



January 2017

Dear Rockwell Automation Customers,

Rockwell Automation appreciates your investment in the Allen-Bradley DeviceNet, ControlNet and EtherNet/IP network products. Our demonstrated commitment to protecting our customers' investment is one reason we have an installed base of over 12 million nodes worldwide. We plan to continue to market and manufacture products that support DeviceNet, ControlNet and EtherNet/IP. As we look to better serve our customer's business goals and objectives, our primary focus on new product developments will be leveraging Ethernet, and EtherNet/IP technologies.

Rockwell Automation is committed to supporting our customers. When a product line is planned for discontinuation, the Rockwell Automation practice is to provide a notice to customers in the form of an End of Life Notice that provides the expected last date of sale, pending component availability. This gives customers advance notice and time to plan for migration. Furthermore, it is our practice to continue to support products after they are removed from general sale. Once a product moves to End of Life or Discontinued, the options for support include:

Repair/remanufacture: While it is our goal to support products for at least five years from the date they are removed from general sale, commercial provisions (e.g., availability of components) may dictate unexpected discontinuation of remanufacturing services. Where this is a concern, we recommend a Lifecycle Extension Agreement, which allows you to ask that we hold for your benefit the components you expect to use in remanufacturing during the term of the contract.

Lifecycle Extension Agreement: Rockwell Automation offers a Lifecycle Extension Agreement to minimize the risk of operating legacy Rockwell Automation hardware while migration plans to newer technologies are prepared. For products covered by a Lifecycle Extension Agreement, you receive remote and on-site support for discontinued products, access to a "repair reservation" for discontinued products and access to Rockwell Automation owned legacy parts.

Migration: Rockwell Automaton offers migration strategies including conversion and selection tools, consultation, planning and training services to guide you through the process of upgrading your systems at a pace that makes sense for your application and budget.

I hope that this brief correspondence demonstrates Rockwell Automation's commitment to providing a quality automation product and our commitment to our network products.

Sincerely,

Bill Petro
Product Manager – Networks
Control & Visualization Business