



End of Life Policy

Imperva takes great care in helping customers deploy Imperva products as effectively and efficiently as possible. To assist our customers, Imperva has established an End-of-Life Policy (EOL) for all Imperva hardware and software products. Customers with Imperva products that are currently covered by a valid maintenance contract are entitled to the benefits set forth by this policy.

Software End-of-Life Policy

Imperva is committed to providing support for all software products for a minimum of two major Versions. After two major Versions have been released, Imperva will issue an EOL notification for the EOL software Version. The EOL software Version will reach End of Support (EOS) twelve months after the EOL notification date.

Software EOL Timeline	
Milestone	Description
General availability date	Date the software Version is released.
First subsequent major Version general availability date	Date first subsequent major Version is released.
Second subsequent major Version general availability date	Date second subsequent major Version is released.
End-of-Life notification date	Date Imperva announces the EOL for a software version. This notification will typically occur at the same time or soon after the second subsequent major Version is released.
End-of-Support date	The last date support will be offered. The Software EOS date occurs twelve months after the EOL notification date. Customer should upgrade to a supported Version by this date.

Hardware End-of-Life Policy

Imperva hardware models reach the end of product life due to market requirements, technological innovations or replacement by products with new, more advanced technology. To ensure a smooth migration to new Imperva hardware platforms, Imperva will continue to support hardware 60 months after the last order date. The hardware EOL policy guidelines are:

- Imperva will issue an End-of-Life Notification 90 days prior to the Last Order Date.
- Imperva will continue to support hardware products for 60 months after the Last Order Date.
- During the 60 month period, repair services or replacement parts will be available for all appliances under valid maintenance contracts.
- All standard technical support services, including access to the Imperva Self Service Support Portal, and to phone and email support, will be available with valid maintenance contracts.

Disclaimer: Imperva may continue offering support services beyond the standard EOL period and reserves the right to charge additional fees for continuing support services on any EOL products. Imperva reserves the right to reduce or amend support services offerings available for renewal under this policy at any time in its sole discretion, with or without notice. The terms and conditions of Imperva's Reseller Agreement, End User License Agreement, Master License and Services Agreement, as applicable, shall apply to this EOL Policy and, in the event of any conflicting terms, the applicable agreement will govern.