BeyondTrust End of Life Policy

Introduction
This document summarizes the policy across all products and services for continued development, maintenance, and support, plus the decisions and processes in place that govern the end of sale and end of life for product lines.

This document does not cover the end-of-support of specific versions of a product line. For information on end-of-support timing for releases, please see the BeyondTrust Support Guide.

Determining End of Sale
The life of a product or service is determined by several different factors, and a decision to end of sale and/or end-of-life may be based on any combination of the following:

<table>
<thead>
<tr>
<th>Market demand</th>
<th>A sufficient reduction in the demand for a product or service may result in the product or service no longer generating enough revenue to cover the cost of maintaining and supporting it.</th>
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</thead>
<tbody>
<tr>
<td>Market viability</td>
<td>The product may belong to a market that is no longer a viable market for BeyondTrust. This may be due to market problems no longer existing, or a shift in approach to solving a market problem.</td>
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<tr>
<td>Technical viability</td>
<td>The product is no longer able to solve the primary market problems, due to technology shifts. Examples of this may be architectural changes in operating systems and platforms, or product dependencies on deprecated or end-of-life technologies.</td>
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<tr>
<td>Obsolescence</td>
<td>The product has been superseded by a newer, more viable product.</td>
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This end-of-life policy only applies to product and service end-of-life announcements made on or after February 1, 2020.
General End-of-Life Process

1. Where feasible, BeyondTrust will provide advance notification to customers on the end of sale of a product or service. All customers with active maintenance contracts for the affected product or service will be notified via email communication. Announcements will be historically documented at www.beyondtrust.com/docs/eol.

2. Once the end of sale date is reached, the product or service will no longer be available for purchase to new customers; however, existing customers are able to purchase additional licenses until the end-of-renewal date.

   Unless otherwise stated on the announcement, this will be a period of six months from the end of sale date until the end-of-renewal date.

3. Once the end-of-renewal date is reached, the product or service will no longer be available for additional license sales or contract/maintenance renewals. Any contract or maintenance renewals purchased prior to this date will be limited to the end-of-life date.

   Unless otherwise stated on the announcement, this will be a period of twelve months from the end-of-renewal date until the end-of-life date.

4. Once the end-of-life date is reached, the product or service will no longer be provided any support offerings.

Customer Notification Guidelines

Standard policy for notifying customers of end of sale, end of life communications is as follows:

- **First notice:** At the time of end of sale
- **Second notice:** Eight weeks following first notice
- **Follow-up notices:** 1 per quarter till the end of life
- **Last notice:** At the time of end of life

Customers who have opted-out of marketing communications will still receive EOS/EOL notices.
About BeyondTrust
BeyondTrust is the worldwide leader in Privileged Access Management (PAM), empowering organizations to secure and manage their entire universe of privileges. Our integrated products and platform offer the industry's most advanced PAM solution, enabling organizations to quickly shrink their attack surface across traditional, cloud and hybrid environments.

The BeyondTrust Universal Privilege Management approach secures and protects privileges across passwords, endpoints, and access, giving organizations the visibility and control they need to reduce risk, achieve compliance, and boost operational performance. Our products enable the right level of privileges for just the time needed, creating a frictionless experience for users that enhances productivity.

With a heritage of innovation and a staunch commitment to customers, BeyondTrust solutions are easy to deploy, manage, and scale as businesses evolve. We are trusted by 20,000 customers, including 70 percent of the Fortune 500, and a global partner network. Learn more at www.beyondtrust.com.