

August 15, 2021

Customers of Vertiv *Trellis*™ DCIM applications,

After careful review of the Vertiv portfolio strategy, changing market and customer dynamics, and how best to securely serve our customers, we have elected to move the *Trellis*™ DCIM service and offerings into an End of Life model with no further development. **Effective immediately**, the following changes will occur:

End of Sales

- No new deployments of *Trellis*™ will be initiated or quoted. This includes quotes for new incremental deployments to existing sites or customer branches.
 - Deployments already in progress will be reviewed directly with customers to determine the best solution forward for each customer for their specific situation.
- No new *Trellis*™ licenses sales.
- No new *Trellis*™ maintenance or service agreements renewals.
 - It is recognized the timing of this announcement may impact customers with near-term renewals, therefore exceptions may be brought forward for review and quote as special cause to prevent customer disruption of service.

End of Service

- Existing maintenance agreements (silver or gold) will be honored through the current contractual period up to and not exceeding June 30, 2023 with reduced scope of firmware and software service pack updates for the following instances:
 - Support Severity Level 1 scenarios and some Level 2 scenarios on a case by case review. Reference Severity level as defined in the “*Vertiv Software Warranty, and Maintenance Benefits*” document.
 - Support updates for known security vulnerabilities within Vertiv’s ability to resolve. The *Trellis*™ architecture utilizes and has dependencies on external sources that may no longer be supported (ie: Oracle, other).
- Customers with an active Time and Material statement of work (SOW) agreements with the *Trellis*™ services team will be reviewed directly with customers to determine the best solution forward.
- New requests for Vertiv *Trellis*™ Professional Services engagements and quotes will be reviewed on a case by case basis.
- No new symbol graphics for assets will be created. Current users with maintenance agreements will be able to utilize the existing symbol graphics library of 4,800 available choices for their assets.

It is our intent to work with all customers to assist in a solution or transition plan and encourage you to reach out to your Vertiv area account manager or professional services support contact to review your specific needs.

Regards,

Angie McMillin
VP and GM, IT Systems