



## RUBRIK, INC. PRODUCT LIFECYCLE POLICY

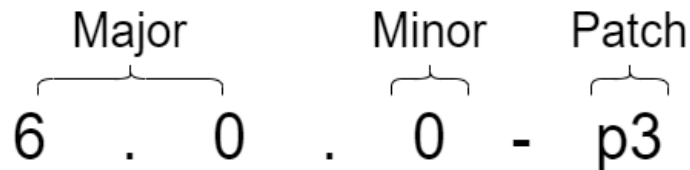
This Rubrik Product Lifecycle Policy (“**EOL Policy**”) supersedes all prior Rubrik product lifecycle policies and is designed to assist Customers who are current on Support Services manage infrastructure transitions as Products approach the end of their lifecycle. This EOL Policy applies only to Products for which an End of Sale announcement was made after October 2021.

All capitalized terms not defined herein are as defined in the applicable End User License Agreement and the applicable Support Services Policy.

### RUBRIK SOFTWARE

#### I. Software Releases

Rubrik utilizes an industry standard software versioning convention to ensure unique and predictable version numbers for each Rubrik Cloud Data Management (“**RCDM**”) release. An example is provided below for the RCDM 6.0.0-p3 software release.



Rubrik provides Support Services for each release type as follows:

- Major releases:** Releases delivered with a change in the ‘Major’ number(s).
  - Support timeline: 18 months from the date of general availability of the release.
  - Example: 6.0.0 release was generally available on July 20, 2021. This will be supported until January 19, 2023.
- Minor or Patch releases:** ‘Minor’ and patch releases are releases that share the same ‘Major’ number of an existing release, but have a different ‘Minor’ release number or a Patch designation.
  - Support timeline: these releases are supported during the support timeline of their corresponding ‘Major’ release.
  - Example: 6.0.0 release was generally available on July 20, 2021, and is supported until January 19, 2023. 6.0.3 is generally available on January 19, 2022, and is supported until January 19, 2023 to coincide with the end of support date of 6.0.0

#### II. Discontinuing a Software Product

Should Rubrik discontinue selling licenses for a particular Software product, Rubrik will use commercially reasonable efforts to provide notice approximately six (6) months in advance of the last date that licenses for the affected Software product can be sold.

### RUBRIK HARDWARE

“**End of Sale Announcement Date**” is the date that Rubrik announces the End of Sale Date to end users, typically 6 months prior to the End of Sale Date.

“**End of Sale Date**” is the date that Rubrik discontinues selling the Hardware.

“**End of Feature Support Date**” is the date three (3) years after the End of Sale Date. All Rubrik releases prior to this date will be supported on the Hardware. Following this date, Rubrik will discontinue supporting new Software feature releases on the Hardware. Software Updates for new Software feature releases may be disallowed for clusters running on discontinued Hardware, including those clusters that are running on a mix of discontinued and current Hardware. Software Updates for critical bugs affecting operations and/or all security patches may still be provided beyond the End of feature Support Date in Rubrik’s sole discretion.

**“End of Support Date”** is two (2) years after the End of Feature Support Date and five (5) years after the End of Sale Date. This is when Rubrik discontinues providing all Support Services for the Hardware.

If Hardware is covered by a Support Services Plan and an End of Sale notice has been issued for such Hardware, Customer may purchase Support Services for the Hardware, provided the Support Services Term expires on or prior to the End of Support Date.

Rubrik will use commercially reasonable efforts to provide End of Sale, End of Feature Support, and End of Support notifications approximately six (6) months prior to the applicable date. Such notice may be in the form of a post in the Rubrik Support Portal and/or an email communication from Rubrik Support to the Customer. It is the Customer's responsibility to stay informed of all notifications regarding a Product's life cycle.

### **THIRD-PARTY HARDWARE COMPATIBILITY**

Rubrik-approved third-party hardware is listed in the Rubrik Support Portal (“Third Party Hardware”). Rubrik's approval of Third-Party Hardware is specific to the version level of such hardware, including the other components therein and their firmware versions. The following guidance applies to Third-Party Hardware and compatibility with Rubrik Software:

- Rubrik may periodically add or remove Third-Party Hardware to or from the Rubrik-approved Third-Party Hardware list, in its sole discretion.
- When Third-Party Hardware is added to the Rubrik-approved list, Software which is at the then-current release level and subject to a current Support Services Plan will be compatible with that Third-Party Hardware for the duration of the time such Third-Party Hardware remains on that list, and subject to Customer installing all Updates made available during the Support Services Term. Note that Software may need to be updated to the most current version-level supported for Third-Party Hardware compatibility.
- Rubrik has no obligation to provide Software Updates or Upgrades which are compatible with Third Party Hardware if the Third-Party Hardware is ‘end of life’ or no longer supported by the manufacturer. Further, Rubrik has no responsibility for Third-Party Hardware end of life notifications.
- Customer must have (i) an active Rubrik license matching the capacity of the Third Party Hardware; (ii) active Rubrik Support Services entitlement; and (iii) active OEM HW support from the Third Party Hardware OEM.

### **PRODUCT BUNDLES**

Rubrik may, in its sole discretion, offer for sale certain bundles, including any combination of Software, SaaS Services, and/or Hardware (“**Product Bundle**”). Rubrik may discontinue to offer any Product Bundle at any time, and in its sole discretion. Rubrik will offer Support Services for the individual Software and Hardware components of a Product Bundle in accordance with this EOL Policy.