

**ARLO END-OF-LIFE POLICY
(APPLIES TO NON-EUROPEAN UNION PRODUCTS AND SERVICES)**

Effective: January 1, 2023

Revised: February 10, 2023¹

Revised: June 1, 2023²

1. Purpose

This End-of-Life Policy ("EOL Policy") explains how Arlo Technologies, Inc. ("Arlo" or "we") handles products that reach the end of their life cycle. End-of-Life ("EOL") or EOL process includes Arlo's course of action for discontinuing Arlo hardware devices, software, and services, including without limitation subscriptions (collectively, the "Arlo Products"). The EOL process consists of a series of technical and business milestones and activities that, once completed, make the Arlo Products obsolete. Once obsolete, certain aspects of the Arlo Product may no longer be sold, improved, maintained, serviced, or supported in Arlo's ordinary course of business, and these EOL'd Arlo Products may lose some of their functionality. This loss of functionality may increase over time.

The Arlo Products may reach the end of their product life cycle for a number of reasons, including changing market demands, technology innovation, development of alternate and more efficient software platforms, and/or improvements in hardware and cloud security. Arlo Products, including their cloud support, mature over time, and they may be replaced by different or functionally richer technology. With that in mind, we have set out the below milestones and explanations to help manage the EOL transitions and to explain the role that Arlo can play in helping customers migrate to alternative Arlo Products.

2. Scope

Arlo's EOL Policy applies to all Arlo Products, i.e., Arlo's hardware devices, software, services, including subscriptions, and hardware devices bundled with services.

We may change this EOL Policy from time to time. If we make changes then we will notify you by revising the date at the top of this EOL Policy, and we may provide you with additional notice via a statement on our website or sending you a notification.

¹Main revisions are to a) continue to provide S3 Bucket ("7 days of free cloud recording") for EOL'd hardware; b) extend EOL date for certain hardware; and c) provide critical security updates for EOL'd hardware up to one year after the hardware's EOL date.

²Moved the EOL date for a) Email Notifications for motion detection and b) E911 Emergency Calling from July 1, 2023 to September 1, 2023.

This EOL Policy is intended to describe Arlo's general approach to the EOL process. Any questions arising on the interpretation or application of this EOL Policy will be resolved by Arlo in its sole discretion.

3. Policy

EOL Milestones and Explanations:

- Arlo will provide a public EOL notice for an Arlo Product at <https://www.arlo.com/en-us/support>. Please visit this site regularly, as it contains useful information regarding Arlo's EOL Policy and details regarding the EOL'ing of specific Arlo Products. We may also notify you through the Arlo App about Arlo's EOL policies.
- We will endeavor to review and update our EOL Policy monthly, but it may not change monthly.
- EOL notices will include an EOL Effective Date for an Arlo Product.
- For an Arlo hardware device, Arlo's EOL general policy is to implement an EOL Effective Date no earlier than four (4) years from the date that volume manufacturing of such Arlo hardware devices last occurred. For example, Arlo's first camera product, VMC3030 (Arlo HD, aka Gen3), was introduced in November 2014 and was manufactured until January 2019. Its EOL Effective Date of July 1, 2023 is at least four (4) years beyond the last manufacture date. In general, the EOL Effective Date will be longer than four (4) years from the date that volume manufacturing of such Arlo hardware devices last occurred.
- We will endeavor to provide at least ninety (90) days advance notice prior to implementing an EOL Effective Date for an Arlo Product that is a hardware device or a mixed/bundled hardware device and service.
- We will endeavor to provide at least thirty (30) days advance notice prior to implementing an EOL Effective Date for an Arlo Product that is a service.
- Arlo at its discretion may extend the EOL Effective Date for certain hardware devices beyond four (4) years from the date that volume manufacturing of such Arlo hardware devices last occurred. You will see this is the case for most of the hardware in the Arlo EOL Table below.
- Upon the EOL Effective Date, the following may occur for the EOL'd Arlo Product:
 - No support
 - No firmware upgrades
 - No bug fixes

- No maintenance releases
- No workarounds or patches
- No spare parts
- No replacement devices
- Bundled services or features may be reduced or eliminated
- Future services or features may be unavailable
- Some automatic email alerts and push notifications may be reduced or eliminated
- Offers, discounts, and coupons to purchase newer Arlo products may be given
- For an Arlo Product that is a service, Arlo customers may be migrated to the closest equivalent service or given an offer to change their service plan
- Arlo will continue to provide critical security updates for hardware to one year beyond the hardware's EOL Effective Date.
- When determining the EOL Effective Date, Arlo will typically allow for the following legacy warranty support periods:
 - For Arlo hardware devices, one (1) year of continued hardware warranty support from the EOL Effective Date for any Arlo hardware device that is covered by the Limited Hardware Warranty at such time (in accordance with, and deference to, the [Limited Hardware Warranty Terms](#), including without limitation the length of warranty). Local law may provide for additional consumer rights.
- If an Arlo hardware device that includes a service is EOL'd, thereby reducing the functionality of the device, then it may be possible to receive different or additional service and support for that EOL'd hardware device through an alternative service offering or the purchase of a paid subscription.
- Arlo may in its sole discretion provide updates to, or maintain certain services for, EOL'd Arlo Products. In particular, Arlo may at its discretion provide additional security updates for EOL'd Arlo Products beyond what is committed above.

Arlo EOL Tables

February 10, 2023

Model ID	Product	First Manufacture Date	Last Manufacture Date	EOL Date
VMC3030	Arlo HD – Gen 3	Nov 2014	Jan 2019	July 1, 2023
VMC4030	Pro	Oct 2016	Dec 2018	July 1, 2023
ABC1000	Baby	July 2017	Sept 2019	Jan 1, 2025
VMC4030P	Pro2	Nov 2017	Dec 2019	Jan 1, 2025
VMC3040	Q	Nov 2015	Sept 2019	Jan 1, 2025
VMC3040S	Q+	Nov 2015	Sept 2019	Jan 1, 2025
AL1101 and ABB1000	Lights	July 2018	July 2018	Jan 1, 2025
AAD1001	Audio Doorbell	May 2018	Sept 2019	Jan 1, 2025

*To find your model number go to the Arlo Secure App > Settings > Support Center > Click on specific camera > Scroll down to Details section to view product model number.

SW/Service Description	Introduction Date	Deprecation Date	EOL Date
Email Notifications for motion detection	Nov 2014	Jan 2023	Sept 1, 2023
E911 Emergency Calling	June 2018	Jan 2023	Sept 1, 2023