

Blockbit Products

End-of-Life

Policy

october/2018



Overview

Cybersecurity technologies are evolving rapidly, following the threat landscape and trends in the prevention and protection of corporate assets. This acceleration is primarily responsible for the fact that products need to be constantly updated. The life cycle of a cybersecurity product is finite due to several reasons.

- Market demands and trends;
- Product development improvements and bugfixes;
- High cost of maintaining disused technologies;
- Technologic innovation.

Committed to providing the highest level of security to its customers, **Blockbit** is constantly working on developing and enhancing its products. However, innovation results in the need to discontinue previous versions that no longer fully meet the security criteria considered acceptable by **Blockbit** to our customers.

End of Life Policy

End of Life (EoL) is a criterion established by technology manufacturers to discontinue commercialization and support to certain products due to their shelf life. The life cycle of **Blockbit's** portfolio products follows the EoL Policy presented below.

Blockbit understands that renewing its products is a benefit to the customers. However, to maintain the quality of service and support, it's necessary to discontinue older versions of your software. This action collaborates to focus all research and development effort on the constant innovation and improvement of its products.

On the other hand, **Blockbit** also understands that EoL milestones can have relevant impacts on information security investment and, above all, on the processes created by companies to use a certain version of technology, keeping its operation active and secure.

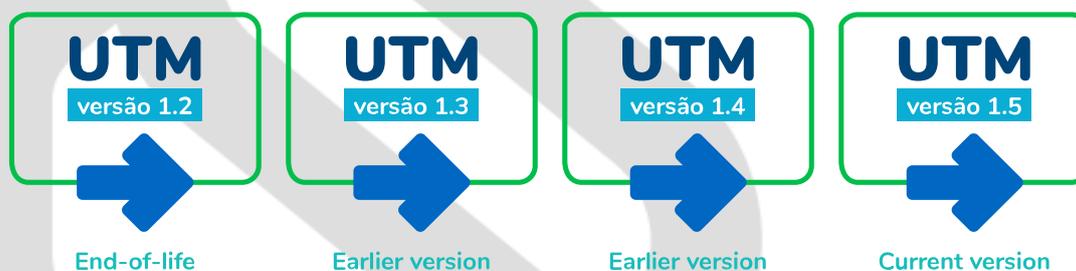
Therefore, the following End of Life policy defines deadlines and criteria for discontinuing **Blockbit** products. This instrument enables the customer to better manage the technology transition to newer versions featuring innovation on resources and architecture.

Blockbit also commits itself to support the customers in the migration process.

- 1. Product Life Cycle:** All Blockbit (software) products have a minimum shelf life of 24 months, regardless of how many versions are released. Cycle may extend at manufacturer's discretion.
- 2. Services supported by the products:** Within its life cycle, Blockbit products receive the following services:

- Deployment and migration projects;
- Technical support;
- Updates:
 - Intelligence feeds (Subscriptions);
 - Corrections (Bugfixes);
 - Security Patches (Bugfixes);
 - Minor improvements (Minor versions);
- Version upgrade (Major versions);

3. Product discontinuity: The **Blockbit** product release may be discontinued (End-of-life) due to the launch of the subsequent third release, guaranteed the full 24-month active lifecycle with full support. That is, products no longer receive the services contemplated in their life cycle, as shown below:



According to this example, **Blockbit UTM 1.2** will be discontinued, **Blockbit UTM 1.3** and **1.4** continue to receive all services, however new sales will only be made in the current version, that is **Blockbit UTM 1.5**. Note that after the 24-month period, **Blockbit** will announce the product's EoL and customers will still have 90 days to upgrade:



4. Discontinuity notification: Blockbit is committed to communicating the end of life cycle support deadlines for its products.

4.1 End of Sale: Blockbit publicly discloses the End of Sale (EoS) information of its products, that is, the last possible date on which a product can be purchased considering its life cycle.

4.2 End of Life: After the 24-month period, Blockbit will announce to its active customers about the end of the product life cycle 90 days in advance.

4.2.1 The product user must ensure that the latest version of Feeds is downloaded, considering the End of Life date and the contract term.

4.2.2 Intelligence Feeds (Subscriptions): Once the End of Life date is announced for a version of Blockbit products, Intelligence Feeds will no longer be updated.

4.3 End of Support: Technical support for EoL version will be maintained for 90 days.

4.3.1 The company must ensure that its support agreement with Blockbit is in place and being fulfilled so that during the transition period technical support will be provided. Consult with your account manager or reseller to learn more about applicable payments during EoL.

