

Cohesity Product Life Cycle Policy

Effective date August 1, 2025

Cohesity Product Life Cycle Overview

The Cohesity Product Life Cycle Policy (“Policy” or “EOL Policy”) describes the sequence of phases our products go through. The purpose of this document is to allow users to plan upgrades and migrations.

This policy and other helpful information are found at <https://www.cohesity.com/agreements>. You will find each individual release type, version and known dates for each phase of the product life cycle at: <https://support.cohesity.com/s/>

There are three sections to this document:

- Section One covers all Cohesity Software Releases End of Support
- Section Two covers Cohesity Hardware Platform End of support and End of life policy, and
- Section Three covers Cohesity Software as a Service (SaaS) End of Support Policy.

This Policy describes how we typically handle the lifecycle of Cohesity product offerings. We may need to deviate from general timelines in our sole discretion. This Policy supersedes all previous versions of this policy. We reserve the right to modify this Policy at any time.

Cohesity Software Releases End of Support Policy

Per our Software Release Support Lifecycle, Cohesity periodically moves older versions of the software out of active support. Customers remaining on an End of Support (EOS) version of software can continue to contact Cohesity Customer Support, but bug fix requests may require an upgrade to a currently supported version.

Definitions:

- Major releases (new features): e.g., 7.0 - this numbering represents the major release. Any variation in those numbers represents a new major release.
- Minor releases (bug fixes & minor enhancements): e.g., 7.0.1 - any variation in the third number represents a new minor release to the corresponding major release.
- Patch releases: e.g 7.0.1_P1 - any variation in the last number represents a patch update to the corresponding minor release.
- End of Support: This is date after which there will be no bug or security fixes or patches.

Support duration:

- Major releases are generally supported for 18 months from the date of release.
- Major releases generally have at least one minor release during their support period.
- Patch releases supplement minor releases.
- Customers may be required to update to the latest minor and/or patch release to receive the latest updates within the support timeline of a major release.

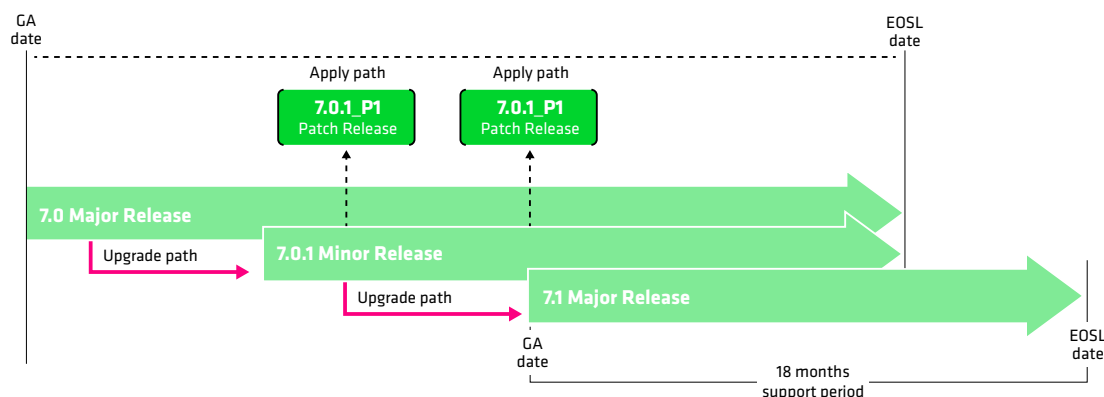
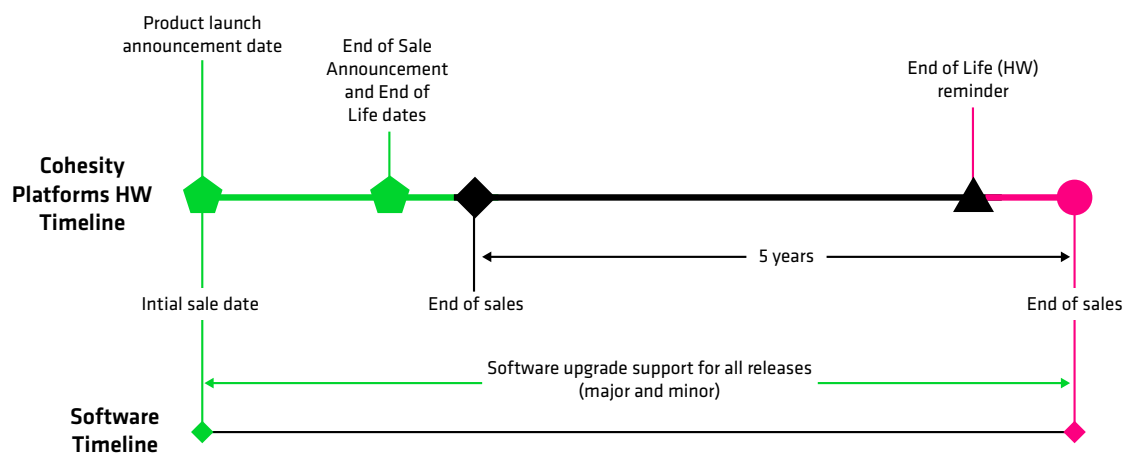


Fig. 1: Software release and support duration

Cohesity Hardware Platforms End of Sale and End of Life Policy

To take advantage of new hardware components like CPU and memory, Cohesity periodically announces new platform models and End of Sales (EOS) on old offerings. Customers can continue to use and contact Cohesity Customer Support until the End of Life (EOL) date, after which no additional support for the product will be available.



| Event | Date | Effect |
|--|--------------------------------|--|
| End of Sale Announcement | As communicated | Cohesity will recommend alternative products and a migration strategy if needed. |
| End of Sales (“EOS”) Date | As communicated | Last date to buy EOS Cohesity Platforms from all sources. Customers can renew Cohesity Platform Support contracts up to 1 year prior to the EOL date, provided the renewal does not extend beyond the EOL date. Customers cannot renew Cohesity Platform Support contracts if EOL is less than 1 year away. |
| End of New Feature Software Release Support | Minimum of 48 months after EOS | Last date that Cohesity Software releases containing new features may be offered for EOS Products. Due to, e.g. hardware limitations, use of such releases (or features therein) may not be feasible for EOS Cohesity Platforms. Should this occur, Cohesity will recommend Software release(s) which it will Support for use through the EOL of the EOS Cohesity Platforms. |
| End of Life (“EOL”) | Minimum of 60 months after EOS | Last date for: (i) help desk availability; (ii) Cohesity Platform replacement / spares; and (iii) maintenance and patch Software releases. After the EOL date, no additional support for the EOL Cohesity Platforms will be available. |

Cohesity reserves the right to satisfy the Support requirement by replacing the discontinued item with functionally equivalent substitutes.

Cohesity Software as a Service (SaaS) End of Life Policy

Cohesity SaaS Services are comprised of dynamic sets of features and functionalities to which many customers subscribe and which are subject to evolution and change. Customers enjoy the current features and functionality set provided by Cohesity via frequent applicable cloud releases.

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9100087-001-EN 7-2025