

Date: September 30, 2008

End-Of-Sales Announcement: TMX5000 Hardware

INTRODUCTION

Due to the HW parts availability and with the introduction of the Array Networks APV 5200 high-performance Application Delivery Controller appliances, Array Networks is announcing the End-Of-Sales and End-Of-Life for the TMX 5000 Traffic Manager Appliance.

END-OF-SALES SCHEDULE

Action	Date	Description
End-of-Sales for HW	Mar 31, 2009	TMX 5000 no longer available for new purchases.
End of purchase of support contracts	Mar 31, 2013	Last day to purchase or renew 1 year support contract for TMX 5000 customers
End of hardware support	Mar 31, 2014	TMX 5000 hardware repairs and exchanges are no longer available

PRODUCT SUBSTITUTION

Array Networks TMX 5000 customers are encouraged to migrate to Array Networks new APV 5200 Application Delivery Controller. Built on the same software foundation as Array Networks TMX appliances, APV 5200 HW platform offers up-to-date HW, fast failover port, better I/O expandability, and dual 10G interface options.

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.