



Fortinet End of Life Policy **Hardware, Software and Subscription Services** **(Effective 03/01/2008)**

Fortinet understands that the retirement of a Fortinet product impacts the operations of a customer's business. To better serve customers, Fortinet has developed the Fortinet End of Life ("EOL") Policy, which provides customers with the information required to successfully migrate to a newer product. The EOL Policy details hereunder apply to all Fortinet product lines.

Fortinet maintains a life cycle plan for all products. As a product approaches the end of its selling life, Fortinet will publicly communicate the product's EOL milestones. These EOL milestones indicate how and when the product will be withdrawn from sale and support by Fortinet.

EOL Notification

Fortinet will provide a Last Order Date ("LOD") notification ninety (90) days prior to the effective LOD date via the Fortinet website (<http://www.fortinet.com>). The announcement of the LOD for a product is the effective notification that a product has began its EOL Support Period and will eventually be withdrawn from sale and support. After the LOD milestone, the product will no longer be available for new purchases.

Support Policy

The "EOL Support Period" runs thirty-six (36) months past the LOD milestone. Hardware and Software Support for discontinued products and services will be provided to customers who have purchased maintenance contracts prior to the LOD milestone and to those who maintain continuous maintenance contracts throughout the EOL Support Period, or are covered by warranty support. For products with announced EOL milestones where the warranty period has not yet expired, customers must purchase maintenance contracts or have maintenance contracts in place for such products prior to the hardware warranty expiration date in order to qualify for support. All support service contracts for products within the EOL Support Period will terminate upon the End of Support (EOS) milestone. After the EOS milestone, the product is considered at the end of its life cycle.

Hardware Support Policy

This Hardware Support Policy applies to all Fortinet hardware systems. Fortinet will provide hardware repair services and replacement parts for hardware for up to thirty-six (36) months from the LOD milestone as part of a valid warranty or maintenance contract. Replacement options for defective units may include: "return for repair," "like-for-like replacements" or an available "enhanced replacement." In the case of enhanced replacement, changes to the customer's network or an upgrade to a currently supported software release may be required.

Software Support Policy

This Software Support Policy applies to software, firmware and applications ("Software") including, but not limited to, the FortiGate, FortiClient Host Security, FortiManager, FortiAnalyzer (FortiLog), FortiMail and FortiGuard Products. Fortinet will provide Software support for two (2) major releases (the then-current major release plus the previous major release) of a product or for a period of thirty-six (36) months, whichever comes first, for any product within the EOL Support Period. Software support includes investigating and troubleshooting issues in an attempt to provide solutions and workarounds. Support may include, at Fortinet's discretion, bug fixes, new features, or enhancements. If a particular bug fix, new feature, or enhancement is available in a newer release than the version where the issue is reported, Fortinet may require the customer to upgrade to a newer version of the Software to obtain resolution of their issue. For products that are within the EOL Support Period and contain hardware, Fortinet will troubleshoot issues reported for the latest supported major release that was available at the LOD milestone only.

Subscription Services Policy

The Subscription Services Policy applies to all FortiGuard branded subscription services provided by Fortinet to all authorized devices and/or software clients. Customers must have a current subscription service contract to receive updates. Fortinet will provide ongoing subscription services updates for supported software releases for a maximum of 72 months after the LOD Milestone. Fortinet reserves the right to release subscription service updates that may not be compatible with products that are no longer supported. Fortinet may continue make subscription services available beyond the standard period and reserves the right to charge additional fees for continuing support services on any discontinued products or services. In addition, Fortinet reserves the right to reduce or amend support services offerings available for renewal under this policy at any time in its sole discretion, with or without notice.