

End of Life Policy

September 2016

Aerohive Milestones for End of Life Policy

End of Life Announcement:

End of Life milestone is attained as of the date Aerohive announces the discontinuation of the sale of a hardware or software product or Client Service Offering, on the company website: <http://www.aerohive.com/support/end-of-life-products>. Any such announcement will be at the discretion of Aerohive and may include an announcement of replacement products or service offerings. The announcement will include an End of Sale date, which will typically be at least six months following the date of the End of Life announcement. The End of Life announcement date will also coincide with the End of Quote date where Aerohive's Sales and other personnel are no longer authorized to issue new quotes for hardware or software products and Client Services Offerings referenced in the announcement. Lastly, the announcement will include, in addition to the End of Sale date, dates for End of Development (if applicable), and End of Support. Client Services Renewals will continue to be accepted provided that any such renewed support may not extend beyond the End of Support date.

End of Sale Date:

End of Sale milestone is attained as of the date Aerohive discontinues the availability for purchase and sale of the hardware or software product and Client Services Offering referenced in the End of Life announcement from Aerohive's pricelists and ordering systems. This will typically occur for all global regions at least six months following the date of the End of Life announcement.

End of Development:

End of Development milestone is attained as of the date Aerohive discontinues the development of new features, capabilities, or improvements or additional functionality for the hardware or software product and Client Services Offerings referenced in the End of Life announcement. The existing feature set is fixed and the only changes thereafter consist of bug fixes that will continue until the End of Support date.

The End of Development announcement typically will be included in the End of Life announcement but may be earlier or later communicated, at the discretion of Aerohive. This applies to both hardware and software products.

End of Support:

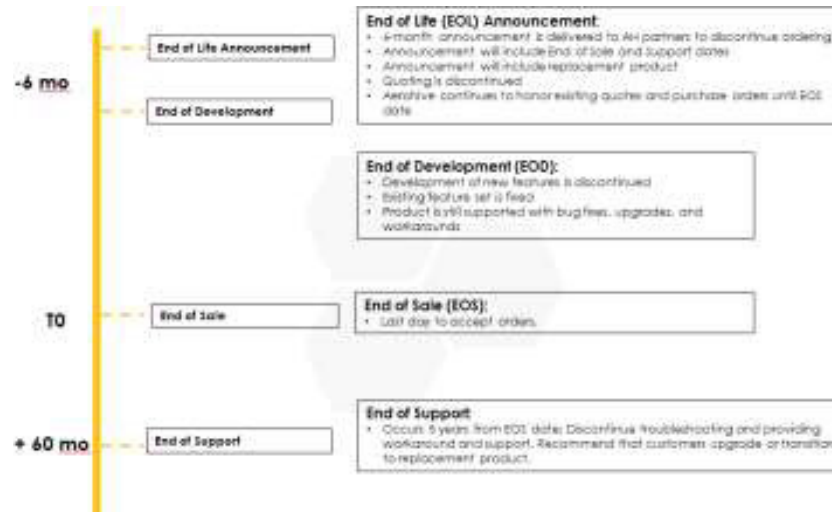
End of Support milestone is attained five years from of the End of Sale date referenced in the End of Life announcement and is defined as the discontinuation of bug fixes, upgrades, or maintenance for the hardware and software products and Client Services Offerings referenced in the End of Life announcement. After that date, Aerohive will not provide future releases, updates, maintenance or bug fixes for the software product. However, Aerohive will continue to provide support through the remainder of the term of a valid Client Services Agreement.

Renewals:

Aerohive will continue to accept renewals for the Client Services Offerings referenced in the End of Life announcement, provided the term of any such renewal is consistent with the terms provided above. Such support renewals may not extend beyond the End of Support date. However on an exceptions basis, any support contracts with extended terms that have been approved as part of previous NSPs or Deal Desk will be honored and will continue to be supported on a best-effort basis.

Notes

- Client Services Offerings includes Support Programs, Certified Partner Programs, Certified Professional Services Programs, Professional Services, and Technical Account Management.
- Some Client Services Offerings contain standard renewal terms of one, three and five years. All support agreement renewals must include at least a one-year term.
- Client Services Agreements can be renewed with customers and partners as long as Aerohive continues to support the hardware and software product until the End of Support date.



End of Life (EOL) Policy for Hardware Products

Aerohive Networks will provide a six-month notice prior to the date of a hardware product's end of sale, as of which date the product will no longer be available for ordering.

Aerohive will provide support for a period of five years following the End of Sale date. Aerohive will actively maintain a software release for this product through this End of Support date.

The product must be covered on a valid and active support agreement in order to receive the support services through the End of Support date.

This support period will include the ability to return hardware product consistent with Aerohive's RMA process and requirements (hardware repair or replacement).

At Aerohive's discretion, hardware products may be replaced with similar or equivalent product.

After the End of Support date, the Aerohive hardware product will be designated End of Life, and at that point Aerohive will cease to provide product support services, including future releases, updates, maintenance, bug fixes or the ability to return product through Aerohive's RMA process.

End of Life (EOL) Policy for Software Products

Aerohive will provide a six-month notice prior to the date of a software product's end of sale, as of which date the software product will no longer be available for ordering.

Aerohive will actively support such software with future releases, updates maintenance and bug fixes through the End of Support date.

The software product must be covered on a valid and active support agreement in order to receive the support services.

After the End of Support date, the Aerohive software product will be designated as End of Life, and at that point Aerohive will cease to provide product support, including future releases, updates, maintenance or bug fixes for the software product.

End of Life (EOL) Policy for Client Services Offerings

Aerohive will provide a six-month notice prior to the date of a Client Service Offering's end of sale, as of which date the service offering will no longer be available for ordering.

Until the End of Sale date, Aerohive will:

- Honor all support agreements then valid and existing to the end date of the Client Services Agreement; and
- Process all orders for new and existing Client Service Offerings; and
- Process all orders for renewed Client Services Offerings.

After the End of Sale date, Aerohive will:

- Honor all support agreements then valid and existing to the end date of the Client Services Agreement; and
- Process all orders for renewed Client Services Offerings provided that any such renewed support does not extend beyond the End of Support date.

After the End of Support date, Client Services Offerings will be designated as End of Life, and at that point Aerohive will cease to provide product support, including future releases, updates, maintenance or bug fixes for the product.

The foregoing policies apply for Aerohive hardware and software products and Client Service Offerings, as well as to derivatives products, across all sales regions and territories, and to all Aerohive end customers and partners.