

February 22nd, 2021

Dear Valued Customer,

Re: Infoblox Trinzic product End of life Reached

Infoblox launched our Trinzic appliances in March 2012, enabling our customers to enjoy up to 9 years of Infoblox service and support. These appliances have now reached their end of life as of February 15th, 2021.

Infoblox published the last date for the purchase of standard or extended maintenance as February 15th, 2020. In light of our Technology Trade-Up (TTU) refresh program and the COVID pandemic, we made an exception to provide customers with extended maintenance quotes to allow extra time to migrate to our current offerings. With Trinzic appliance inventory stocks almost depleted, we are well past our last purchase window to buy spares from our suppliers, and can no longer provide new extended maintenance requests.

With immediate effect, the Infoblox renewal team can no longer support requests for extended Hardware and Software maintenance on the Trinzic products. Customers who have current contracts for Trinzic products will be fully supported (hardware and software) until their contracted expiration date.

For customers who have not renewed their Trinzic maintenance contracts, Infoblox will provide software-only maintenance contracts, to help bridge their migration to their purchased TTU products. In order to be eligible for this software-only extended maintenance contract, the customer must be operating using a currently supported software release. In the event, they do not have a current release it will be expected the customer upgrades to current software before support can be provided.

Customers requesting support for Trinzic products, without a current contract will be directed to obtain self-help via our online documentation and knowledge-base. Where a customer is experiencing a Severity 1 outage (e.g., an existing network or environment is down or there is a critical impact to an end user's business operation) and running a current release of NIOS (i.e., it is not EoL), Infoblox Support will take the call, open a case and provide Severity 1 outage support on a best effort basis to help customers return to a working state. This will be a one-time exception and not repeatable; any subsequent requests will be denied support. In the event it is determined that the EoL hardware has failed, Support will recommend that the customer implement their newly acquired system(s).

We've received many inquiries regarding the EoL of our current Next Level Appliances hardware line launched in November 2016. We have not designated an EoL date as our software is currently optimized for these appliances. As we evolve our software with updated features, functionality and performance, we will continue to review our Next Level Appliances for relevance and performance to ensure an optimal solution for our customers.

Should you have any further questions or need additional information, please contact your Infoblox Sales team.

Sincerely,



Sonya Andrae
SVP & Chief Customer Officer