



RUBRIK, INC. PRODUCT LIFE CYCLE POLICY

This Rubrik Product Life Cycle Policy (“**EOL Policy**”) supersedes all prior Rubrik product life cycle policies and is designed to assist customers with an active Rubrik Service, Software and/or Support Services subscription manage transitions as Rubrik products approach the end of their life cycle. This EOL Policy applies only to products for which an End of Sale announcement was made after July 2022.

All capitalized terms not defined herein are as defined in the applicable Rubrik Service Agreement, Rubrik End User License Agreement, or equivalent agreement between Customer and Rubrik governing Customer’s use of Rubrik products (“**Agreement**”), and the applicable Support Services Policy.

1. RUBRIK SERVICES.

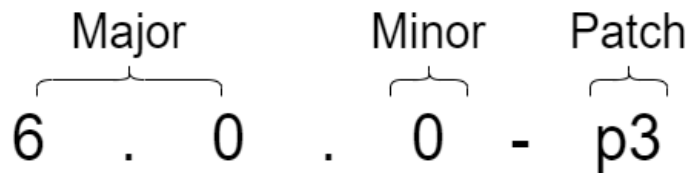
The Rubrik Service is updated on an ongoing basis and any customer subscribing to the Rubrik Service is automatically running the then-current version.

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

2. RUBRIK SOFTWARE.

2.1 Software Release Versioning

Rubrik utilizes an industry standard software versioning convention to ensure unique and predictable version numbers for each CDM release. An example is provided below for the Rubrik CDM 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, and was supported until January 19, 2023.

Minor and 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 was supported until January 19, 2023. 6.0.3 was generally available on January 19, 2022, and was also supported until January 19, 2023 to coincide with the end of support date for the 6.0.0 ‘major’ release.

2.2 End of Software Support

“**End of Support**” or “**EOS**” means the date after which Rubrik will no longer provide Support Services for the specified Software version. After the EOS date, Rubrik will no longer provide the following:

- **Technical support:** This includes phone and email requests and cases submitted on the Rubrik Support Portal or in the Rubrik Security Cloud (RSC) Help Center. Customer will be asked to upgrade to a supported Software version before Support Services can be provided.

- **Software support:** This includes development of patches to deliver bug and security vulnerability fixes as well as new features and enhancements.
- **Software availability:** This includes the ability to download and upgrade to Software versions that are EOS, except where necessary to facilitate upgrades to supported Software versions.
- **Documentation availability:** This includes the ability to access installation, setup and user guides for Software versions that are EOS.
- **Third party compatibility:** Rubrik can not guarantee that features reliant on third party software and cloud service providers will continue functioning as expected on Software versions that are EOS.

Rubrik strongly encourages Customer to upgrade to the latest major release prior to reaching the EOS date for any Software versions currently in use. Rubrik publishes EOS dates for Customer's reference in the Rubrik Support Portal.

2.3 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 will be sold.

3. RUBRIK-BRANDED HARDWARE.

"End of Sale Announcement Date" is the date that Rubrik announces the End of Sale Date to Customer, typically six (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 the Rubrik support team to the Customer. It is the Customer's responsibility to stay informed of all notifications regarding a product's life cycle.

4. THIRD-PARTY HARDWARE COMPATIBILITY.

The list of Rubrik-approved third-party hardware ("**Third-Party Hardware**") is posted in the Rubrik support portal ("**Approved List**"). 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 terms apply to Third-Party Hardware and compatibility with Software:

- Rubrik may periodically add or remove Third-Party Hardware to or from the Approved List, in its sole discretion.
- When Third-Party Hardware is added to the Approved List, Software which is at the then-current release level and subject to a current Support Services subscription will be compatible with that Third-Party Hardware for the duration of the time such Third-Party Hardware remains on the Approved List, subject to Customer installing all updates made available during the Support Services subscription term. 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 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) an active Rubrik Support Services subscription; and (iii) active vendor hardware support from the Third-Party Hardware vendor.

5. PRODUCT BUNDLES.

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