

END-OF-SERVICE LIFE (EOSL) POLICY FOR CONVERGED SYSTEMS

Dell EMC Converged Infrastructure

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SUMMARY

Dell EMC Converged Infrastructure (CI) End-of-Service Life Policy for Converged Systems provides cross-functional teams, account teams, field support, and customers with information regarding the End-of-Service Life Cycle process for Dell EMC Converged Systems. This document outlines an indicative timeline for the lifecycle of products. This transition moves through the lifecycle phases from Ready to Ship (RTS) to End-of-Life (EOL) to End-of-Primary Support (EOPS), and finally to End-of-Service Life (EOSL). This policy document does not apply to a specific Dell EMC Converged System product announcement. All dates, announcements, and timelines are subject to change.

PRODUCT LIFE CYCLE OVERVIEW

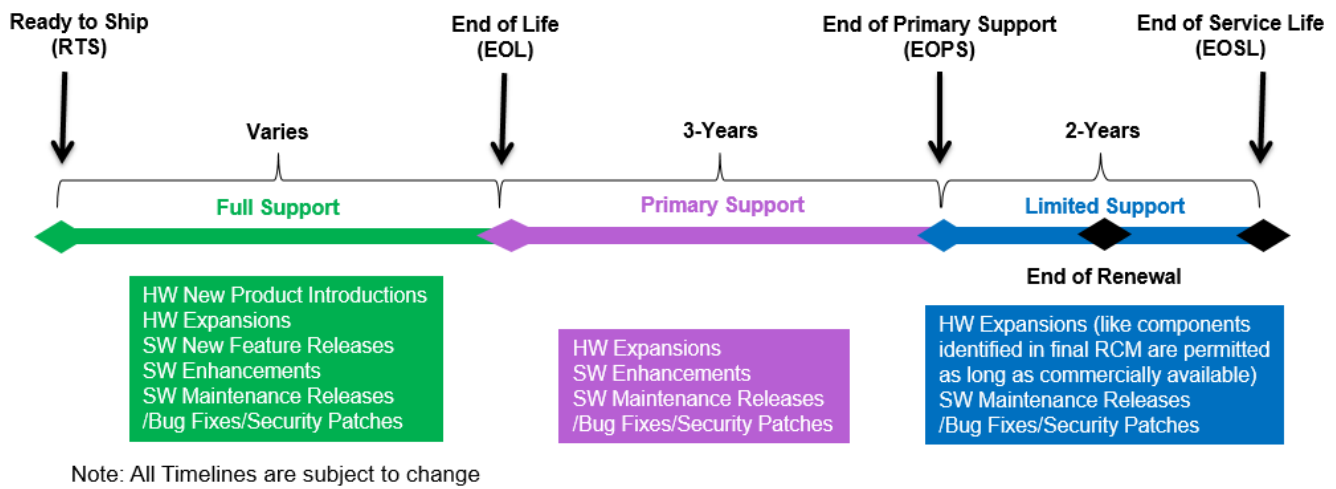
Dell EMC Converged System products reach their End-of-Product Life Cycle for several reasons. These reasons may be due to market demands, technology, or the products simply mature over time and are replaced by a newer offering with functionally richer technology.

While this is an established part of the overall product life cycle, Dell Technologies recognizes that the End-of-Life milestones often prompt companies to review the way in which End-of-Primary Support milestone and End-of-Service Life milestones impact the Converged System products within their data centers.

The End-of-Service Life policy is designed to help cross-functional teams, account teams, field support, and customers better manage their Converged Infrastructure. This policy should also be used to understand the role that Dell Technologies can play in helping to migrate to alternative technologies.

PRODUCT LIFE CYCLE MILESTONES

The events and a timeline related to the Product Life Cycle milestones are illustrated below. The typical product availability timelines vary depending on the product type, market trends, market factors, and the product life cycle strategy.



Ready-To-Ship (RTS): The date after which Dell Technologies makes a Converged System available for worldwide customer purchase and fulfillment. This will also mark the beginning of Full Support phase. During the full support phase, new component introductions, software and hardware new feature enhancements, software maintenance releases, bug fixes and security patches will be provided.

End-of-Life (EOL) Date: The date on which Dell Technologies discontinues sale of a Converged System. It is no longer available for pricing and quoting. This marks the beginning of the Primary Support phase. During the primary support phase, new component introductions will occur as will. In addition, and where deemed appropriate software and hardware new feature enhancements are introduced. Software maintenance releases, bug fixes, and security patches are also offered.

End-of-Primary Support (EOPS) Date: The date after which Dell Technologies no longer offers new hardware components or software feature development for a Converged System. This will also mark the beginning of the Limited Support phase. During the Limited Support phase, products will continue to receive software maintenance, bug fixes and critical security patches only. System expansions are allowed of components listed on the final RCM issued at the end of Primary Support and that are commercially available.

End-of-Service Life (EOSL) Date: The date after which Dell Technologies will no longer provide support including software maintenance, bug fixes and critical security patches.

End-of-Renewal Date: The date after which a service contract renewal will no longer be offered for Dell EMC Converged Systems. All contract renewals must be purchased prior to the End of Renewal date.

PRODUCT LIFE CYCLE POLICY

- For customers with active support contracts, Dell Technologies provides Full Support from the Ready-to-Ship (RTS) date to the End-of-Service Life (EOSL).
- During the Full Support phase, Dell Technologies provides new component introductions, new software and hardware new feature enhancements, software maintenance releases, bug fixes and security patches along with workarounds, or patches to address critical product issues.
- During the Primary Support phase, Dell Technologies new component introductions, new software and hardware feature enhancements at Dell Technologies discretion, software maintenance releases, bug fixes and security patches along with workarounds or patches to address critical product issues.
- During the Limited Support phase, Dell Technologies will provide maintenance and security releases including bug fixes, workarounds, or patches to address critical product issues.

FAQS ADDRESSING SYSTEM SPECIFIC LIFECYCLE SCENARIOS

The details of specific milestone commitments and the implications for Converged Systems are discussed in detail in this document. However, specific support and upgrade scenarios arise as systems age. The following scenarios should be considered in conjunction with the information outlined in this policy:

- **What happens to my support arrangements when a system reaches its End of Service Life milestone?**

Once a system reaches the End of Service Life, the system is no longer entitled and will not receive support. Security patches, firmware updates, and feature updates will not be provided.

- **My system has reached the End of Service Life milestone. However, several components contained within the system are still supported by Dell Technologies and/or Cisco, are these components still supported?**

Once a system reaches End of Service Life, Dell Technologies can no longer support the system. If the components within the system have remaining support life, you can address the scenario in one of three ways:

- **Migrate the system to a new platform:** If, for example, the storage array of an End of Service Life system has is still supported by Dell Technologies, it may be efficient for you to work with Dell Technologies to upgrade the system and transition to a VxBlock 1000 platform. In this instance, a new support contract will be negotiated, and the system will receive all updates, features, and patches appropriate for a VxBlock 1000. Please contact your Dell Technologies representative to initiate this refresh conversation.
- **Reuse the components that are still supported in another system or context:** Any components contained within the system that have remaining support life can be removed and reused in other contexts. In this scenario, you will require additional support from Cisco (network and compute) or Dell Technologies (storage) for the component operating independently of the system in which it was originally deployed.
- **Integrate the supported components to another VxBlock as expansions:** The storage array or compute components can be removed from the original system and added as expansions to another supported VxBlock System. In this scenario, a Professional Services engagement is necessary to ensure that the new configuration is supportable. A new support contract will be necessary to ensure that your support entitlement includes the additional components.

- **Do the same arrangements apply to Technology Extensions?**

The same arrangements apply to all Technology Extensions.

- **What happens in situations where the component reaches EOSL before the System EOSL?**

Dell Technologies continue to support VxBlock and Vblock Systems through all their support milestones. While the system remains within service life, updates, security patches, and (where appropriate) feature updates are provided. However, while the overall VxBlock System will be supported, individual components may reach their end of life with Cisco and/or Dell Technologies before the end of service life of the VxBlock System. VxBlock Engineering continually refreshes the offering to ensure that it is optimized from an architecture standpoint. As components go end of life from Cisco, Dell Technologies, and VMware, replacements are engineered to replace them and ensure that any architectural deficits are addressed.

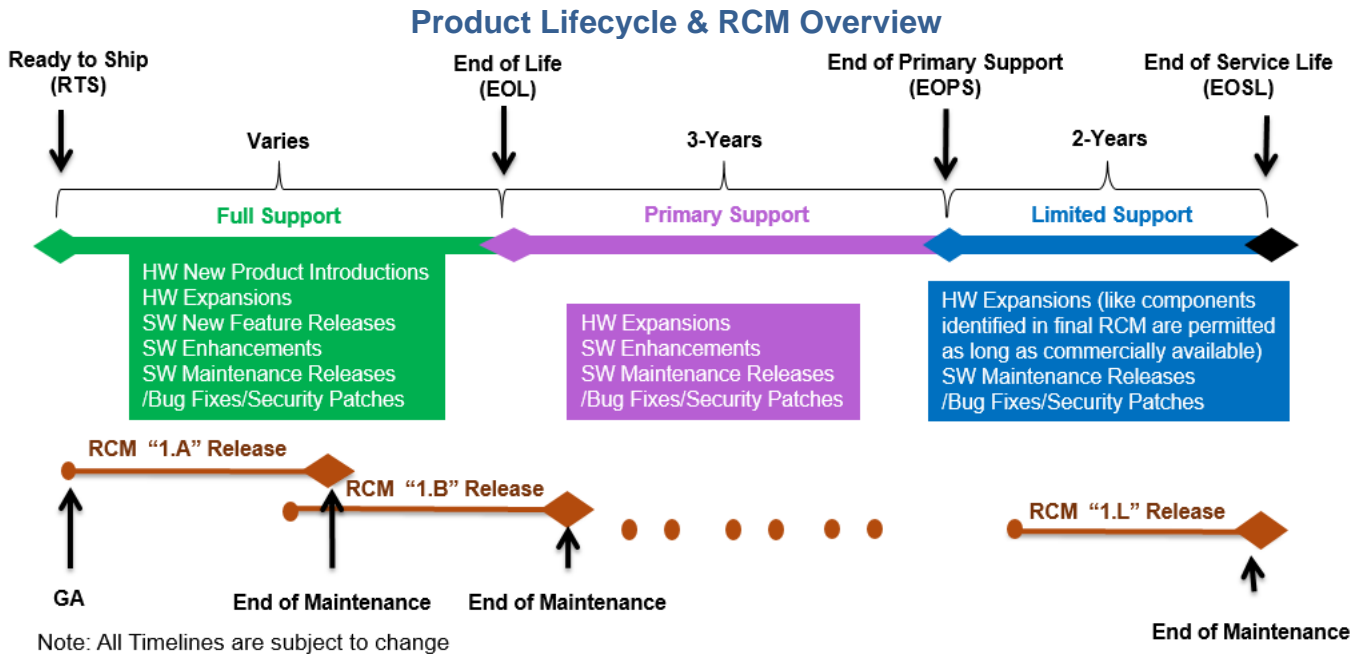
As systems age, hardware compatibility constraints may eventually limit our ability to provide an upgrade path for components that have been moved to end of life by the manufacturer. On those occasions, we will advise the customer of this limitation in good time and work with customers to ensure a seamless refresh of their infrastructure.

If you have any questions regarding your system and how to address these, or any other lifecycle scenarios, please contact your Dell Technologies representative.

RELEASE CERTIFICATION MATRIX (RCM) OVERVIEW

Dell EMC Converged System releases define the specific hardware components and software version combinations that are certified for interoperability by Dell Technologies for deployment on a Converged System. Each Release Certification Matrix (RCM) is managed as major software release and are maintained with periodic updates.

Based on the Product Lifecycle for a specific Converged System platform, the scope of the applicable RCM release will vary. For example, a Converged System that is in the Full Support phase will see RCM releases containing feature enhancements and updates that will not be available to a Converged System in the Limited Support phase. The following timeline illustrates the progression of the RCM and Product Life Cycles.



Illustration

RCM 1. A Release is introduced with the new System. Once RCM 1.B release is made available, customers have the option to upgrade to the next RCM release to take advantage of the new enhancements. This continues throughout the system's life until it reaches RCM 1.L or Last. This is the point at which the system is End of Service Life.

A typical RCM release will have an average of an 18-month RCM lifecycle. Once the RCM reaches its End of Maintenance, no further updates to that RCM are made available. Customers are encouraged to upgrade to the next RCM release to stay in compliance and to be eligible for support.

Customers are encouraged to move to the newer RCM releases to take advantage of new enhancements prior to the product going End of Primary Support. At this point, the applicable RCM will move to End-of-Maintenance (illustrated above by RCM 1.A to RCM 1.B).

The extent of update for each RCM is determined by the phase at which the Converged System sits in the product lifecycle.

During the Limited Support phase, Dell Technologies will provide maintenance, and security releases including bug fixes, workarounds, or patches to address critical product issues as part of the RCM and Product Lifecycle.

RCM support will continue for the Converged System platform until it reaches its End-of-Service-Life (EOSL) date (illustrated above by RCM 1.L Release). After the End-of-Service-Life milestone, Dell Technologies will no longer provide enhancements, upgrades, maintenance and security patches for that specific Converged System.