

Trend Micro Global* End-of-Life (EOL) Policy

As of March 2018

Summary

Trend Micro is committed to providing industry-leading products and services. This means Trend Micro products will continue to evolve with more complex levels of network security capabilities.

Trend Micro will periodically announce End-of-Life information, along with migration recommendations, for our customers. With this information, customers and partners can make proactive and informed decisions about product migration and version upgrades.

By providing a clear policy on product maintenance/support timelines, Trend Micro hopes this will help our customers and partners to better plan and manage their upgrade cycles and maintenance/support requirements. In turn, we can then focus our engineering resources on enhancing performance and protection in the latest versions of our products, which eventually leads to a better customer experience.

Trend Micro reserves the right to change this policy from time to time by posting a new version of it on Trend Micro's website.

Definitions

End-of-Sale or *EOS* means the date Trend Micro will cease to make a product generally available for purchase or renewal.

End-of-Life or *EOL* means the date when standard maintenance/support services for a product (or platform) are no longer available.

Software Bug means a reproducible error that constitutes a substantial non-conformity to a product's published documentation or specifications.

EOS and EOL Policy - All Products except Deep Security versions 10 and above

1. Trend Micro will provide six (6) months' advance notice of the affected product's End-of-Sale date, which is the last day when the affected product can be ordered. This notice will appear at <https://success.trendmicro.com/support-policies>. We encourage you to visit this site regularly as it contains useful information regarding Trend Micro's End-of-Life program.
2. End-of-Life will occur twelve (12) months after End-of-Sale.

3. Except as otherwise expressly set forth in a Customer's valid support contract with Trend Micro, software maintenance/support after End-of-Sale will be as follows:
 - a. For the twelve (12) months following the End-of-Sale (EOS) date, Trend Micro will provide bug fixes, maintenance releases, workarounds, and/or patches for Software Bugs, as reported via Trend Micro's support web site, but Trend Micro does not provide any new features or functional enhancements during such period.
 - b. When a product reaches End-of-Life (EOL), Trend Micro will no longer develop bug fixes or patches for the product, and will stop providing technical support for issues encountered after the said date.
 - c. Product technical updates - such as detection pattern files, rules, or filters - may cease at any time after End-of-Life (EOL) without any formal notice.
4. Support is only available to customers that have a current and fully paid maintenance contract with Trend Micro. Please contact your Customer Service Manager regarding fees payable during the EOL period so that Trend Micro may provide support through the EOL transition period. Additionally, to ensure continued protection and support service, please upgrade to a fully supported version of your product or pursue the recommended migration option.
5. At a customer's request and in very limited circumstances, Trend Micro may at its sole discretion, make available a separate, limited level support agreement past the End-of-Life date on a case-by-case basis. Any such extended support that is agreed by Trend Micro will only be offered if the license and maintenance/support on the extended product is current on the End-of-Life date and will require the payment of additional fees as may be required by Trend Micro. However, any such extended support will not offer any new features or functional enhancements, support for updated versions or patches to any operating system, or support for unsupported dependencies of third party software and will have limited engineering support.
6. Trend Micro strongly encourages customers to remain current with the latest products. With respect to the current threat landscape, the latest Trend Micro products are designed to combat the current threats. Older and out-of-date products may not provide the required protection to prevent certain security breaches.
7. For more information or assistance in planning an upgrade, contact your authorized Trend Micro technical support representative.

EOL Policy - Deep Security versions 10 and above

Major releases of Deep Security, such as Deep Security 10.0, are made available on an annual basis, and include new functionality and enhancements. Major releases receive regular maintenance updates through the standard support period, but do not receive any new features or functional enhancements. More information on Deep Security release life cycle and support can be found at: https://help.deepsecurity.trendmicro.com/10_1/on-premise/ds-lifecycle.html?Highlight=life%20cycle%20support

Deep Security Major Release Life Cycle:

Life Cycle Milestone	Timing (Global)
General Availability (GA)	Annually
End of Standard Support	GA + 3 years*
End of Life (End of Extended Support)	GA + 4 years*

Feature Releases such as Deep Security 10.1, are minor release versions made available at regular intervals between major releases and provide early access to new functionality. Feature Releases have a shortened life cycle and should only be used by customers that have the ability to upgrade on a regular basis. More information on the Feature Releases can be found at: https://help.deepsecurity.trendmicro.com/10_1/on-premise/feature-packs.html

* Exclusions

In addition to the EOL policy for Trend Micro Deep Security versions 10 and above previously covered, the following exclusions also apply:

1. Products for Japan region are handled under a region-specific policy.
2. Trend Micro TippingPoint products have a separate EOL policy.
3. The hardware-specific portion of Trend Micro appliances are covered under Trend Micro's specific hardware policy.