



END-OF-LIFE POLICY

Consumer Security Products

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EXECUTIVE SUMMARY

The purpose of this document is to introduce procedures regarding our product lifecycle, end of life policies, and product-related support policies. We want to communicate the end of life process to our customers so our End of Life (EOL) processes are transparent and predictable for all involved to make sure our customers have the best protection possible.

During the creation of this EOL document we have defined **product categories** and created tailored **support policies** for each of them. New support policies are to be applied retroactively to existing products and product versions while respecting the commitments we had previously made to our customers. At the same time, the policies are to be strictly applied to all future releases to achieve the desired consistency.

Furthermore, we present a template for how **versioning** of our products should be approached, and new guidelines were drafted that are to be followed.

This EOL policy becomes valid on July 1, 2020

CONSUMER EOL

End of Life Support Policy

Keeping an ESET product updated is one of the most important ways a user can protect their devices and network from malware. ESET continuously works on core functionality and user experience improvements, adds new features and implement answers to customer feedback by releasing new products or major product, tool or service versions. Major version is indicated by the change of the first set of numbers (**6.7.120.0**, **12.2.23.0**).

ESET reacts to emerging security issues or discovered bugs by replacing a full version with a repacked build – minor version release or hotfix, indicated by the change of the second and third numbers (**6.7.120.0**, **12.2.23.0**).

ESET guarantees full support for the latest major versions¹ 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

The level of ESET product support changes throughout each product's life-cycle. This is depicted in the following chapter – Support Levels.

¹ Updated products' EULA and use of automatic update technologies such as uPCU (micro Program Component Update) and PCU (Program Component Update) are crucial for easier and problem-free upgrades to the latest versions of our products

SUPPORT LEVELS

These are the general support levels for ESET products and services. For application to individual products and product versions, read the dedicated sections of this 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 OS releases will be supported unless there is a major external hurdle that cannot be overcome despite reasonable effort.

Limited Support

– the scope is relatively narrow here so pay attention to the kind of support you are entitled to at this stage for each product category.

EOL

– 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.

EOL policy



Full Support

- Availability of regular module updates²
- Confirmed problems and vulnerabilities addressed with patches and Service Releases
- Support of the latest Operating System/version of Operating System³
- Compatibility with selected Operating Systems
- Technical Support available to assist with all product related issues
- Documentation (Knowledge Base and Help) always kept up-to-date



Limited Support

- Availability of regular module updates²
- Fixes/patches for critical bugs at ESET's discretion
- Technical support is available only for known bugs (where fix is already available)
- No localization updates possible
- Compatibility with selected 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

- Availability of regular module updates at ESET's discretion⁴
- No technical support or patches are available for this version

² Applies to AV products

³ Support of older versions of the latest OS is not guaranteed

⁴ 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 guaranteed, functionality must be terminated. Once it's turned off, the whole product stops working, because the security of the user is jeopardized. If available, the latest version or substitute is offered

STANDARD EOL POLICY

The aim of the Standard EOL Policy is to keep the highest security protection level for its users by having the latest version of the product installed.

Full support is meant for the latest versions of the products, once any newer version is released, the previous version gets limited support for one year and moves into EOL state after that.

Standard shift ([Standard EOL](#)) between the mentioned support levels is proposed on the previous page (Full Support, Limited Support and End of Life).

Communication of the EOL

End of Life support policy for our consumer products is communicated via the [Knowledge Base support page](#) with the latest updates.

Exclusions to End of Life policy

- a) In special cases when the functionality of ESET Windows products, services or features is negatively affected and security of the user is jeopardized by external factors such as OS platform changes or legal restrictions, ESET reserves the right to execute the End of Life process outside the minimal standard time duration
 - Compensation or substitute product/service/feature is provided at ESET's discretion
- b) ESET is not obliged to offer support in when hardware and/or software does not meet the minimum system requirements of the product or the product/product version is no longer supported
- c) If the user prefers an older version of an ESET product and requires technical support, the **ESET support team will ask to update the product first before the support team can assist**
 - User may not be able to upgrade to the ESET's latest available version with obsolete hardware or version
- d) **Availability of regular module updates after End of Life is not guaranteed** (product and platform dependent)
 - Functionality of product/tool can be terminated at any time once it moves to EOL
- e) Planned termination of the product/tool/service
 - An EOL state during which the product, tool or service is discontinued, no newer version is available, and functionality is terminated
 - Once the termination is approved, product moves to limited support

Product's/Service's/Tool's termination:

 - 1. Paid**
ESET provides at least one year's notice of the oncoming planned termination date of paid ESET product/tool/service and one year's limited support
 - 2. Free**
ESET provides at least two months' notice of the oncoming planned termination date of free ESET products/tool/service with two months' limited support
- f) Unplanned termination of the product/tool/service
 - An EOL state during which unpredictable external factors including OS platform changes and API closures affect the functionality of ESET products, services or features. There can be immediate negative effects, where the security of the user is jeopardized.
 - **ESET reserves the right to notify the user and execute the End of Life process outside the minimal standard time duration**

Policy for Consumer Security for Windows

Standard EOL

Full Support

– until the release of next major product (e.g. v7.x -> v8.x)

Limited Support

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

+2 months for free product

End of Life

– immediately from effective date, at least six months' notice of the affected version's EOL date

OS support

ESET guarantees support only with the selected Windows OS versions

- ESET's aim is to offer support to at least the same OS versions as supported by Microsoft
- Latest Windows OS – ESET guarantees the availability of the suitable ESET supporting AV product version not later than one day before Microsoft's official public release

Exclusions to End of Life policy

- a) 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
- b) 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
- c) Update to the latest version of user's product may be required during the support process
- d) In the case of planned termination of the product:
 - ESET will provide at least one year's notice of the affected product end-of-life date
 - Replacement (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
- e) In the case of planned feature termination, **ESET will provide six months' notice**⁵
- f) 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 OS platform changes or legal restrictions, **ESET reserves the right to execute the End of Life process outside the minimal standard time duration**⁶

⁵ In case of paid products/tools/services

⁶ Compensations or substitute feature is provided at ESET's discretion

Policy for Consumer Security for Android

Standard EOL

Full Support

– until the release of next major product (e.g. v7.x -> v8.x)

Limited Support

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

+2 months for free product

End of Life

– immediately from effective date, at least six months' notice of the affected version's EOL date

ESET guarantees full support for the latest major version of Android's ESET Mobile Security, ESET Smart TV Security and Parental Control product until the newer major version is released

- In the case of Google Play, upgrade to the latest supported version of ESET product for the user's Android version is offered automatically

OS support

Selection of supported Android OS versions at ESET's discretion⁷

- If a new Android OS is going to be supported, ESET guarantees the availability of the suitable ESET antivirus or parental control product version not later than one day before Google's official release⁸
- Some feature functionalities are OS version dependent

Exclusions to End of Life policy

- a) 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
- b) 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
 - User 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
- c) In the case of 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 one year's notice of the affected product end-of-life date
- d) in the case of planned feature termination, **ESET will provide 6 months' notice**⁹
- e) In special cases when the functionality of ESET Android products, services or features is negatively affected or the security of the user is jeopardized by external factors such as OS 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 duration**¹⁰

⁷ Where no technical changes limited the ESET app's functionality and the existing issue cannot be solved by app modification

⁸ Best Effort; In case of special customizations, the release date may be delayed compared to global releases

⁹ In case of paid products/tools/services

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

Policy for Consumer Security for Mac

Standard EOL

Full Support

– until the release of next major product (e.g. v7.x -> v8.x)

Limited Support

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

+2 months for free product

End of version

– immediately from effective date, at least six months' notice of the affected version's EOL date

ESET guarantees full support for the most recent released version

OS support

ESET guarantees support only for the latest three major macOS versions (best effort)

- Latest major macOS version – ESET guarantees the availability of the suitable ESET supporting AV product version not later than one day before Apple's official public release

Exclusions to End of Life policy

- a) 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
- b) 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
- c) Update to the latest version of the user's product may be required during the support process
- d) In the case of 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 one year's notice of the affected product end-of-life date
- e) In the case of planned feature termination, **ESET will provide six months' notice**
- f) 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 OS platform changes or legal restrictions, **ESET reserves the right to execute the End of Life process outside the minimal standard time duration¹¹**

¹¹ Compensations or substitute feature is provided at ESET's discretion

Policy for Tools and Services

Tools

Current Offering

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

Services

Current Offering

License Credentials Conversion, ESET Social Media Scanner

Standard EOL

Full Support

– until the release of next major product (e.g. v7.x -> v8.x)

Limited Support

- no limited support
- in case of planned paid tool/service termination – one year's limited support

End of Life

– immediately from 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

OS 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

- a) **Full support is guaranteed at ESET's discretion**
- b) In case of any serious incidents affecting the version in the unsupported phase, the user will be advised to upgrade to a supported version
- c) In the case of a tool, an update to the latest version may be required during the support process
- d) ESET will provide at least six months' notice of the affected tool's/service's major version end-of-life date
- e) In case of planned termination of the tool/service:
 - Compensation or substitution may be provided at ESET's discretion
 - ESET will provide at least one year's notice of the affected paid tool's/service's end-of-life date (two months' notice in case of free tools/services)
- f) In case of planned feature termination, **ESET will provide six months' notice**¹²
- g) 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 OS platform changes or legal restrictions, **ESET reserves the right to execute the End of Life process outside the minimal standard time duration**¹³

Termination of tool/service

Paid services and tools

ESET provides at least one year's notice of the upcoming planned termination date and one year's limited support

Free services and tools

ESET provides at least two months' notice of the upcoming planned termination date with two months' limited support

¹² In the case of paid products/tools/services

¹³ Compensation or a substitute feature is provided at ESET's discretion

GLOSSARY

End of Life – (EOL)

The final state in a product lifecycle, the product is no longer supported in any way

End of Life Support policy

A complete set of rules and procedures that govern the product lifecycle and support policies for ESET product portfolio

End of Life process

Happens for existing products when a newer version of said products is released

EULA

An End User License Agreement (EULA) is a legal contract between a software application author or publisher and the user of that application

Full support

Means that all elements of the product/tool/service are fully supported by ESET

Hotfix

Version of file used to correct a fault in product or service with fix for critical bugs and vulnerabilities

Limited Support

A narrower scope of what ESET will address in terms of product issues

Major version

Indicated by the first number in the product version number (e.g.: 6.7.120.0, 12.2.23.0.; format: major.minor.hotfix.x);

Minor version

Defined by minor bugfixes, minor functionality improvements

OS

Operating system

Planned termination

In special cases when the functionality of ESET Windows products, services or features is going to be negatively affected or the security of the user is going to be jeopardized by external factors such as OS platform changes or legal restrictions and ESET's End of Life process can be executed within the minimal standard time duration

Process

A series of actions or operations conducting to an end performed to achieve a result

Standard EOL

End of Life of major version triggered by the release of newer major version

Termination

Discontinuation of product, feature, tool or service

Tool

A tool is an instrument used to perform an action or operation (compared to the "product", a tool offers only limited functionality)

Unplanned Termination

In special cases when the functionality of ESET Windows products, services or features is immediately negatively affected or security of the user is jeopardized by external factors such as OS platform changes or legal restrictions, ESET reserves the right to execute the End of Life process outside the minimal standard time duration

