

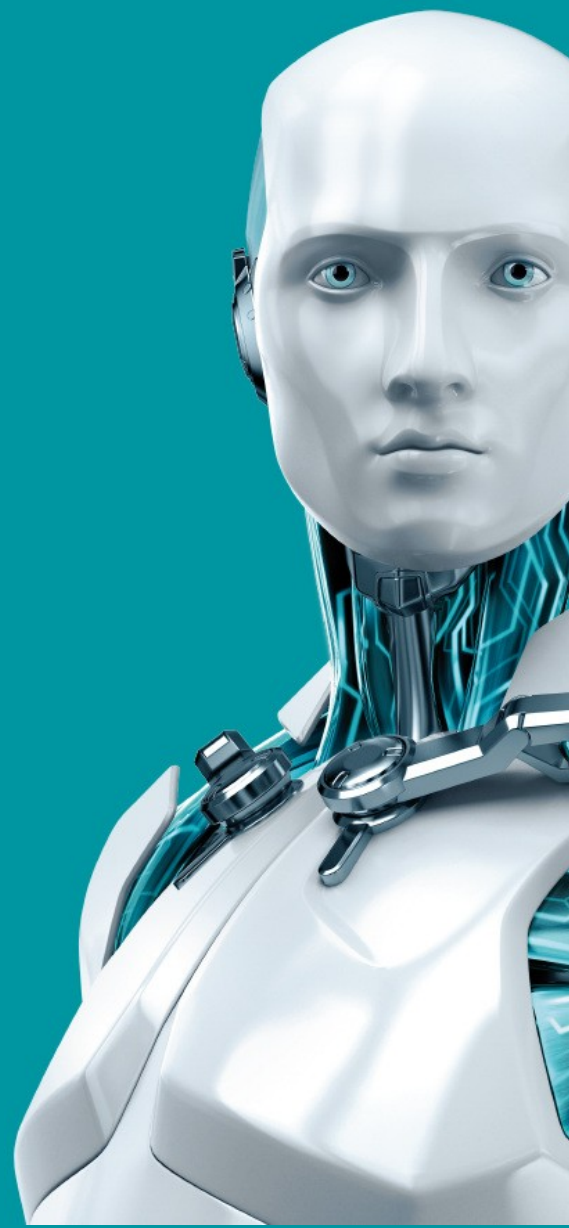


END OF LIFE POLICY

Home security products

Document version 1.2
Valid from July 1, 2020

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EXECUTIVE SUMMARY

The purpose of this document is to introduce procedures regarding our product lifecycle, End of Life (EOL) policies, and product-related support policies. To ensure our customers have the best protection possible, we want to communicate the EOL process in a transparent and predictable way for everyone involved.

In this End of Life document, we have defined product categories and created support policies for each of them. We have retroactively applied new support policies to existing products and versions, while still honoring any prior commitments that we made to our customers. In order to maintain consistency, these policies will be strictly applied to all future releases.

We also present a template for how to approach our product versioning and have drafted new guidelines to follow.

This End of Life policy became valid on July 1, 2020

VERSIONING RULES

ESET follows industry standards for product version numbering. See the example below on how to read the individual numbers found in the product version:

Versioning explained

ESET Internet Security version **13.1.21.0**

13.	1.	21.	0
Major version	Minor version/Service release	Build number/Patch level	Additional differentiator (e.g. language version)

Major version

Moving to a higher version typically involves a major product overhaul, change in product architecture, or dropped operating system support for an earlier operating system version(s).

Minor version/Service release

Increasing this number means minor bug fixes and minor functionality changes compared to the previous version.

Build Number/Patch level

Indicates required automatic security and stability updates. No functionality changes are made.

ESET guarantees full support for the latest major versions and corresponding minor releases of these products:

Windows

ESET Smart Security Premium
ESET Internet Security
ESET NOD32 Antivirus

Android

ESET Mobile Security
ESET Parental Control
ESET Smart TV Security

MacOS

ESET Cyber Security Pro
ESET Cyber Security

PRODUCT LIFECYCLE

Each of our products fits into a specific stage of the product lifecycle. To define a comprehensive End of Life policy, we have categorized them into the following groups:

1. Products in active development

These products are in the early or middle stages of the lifecycle.

Products in active development regularly undergo the end of version procedure for earlier product versions (every time a new major version is released).

2. Products in maintenance

These products are in a highly mature state and ESET only maintains them. There is no development of any new features. Products in maintenance do not get releases guaranteeing compatibility with future operating system releases.

3. Products to be terminated

These products undergo an internal product termination procedure, which results in the products complete End of Life.

Planned termination of a product/tool/service

- An End of Life state during which the product, tool or service is discontinued, a newer version is not available, and functionality is terminated.
- Once the termination is approved, the product moves to Limited Support.

Unplanned termination of a product/tool/service

- An End of Life state during which unpredictable external factors including operating system platform changes and API closures affect the functionality of ESET products, services or features. There can be immediate negative effects and the user's security can be jeopardized.
- ESET reserves the right to notify the user and execute the End of Life process outside the minimal standard time duration.

Free vs. paid termination of a tool/service

Paid services and tools

ESET provides at least a one year notice of the upcoming planned termination date and one year of Limited Support.

Free services and tools

ESET provides at least two months' notice of the upcoming planned termination date with two months of Limited Support.

SUPPORT LEVELS

These are the general support levels for ESET products and services. For specific support levels of individual products and product versions, refer to their corresponding sections in the document.

Full Support




This is understood industry-wide as providing the best efforts to serve customers by fixing all bugs and offering full functionality. We also offer wide-ranging assistance to our customers. All future operating system releases will be supported unless there is a major external hurdle that we cannot overcome with reasonable effort.

Limited Support

It is generally limited to Technical Support and Development Support, which is limited to bug fixing so there is no support for new operating system versions.

End of Life

At this stage of the product lifecycle, we offer zero support or assistance and do not guarantee the product's functionality at all. The best we can do is guide the customer to the most appropriate migration path so that they upgrade to the latest equivalent product.

 Full Support	<ul style="list-style-type: none">• Availability¹ of regular module updates• Confirmed problems and vulnerabilities addressed with security and stability updates or service releases• Support of the latest operating system/version of the applicable operating system²• Compatibility with select operating systems• Technical Support available to assist with all product-related issues• Documentation (Knowledgebase and Online Help guides) kept up-to-date
 Limited Support	<ul style="list-style-type: none">• Availability of regular module updates• Security and stability updates for critical bugs at ESET's discretion• Technical Support is available only for known bugs (where a fix is already available)• No localization updates are possible• Compatibility with select operating systems at ESET's discretion• Documentation updates guaranteed only for critical issues (preventing the products' core functionality and security from working properly)
 End of Life	<ul style="list-style-type: none">• Availability³ of regular module updates at ESET's discretion• No technical support or security and stability updates are available for this version

¹ Applies to AV products

² Support of older versions of the latest operating system is not guaranteed

³ Planned termination of this functionality must be communicated to customers and the suggestion to update to the latest version must be displayed. If this is not guaranteed, the functionality should not be terminated during the following year. Once it is turned off, the whole product stops working, because the security of the user is jeopardised. If available, the latest version or a substitute is offered.

END OF LIFE POLICY

Policy for Windows home products

Standard EOL

Full Support

Until the release of the next major product (e.g. version 13.x or version 14.x).

Limited Support

+1 year after expiration of Full Support for the affected major product versions.
+2 months for free products.

End of Life

Immediately from the effective date, at least six months' notice of the affected version's End of Life date.

Operating system support

ESET guarantees support only for the selected Windows operating system versions.

- ESET's aims to offer support to at least the same operating system versions as supported by Microsoft.
- Latest Windows operating system – ESET guarantees the availability of a suitable ESET supported antivirus product version no later than one day before Microsoft's official public release.

Exclusions to End of Life policy

- ESET is not obligated to offer support if hardware and/or software does not meet the minimum system requirements of the product, or the product/product version is no longer supported.
- If the user prefers an older version of an ESET product and requires technical support, the **ESET Technical Support will ask to update the product first before assisting the user.** (A user may not be able to upgrade to the latest available ESET product version with obsolete hardware or operating system version.)
- In the case of any serious incidents affecting the version during the unsupported phase, the user will be advised to upgrade to a supported version.
- Update to the latest version of a user's product may be required during the support process.
- In the case of a planned termination of the product:
 - ESET will provide at least one year's notice of the affected product End of Life date.
 - A replacement version/product (if available) is communicated to customers using multiple channels.
 - If the newer version of the substitute is released after this decision, the end of the terminated product is counted down from that release date.
- In the case of a planned feature termination, **ESET will provide six months' notice⁴.**
- In special cases when the functionality of ESET Windows products, services or features is negatively affected, or the security of the user is jeopardized by external factors such as operating system platform changes or legal restrictions, **ESET reserves the right to execute the End of Life process outside the minimal standard time duration⁵.**

⁴ In case of paid products/tools/services

⁵ Compensations or a substitute feature is provided at ESET's discretion

Policy for Android home products

Standard EOL

Full Support

Until the release of the next major product (e.g. version 5.x or version 6.x).

Limited Support

+1 year after expiration of Full Support for the affected major product versions.
+2 months for free products.

End of Life

Immediately from the effective date, at least six months' notice of the affected version's End of Life date.

ESET guarantees full support for the latest major version of Android's ESET Mobile Security, ESET Smart TV Security and Parental Control products until a newer major version is released. (In the case of Google Play, upgrade to the latest supported version of the ESET product for the user's Android version is offered automatically.)

Operating system support

- Select supported Android operating system versions at ESET's discretion⁶.
- If a new Android operating system is going to be supported, ESET guarantees the availability of the suitable ESET antivirus or parental control product version no later than one day before Google's official release⁷.
- Some feature functionalities are operating system version dependent.

Exclusions to End of Life policy

- ESET is not obligated to offer support if hardware and/or software does not meet the minimum system requirements of the product, or the product/product version is no longer supported.
- If the user prefers an older version of an ESET product and requires technical support, the **ESET Technical Support will ask to update the product first before assisting the user.** (A user may not be able to upgrade to the latest available ESET product version with obsolete hardware or operating system version.)
- In the case of any serious incidents affecting the version in the unsupported phase, the user will be advised to upgrade to a supported version.
 - Update to the latest version of the user's product may be required during the support process.
 - Users may not be able to upgrade to ESET's latest available version with obsolete hardware or Android version.
 - Some features (e.g. Anti-Theft) are not available on tablets that do not support calling and messaging.
 - Dual SIM and rooted devices are not supported.
- In the case of a planned termination of the product:
 - Compensation or substitution may be provided at ESET's discretion.
 - If the newer version of the substitute is released after this decision, the end of the terminated product is counted down from that release date.
 - ESET will provide at least a one year notice of the affected product End of Life date.
- In the case of a planned feature termination, **ESET will provide six months notice⁸.**
- In special cases when the functionality of ESET Android products, services or features are negatively affected or the security of the user is jeopardized by external factors such as operating system platform changes, Google Play Store policy updates or other legal restrictions, **ESET reserves the right to execute the End of Life process outside the minimal standard time duration⁹.**

⁶ Where technical changes do not limit the ESET application's functionality and existing issues cannot be solved by application modification.

⁷ Best effort; in case of special customizations, the release date may be delayed compared to global releases.

⁸ In case of paid products/tools/services.

⁹ Compensation or a substitute feature is provided at ESET's discretion.

Policy for Mac home products

Standard EOL

Full Support

Until the release of the next major product (e.g. version 6.x or version 7.x).

Limited Support

+1 year after expiration of Full Support for the affected major product version.

+2 months for free products.

End of version

Immediately from the effective date, at least six months' notice of the affected version's End of Life date.

ESET guarantees full support for the most recent released version.

Operating system support

ESET guarantees support only for the last three major macOS versions (best effort). (Latest major macOS version – ESET guarantees the availability of a suitable ESET supporting antivirus product version no later than one day before Apple's official public release.)

Exclusions to End of Life policy

- ESET is not obliged to offer support if hardware and/or software does not meet the minimum system requirements of the product, or the product/product version is no longer supported.
- If the user prefers an older version of an ESET product and requires technical support, the **ESET Technical Support will ask to update the product first before assisting the user.** (A user may not be able to upgrade to the latest available ESET product version with obsolete hardware or operating system version.)
- In the case of any serious incidents affecting the version in the unsupported phase, the user will be advised to upgrade to a supported version.
- Update to the latest version of the user's product may be required during the support process.
- In the case of a planned termination of the product:
 - Compensation or substitution may be provided at ESET's discretion.
 - If the newer version of the substitute version/product is released after this decision, the end of the terminated product is counted down from that release date.
 - ESET will provide at least a one year notice of the affected product End of Life date.
- In the case of a planned feature termination, **ESET will provide six months' notice.**
- In special cases when the functionality of ESET Mac products, services or features is negatively affected, or the security of the user is jeopardized by external factors such as operating system platform changes or legal restrictions, **ESET reserves the right to execute the End of Life process outside the minimal standard time duration¹⁰.**

¹⁰ Compensation or a substitute feature is provided at ESET's discretion.

Policy for Tools and Services

Current Offering

Tools: ESET Online Scanner, ESET SysRescue, ESET AV Remover, ESET SysInspector, ESET Log Collector

Services: License Credentials Conversion, ESET Social Media Scanner

Standard EOL

Full Support

Until the release of the next major product (e.g. version 7.x or version 8.x)

Limited Support

Tools and Services do not have Limited support, except one year Limited support in the case of a planned paid tool/service termination.

End of Life

Immediately from the effective date; ESET will provide at least two months notice of End of Life date.

ESET only guarantees support of the latest release of ESET tools.

Operating system support

- Support of the latest operating system/version of operating system at ESET's discretion.
- Compatibility with selected operating systems at ESET's discretion.

Exclusions to End of Life policy

- Full Support is guaranteed at ESET's discretion.
- In case of any serious incidents affecting the version in the unsupported phase, the user will be advised to upgrade to a supported version.
- In the case of a tool, an update to the latest version may be required during the support process.
- ESET will provide at least six months notice of the affected tool's/service's major version End of Life date.
- In case of a planned termination of the tool/service:
 - Compensation or substitution may be provided at ESET's discretion.
 - ESET will provide at least a one year notice of the affected paid tool's/service's End of Life date (two months notice in case of free tools/services).
- In case of a planned feature termination, **ESET will provide six months' notice¹¹**.
- In special cases when the functionality of ESET tools or services is negatively affected or security of the user is jeopardized by external factors such as operating system platform changes or legal restrictions, **ESET reserves the right to execute the End of Life process outside the minimal standard time duration¹²**.

¹¹ In the case of paid products/tools/services.

¹² Compensation or a substitute feature is provided at ESET's discretion.

RESOURCES

If you have any questions regarding the level of support for a product(s) you are using, contact [ESET Technical Support](#).