TRELLIX PRODUCT END OF LIFE SUPPORT POLICY

Scope

Trellix-branded Hardware, Software, Cloud Services, or a combination therof ("Product" or "Products") are subject to this policy which describes certain support obligations Trellix maintains for its Products at the end of their lifecycle.

Support is contingient upon Customer having an active Support agreement for the Trellix-branded Product.

DOES NOT APPLY TO FireEye-branded hardware, software, or cloud services. FireEye-branded products are subject to the **FireEye General Terms and Conditions**

**Key Milestones**

End-of-Sale Date	The last day a Product is made generally available for purchase. For Software Products, this date is specific to the major or minor version.
	Trellix will make commercially reasonable efforts to provide six (6) months' notice of a Product's End-of-Sale Date
End-of-Life Date	The last day a version or release of a Product will be supported per its standard support terms.
End-of-Life Period	Begins on the day when we announce a Product's End of Sale Date.
	Ends on the last date when the Product is supported by Trellix.

Software Products
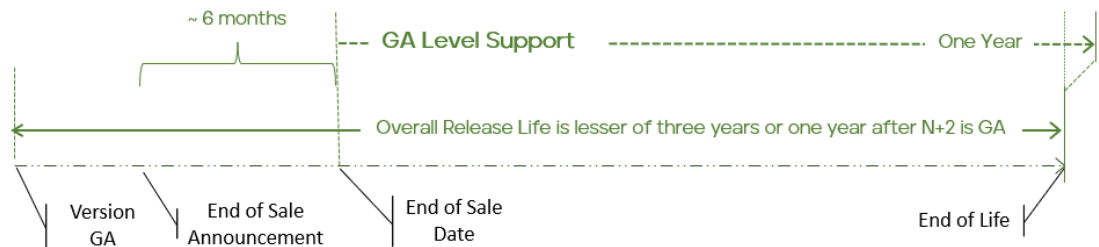
Software means each Trellix-branded stand-alone software program licensed to customers, including Trellix provided Software Releases that customer installs while having a valid Support Agreement in effect, and content updates.

Software Releases: Software Product Support is determined by its Release version, each release catagorized as: Major, Minor, or Update.

Major (Main) Release: New Product release, major architecture changes, major user interface (UI) changes, significant new features or capabilities/functionality additions, new solutions, and substantial innovation (the "x" in version x.y.z)

Minor Release Updates or enhancements to existing features, moderate administration or UI changes, or major bug fixes of a Major Release (the "y" in version x.y.z).

Update (Patch): Minor bug fixes, security fixes, and service packs. Updates are usually incorporated into the next Minor Release (the "z" in version x.y.z).

Software End of Life Support. For one year after a Software Product's End-of-Sale Date, Customer receives the maintenance and technical support equivalent to that of generally available ("GA") Software, even when that one year of support extends past the overall three-year lifespan of the Software Product's initial GA release.

Software End-of-Life Period applies only to Major or Minor releases (either "x" or "y").

- Begins on the Software versions's End-of-Sale Date (i.e., version "N"), and

- Ends when the N+2 release becomes GA for sale.

Except when the End of Sale Date is within one year of the Software End of Life Date, the maximum Software End of Life Periods is the lesser of: three (3) years from the date the Software Product first became GA or one (1) year after the Software Product's N+2 version become GA.

Example:

Version 2.3.x: GA Release = May 1, 2021, End-of-Sale Date = July 31, 2022.

- July 30, 2023: GA Equivalent Software Support ends.
- April 30, 2024, or GA release of v2.5.x: All/any Support for v2.3.x ends

Hardware Products
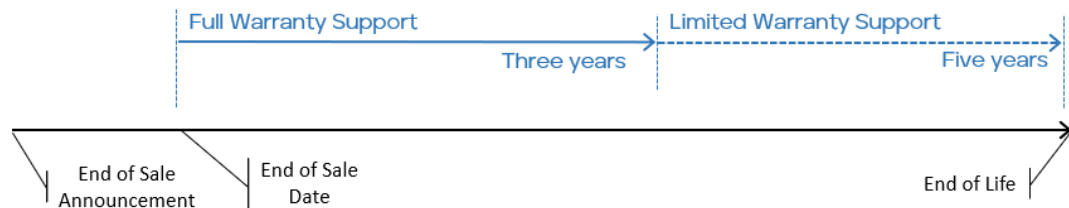
Hardware means Trellix-branded physically tangible appliances, hardware components or equipment, as distinguished by model and version designation.

- Includes BIOS firmware
- Excludes Software Products, even if bundled with the Hardware at time of purchase. For avoidance of doubt, virtual machine Software is excluded from Hardware.

Hardware End-of-Sale Date, plus up to three years.   Customer receives the maintenance and technical support equivalent to that of generally available Hardware, including manufacturer's warranty support, availability of firmware updates, troubleshooting, escalations, up to and including replacement with equivalent or better (as determined by Trellix) Hardware.

	Hardware End-of-Sale Date, after three and up to five years. Customer receives access to Trellix issued firmware updates. Trellix provides commercialy reasonable efforts to assist Customer with maintenance, troubleshooting, and technical support. Hardware repairs and service levels may become limited by availability and ability to obtain replacement parts in a timely manner.

Hardware End-of-Sale Date, after five years. Hardware support cannot extend past the published End-of-LIfe Date. |
| **Cloud Services Products** | **Cloud Services** means Trellix-branded services offered and provided to customers via the internet from servers that Trellix either owns or manages and are provided to the customer as specified in one or more grant letters, or as further defined by the relevant customer agreement. We will support only the then-current release of the Cloud Service. |
| **End of Life for Combination Solutions** | Combination Solutions are Customer purchased solutions made up of any combination of Trellix-branded Products. Support for each component Product of the Combination Solution (i.e., Hardware, Software or Cloud Service) will follow the relevant End-of-Life policy as provided herein for such component Product, and the End-of-Life Date for one component Product will not extend the End-of-Life Date of another component Product. |
| **Custom Software Support** | In rare instances, Trellix may offer extended Software support beyond the typical support lifecycle described herein ("Custom Software Support"). Custom Software Support requires that you have a Support subscription that is current and in effect as of the affected Software Product's End-of-Life Date and will incur additional cost.

Custom Software Support will provide commercially reasonable workaround solutions, subject to the following conditions:

- The technology remains supportable by us, including being free from unsupported dependencies on components provided by independent software vendors that are outside our control,

- The platform it operates on is supported by our original equipment manufacturer technology partner (where applicable), and

- Technical support for issue resolution will be provided on a commercially reasonable basis.

Custom Software Support **DOES NOT INCLUDE**: New features or functionality; hotfixes (other that those incorporated into Updates) or engineering-related support; new operating system support; or any Service Level Agreement commitments related to the supported product. |