

**Date: September 30th, 2018**

**End-Of-Sales Announcement:**

**AG1000/1000-T/1100/1150/1200/1500/1600 Hardware**

**INTRODUCTION**

With the AG1000/1000-T/1100/1150/1200/1500/1600 hardware obsolescence and limited availability, Array Networks is announcing the End-Of-Sales for the AG1000/1000-T/1100/1150/1200/1500/1600 hardware appliances.

**END-OF-SALES SCHEDULE**

Action	Date	Description
End-of-Sales for HW	March 31, 2019	AG1000/1000-T/1100/1150/1200/1500/1600 no longer available for purchase
End of purchase of support contracts	March 31, 2023	Last day to purchase or renew 1 year support contract for AG1000/1000-T/1100/1150/1200/1500/1600
End of hardware support	March 31, 2024	AG1000/1000-T/1100/1150/1200/1500/1600 hardware repairs and exchanges are no longer available

**Note: AG1500 FIPS will continue to be available. AG1500 FIPS is not included in this EOS announcement.**

**PRODUCT SUBSTITUTION**

For the AG1000/1000-T/1100/1150/1200/1500/1600 replacement, the new series of AG1000V5/1100V5/1200V5/1500V5/1600V5 are recommended. Array OS 9.4.x GA software is available on all AG xx00V5 models. Following are recommended EOS models substitution information.

EOS Product	Recommended Replacement	Replacement Product Description
AG1000/AG1000-T	AG1000V5	Better system performance and better SSL/ECC performance
AG1100/1150/1200	AG1200V5	Better system performance and better SSL/ECC performance
AG1500	AG1500V5	Better system performance and better SSL/ECC performance
AG1600	AG1600V5	Better system performance and better SSL/ECC performance

## END-OF-LIFE POLICY HIGHLIGHTS

- Hardware: Array Networks End-Of-Life policy for hardware is to support for 5 years after its End-of-Sale (EOS) date. If the end-of-sale date is extended, the end-of-support date will not be extended, it will remain the same.
- Software: Array Networks supports software minor releases for up to (maximum) 36 months (3 years), or 4 consecutive minor releases, whichever occurs first.
- During the period covered by End of Life (EOL) policy, Array Networks may require customers to upgrade to a newer software release in order to fix certain bugs.
- If units sent in for hardware warranty repair cannot be repaired with modifications made to the components, Array Networks may choose to provide replacement units in place of the faulty unit. Replacement units provided during the EOS period may not be identical to systems purchased prior to product discontinuation. It is possible that replacement units may cause customer network changes (such as reconfiguration, software updates, and hardware upgrades) and may affect service pricing when the support contract is renewed.
- Array Networks reserves the right to reduce or amend support offerings available for renewal under this policy at any time and at its sole discretion, with or without notice.
- Array Networks reserves the right to charge for certain software upgrades.

## SUPPORT

Array Networks will continue to provide support for the AG1000/1000-T/1100/1150/1200/1500/1600 through the regular support service program. Customers with Gold support service contracts are entitled to 24-hour phone support through the TAC and advance replacement of hardware. Array Networks is committed to providing hardware support for this product for a period of five years after the end-of-sale date.

If you have any questions regarding these changes, contact Array Networks Product Management Team at [pm@arraynetworks.net](mailto:pm@arraynetworks.net) or Array Networks support team at [support@arraynetworks.net](mailto:support@arraynetworks.net) or toll free 24/7 support hot lines:

1-866-MY-ARRAY

1-877-992-7729.