will Standard Support be provided for more than a certain number of product Releases, typically the 2 or 3 most current Major Releases. In other words, Standard Support is only available for the most current Major Release and the previous 1 or 2 Major Releases before the most current. In the event this occurs, Veritas will post the updated EOL milestone dates for the EOL product on the [Veritas EOL website](#) and the EOL product reaches EOSS.

END OF SUPPORT LIFE (EOSL) DATE

- The EOSL date is the date after which no support of any kind is available for the EOL product.
- For products that offer Extended Technical Support, the EOSL date is the final date that Extended Technical Support (if purchased) is provided for the EOL product.
- For products that do not offer Extended Technical Support, the EOSS date is the EOSL date.

Veritas may, at its discretion, decide to End of Life an entire product line. If you have a current support agreement, you will be notified in this specific EOL case. Extended Technical Support will not be available.

EOL Support Phases

STANDARD SUPPORT PHASE

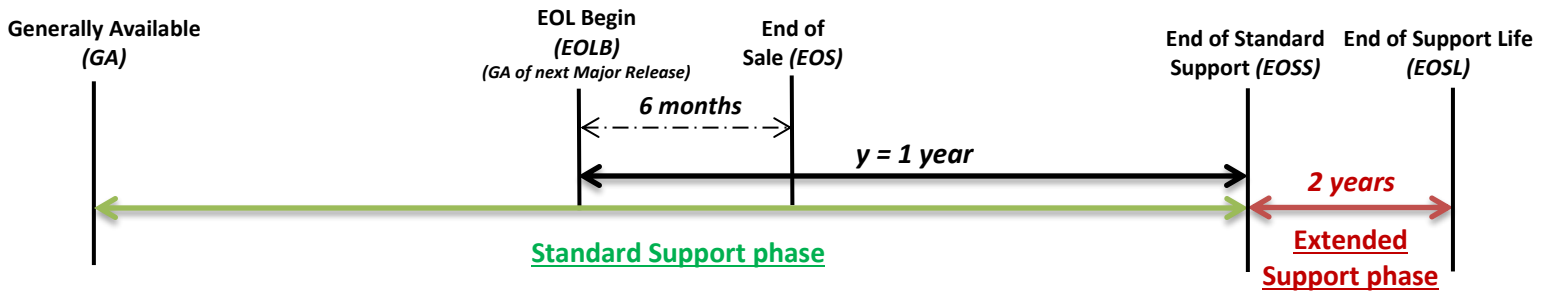
- Standard Support for the product becomes available for purchase on the product’s GA date.
- During the Standard Support phase, Veritas will generally deliver full technical support, including new bug fixes and patches for the product to establish or restore substantial conformity with the product’s documentation, all in accordance with your support agreement and applicable support policies.

EXTENDED SUPPORT PHASE

- Veritas strongly recommends you upgrade to the most current product release.
- At its discretion, Veritas may offer Extended Technical Support during the Extended Support phase for certain products for an additional fee. The purpose of the Extended Support phase is to allow you additional time to receive support from Veritas on an older (past EOSS) product release in order to migrate to a current product release.
- The Extended Support phase generally consists of providing known and existing bug fixes and patches.
- You must have an active support agreement for Essential Support or Basic Maintenance on the affected product in its Extended Support phase for which you want to purchase Extended Technical Support.
- Extended Technical Support, if offered, can be purchased in 1-year increments until the EOSL date, typically for at least 2 years following EOSS, as stated in the relevant product’s EOL subsection (also shown in the [Product EOL Table](#)).

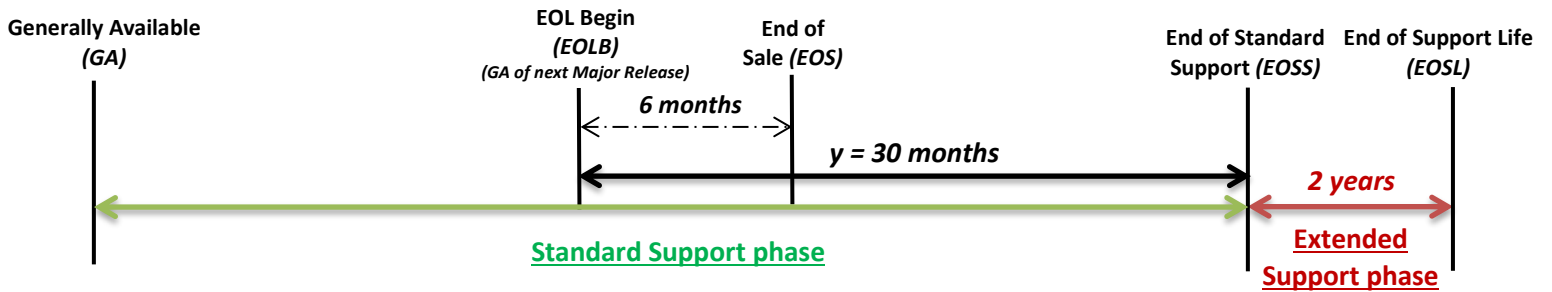
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Business Continuity Products: EOL Policy (products belonging to this product family are listed in the [Product EOL Table](#))



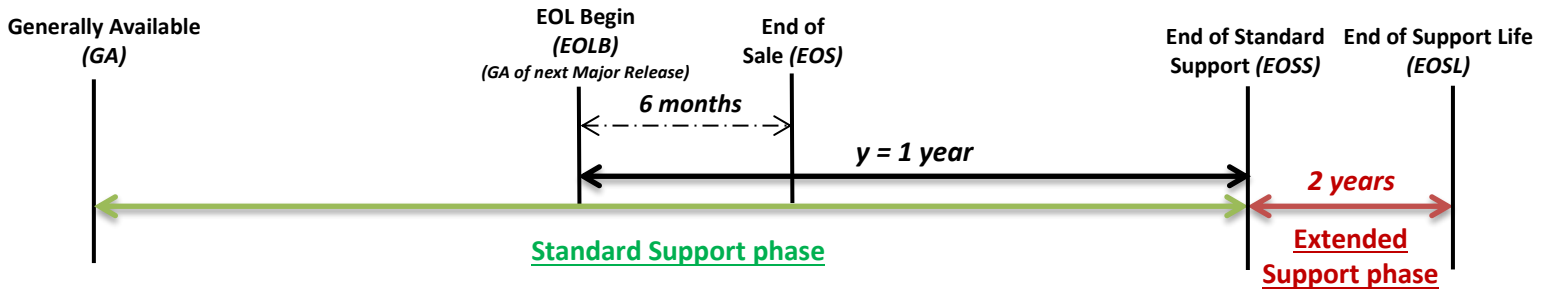
- Standard Support is only available for the two (2) most current Major Releases.
- A Major Release for the Business Continuity product family is a Dot-Zero Release.

Enterprise Backup & Recovery Products: EOL Policy (products belonging to this product family are listed in the [Product EOL Table](#))



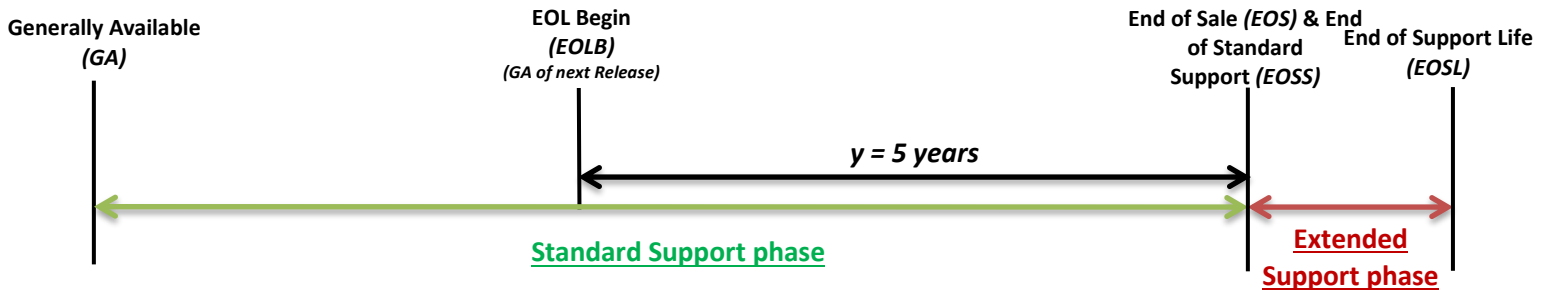
- Standard Support is only available for the three (3) most current Major Releases.
- A Major Release for the Enterprise Backup & Recovery product family is a Single-Dot Release.

Information Governance Products: EOL Policy (products belonging to this product family are listed in the [Product EOL Table](#))



- Standard Support is only available for the two (2) most current Major Releases.
- A Major Release for the Information Governance product family is a Dot-Zero Release.

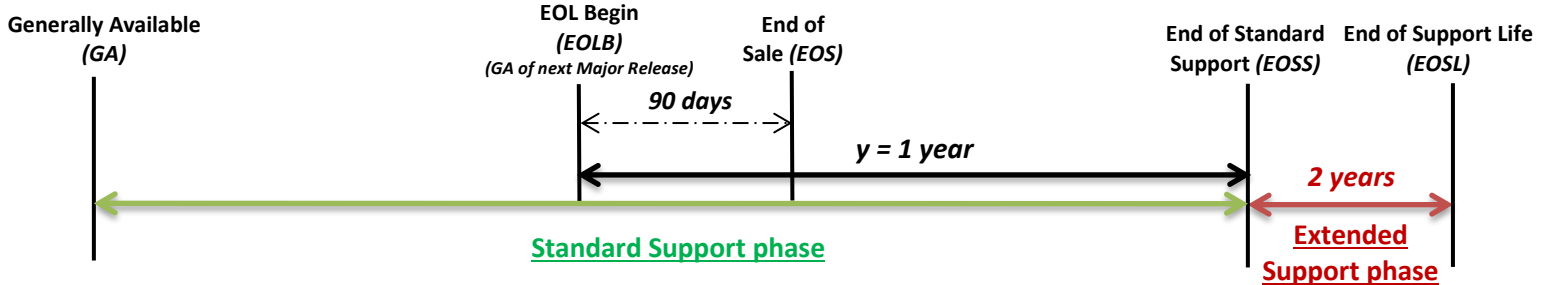
InfoScale (Storage Foundation) Products: EOL Policy (products belonging to this product family are listed in the [Product EOL Table](#))



- Standard Support is available for 5 years after an InfoScale Major or Minor Release reaches its EOL Begin date. The EOL Begin date is the GA date of the subsequent Release.
- The End of Sale date for an InfoScale product is the same as its End of Standard Support date.
- At Veritas' discretion, Veritas may offer Extended Technical Support during the Extended Support phase for specific InfoScale products for an additional fee. If offered, Extended Technical Support will end either on the End of Support date published by the underlying OS/Architecture Vendor(s) for the specific OS Version for which you have purchased the InfoScale product or on any date that Veritas otherwise publishes as the End of Support Life date.
 - When an OS vendor and Virtualization Architecture vendor are used in combination with a specific InfoScale product (e.g. Red Hat Linux and VMware ESX are used with an InfoScale product), the Extended Support phase, and corresponding Extended Technical Support, for that InfoScale product will end when a vendor of either technology stops supporting its product (EOSL is the earlier date of the two vendors' End of Support dates), or on any date that Veritas publishes as the End of Support Life date.

Commercial Products

Commercial Products: EOL Policy (products belonging to this product family are listed in the [Product EOL Table](#))



- **End of Sale (EOS) Date:** The EOS date occurs 90 days after the EOLB date and is the final date to purchase new licenses of the EOL product.
- **End of Standard Support (EOSS) Date:** The EOSS date is the final date that Standard Support is provided for the EOL product and is 1 year following EOLB.

EOL Support Phases

STANDARD SUPPORT PHASE

- Standard Support for the product becomes available for purchase on the product's GA date.
- During the Standard Support phase, Veritas will generally deliver full technical support, including new bug fixes and patches for the product, all in accordance with your support agreement and applicable support policies.
- Standard Support is only available for the most current Major Release and the previous Major Release. A Major Release for Commercial Products is a Dot-Zero Release.

EXTENDED SUPPORT PHASE

- Veritas strongly recommends you upgrade to the most current product release.
- At its discretion, Veritas may offer Extended Technical Support during the Extended Support phase for certain products for an additional fee. The purpose of the Extended Support phase is to allow you additional time to receive support from Veritas on an older (past EOSS) product release in order to migrate to a current product release.
- The Extended Support phase generally consists of providing known and existing bug fixes and patches.
- You must have an active support agreement for Essential Support or Basic Maintenance on the affected product in its Extended Support phase for which you want to purchase Extended Technical Support.
- Extended Technical Support, if offered, can be purchased in 1-year increments until the EOSL date, typically for at least 2 years following EOSS (as also shown in the [Product EOL Table](#)).

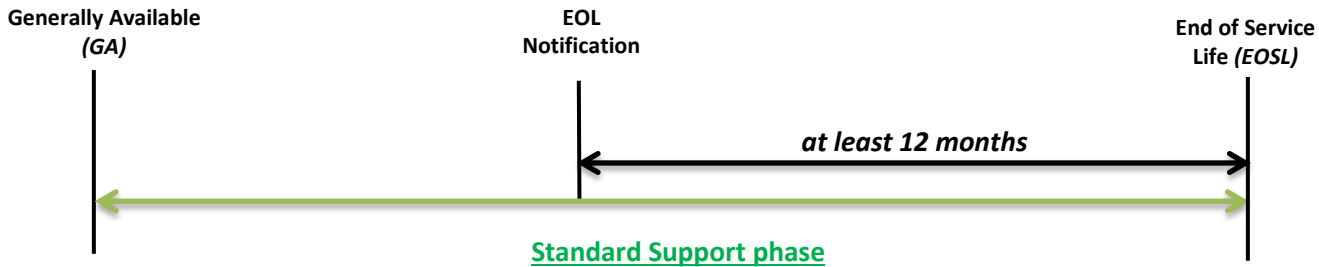
Veritas may, at its discretion, decide to End of Life an entire product line. If you have a current support agreement, you will be notified in this specific EOL case. Extended Technical Support will not be available.

Software as a Service (SaaS) Offerings

Overview

As a service, Veritas SaaS offerings do not have versions: all customers subscribe to the same current feature and functionality set. A subscription to a SaaS offering also includes support for that offering as detailed in the applicable [SaaS Service Description](#). A SaaS offering will begin the End of Life process only when Veritas decides to terminate the SaaS offering in its entirety.

SaaS EOL Policy (applicable SaaS offerings are listed in the [Product EOL Table](#))



EOL Milestone Dates

EOL NOTIFICATION DATE

- Veritas will generally provide an EOL notification at least 12 months before EOLB by posting it on the [Veritas EOL website](#).
- The EOL notification will include information on the End of Service Life date.
- No new customers may subscribe to the SaaS offering following the EOL notification date.

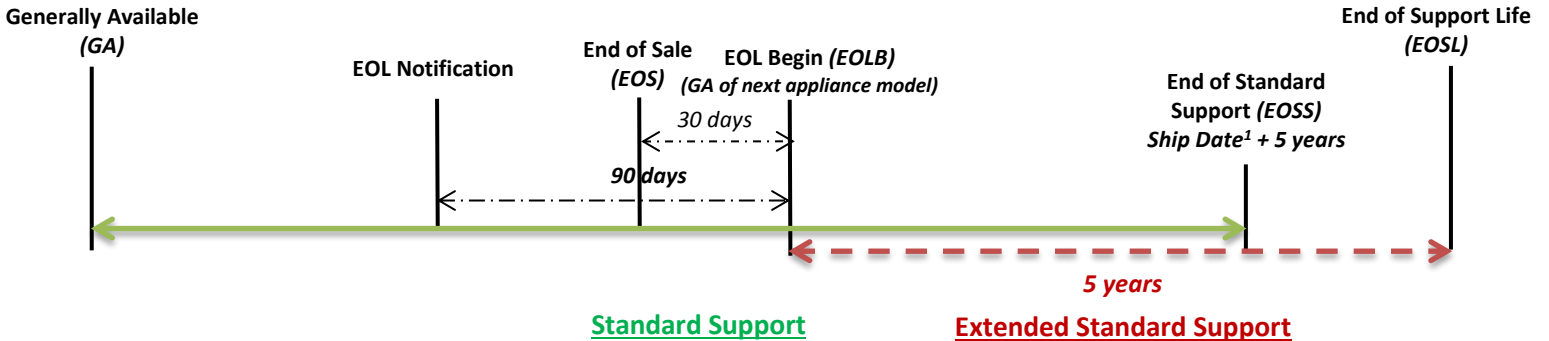
END OF SERVICE LIFE (EOSL) DATE

- Some SaaS offerings may require you to install an on-premises component (or agent). The on-premise component's EOSL date is the same as the SaaS offering's EOSL date.
- At the EOSL date, all Veritas services associated with the EOL SaaS offering are no longer available or accessible, and all associated support for the offering ends.

Hardware Appliance Products

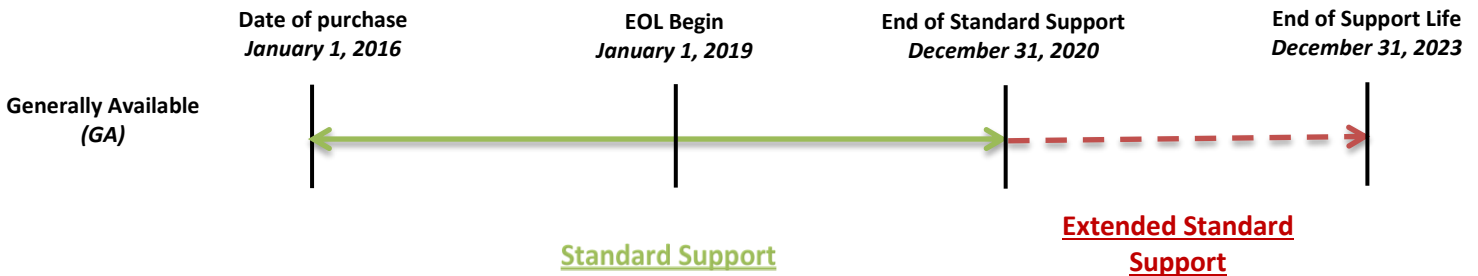
The Hardware Appliance End of Life Policy applies only to the appliance hardware. Software products for the appliance follow the timelines in the corresponding Enterprise or Commercial Software Products EOL policy section, as applicable.

Hardware Appliance Products: EOL Policy



¹ Ship Date refers to the date of shipment of an individual appliance

EXAMPLE:



EOL NOTIFICATION DATE

- Veritas will generally announce the next appliance model 90 days before its GA date. This announcement triggers the EOL notification for the previous appliance model. EOL phases and dates for specific appliance models will be posted on the [Veritas EOL website](#).

END OF SALE (EOS) DATE

- The EOS date occurs 60 days after the EOL notification date and 30 days before the EOLB date.
- The EOS date is the final date the product may be ordered. After this date, the EOL product (including its associated accessories and media) is no longer for sale. Orders received on or before this date may still be processed and shipped after this date.
- Physical Stock Rotation (RMAs) ends: Partners are no longer able to return or rotate inventory stock of the product.

END OF LIFE BEGIN (EOLB) DATE

- The EOLB date is the GA date of the subsequent new appliance model product or is the date that Veritas otherwise determines the product is discontinued.

END OF STANDARD SUPPORT (EOSS) DATE

- The EOSS date occurs 5 years after the Ship Date for each appliance product and is the last date that Standard Support will be provided for that individual appliance product.

END OF SUPPORT LIFE (EOSL) DATE

- The EOSL date is the date after which no support of any kind is available for the appliance product.
- For appliance products that offer a fee-based Extended Standard Support option, the EOSL date occurs 5 years after the EOLB date and is the last date that Extended Standard Support is available for the appliance product.
- For appliance products that do not offer Extended Standard Support, the EOSS date is the EOSL date.

STANDARD SUPPORT AND EXTENDED STANDARD SUPPORT

- Standard Support for the appliance product is available for a total of 5 years following the Ship Date of your initial purchase of the appliance.
- If you have an active support agreement and want to continue support for the appliance product after the EOSS date, you must purchase Extended Standard Support, if available. Extended Standard Support is subject to parts availability.

Definitions

Dot-Zero Release	A software release ending in .0, for example 3.0 or 8.0.
Double-Dot Release	A software release ending in .x.y: for example, 3.0.1 or 8.1.5.
Major Release	A product release that introduces architectural changes, major feature changes, significant changes in support of platforms or operating systems, or changes that affect compatibility. A Major Release is typically a Dot-Zero Release but may also be a Single-Dot Release for a particular product family. Documentation revisions, error corrections and enhancements, and Minor Releases are all tied to and considered part of a Major Release, and follow the EOL timelines and support phases of the Major Release unless otherwise stated for the particular product family.
Minor Release	A product release that introduces new features, additional platform support, infrastructure changes or minor architectural changes consistent with the related Major Release. A Minor Release is typically a Single-Dot Release or a Double-Dot Release but may vary based on a particular product family. Minor Releases generally incorporate all previous bug fixes and patches issued since the prior Major Release. A Minor Release is tied to the preceding Major Release.
Release	A Major or Minor Release, whether a Dot-Zero, Single-Dot or Double-Dot Release.
Single-Dot Release	A software release ending in .x: for example, 3.1 or 8.2. A Dot-Zero Release is a specific type of Single-Dot Release: for example, 4.0 is both a Dot-Zero Release and a Single-Dot Release.
Support	Support means the general support services Veritas provides for a product in accordance with the terms of your support agreement. Support may not include support for third-party components included with the product.
You, your	You as the customer, the company, or the legal entity that has obtained the Veritas product.