Array Networks Product EOL Policy

March 27, 2013 – Document Version 2.1

terms and definitions

Term	Definition
End of Sale (EOS)	The product is no longer available for purchase from Array.
End of Sale Date	The date a product is no longer available for purchase from Array
End of Life (EOL)	The product is obsolete and no longer supported by Array in any way
End of Life Date	The date support services are no longer available

Term	Definition
Software Major Release	Significant release of software with major new features and enhancements to previous releases. **Occurs approximately max once per year.** **Example: TM 6.0 to TM 8.0, SP 7.0 to SP 8.0**
Software Feature (Minor) Release	Somewhat significant software release that may contain new functionality, feature improvements and bug fixes. **Occurs periodically between major releases, approximately every 6-9 months.** **Example: TM 8.2 to TM 8.3, SP 7.1 to SP 7.2**
Software Maintenance Release	•Negligible software release containing minor features and bug fixes. •Newly introduced major or minor releases typically see frequent maintenance releases. •A major or minor version nearing its **EOL** typically will see less frequent maintenance releases. **Example: TM 8.2.1 to TM 8.2.2, SP 7.1.1 to SP 7.1.2**
Software Patch Release	•Critical bug fixes (loss functionality, security holes and etc.) **Example: TM 8.2.1.11 to TM 8.2.1.12, SP 7.1.1.1 to SP 7.1.1.2**

terms and definitions (cont.)

Term	Definition
Gold Support	* One-, two- or three-year extended contract * Hardware advanced replacement * Free software updates * TAC telephone support 24x7x365 * 24x7 online support via Array TAC Web site * Discounted Spares
Silver Support	* One-, two- or three-year extended contract * Factory repaired or replaced units shipped within 10 days of receipt * Free software updates * (TAC) telephone support Monday through Friday 7AM to 7PM PST * 24x7 online support via Array TAC Web site * Discounted Spares
Bronze Support	* One-, two- or three-year extended contract * 24x7 online support via Array TAC Web site * Free software updates * Discounted Spares

hardware EOL policy

Milestones	3 months	Day 0	12 months	12 months	12 months	12 months	12 months
External Announcement Period		End of Sale Date					
Can purchase or renew bronze/silver/gold support	Yes		Yes	Yes	Yes	Yes	
Hardware Support & Services			Yes if support is purchased	Yes if support is purchased	Yes if support is purchased	Yes if support is purchased	Yes if support is purchased
Software Support & Services including Array OS Maintenance & Patch releases			Yes if support is purchased	Yes if support is purchased	Yes if support is purchased	Yes if support is purchased	Yes if support is purchased

Array hardware will be supported for 5 years after its End of Sale (EOS) date
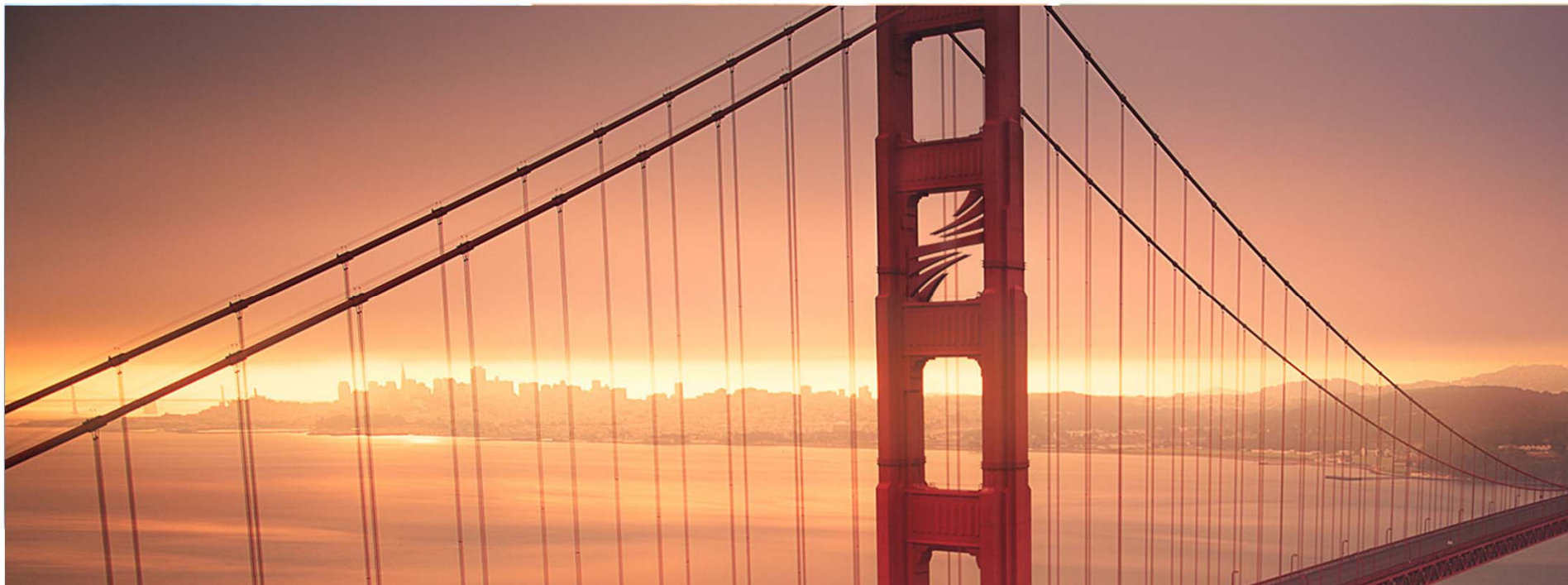
software EOL policy

Milestones	6-9 months	6-9 months	6-9 months	6-9 months
TM 8.1 Release	TM 8.1 Released and Generally Available			
TM 8.2 Release		TM 8.2 Released and Generally Available		
TM 8.3 Release			TM 8.3 Released and Generally Available	
TM 8.4 Release				TM 8.4 Released and Generally Available
Support for TM 8.1	8.1 will be supported for up to (maximum) 36 months			
Support for TM 8.2		8.2 will be supported for up to (maximum) 36 months		
Support for TM 8.3			8.3 will be supported for up to (maximum) 36 months	
Support for TM 8.4				8.4 will be supported for up to (maximum) 36 months

general guidelines

- Array Networks will support hardware for 5 years after its End-of-Sale (EOS) date.

- Array Networks will continue to provide software maintenance releases and patches for 5 years after hardware End of Sale (EOS) Date. Such patches can be limited to security vulnerabilities or at the discretion of Array Networks.

- Array Networks supports software feature/minor releases for up to (maximum) 36 months (3 years), or 4 consecutive minor releases, whichever occurs first. The 3rd year will be limited to blocker/critical bug fixes only (no feature enhancements).

- During the 5 year End of Life (EOL) support period for hardware and software, Array Networks may require customers to upgrade to a newer software release in order to fix certain bugs.

- 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.

thank you!

Array
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