

Data Domain Product End of Life Policy

The End of Life Policy only applies to End of Availability and End of Service Life announcements made after January 1, 2007 for all Data Domain product lines. The Policy does not apply to product that is already subject to an End of Service Life announcement.

It is Data Domain's intention, subject to change at Data Domain's discretion, to offer product support coverage under its standard product maintenance services while a product is being actively marketed, and for a specified period of time after a product has reached End-of-Availability (EOA). The general policy guidelines are:

- For System Software and Storage Software, both the current (Rev "N") and the immediate 2 prior releases (Rev "N minus .2") are eligible for such coverage.

The following table is an example where N=4.0.x.x as the latest release

Release	Status
4.0.x.x	Supported Release
3.9.x.x	Supported Release
3.8.x.x	Supported Release
3.7.x.x and Previous	Non-Support Release

- For software products that have multiple releases within a one (1) year period. Data Domain will offer its standard product maintenance on older releases (Rev "N minus 2", Rev "N minus 3", etc.) for at least one (1) year after the date on which the "older" release first becomes available.
- In some cases, resolution of an issue may be addressed by requiring a move to a more recent release.
- Data Domain may also choose to discontinue standard product maintenance for a specific release designation of software when it is being used on particular hardware or in a certain environment. For instance, Data Domain may terminate standard product maintenance for a Rev "N minus 2" release of Enterprise Storage Software when it is used on a host computer that is no longer being supported by its vendor, but may continue to offer support when used on other hosts.

- When a product model/model number is no longer offered for sale or license and removed from Data Domain 's pricing/quoting system ("End-of-Availability" or "EOA"), Data Domain will continue to offer its standard product maintenance for a Guaranteed Minimum Support (GMS) life specified in the following chart:

EOA Product Description	Guaranteed Minimum Support (from date of EOA)
Equipment (Hardware)	Thirty-six (36) months

- During the GMS life, Data Domain will support the discontinued hardware and software. For the first 2 years in the GMS timeline, features applicable to designated Data Domain hardware will be supported. For last one year in the GMS timeline, only maintenance and high priority fixes will be made available. At the end of the GMS, the Products become obsolete and field support services and parts availability basis will be performed on a best effort basis.

For detailed explanation of Purchase Terms and conditions see Data Domain Product Support Agreement.

End of Availability Milestones and Dates for Data Domain Products

Milestone	Definition	Effective Date
End of Availability Announcement date (EOAA)	Announcement date for End of Life and End of Sales for GA product release	T1
End of Availability date (EOA)	Last date for ordering product through all distribution channels	T1 + 3 Months
Last Shipment date (LS)	Last date for Data Domain or its distribution partners to ship the product	EOA + 1 Month
End of Service Contract Renewal date (EOSR)	Last date to extend or renew support contract for the product. Extension or renewal period cannot extend beyond End of Service Life date	LS + 2 Yrs
End of Service Life (EOSL)	Last date to receive support and services for the product. All services for the product become unavailable. After this date, product becomes obsolete.	LS + 3 Yrs