SaaS Products End of Life Policy

Scope

1. SolarWinds products reach the end of their product life cycle for a number of reasons, including product obsolescence, security issues, new software release, market demands and technology innovation. The purpose of the global EOL Policy is to allow our customers to manage the EOL transition, and migrate to updated or alternative products or technology.¹

2. This SaaS Products End of Life (EOL) Policy (“Policy”) applies to Software as a Service (SaaS) Offerings as applicable, and defines the support available during the product lifecycle. For paid SolarWinds On-Premises Software Products², please follow the link at Clause 1 below.

3. The term “product” applies to a product line as a whole, a specific product version, or a SaaS offering as a whole.

4. This Policy supersedes all previous versions of this policy. SolarWinds reserves the right to modify this Policy at any time and will post updates along with current EOL dates, EOL notifications, product listings by product family, the Product EOL Table and other helpful EOL information.

1. On-Premises Software Products

The relevant EOL Policy for On-Premises Software Products can be found at (https://www.solarwinds.com/legal/end-of-life-policy)

---

¹ While SolarWinds shall utilize commercially reasonable efforts to meet these EOL milestones for its software, there may be circumstances pertaining to the Software that make it unable to do so.

² This End of Life Policy does not apply to free tools, evaluation, or third-party products. For third party products, SolarWinds will use commercially reasonable efforts to provide reasonable advance notice of such discontinuation of these products and replace the discontinued third-party product with another product containing substantially similar functionally, as the market demand may require.
2. Software as a Service (SaaS) Offerings

Overview
1. As a service, SolarWinds Software as a Service (“SaaS”) offerings do not have versions: all customers subscribe to the same current feature and functionality set. A subscription to a SaaS offering also includes support for that offering as detailed in the applicable SaaS Service Description URL. A SaaS offering will begin the End of Life process only when SolarWinds decides to terminate the SaaS offering in its entirety.

SaaS EOL Policy
**EOL Milestone Dates**

**EOL NOTIFICATION DATE**

- SolarWinds will aim to provide an EOL notification of 6 months before EOSL.
- The EOL notification will include information such as the End of Service Life date.
- No new customers may subscribe to the SaaS offering following the date of the EOL notification.

**END OF SERVICE LIFE (EOSL) DATE**

- Some SaaS offerings may require you to install an on-premises component (or agent). The on-premises component’s EOSL date is the same as the SaaS offering’s EOSL date.
- At the EOSL date, all SolarWinds services associated with the EOL SaaS offering are no longer available or accessible, and all associated support for the offering ends.
- Notwithstanding anything in your existing agreements with SolarWinds to the contrary, You shall be responsible for retrieving any data stored in the SaaS offering before the EOSL date.