

Pulse Secure Product End-of-Life (EOL POLICY)

Policy & Procedure

From time to time, Pulse Secure may find it necessary to discontinue products and services for a number of reasons, including technology innovations leading to product enhancements and increased functionality, changes in market demand for the product, or obsolescence of components used to build the product.

EOL Notifications (EOLN's)

When a product model reaches its End of Life (EOL), Pulse Secure's policy is to communicate important milestones to help customers understand the impact of product end of life and understand the applicable timelines and manage product transition.

This communication is handled on a product-by-product basis via an **End of Life Notification** (EOLN), which is a specific type of Product Support Notification (PSN). EOLN's are posted at Pulse Secure's public website. (As of the date of this policy document, the site is located at <https://www.pulsesecure.net/support/eol/> where this policy is also posted).

The EOLN will include the critical milestone dates that will occur in the typical product end of life process. The EOLN may also contain other key information pertaining to Pulse Secure hardware and software products, such as recommended replacement product(s). Rules and milestone dates specified in the EOLN for a particular product may vary from the guidelines stated below.

Nothing in this EOL policy shall contravene any specific contractual commitment Pulse Secure has made regarding end-of-life for particular products or customers.

As always, a customer's right to support services of any kind is contingent upon that customer's having a valid, unexpired support service contract purchased from Pulse Secure or from a Pulse Secure-authorized reseller or support services specialist.

EOL Guidelines – Hardware Products and their Operating System Software

The EOLN for any hardware product generally includes the following information.

1. Notification Date: The “Notification Date” is the date of the EOLN.

2. End of Sale (EOS)

- Typical Timing of EOS: Approximately 180 days after the Notification Date.
- Effect of EOS:
 - Products: The last date on which purchase orders may be placed for the affected product(s) and for new support services contracts for those products.
 - New Support Services Contracts: After EOS, no further new contracts for support services for the affected product(s) will be sold.
 - Support Contract renewals: Customers may purchase support contract renewals after the EOS, but only if renewal period commences on the date the existing support contract period expires. In other words, post-EOS, no renewal is available after a lapse of support service coverage.
 - Support Contract upgrades: Customers may NOT upgrade support contract levels after EOS, regardless of whether the upgrade is sought in mid contract term or on renewal of the contract. For example, after EOS, a Next Day cannot be upgraded to Same Day,
 - Reinstatements: No reinstatement of support services contracts will be allowed after EOS date.

3. LSV – Last Software Version.

- The Last Software Version for a product is the last Version of operating system software that will support the affected hardware product.

4. Changes to support available during EOL

During the EOL lifecycle, the level of support available from Pulse Secure “steps down” to lower levels.

- **First Service Step-down** - The available services offerings for the product will be capped at Next-day and Next-day Onsite support. Same-day and Same-day onsite support will be discontinued. This happens approximately two years after the EOS.
- **Second Service Step-down** - The available services offerings for the product will be capped at Return-to-Factory (RTF) and AR-5. Next-day and Next Day Onsite support will be discontinued. This happens approximately three years after the EOS.
- **End of service contract renewal date** – The last date to renew or extend existing service contracts cannot extend beyond the end of service date. This happens approximately three years after the EOS.

5. EOSE - End of Engineering support date.

- **Typical Timing of EOE:** Three (3) years after EOS of the affected hardware product.
- **Software Effect of EOE.** EOE is the date after which Pulse Secure is no longer committed to furnish software engineering level support for the operating system software licensed for the affected hardware. This means that no further Releases (e.g. service or maintenance releases or patches) will be created for the support of the affected hardware product. Support will generally be limited to investigation and troubleshooting in an attempt to provide solutions, configuration guidelines and workarounds.
 - Additional guidelines regarding “Release EOSE” for Releases under a particular Version of software products, including operating system software for hardware products, are described in the section entitled “Software Releases under a Particular Version” under “Other EOL Rules and Guidelines” below.
- **Hardware Effect of EOE.** After EOE Pulse Secure has no commitment to perform hardware engineering level support (including hardware modifications and hardware failure analysis) for hardware defects.
 - From EOE date until End of Support (“EOS”) date (defined in item 7, below), Hardware Replacement and Repair services will remain in place subject to partial phase-out in accordance with the guidelines set forth in the section entitled “Special Guidelines for RMA Hardware Repair/Replacement Service Level Availability” under “Other EOL Rules and Guidelines” below.

Other EOL Rules and Guidelines

1. Special Guidelines for RMA Hardware Repair/Replacement Service Level Availability

Subject to different terms specified in the applicable EOLN:

- RTF (Return-to-Factory) support generally is available until EOL.
- Pulse Secure’s commitment to furnish Same Day and Same Day Onsite replacement services generally ends two (2) years after EOS.
- Pulse Secure’s commitment to furnish Next Day, Next Day Ship and Next Day Onsite support services generally ends four (4) years after EOS.
- Pulse Secure’s commitment to furnish AR-5 repair/replacement service level to Support Services Specialists under PAR-type service contracts generally ends on EOS date.
- If a customer has purchased an RMA repair/replacement service level that is discontinued under this EOL policy, the customer shall be afforded service at the highest service level still available.

2. Software Releases under a particular Version.

A “Version” is a series of Releases of a software product with a common “x.y” denomination in the first two places of the Release identifier. A “Release,” on the other hand, is an image issued under a particular Version. For example, PCS 8.2R1 through PCS 8.2.R6 are all Releases under the same Version 8.2, whereas PCS 8.2R1 and PCS 8.3R1 are releases under different Versions. Releases within a Version generally have common features and functionality.

End-of-Life milestones for releases under one Version do not affect support commitments relating to releases for other major versions

- **Typical Timing of Release EOE.** EOE for Releases under a particular Major Version generally range between 9 and 36 months after first general availability of the initial Release under that Version.
- **Effect of Release EOE.** After Release EOE Pulse Secure will not be under obligation to perform any further software fixes, code changes. No further Releases will be developed or distributed for that Version.
- **Typical Timing of Release EOL.** Release EOL for Releases under a particular Version generally range between 6 and 12 months after the EOE date for that Version.
- **Effect of Release EOL.** After Release EOS Pulse Secure will not be under obligation to perform support services of any kind for any releases under the applicable major version. Pulse Secure will not be under any obligation to keep any such Releases available for download after release EOS.

Transition Rules and Modifications of EOL Policy

This revision of the End-of-Life Policy and Procedures takes effect on posting at Pulse Secure’s public website, subject to the following exceptions and limitations:

- i. This revision shall not affect express product end-of-life commitments under valid, unexpired written agreements between Pulse Secure and a customer, to the extent those commitments are inconsistent with the End-of-Life Policy.
- ii. This revision shall not affect Pulse Secure’s End-of-Life commitments with respect to product for which Pulse Secure has already issued an EOLN prior to the posting of this revision.
- iii. Finally, this End-of-Life Policy and Procedure revision shall not affect Pulse Secure’s obligations under the current term of any support services contract that has been ordered and accepted prior to the posting of this revision.

As provided in Pulse Secure’s End User Support Agreement, Pulse Secure may at any time further modify this End-of-Life Policy and Procedure by posting a new revision on the Pulse Secure public website; provided, however, that no such modification shall affect Pulse Secure obligations under the then-current term of any Pulse Secure Support Services Contracts ordered and accepted prior to the effective date of such modification.

Appendix A - Summary of Key Milestones

Milestone	Definition	Date
End of Sale Announcement	The date the document announcing end of sale- end of life of a product is distributed to the general public.	
End of Sale (EOS)	The last day to order the product through Pulse Secure. The product is no longer for sale after this date.	Approximately six months after End of Sale announcement
Last Supported Version (LSV)	After this date, Major Releases are not supported, however, updates, patches, hotfixes, or security patches continue to be made available .	Approximately 12 months after EOS date
First Service Step-down	The available services offerings for the product will be capped at Next-day and Next-day Onsite support. Same-day and Same-day onsite support will be discontinued.	Approximately 2 years after EOS date
End of Engineering Support (EOES)	After this day Pulse Secure will no longer perform any updates, patches, hotfixes, or security patches for the appliance. Pulse Secure support will generally be limited to investigation and troubleshooting in an attempt to provide solutions, configuration guidelines and workarounds.	Approximately 3 years after EOS date
Second service step-down	The available services offerings for the product will be capped at Return-to-Factory (RTF) and AR-5. Next-day and Next Day Onsite support will be discontinued.	Approximately 4 years after EOS date
End of service contract renewal date	Last date to renew or extend existing service contracts. Support cannot extend beyond the end of service date.	Approximately 4 years after EOS date
End of Life (EOL)	Last date to receive contracted service for the product. Limited support will be offered on a per-incident, non-contracted basis only, at the discretion of Pulse Secure.	Approximately 5 years after EOS date

¹“Major Release,” is defined by a change in the software Release Version number e.g. Pulse Connect Secure 8.2 to Pulse Connect Secure 8.3 is a major release.