

SWG Version Support Policy

1 Introduction

Trustwave is a global expert in real-time threat protection and the industry's leading Secure Web Gateway provider. As a leader in its sector, Trustwave strives to deliver to its customers the most innovative solutions available. The company also invests in updating its products to adjust to evolving market needs by releasing on-going versions.

This document describes the company support policy for its SWG versions, and the phasing-out process for each version. This policy is aligned with Trustwave's commitment to communicate to its customers any relevant information on the product's lifecycle.

2 General

1. The support guidelines outlined in this document will apply only to products that were covered by a support contract for SWG appliances as at the End-of-Sale date. Such support contracts can be renewed until the End-of-Life date.
2. The support guidelines outlined in this document apply only to End-of-Life or End-of-Sale announcements made on or after Q3 2012.
3. In any event, all policies applied to support contracts will be considered on a case-by-case basis.

3 Glossary

SWG Software Release Versioning:

- **Major Release (x):** Includes major architectural and functional changes.
- **Minor Release (x.y):** Includes new enhancements to product functionalities.
- **Maintenance Release (x.y.z):** Includes bug fixes and minor product enhancements.

Product: A combination of the Hardware and Software. The Hardware part is provided with warranty. The Software part is supplied with a periodic subscription for the Software. The End-Of-Life term relates to a Hardware series or a Software release.

End-of-Life (EOL): The last day that Trustwave will support a specified Hardware series.

End-of-Sale (EOS): The last day the specified Product will be available for sale.

End-of-Maintenance (EOM): The last day Trustwave will provide bug fixes for a specified Software release.

Extended Support Version: A designated Software release for which Trustwave will provide bug fixes for an extended period of time.

4 Policy Guidelines

1. Trustwave will announce the EOS date of a product 3 months prior to the EOS date.
2. A Hardware warranty will be available for a period of 3 years following the End-of-Sale date, depending on a valid support contract for the specific Hardware version.
3. For any customer's support-specific issues refer to the Trustwave Support Policy.

For SWG Software releases:

1. Trustwave will provide technical support and bug fixes to a Software major or minor release for a period of at least 24 months starting from the general availability date of the underlying version.
2. Trustwave will announce the EOM date for a Software release 3 months prior to the date.
3. The EOL date will occur 6 months following the effective EOM date. Database downloads and security patches will be provided until the EOL date. OEM database download availability depends on the vendor's policy, and is based on Trustwave's best efforts.
4. Trustwave will designate a specific (minor or major) version as an Extended Support Version. Trustwave will provide bug fixes for the Extended Support Version for at least 36 months from the release date of the applicable upgrade version.
5. Trustwave will provide bug fixes and service packs for the most recent Maintenance Release (x.y.z). Therefore, Trustwave customers are advised to upgrade to the latest Maintenance Release of a specific Minor Release.

Legal Notice

Copyright © 2013 Trustwave Holdings, Inc.

All rights reserved. This document is protected by copyright and any distribution, reproduction, copying, or decompilation is strictly prohibited without the prior written consent of Trustwave. No part of this document may be reproduced in any form or by any means without the prior written authorization of Trustwave. While every precaution has been taken in the preparation of this document, Trustwave assumes no responsibility for errors or omissions. This publication and features described herein are subject to change without notice.

The most current version of this document may be obtained by contacting:

Trustwave Technical Support:
Phone: +1.800.363.1621
Email: support@trustwave.com

Trademarks

Trustwave and the Trustwave logo are trademarks of Trustwave. Such trademarks shall not be used, copied, or disseminated in any manner without the prior written permission of Trustwave.

Revision History

Table 1: Revision history

Version	Date	Changes
1.0	October 1, 2012	First version
2.0	August 1, 2013	Second version