

# End of Life Policy for Symantec Business Software Products



## Scope

The scope of the policy is to define the global End of Life (EOL) policy for all enterprise products and hosted services, whether they are delivered as on-premise software, an appliance, or a hosted service.

**Note:** For products or services with more restrictive end of life requirement (e.g. appliances, inventory, 3rd party limitations, legal limitations), the more restrictive requirement will be enforced.

## Policy

“End of Life” refers to the process of discontinuing a product or version of a product:

- Ending sales and renewals
- Removal from all price lists
- Discontinuing support

This EOL Policy applies to any model of End of Life, including, but not limited to:

- End of Product Life (EOPL) - when a product as a whole is being terminated.
- End of Service Life (EOSL) – when a hosted service is being terminated.
- End of Version Life (EOVL) - when a product version is being superseded by a new major or minor version.

This EOL Policy will apply to all products that enter an End Of Life phase as of the Effective Date of the EOL Policy. This policy will apply to acquired products when they are made available under a Symantec licensing programs, or as otherwise decided by the Symantec.

A standard EOL process has 5 key dates to track:

- End of Life Date: the date of formal communication to customers and partners
- End of Availability: the date of removal from all affected price lists
- End of Access: the date the product/version or service can no longer be licensed/purchased
- End of Standard Support: the last date of standard support
- End of Support Life / End of Extended Support: the last date of reduced extended support

The following table outlines the availability, price and discounting adjustments made once product or version has entered the EOL process.

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Event	Timing	Description of Event
End of Life (EOL) Date	Release of new version or replacement product or decision to discontinue the product	The EOL product/version will be removed from the price list; it will no longer be actively marketed (although it can still be ordered).
End of New Sale Availability	EOL Date	<p>Following this date, new customers are no longer able to order licenses, media, or initial support services through the price list for the EOL product/version but may continue to renew existing subscription licenses or support.</p> <p>Between this date and the End of Access Date, existing customers may obtain additional licenses of the EOL product/version by purchasing a license to the current product/version through the current downgrade process to request the keys and access to the binaries for the EOL product/version.</p> <p>The final year's support renewal will be prorated and automatically end on the End of Extended Support (End of Support Life) date.</p> <p>After End of New Sale Availability, Symantec may continue to sell Education and Consulting services for the EOL product/version.</p>
End of Access	EOL Date + 1 year	<p>Following this date, existing customers may no longer obtain additional licenses of an EOL product/version or renew a subscription license.</p> <p>All customer requests for new/renewed licenses of an EOL product/version shall be referred to their Sales representative or Partner for a discussion on how to migrate to the current version.</p>
End of Standard Support	EOL Date + 2 years	<p>Standard Support for purchased EOL products can be renewed for up to 2 years after the EOL announcement date at a 20% uplift on the previous year's purchase price.</p> <p>After the End of Standard Support date, customers will have the option of purchasing Extended Support for up to 2 additional years.</p> <p>Other components of maintenance (e.g., content) will remain the same</p> <p><b>Engineering Support Implications:</b> Provide bug fixes on limited basis; provide Content Updates and vulnerability fixes</p>
End of Extended Support (also known as End of Support Life)	Years 3-4 after EOL Announcement	<p>Extended Support will be available in years 3 and 4 after the EOL Announcement date at full list price. No discounting will be approved.</p> <p>After End of Extended Support, Technical Support will no longer be offered for the EOL product/version. However, Symantec may continue to grant customers access to the knowledge base or continue to provide assistance through a fee-based service.</p> <p>After End of Extended Support, customers will no longer be able to purchase renewals on their support services agreement and any previously purchased support service renewals that have not yet expired will be prorated to end on this date.</p> <p>Other components of maintenance (e.g., content) will remain the same</p> <p><b>Engineering Support Implications:</b> No new bug and vulnerability fixes; Content Update only</p>

Please refer to the [Symantec Appliance End of Life Policy](#) for appliance specific requirements.

(Link: [https://support.symantec.com/en\\_US/article.TECH89724.html](https://support.symantec.com/en_US/article.TECH89724.html))

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## Notification

Channel partners, direct sales and renewal teams will be notified 30 days prior to the EOL announcement. Specifically these stakeholders will be notified of:

- EOL timelines and implications
- Price uplift and discount restrictions
- Available replacement product or version