



Dear Valued Customer,

This letter serves as formal notification that NETGEAR, Inc. will be discontinuing the VueZone Services on December 31, 2017. We will continue to support the VueZone Services until this date in order to allow for future planning by our VueZone customers.

After December 31, 2017, the following will apply:

- All VueZone hardware products including base station and camera will cease to communicate with the VueZone back end
- Any videos and photos you have saved in the VueZone cloud will not be retrievable
- Access to the VueZone web application ([my.vuezone.com](http://my.vuezone.com)) and to the VueZone mobile applications will be unavailable to all customers
- VueZone service plans will no longer be supported and no service plan fees will be charged after this date
- NETGEAR Customer Support will no longer provide technical support for VueZone products

For more information on the discontinuance of the VueZone Services, including a step-by-step guide on how to retrieve your videos and photos from the VueZone cloud, please visit our [FAQ page](#).

We know this may come as disappointing news to our VueZone users, but discontinuing VueZone and allocating VueZone resources to our Arlo Smart Home Security System is consistent with NETGEAR's practice of providing cutting-edge networking products that connect people, power businesses, and advance the way we live. NETGEAR appreciates and values our customers, and we are eager to supply your future product requirements with our world-class quality product lines.

Best regards,  
NETGEAR Inc.  
July 1<sup>st</sup>, 2016