Date: March 30th, 2018

End-Of-Sales Announcement:

CMX hardware

INTRODUCTION

With the introduction of AMP advanced management platform, Array Networks is announcing the End-Of-Sales for CMX.

END-OF-SALES SCHEDULE

Action	Date	Description
End-of-Sales for HW	March 30th, 2018	CMX no longer available for purchase.
End of purchase of support contracts	March 30th, 2022	Last day to purchase or renew 1 year support contract for CMX.
End of support	March 30th, 2023	Hardware repairs and exchanges are no longer available.

PRODUCT SUBSTITUTION

For CMX replacement, the new AMP (Array Management Platform) is recommended.

EOS Product	Recommended Replacement	Replacement Product Description
CMX	AMP	New software architecture, better performance, and more advanced features

END-OF-LIFE POLICY HIGHLIGHTS

- o 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.
- o Software: Array Networks supports software minor releases for up to (maximum) 36 months (3 years), or 4 consecutive minor releases, whichever occurs first.
- o 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.
- o 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.
- o 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.
- o Array Networks reserves the right to charge for certain software upgrades.

SUPPORT

Array Networks will continue to provide support for the CMX through the regular support service program but we encourage customers to upgrade to AMP. Customers with 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.