

## Gemalto Identity and Data Protection (IDP) EOL Policy

### Purpose

The purpose of this document is to communicate and End-of-Life policy to our customers and partners for all Gemalto Identity and Data Protection (IDP) products.

### Scope

This policy applies to all Identity and Data Protection (IDP) products within Gemalto's IDSS business unit. This includes products within Crypto-Management, Encryption, and Authentication portfolios. It excludes products within Software Monetization and the broader Gemalto portfolio.

### Policy

Products reach the end of their lifecycle for a variety of reasons. These reasons may reflect market demand, technology driven innovations and product maturity. While this is an established part of the overall product lifecycle, IDP considers it highly important to share all End of Life (EOL) product information with our customers and partners. This policy allows for adequate time to prepare for changes in availability of products and components, manage their development, and administer support or maintenance accordingly.

### Product Life Cycle Stage Definitions

**General Availability** — Products may be further developed to include new functionality, improvement of existing functionality, enhancement that provides additional value and/or extended performance, and any other change that constitutes an upgrade to the product (collectively: "New Features"), as well as for the purpose of implementing new platforms and bug fixes.

**Last Time Buy (LTB)** — Products in this phase are allowed to be sold to existing end customers. IDP will sell maintenance and provide RMA support to products in the LTB status. It is unlikely that new developments will be made to a product that is in LTB status. The product is not available for sale to new customers.

**End of Sale (EOS)** — "End of Sale" indicates the product is no longer available for purchase, but IDP will continue to provide support per maintenance agreements. Prior to EOS, customers will have the opportunity to make last-time purchases/buy of products.

**Good Faith Support** — Our normal support options include troubleshooting as well as software improvements. Most customers will transition from products during the normal support phase. However, after normal support ends, IDP will, at its discretion, offer good-faith support which entitles customers to help from our Client Services team for troubleshooting and workarounds but generally excludes any product updates. IDP will continue to provide support to the extent reasonably practicable without providing Major Releases or Minor Releases.

**End of Life (EOL)** — This defines a product that is no longer available for purchase and will no longer be supported by IDP. EOL is the final stage in the overall process. Once a product has been classified as "EOL", there is no development (including bug fixes), there is no repair or replacement support, and Technical Support is limited to online documentation (knowledge-base) and downloads. Customers are required to upgrade to a current product version to obtain support.

The table below shows the different lifecycle statuses and what customers and partners can expect as it pertains to support.

Phase	Sell to New Customers	Sell to Existing Customers	Sell Maintenance	RMA Support	Security Updates	New Development
Generally Available	Yes	Yes	Yes	Yes	Yes	Yes
Last Time Buy	No	Yes	Yes	Yes	Yes	Unlikely
End of Sale	No	No	Yes	Yes	Yes	Unlikely
Good Faith Support	No	No	Yes	Unlikely	No	No
End of Life	No	No	No	No	No	No

### General Guidelines on End of Support Announcements and Updates

The product End of Support is evaluated per-product on a quarterly basis taking customer needs into account. Updates to the End of Support timeline will be conveyed publicly via the [Technical Updates Blog](#) and email communication.

Product specific details can be viewed on the IDP Customer Portal. Note: login required.

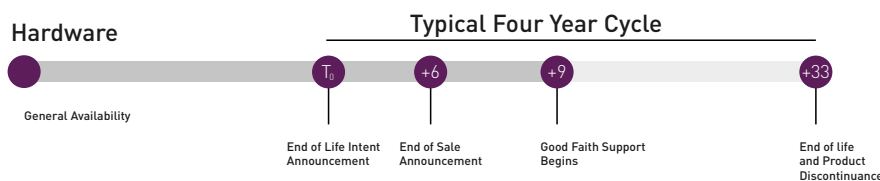
For platform support: Unless otherwise noted, IDP will cease to support operating systems and platforms as soon as their vendors issue their respective End of Life announcements.

For hardware discontinuation: IDP announces the discontinuation of hardware appliances at least four (4) years in advance. Orders for these products are accepted no later than the date of discontinuation. The warranty continues as defined in the warranty of each product.

These guidelines may be altered by Product Management upon occasion based upon material, market, and customer requirements. Additionally, any contractual requirements will supercede our EOL guidelines.

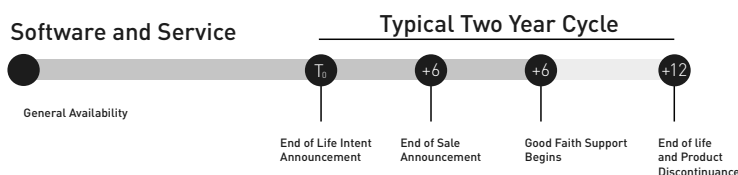
### Hardware products EOL Timeline and Milestones Expectations (4 Years Cycle)

Examples of hardware include: Appliances, PEDs and Tokens



### Software products and Services EOL Timeline and Milestones Expectations (2 Years Cycle)

Examples can include any software release that runs on hardware or is available as a services.



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