

# End of Life Policy for Appliances



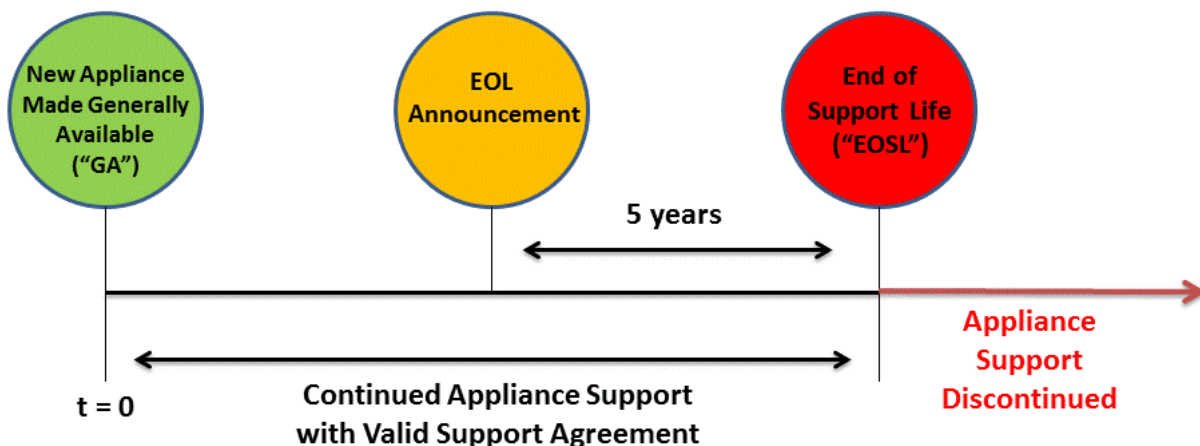
**Scope:** This End of Life Policy for Appliances (“Policy”) is effective as of January 1, 2014 (“Effective Date”). Symantec reserves the right to amend this Policy periodically and will post updates at <http://www.symantec.com/business/products/policies/index.jsp>. This Policy describes the support that Symantec provides to enterprise-level Appliances that reach End of Life (“EOL”) on or after the Effective Date of this Policy. This Policy applies only to Appliance hardware and firmware as described below. For End of Life policies applicable to Software, including Software licensed for use as part of your Appliance, please refer to the End of Life Policy for Symantec Business Software Products posted at <http://www.symantec.com/products-solutions/licensing/policies>.

**End of Life Trigger:** An Appliance reaches EOL when the Appliance is removed from Symantec’s external price lists.

**Typical Support Lifecycle:** The product lifecycle begins when an Appliance is added to published Symantec price lists and becomes Generally Available (“GA”) for purchase. When Symantec announces publicly (on our website and to channel partners) that an Appliance has reached EOL, the Appliance is removed from Symantec’s external price lists and is no longer commercially available for purchase.

**Symantec continues to provide Appliance Support for up to five (5) years after the EOL announcement for each Appliance with a valid Support Agreement unless otherwise noted.** At the end of the EOL period (typically five years after the EOL announcement), the Appliance reaches End of Support Life (“EOSL”), and Symantec stops providing any kind of support or advice pursuant to the Appliance. Appliance Support renewal SKUs are no longer available one year in advance of EOSL. Symantec posts Appliance EOL/EOSL announcements, timelines, and related support and service phases on our corporate website. Please refer to [http://www.symantec.com/business/support/all\\_products.jsp](http://www.symantec.com/business/support/all_products.jsp).

Figure 1 below depicts the typical support lifecycle for an Appliance.



**Figure 1: Typical Support Lifecycle for an Appliance**

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Each Appliance has its own unique timeline and deliverables for post-EOL Appliance Support. Symantec will notify our channel partners about EOL/EOSL dates and our Appliance Support deliverables in connection with each Appliance EOL Announcement. We reserve the right to change the deliverables of Appliance Support or limit the Appliance Support offerings for an Appliance that has reached EOL. Symantec's ability to provide post-EOL Support for Appliances may also be impacted by the EOL of Software licensed for use on the Appliance or hardware components used on the Appliance. If your Software reaches EOL or EOSL before your Appliance, you may be required to update your Software.

## Noted exceptions to the EOL Policy:

1. This EOL Policy does not apply to Symantec Messaging Gateway (formerly Symantec Brightmail Gateway) products. Please contact Appliance Inquiries for further information at [Appliance\\_Inquiries@symantec.com](mailto:Appliance_Inquiries@symantec.com)
2. If Symantec acquires or merges with another company, there may be a transitional period following that acquisition in which an acquired product line may have different deliverables, EOL processes, or support and service lifecycles than described in this Policy. Please refer to your Appliance Support agreement that you have purchased for those acquired products, as those agreements may be updated by Symantec from time to time.
3. In rare instances, Symantec may offer Sustaining Appliance Support, or extended support, beyond the typical support lifecycle of an Appliance.

All Symantec support offerings for Appliances can be found on the corporate website, under Support Services, at:

[http://www.symantec.com/services/detail/detail.jsp?pcid=support\\_services&pvid=svc\\_appliance\\_support](http://www.symantec.com/services/detail/detail.jsp?pcid=support_services&pvid=svc_appliance_support).

**Definitions:** Capitalized terms that are not otherwise defined in this Policy have the following meanings:

- a. "Appliance" means a Symantec branded product that consists of Symantec branded hardware and firmware and includes any spare part or component of that product. If you purchase Symantec branded components, options, and spare parts for that same product, they are included in this definition and considered part of your Appliance.
- b. "Appliance Support" means the general support services that we provide for your Appliance under the provisions of a Support Agreement for the term of that agreement.
- c. "Software" means the Symantec software that you have licensed for use as part of your Appliance under a Symantec license agreement.
- d. "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 Appliance.
- e. "We," "we," "our," or "Symantec" means Symantec Corporation or its subsidiaries.
- f. "You," "you," or "your" means you as the customer, the company, or the legal entity that has obtained the Appliance.

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