

Veritas Product Life Cycle

Effective 15 November 2019

Overview

The Veritas Product Life Cycle Policy (“Policy”), sometimes referred to as the EOL Policy, describes the sequence of phases our products go through from General Availability (GA) through maturity and decline. The value of identifying the phases and applying timeframes, i.e. actual dates to each phase, allows you to plan your upgrades and migrations without any gaps in support.

This policy and other helpful information is found at https://www.veritas.com/support/en_US/terms/support-fundamentals. You will find each individual product, version, and known dates for each phase of the product life cycle at: [Veritas EOL website \(https://www.veritas.com/content/support/en_US/eosl\)](https://www.veritas.com/content/support/en_US/eosl).

There are three sections to this document: Section One covers all Veritas Software Products, Section Two covers Veritas Appliances, and Section Three covers Software as a Service (SaaS).

This Policy describes how we typically handle the lifecycle of all our Veritas product offerings. We may need to deviate from the general timelines presented in this Policy in our sole discretion. This Policy supersedes all previous versions of this policy. We reserve the right to modify this Policy at any time.

SECTION One: Veritas Software Products

This Section describes Veritas’ general approach toward the provision of maintenance/support during the product lifecycle of Veritas software products. Veritas may deviate from the timelines and support offerings presented here based on various factors such as market conditions, inbound licensing restrictions, newly acquired product lines, emerging products or Veritas’ decision to EOL a product line as a whole. Actual dates are listed by product and its versions and can be found here: [Veritas EOL website](https://www.veritas.com/content/support/en_US/eosl).

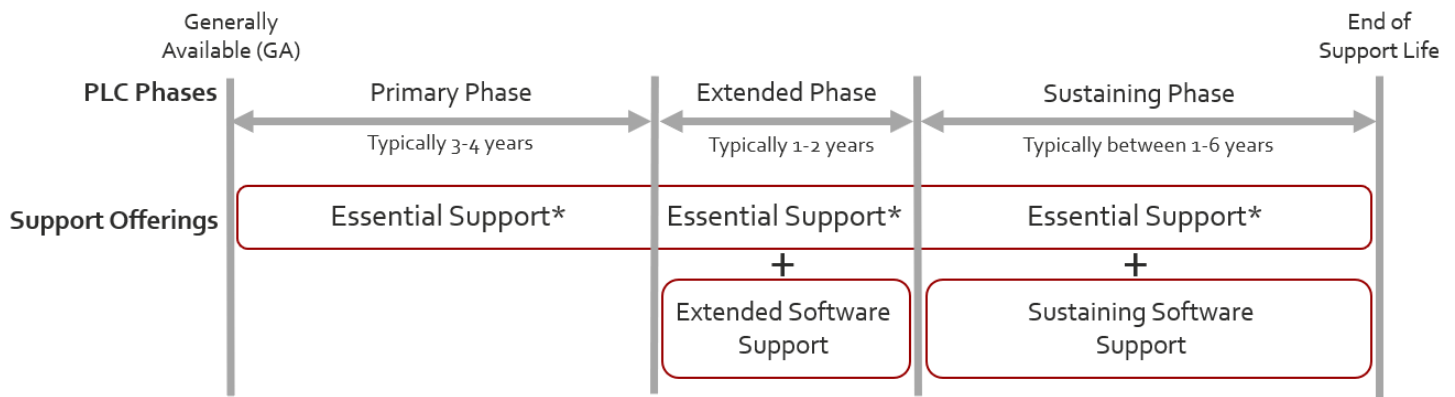
Maximizing Value

To help realize the maximum value from Veritas software products, you should install the latest version of your Veritas products. The latest versions allow you to benefit from the latest functionality and feature enhancements, are designed to handle modern workloads, and provide you access to our most complete technical support and engineering assistance and resources. We encourage you to visit [veritas.com](https://www.veritas.com) to see the exciting new features and capabilities of our latest software versions. We strive to make each version easier to upgrade, but we also have a talented team of professional services experts who can assist you with your upgrade plans as well (more information [here](#)).

We understand, however, that your business constraints may delay you from upgrading and that you need to have the flexibility either to upgrade to new versions or decide to remain on an older version for a while longer. When you are unable to keep current on your Veritas software products, we can provide you with additional support offerings that can extend certain limited features of maintenance/support coverage to you until you can upgrade. If you find yourself in this situation, please contact your Veritas renewal sales account manager to discuss support options to ensure your critical business systems remain supported.

Product Life Cycle Phases

There are three phases during the product life cycle of a software release: Primary, Extended, and Sustaining.



*Basic Maintenance may also be available alternatively for certain products in limited regions

The **Primary Phase** begins for a software release as soon as that software release is made generally available to you and our other end user customers (Generally Available or GA). If you have support during the Primary Phase you have the most complete level of support available, including bug fixes and patches for the software to establish or restore substantial conformity with the software’s documentation. The Primary Phase typically lasts for a period of 3 to 4 years following the GA date of that particular software release. When Veritas has determined an end date for the Primary Phase for a particular software release, it will update the online Product Life Cycle dates [here](#). You only need to purchase Essential Support during the Primary Phase to receive technical support. As Essential Support includes your right to access Upgrade Assurance (upgrades to software as they become generally available), an Essential Support subscription is required for support entitlement throughout the entire Product Life Cycle of that particular software release. For more information on what Essential Support includes, please see your support agreement or visit the ‘Support Services – Software’ section [here](#).

We strongly encourage you to upgrade to new releases in a reasonably timely manner, so you can continually receive all the benefits of Essential Support and take advantage of the new functionality and enhancements of those new releases.

As a particular software release ages, the costs to continue supporting it increase. During the Extended and Sustaining Phases we will continue to provide support on a commercially reasonable basis but will need to limit the level of effort invested into the older version, such as reducing personnel assigned to supporting this version or eliminating legacy in-house support environments and infrastructure for replicating customer issues.

The **Extended Phase** begins following the end of the Primary Phase. The purpose of the Extended Phase is to allow you additional time to receive support from Veritas on an older software version before you are able to upgrade to a current software version. The Extended Phase usually lasts for 1 to 2 years at Veritas' sole discretion. The final date for the Extended Phase will be posted online [here](#). Please note for some software products (usually our non-enterprise software) Veritas may not offer an Extended Support phase and the software will immediately enter the Sustaining Phase.

If you are unable to upgrade while the release you are using is still in the Primary Phase, we may choose to offer Extended Software Support for an additional fee. You must purchase Extended Software Support in addition to Essential Support to continue receiving support on an older software release. Extended Software Support extends many of the benefits of technical support, however our focus shifts in Severity 1 issues to service restoration or data retrieval rather than any engineering assistance. We only provide existing bug fixes or patches under Extended Software Support. Extended Software Support is available in one-year increments. For more information on what Extended Software Support includes, please see your support agreements or visit the 'Support Services – Software' section [here](#).

We may choose not to offer Extended Software Support for certain products or certain software releases. In that event, the Sustaining Phase will begin immediately after the Primary Phase. If Veritas does not offer Sustaining Software Support either, the software release for that product will immediately reach its End of Support Life.

The **Sustaining Phase** follows the Extended Phase and is meant for customers who are still struggling to upgrade to a current software version but depend on support. The Sustaining Phase usually lasts from between 1 to 6 years at Veritas' sole discretion. The final date for the Sustaining Phase (EOSL) will be posted online [here](#).

For this phase, Sustaining Software Support is offered at Veritas' discretion for an additional fee. You must purchase Sustaining Software Support in addition to Essential Support to continue receiving support on the legacy software version. Sustaining Software Support represents the final level of support we can provide on a particular software release before no further support of any kind is available. Sustaining Software Support extends some of the benefits of technical support, and our focus for any Severity 1 issues will be service restoration or data retrieval and 24x7 continuous efforts will not be available. We will use commercially reasonable efforts to address any support issues and will provide any existing bug fixes or patches, but no engineering assistance is available for new bug fixes, patches or security fixes on this version. In addition, Veritas will likely have little to no support infrastructure for replicating any issues in-house. Sustaining Software Support is available in one-year increments. For more information on what Sustaining Software Support includes, please see your support agreements or visit the 'Support Services – Software' section [here](#).

We may choose not to offer Sustaining Software Support for certain products or certain software releases. In that event, the software release for that product will immediately reach its End of Support Life.

End of Support Life (EOSL) is the point at which the software version has reached the end of its maturity and we no longer offer support of any kind. You must upgrade to a newer, supportable version to continue to receive any support.

We may, at our discretion, decide to End of Life an entire product line. If you have a current support agreement, you will be notified in advance of the End of Support Life date. Support will not be available for this product following the End of Support Life date.

Policy Usage

The Product Life Cycle Phases are listed [online](#) for each Veritas product and each product's versions.

Additional Fees

Fees for Extended Software Support and Sustaining Support are in addition to normal annual fees for Essential Support and will be calculated on an annual basis.

Characteristics by PLC Phase

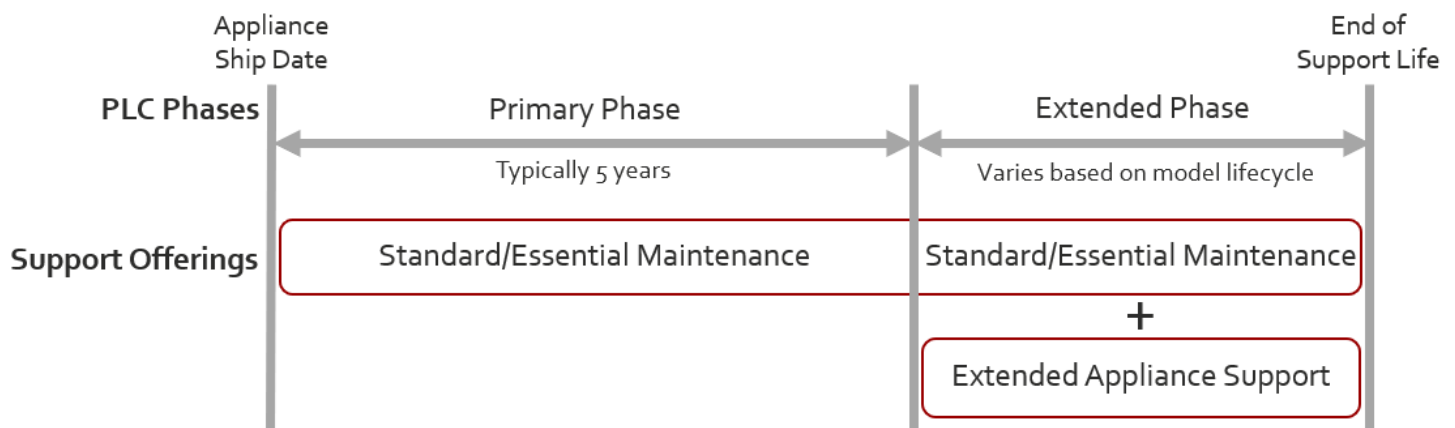
| | Primary Phase | Extended Phase | Sustaining Phase |
|-----------------------|--|--|--|
| Timing | 3-4 years (following GA) | 1-2 years (following the Primary Phase) | 1-6 years (following the Extended Phase) |
| Level of Support | Access to technical support | Continued access to technical support | Continued access to technical support |
| | Development of bug fixes | No new bug fixes (access to existing only) | No new bug fixes (access to existing only) |
| | Security vulnerability fixes (at Veritas' discretion) | Limited critical security vulnerability fixes (at Veritas' discretion) | No new security vulnerability fixes |
| | Normal severity level support | Severity 1 will focus on service restoration or data retrieval Severities 2-4 as normal | Severity 1 will focus on service restoration or data retrieval but 24x7 Continuous Efforts are not available Severities 2-4 as normal |
| | Standard support resources | Limited support resources | Minimal support resources |
| | Standard support infrastructure | Limited support infrastructure | Minimal to no support infrastructure |
| Offerings and Pricing | Essential Support | Essential Support + Extended Software Support | Essential Support + Sustaining Software Support |
| | Standard essential pricing | Standard essential pricing + Year-on-year premium | Standard essential pricing + Higher year-on-year premium |

SECTION Two: Veritas Appliances

This section applies only to the appliance hardware and firmware included in the appliance hardware purchase (such as the operating system). Separately SKU'd software products for the appliance (such as NetBackup application software or Flex software) follow the timelines outlined in Section One for Veritas Software Products. Due to the tight integration of appliance hardware, firmware and software, Veritas reserves the right to require you to have both a valid appliance support subscription and a valid software subscription, including any necessary extended or sustaining offerings for either, in order to be able to provide support.

Product Life Cycle Phases

There are two phases during the product life cycle of an Appliance: Primary and Extended.



The **Primary Phase** of an appliance begins when you purchase an appliance. During this phase, Standard Maintenance and/or Essential Maintenance is available for the particular appliance model. Both support offerings represent the most complete level of support available for the appliance model, though Essential provides faster response times than Standard. For more information on what Standard or Essential Maintenance includes, please see your support agreement or visit the 'Support Services – Appliances' section [here](#).

Standard/Essential Maintenance is available for the first 5 years following your ship date of the appliance you purchased. Thereafter, if you still want support on the appliance, you must purchase Extended Appliance Support in addition to either Standard or Essential Maintenance.

The **Extended Phase** of an appliance begins after the five years following the Primary Phase and varies in length depending on when you purchased the appliance in the overall appliance model lifecycle. The purpose of this phase is to allow you additional time to receive support from Veritas on an older appliance. If you need support, you must purchase Extended Appliance Support at an additional fee, if Veritas makes it available, in addition to either Standard or Essential Maintenance. Extended Appliance Support is available in one-year increments following the Standard Phase of the appliance.

Extended Appliance Support generally includes many of the same benefits of the Standard/Essential Maintenance but is subject to parts availability as the appliance model will have reached a maturity that will be more difficult to support. We will use commercially reasonable efforts to address support issues and will provide any existing bug fixes or patches, but no engineering assistance is available for new bug fixes, new security fixes or new patches under Extended Appliance Support. For more information on what Extended Appliance Support includes, please see your support agreement or visit the 'Support Services – Appliances' section [here](#).

Extended Appliance Support represents the final level of support we can provide for a particular appliance model before no further support of any kind is available (sometimes referred to as end of support life or EOSL). At that point, the appliance has reached EOSL. The final date for the Extended Phase of a particular appliance model (EOSL) will be posted online [here](#).

End of Sale is tied to the appliance model itself rather than the product life cycle of a particular appliance, and, as such, can occur at any point during your purchased appliance's life cycle. End of Sale is the date where no further appliances of a particular model will be available for purchase and manufacturing of this model will cease. If you want additional appliances of a particular model, you must purchase those additional appliances prior to the End of Sale date.

End of Support Life (EOSL) is the point where an appliance has reached the end of its maturity and we no longer offer support of any kind. The End of Support Life for a particular appliance model will be posted online [here](#).



SECTION Three: Veritas Software as a Service (SaaS)

Veritas SaaS offerings are comprised of dynamic sets of features and functionalities to which many customers subscribe. Consequently, we cannot guarantee that a specific feature or functionality will be provided to you in a SaaS offering at any given time. All customers enjoy the current feature and functionality set provided by Veritas for each SaaS offering.

A subscription to a SaaS offering also includes support for that offering. A SaaS offering will reach its End of Life phase when Veritas decides to terminate the SaaS offering in its entirety. Please see your hosted services terms and corresponding service description, both available [here](#), for more information. The End of Support Life for a SaaS offering will be posted online [here](#).