

END-OF-AVAILABILITY NOTICE



NetApp Customer Notice

- **Subject:** End of Availability (EOA) Announcement – NetApp Cloud Tiering
- **Audience:** Customers using Cloud Tiering via BYOL/Private, Offer or Pay-As-You-Go (PAYGO)
- **Affected Offering:** NetApp Cloud Tiering
- **Recommended Alternative:** FabricPool (consumed via ONTAP/System Manager)

Overview

NetApp is announcing the End of Availability (EOA) for Cloud Tiering. This change aligns our portfolio to the strategic path forward for data tiering with FabricPool, ensuring customers benefit from a simplified operations model and a fully supported, long-term solution integrated with ONTAP and System Manager.

- The EOA impacts how the service can be consumed after the EOA date, depending on your commercial model (BYOL/Private Offer vs. PAYGO).
- There is no immediate functional change for existing customers on the EOA date.

Key Dates & Milestones

Milestone	Date	Notes
EOA (End of Availability)	April 24, 2026	No new purchases/renewals of Cloud Tiering after this date.
PAYGO Last Day of Use	November 1, 2026	Six-month transition period post-EOA for PAYGO customers to migrate.
Support for Existing Contracts (BYOL/Private Offer)	Per current term	Service remains available until the end of your current contract term.

Note: Marketplace listings will be updated to clearly reflect EOA status. This does not affect your ability to continue usage within the timelines above.

Impact by Customer Type

1) BYOL / Private Offer Customers

- You may continue to use Cloud Tiering until the end of your current contract term.
- No new orders or renewals will be accepted after April 24, 2026.
- Your NetApp account team will coordinate a transition plan to FabricPool via ONTAP/System Manager aligned to your contract lifecycle.

2) PAYGO (Marketplace) Customers

- Following EOA on April 24, 2026, PAYGO customers will have a six (6) month transition period.
- The last day to consume Cloud Tiering on PAYGO is November 1, 2026.
- Your account team will contact you individually with steps to transition to FabricPool.

Recommended Path Forward: FabricPool (via ONTAP/System Manager)

- Operational continuity: Policy-driven automated tiering from ONTAP to your chosen object storage.
- Supported roadmap: Fully covered under NetApp support and maintenance programs.
- Guided migration: Documentation, best practices, and -where eligible - Professional Services to assist planning and cutover.

Customer Actions

All customers

- Review the EOA date and your commercial model (BYOL/Private Offer or PAYGO).
- Engage your NetApp account team to confirm migration scope and timeline.
- Schedule validation and cutover windows to ensure business continuity.

PAYGO customers

- Plan to transition well before November 1, 2026.
- Confirm System Manager access and object storage parameters for FabricPool.
- After this date, the NetApp Console control plane will be disconnected for Cloud Tiering.
- Establish a FabricPool connection prior to the cutoff date to maintain a continuous data tiering mechanism.
- Important note: there will be no data cut-off at any point; tiered data will remain fully accessible.

BYOL / Private Offer customers

- Anticipate transition by familiarizing yourself with the FabricPool alternative ahead of your contract end date or before your licensed capacity is fully consumed, helping you avoid renewal-time pressure.

Billing & Access

- PAYGO: Billing and access under PAYGO will stop after November 1, 2026.
- BYOL / Private Offer: Access continues until the end of your contracted term.
- In line with EOA, NetApp will display in-product messages and may restrict new activations or expansions after the relevant dates to ensure an orderly transition (prior notice will be provided).

Frequently Asked Questions

- **Q1. Does EOA stop my workloads on April 24, 2026?**

No. Existing customers are not interrupted on the EOA date. PAYGO customers may continue until November 1, 2026; BYOL/Private Offer customers may continue until your end date or when your license capacity is exhausted

- **Q2. Can I renew or expand Cloud Tiering after EOA?**

No new orders or renewals are accepted after April 24, 2026. Your team will guide you to FabricPool as the supported alternative.

- **Q3. How does Fabric Pool compare to Cloud Tiering?**

FabricPool is the strategic tiering path within ONTAP, providing policy-driven movement of cold data to object storage with full support coverage. Cloud Tiering was the management console layered on top of the underlying FabricPool technology. The core data tiering technology itself remains fully available and supporting the change applies only to the way it is consumed.

Legal Notice

This communication constitutes NetApp's End of Availability notice for Cloud Tiering. Support and maintenance for eligible customers will continue per applicable agreements and NetApp policies until the end of the applicable term or the PAYGO last-use date indicated above. No new orders or renewals for Cloud Tiering will be accepted after April 24, 2026. Implementation timelines and enforcement measures (including in-product restrictions) may be updated; where applicable, NetApp will provide reasonable prior notice. Migration to FabricPool may require separate licensing or different infrastructure costs depending on your environment. This notice may include forward-looking statements subject to change based on operational and third-party marketplace constraints.

Contacts

- Your NetApp Account Team – planning, scheduling, and execution
- NetApp Support – technical assistance per your support plan

At-a-Glance

- EOA: April 24, 2026

- PAYGO last day of use: November 1, 2026
- BYOL/Private Offer: Continue to the end of current term (no renewals/new purchases post-EOA)
- Path forward: FabricPool via ONTAP/System Manager
- Next step: Be in touch with your account team to finalize your migration plan