

Date: October 1, 2004 (last update Dec 20, 2008)
End-Of-Sales Announcement: Array Networks TM-C
Last Update: December 20, 2008

INTRODUCTION

With the introduction of the Array Networks TMX 1100, TMX 2000, and TMX 3000 high-performance Application Front End appliances, Array Networks is announcing the End-Of-Sales for the TM-C.

END-OF-SALES SCHEDULE

Action	Date	Description
End-of-Sales	January 1, 2005	TM-C no longer available for purchase
End of purchase of support contracts	January 1, 2009	Last day to purchase or renew 1 year support contract for TM-C customers
End of Hardware Support	January 1, 2010	Hardware repairs and exchanges are no longer available

PRODUCT SUBSTITUTION

The recommended upgrade path for the entry-level TM-C appliance is the TMX1100. The TMX 1100 appliance offers better performance and supports all features supported by the TM-C at an equivalent price point.

The recommended upgrade path for the TM-C + CCB appliance is the TMX2000. The TMX2000 appliance offers better performance and capacity across the board compared to the TM-C + CCB at a comparable price point.

EOS Product	Replacement Product	Replacement Product Description
TM-C	TMX 1100	Equivalent Feature Functionality w/ increased performance
TM-C CCB	TMX 2000	Equivalent Feature Functionality w/ increase capacity and performance

UPGRADE PATH

Array Networks is making future software releases backward compatible with existing TM-C hardware. Existing TM-C customers can stay with TM-C hardware and upgrade to the current software release without experiencing problems.

Array Networks is offering free TM 6.0 software upgrades for existing TM-C customers.

SOFTWARE KEY AVAILABILITY

Software license keys for activating TM-C optional features will continue to be available for purchase. TM-C End-of-Sales only affects availability of hardware platforms.

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) 24 months (2 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 TMX through the regular support service program. 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.