

Date: August 6th, 2020

End-Of-Sales Announcement:

AVX3600/7600/10650 End of Sale

INTRODUCTION

With the introduction of AVX x800 series advanced network function platform products, Array Networks is announcing the End-Of-Sales for AVX3600, AVX7600, and AVX10650 models.

END-OF-SALES SCHEDULE

Action	Date	Description
End-of-Sales for hardware	September 30, 2020	AVX3600/7600/10650 no longer available for purchase
End of purchase of support contracts	September 30, 2024	Last day to purchase or renew 1-year support contract for AVX3600/7600/10650
End of support	September 30, 2025	Software updates and bug fixes are no longer available. Hardware repair or replacement is no longer available.

PRODUCT SUBSTITUTION

For AVX3600/7600/10650 replacement, AVX5800/7800/9800 systems are recommended. Customers are encouraged to upgrade to AVX x800 series to enjoy the benefits of new hardware architecture and more advanced features. Array Networks will provide an upgrade program for any customers to upgrade to AVX x800.

EOS Product	Recommended Replacement	Replacement Product Description
AVX3600/7600/10650	AVX5800/7800/9800	New hardware architecture, better performance, and more advanced features

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 AVX3600/7600/10650 through the regular support service program but we encourage customers to upgrade to AVX x800 series. 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 or Array Networks support team at support@arraynetworks.net or toll free 24/7 support hot lines:

1-866-MY-ARRAY

1-877-992-7729.