

Software License, Warranty, Safety, and Regulatory Information
ARRIS® Retail Devices

CONTENTS

▪ **[SAFETY AND REGULATORY INFORMATION](#)**

[Important Safety Instructions](#)

▪ **[CARING FOR THE ENVIRONMENT BY RECYCLING YOUR ARRIS EQUIPMENT](#)**

▪ **[IMPORTANT VOIP SERVICE INFORMATION](#)**

[Models that Support Embedded VoIP Service](#)

▪ **[FCC STATEMENTS](#)**

[FCC Interference Statement](#)

[FCC Declaration of Conformity](#)

[FCC Radiation Exposure Statement](#)

▪ **[WIRELESS LAN INFORMATION](#)**

[Restrictions on the Use of Wireless Devices](#)

▪ **[OPEN SOURCE SOFTWARE INFORMATION](#)**

▪ **[SOFTWARE LICENSE](#)**

[Privacy Notice](#)

▪ **[WARRANTY INFORMATION](#)**

[Retail Purchasers - Retail Devices](#)

[Retail Purchasers - Refurbished Retail Devices](#)

SAFETY AND REGULATORY INFORMATION

Important Safety Instructions

Read This Before You Begin — When using your equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- Read all instructions listed here and/or in the user manual before you operate this device. Give attention to all safety precautions. Retain the instructions for future reference.
- This device must be installed and used in strict accordance with manufacturer's instructions, as described in the user documentation that is included with the device.
- Comply with all warning and caution statements in the instructions. Observe all warning and caution symbols that are affixed to this device.
- To prevent fire or shock hazard, do not expose this device to rain or moisture. The device must not be exposed to dripping or splashing. Do not place objects filled with liquids such as vases; around, above, or in the proximity of the device.
- This device was qualified under test conditions that included the use of the supplied cables between system components. To ensure regulatory and safety compliance, use only the provided power and interface cables and install them properly.
- Use only the Power cord that was either supplied for this model in the original packaging or supplied as a replacement by ARRIS or your service provider.
- Installation of this device must be in accordance with national wiring codes and conform to local regulations.
- Operate this device only from the type of power source indicated on the device's marking label. If you are not sure of the type of power supplied to your home, consult your dealer or local power company.
- Do not overload outlets or extension cords, as this can result in a risk of fire or electric shock. Overloaded AC outlets, extension cords, frayed power cords, damaged or cracked wire insulation, and broken plugs are dangerous. They may result in a shock or fire hazard.

SOFTWARE LICENSE, WARRANTY, SAFETY, AND REGULATORY INFORMATION ARRIS® RETAIL DEVICES

- Route power supply cords so that they are not likely to be walked on or pinched by items placed upon or against them. Pay attention to cords where they are attached to plugs and convenience receptacles, and examine the point where they exit from the device.
- Place this device in a location that is close enough to an electrical outlet to accommodate the length of the power cord.
- Place the device to allow for easy access when disconnecting the power cord of the device from the AC wall outlet.
- Do not connect the plug into an extension cord, receptacle, or other outlet unless the plug can be fully inserted with no part of the blades exposed.
- Place this device on a stable surface.
- Avoid damaging the cable modem with static by touching the coaxial cable when it is attached to the earth-grounded coaxial cable-TV wall outlet.
- Always first touch the coaxial cable connector on the cable modem when disconnecting or reconnecting the Ethernet cable from the cable modem or user's PC.
- Installation of an AC surge protector in the AC outlet to which this device is connected is recommended. This is to avoid damaging the device by local lightning strikes and other electrical surges.
- Postpone installation until there is no risk of thunderstorm or lightning activity in the area.
- Avoid using a telephone (other than a cordless type) during an electrical storm. There is a remote risk of electric shock from lightning. For added protection, unplug the device from the wall outlet and disconnect the cables to avoid damage to this device from lightning and power surges.
- Do not use this product near water. For example, near a bathtub, washbowl, kitchen sink, laundry tub, swimming pool, or in a wet basement.
- Do not use the telephone to report a gas leak near the leak.
- Do not cover the device or block the airflow to the device with any other objects. Keep the device away from excessive heat and humidity, and keep the device free from vibration and dust.

SOFTWARE LICENSE, WARRANTY, SAFETY, AND REGULATORY INFORMATION ARRIS® RETAIL DEVICES

- Wipe the device with a clean, dry cloth. Never use cleaning fluid or similar chemicals. Do not spray cleaners directly on the device or use forced air to remove dust.
- For added protection, unplug the device from the wall outlet and disconnect the cables to avoid damage to this device due to lightning and power surges.
- **CAUTION:** To reduce the risk of fire, use only No. 26 AWG or larger (e.g., 24 AWG) UL Listed or CSA Certified Telecommunication Line Cord, or national equivalent.
- Upon completion of any service or repairs to this device, ask the service technician to perform safety checks to determine that the device is in safe operating condition.
- Do not open the device. Do not perform any servicing other than that contained in the installation and troubleshooting instructions. Refer all servicing to qualified service personnel.
- This device should not be used in an environment that exceeds 104° F (40° C).

SAVE THESE INSTRUCTIONS

CARING FOR THE ENVIRONMENT BY RECYCLING YOUR ARRIS EQUIPMENT

Please do not dispose of this product or any included electronic accessories, i.e., power supply or battery, with your residential or commercial waste. ARRIS devices may be disposed of through the ARRIS Product Recycling program, further described at www.arris.com/corporateresponsibility. You may also contact your local community authorities for information regarding where you may dispose of your ARRIS electronic devices.

For your convenience, batteries are also accepted at no charge for recycling at various locations. Please visit www.call2recycle.org or call **1-877-2RECYCL (1-877-273-2925)** for a battery recycling location near you.

IMPORTANT VOIP SERVICE INFORMATION

Models that Support Embedded VoIP Service

Please see the following warning if your product supports embedded VoIP services.

SOFTWARE LICENSE, WARRANTY, SAFETY, AND REGULATORY INFORMATION ARRIS® RETAIL DEVICES

WARNING! Please contact your Internet Service Provider (ISP) and/or your local municipality for additional information on making emergency calls using VoIP service in your area.

IMPORTANT: When using this VoIP device, you CANNOT make any calls including an emergency call, and emergency location services (where supported) WILL NOT be available under the following circumstances:

- Your broadband ISP connection goes down, is lost, or otherwise fails.
- You lose electrical power.
- You have changed the physical address of your VoIP device, and you did not update or otherwise advise your VoIP service provider of the change.
- There are delays in making your location information available in or through the local automatic location information database.

Note: Your service provider, not ARRIS, is responsible for the provision of VoIP telephony services through this equipment. ARRIS shall not be liable for, and expressly disclaims, any direct or indirect liabilities, damages, losses, claims, demands, actions, causes of action, risks, or harms arising from or related to the services.

FCC STATEMENTS

FCC Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the device off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the device and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the

SOFTWARE LICENSE, WARRANTY, SAFETY, AND REGULATORY INFORMATION ARRIS® RETAIL DEVICES

receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

FCC Caution: Any changes or modifications to the device not expressly approved by ARRIS could void the user's authority to operate the equipment.

FCC Declaration of Conformity

ARRIS International, plc., 3871 Lakefield Drive, Suwanee, GA 30024, declares that your ARRIS retail device complies with 47 CFR Parts 2 and 15 of the FCC rules as a Class B digital device.

FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. To comply with the FCC RF exposure compliance requirements, the separation distance between the antenna and any person's body (including hands, wrists, feet and ankles) must be at least 12 inches (30 cm).

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter except those already approved in this filing.

The availability of some specific channels and/or operational frequency bands are country dependent and are firmware programmed at the factory to match the intended destinations. The firmware setting is not accessible by the end user.

WIRELESS LAN INFORMATION

Note: *This applies to devices that provide Wi-Fi capability.*

This device is a wireless network product that uses Direct Sequence Spread Spectrum (DSSS) and Orthogonal Frequency-Division Multiple Access (OFDMA) radio technologies. The device is designed to be interoperable with any other wireless DSSS and OFDMA products that comply with:

- The IEEE 802.11 Standard on Wireless LANs (Revision AC, Revision B, Revision G, and Revision N), as defined and approved by the Institute of Electrical Electronics Engineers.

SOFTWARE LICENSE, WARRANTY, SAFETY, AND REGULATORY INFORMATION ARRIS® RETAIL DEVICES

- The Wireless Fidelity (Wi-Fi) certification as defined by the Wireless Ethernet Compatibility Alliance (WECA).



Restrictions on the Use of Wireless Devices

In some situations or environments, the use of wireless devices may be restricted by the proprietor of the building or responsible representatives of the organization. For example, using wireless equipment in any environment where the risk of interference to other devices or services is perceived or identified as harmful.

If you are uncertain of the applicable policy for the use of wireless equipment in a specific organization or environment, you are encouraged to ask for authorization to use the device prior to turning on the equipment.

The manufacturer is not responsible for any radio or television interference caused by unauthorized modification of the devices included with this product, or the substitution or attachment of connecting cables and equipment other than specified by the manufacturer. Correction of the interference caused by such unauthorized modification, substitution, or attachment is the responsibility of the user.

The manufacturer and its authorized resellers or distributors are not liable for any damage or violation of government regulations that may arise from the user's failure to comply with these guidelines.

Note: *The use of the 5150-5250 MHz frequency band is restricted to Indoor Use Only.*

Security Warning: This device allows you to create a wireless network. Wireless network connections may be accessible by unauthorized users. For more information on how to protect your network, see your product's documentation and the ARRIS FAQs available on the ARRIS Support website, www.arris.com/consumers.

OPEN SOURCE SOFTWARE INFORMATION

For instructions on how to obtain a copy of any source code being made publicly available by ARRIS related to software used in this ARRIS product, you may send your request in writing to:

SOFTWARE LICENSE, WARRANTY, SAFETY, AND REGULATORY INFORMATION ARRIS® RETAIL DEVICES

ARRIS

Software Pedigree Operations
2450 Walsh Avenue
Santa Clara, CA 95051 USA

The ARRIS website, opensource.arris.com, also contains information regarding use of open source. ARRIS created opensource.arris.com to serve as a portal for interaction with the software community-at-large. This document contains additional information regarding licenses, acknowledgments and required copyright notices for open source packages used in this ARRIS product.

SOFTWARE LICENSE

ARRIS International, plc. (“ARRIS”)
3871 Lakefield Drive Suwanee, GA 30024

IMPORTANT: PLEASE READ THIS SOFTWARE LICENSE, INCLUDING THE MCAFEE LICENSE AGREEMENT (if applicable to your product). IT IS AVAILABLE AT www.mcafee.com/consumer/en-us/policy/global/legal.html (“LICENSE”) CAREFULLY BEFORE YOU INSTALL, DOWNLOAD, OR USE ANY APPLICATION SOFTWARE, USB DRIVER SOFTWARE, FIRMWARE, AND RELATED DOCUMENTATION (“SOFTWARE”) PROVIDED WITH THE ARRIS CABLE DATA PRODUCT (THE “CABLE DATA PRODUCT”). BY USING THE CABLE DATA PRODUCT AND/OR INSTALLING, DOWNLOADING, OR USING ANY OF THE SOFTWARE, YOU INDICATE YOUR ACCEPTANCE OF EACH OF THE TERMS OF THIS LICENSE. UPON ACCEPTANCE, THIS LICENSE WILL BE A LEGALLY BINDING AGREEMENT BETWEEN YOU AND ARRIS. THE TERMS OF THIS LICENSE APPLY TO YOU AND TO ANY SUBSEQUENT USER OF THIS SOFTWARE.

IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS LICENSE (I) DO NOT INSTALL OR USE THE SOFTWARE AND (II) RETURN THE CABLE DATA PRODUCT AND THE SOFTWARE (COLLECTIVELY, “PRODUCT”), INCLUDING ALL COMPONENTS, DOCUMENTATION, AND ANY OTHER MATERIALS PROVIDED WITH THE PRODUCT, TO YOUR POINT OF PURCHASE OR SERVICE PROVIDER, AS THE CASE MAY BE, FOR A FULL REFUND. BY INSTALLING OR USING THE SOFTWARE, YOU AGREE TO BE BOUND BY THE PROVISIONS OF THIS LICENSE AGREEMENT.

SOFTWARE LICENSE, WARRANTY, SAFETY, AND REGULATORY INFORMATION ARRIS® RETAIL DEVICES

The Software includes associated media, any printed materials, and any “on-line” or electronic documentation, as well as any updates, revisions, bug fixes, or drivers, thereto, obtained by you from ARRIS or your service provider. Software provided by third parties may be subject to separate end-user license agreements from the manufacturers of such software.

The Software is never sold. ARRIS licenses the Software to the original customer and to any subsequent licensee for personal use only under the terms of this License. ARRIS and its third-party licensors retain the ownership of the Software.

You may:

USE the Software only in connection with the operation of the Product.

TRANSFER the Software (including all component parts and printed materials) permanently to another person, but only if the person agrees to accept all the terms of this License. If you transfer the Software, you must at the same time transfer the Product and all copies of the Software (if applicable) to the same person or destroy any copies not transferred.

TERMINATE this License by destroying the original and all copies of the Software (if applicable) in whatever form.

You may not:

(1) Loan, distribute, rent, lease, give, sublicense, or otherwise transfer the Software, in whole or in part, to any other person, except as permitted under the TRANSFER paragraph above. (2) Copy or translate the User Guide included with the Software, other than for personal use. (3) Copy, alter, translate, decompile, disassemble, or reverse engineer the Software, including, but not limited to, modifying the Software to make it operate on non-compatible hardware. (4) Remove, alter, or cause not to be displayed any copyright notices or startup message contained in the Software programs or documentation. (5) Attempt to gain unauthorized access to the Product or Software through hacking, password mining, or any other means. (6) Export the Software or the Product components in violation of any national, federal, state or local laws, as well as all ordinances, orders, rules, regulations, and requirements relating to the export or other regulations of the Product, including the Software. (7) Violate any applicable law, contract, intellectual property or other third party right or commit a tort. (8) Engage in any harassing, threatening, intimidating, predatory, or stalking conduct. (9) Use the Product or Software in any way that could damage, disable, overburden, or impair the Product, or interfere with anyone else's use of the

**SOFTWARE LICENSE, WARRANTY, SAFETY, AND REGULATORY INFORMATION
ARRIS® RETAIL DEVICES**

Product. **(10)** Obtain or attempt to obtain any materials or information through any means not intentionally made available through the Product or Software. **(11)** Use the Product or Software for any fraudulent, unlawful, harassing, abusive, illegal, or unauthorized purpose, or engage in, encourage or promote any activity that violates this Software License. You further acknowledge and agree that a violation of this Software License may subject you to administrative penalty and/or criminal liability.

The Product is not designed or intended for use in on-line control of aircraft, air traffic, aircraft navigation, or aircraft communications; or in design, construction, operation, or maintenance of any nuclear facility. **ARRIS AND ITS THIRD-PARTY LICENSORS DISCLAIM ANY EXPRESS OR IMPLIED WARRANTY OF FITNESS FOR SUCH USES. YOU REPRESENT AND WARRANT THAT YOU SHALL NOT USE THE PRODUCT FOR SUCH PURPOSES.**

Title to this Software, including the ownership of all copyrights, mask work rights, patents, trademarks, and all other intellectual property rights subsisting in the foregoing, and all adaptations to and modifications of the foregoing, shall at all times remain with ARRIS and its third-party licensors. ARRIS retains all rights not expressly licensed under this License. The Software, including any images, graphics, photographs, animation, video, audio, music, and text incorporated therein, is owned by ARRIS or its third-party licensors and is protected by United States copyright laws and international treaty provisions. Except as otherwise expressly provided in this License, the copying, reproduction, distribution or preparation of derivative works of the Software, any portion of the Product or the documentation is strictly prohibited by such laws and treaty provisions. Nothing in this License constitutes a waiver of the rights of ARRIS under United States copyright law.

This License and your rights regarding any matter it addresses are governed by the laws of the State of Georgia of the United States of America, excluding its conflict of laws principles and excluding the provisions of the UN Convention on Contracts for the International Sales of Goods and the Uniform Computers Information Transactions Act. **THIS LICENSE SHALL TERMINATE AUTOMATICALLY if you fail to comply with the terms of this License.**

Wireless communications, including those sent and received by the Product, are not secure communications. ARRIS is not responsible for the privacy of activity using the Product or Software. For security purposes, activity on the Product may be monitored, but there is no obligation on ARRIS to do so or to take any action even if it does.

SOFTWARE LICENSE, WARRANTY, SAFETY, AND REGULATORY INFORMATION ARRIS® RETAIL DEVICES

ARRIS is not responsible for any third-party software provided as a bundled application, or otherwise, with the Software.

Privacy Notice

ARRIS will collect certain personal and anonymous information from and about you in connection with your use of the Product, including your email address and phone number for the limited purposes of Product registration, security and warranty support services. Your email address and phone number will not be shared with any third parties. In general, our collection, protection, use and disclosure of this information will be subject to the ARRIS Privacy Policy located at www.arris.com/company/privacy. Your use of this Product indicates your consent to allow ARRIS' collection and use of such information.

This Product uses Google Analytics, which collects and processes certain data. For Google's use of such data, see www.google.com/policies/privacy/partners.

This Product includes certain McAfee products, and your use of this Product also indicates your acceptance of the McAfee Privacy & Legal Terms available at www.mcafee.com/consumer/en-us/policy/global/legal.html.

This Product also uses the Ookla Speedtest software application which tests the Internet speed between the Product and your Internet service provider. Ookla Speedtest collects certain personal data which is subject to Ookla's privacy policy set forth at www.speedtest.net/privacy.

U.S. Government Restricted Rights

The Product and documentation is provided with RESTRICTED RIGHTS. The use, duplication, or disclosure by the Government is subject to restrictions as set forth in subdivision (c)(1)(ii) of The Rights in Technical Data and Computer Software clause at 52.227-7013. The contractor/manufacturer is ARRIS International, plc., 3871 Lakefield Drive, Suwanee, GA 30024.

WARRANTY INFORMATION

ARRIS Retail Devices & Refurbished Retail Devices
ARRIS International, plc. ("ARRIS")

Limited Warranty for Retail Purchasers (Retail Devices)

If you purchased this Product **directly** from ARRIS or from an authorized ARRIS retail reseller, ARRIS warrants to you, the original end user customer, that **(A)** the

SOFTWARE LICENSE, WARRANTY, SAFETY, AND REGULATORY INFORMATION ARRIS® RETAIL DEVICES

Product, excluding Software, will be free from defects in materials and workmanship under normal use, and **(B)** with respect to Software, **(i)** the media on which the Software is provided will be free from defects in material and workmanship under normal use, and **(ii)** the Software will perform substantially as described in its documentation. This Limited Warranty to you, the original end user customer, continues **(A)** for Software and the media upon which it is provided, for a period of ninety (90) days from the date of purchase from ARRIS or an authorized ARRIS reseller, and **(B)** for the Product (excluding Software), for a period of two (2) years from the date of purchase from ARRIS or from an authorized ARRIS reseller. To take advantage of this Limited Warranty or to obtain technical support, you must call the ARRIS toll-free phone number **1-877-466-8646**. Technical support charges may apply. ARRIS' sole and exclusive obligation under this Limited Warranty for retail sales shall be to repair or replace any Product or Software that does not meet this Limited Warranty. All warranty claims must be made within the applicable Warranty Period.

Limited Warranty for Retail Purchasers (Refurbished Retail Devices)

If you purchased this Product **directly** from ARRIS or from an authorized ARRIS retail reseller, ARRIS warrants to you, the original end user customer, that **(A)** the Product, excluding Software, will be free from defects in materials and workmanship under normal use, and **(B)** with respect to Software, **(i)** the media on which the Software is provided will be free from defects in material and workmanship under normal use, and **(ii)** the Software will perform substantially as described in its documentation. This Limited Warranty to you, the original end user customer, continues **(A)** for Software and the media upon which it is provided, for a period of ninety (90) days from the date of purchase from ARRIS or an authorized ARRIS reseller, and **(B)** for the Product (excluding Software), for a period of one (1) year from the date of purchase from ARRIS or from an authorized ARRIS reseller. To take advantage of this Limited Warranty or to obtain technical support, you must call the ARRIS toll-free phone number **1-877-466-8646**. Technical support charges may apply. ARRIS' sole and exclusive obligation under this Limited Warranty for retail sales shall be to repair or replace any Product or Software that does not meet this Limited Warranty. All warranty claims must be made within the applicable Warranty Period.

General Information. The warranties described in this Section shall not apply: **(i)** to any Product subjected to accident, misuse, neglect, alteration, Acts of God, improper handling, improper transport, improper storage, improper use or application, improper installation, improper testing or unauthorized repair; or **(ii)** to cosmetic problems or defects which result from normal wear and tear under

SOFTWARE LICENSE, WARRANTY, SAFETY, AND REGULATORY INFORMATION ARRIS® RETAIL DEVICES

ordinary use, and do not affect the performance or use of the Product. ARRIS' warranties apply only to a Product that is manufactured by ARRIS and identified by ARRIS owned trademark, trade name or product identification logos affixed to the Product. ARRIS does not warrant to you, the end user, or to anyone else that the Software will perform error free or without bugs.

Any dealings with any third parties (including advertisers and/or sponsors) appearing on the Product, and any other terms, conditions, warranties or representations associated with such dealings are solely between you and those third parties. ARRIS is not responsible for examining or evaluating, and does not warrant the offerings of, any of these businesses or individuals or the content of their websites. ARRIS does not assume any responsibility or liability for the actions, products, or website contents of any third parties. You should carefully review their privacy statements and other conditions of use.

You acknowledge that some security breaches involve attacks on data. For example, there are viruses and other malware that: (i) delete or destroy your data (sometimes individual files, but sometimes even an entire disk by corrupting a master boot record or other key element); (ii) modify your files (such as parasitic malware that attaches itself to a file and modifies the file to enable its own execution and/or propagation); and (iii) encrypt files on your drive (such as ransomware that uses asymmetric encryption). The best way for you to protect yourself from these types of attacks is frequent back-ups of your data to another device/location. This provides another copy of the data in the event that the attacking software has deleted, modified, or destroyed the data. It is your sole and exclusive responsibility to back-up all data and files on your device so that they can be restored in the event of an attack on your data. Without such a back-up, it may not be possible to restore any deleted, destroyed, or modified data/content. McAfee is not liable for loss of or recovery of data, or for files or loss of use of systems or networks arising from attacks on data.

Our Products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

ARRIS IS NOT RESPONSIBLE FOR, AND PROVIDES ANY SOFTWARE ON AN "AS IS" AND "AS AVAILABLE" BASIS WITHOUT WARRANTIES OF ANY KIND, EXCEPT AS EXPRESSLY STATED IN THIS SECTION ("WARRANTY INFORMATION"). THERE ARE NO WARRANTIES OR REPRESENTATIONS OF ANY KIND RELATING TO THE PRODUCT, EXPRESS, IMPLIED OR

**SOFTWARE LICENSE, WARRANTY, SAFETY, AND REGULATORY INFORMATION
ARRIS® RETAIL DEVICES**

STATUTORY, INCLUDING BUT NOT LIMITED TO IMPLIED WARRANTIES OF DESIGN, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND TITLE, OR ANY WARRANTY ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE, OR AGAINST INFRINGEMENT PROVIDED IN THE UNIFORM COMMERCIAL CODE, INCLUDING BUT NOT LIMITED TO, ANY THIRD PARTY'S PATENT(S), TRADE SECRET(S), COPYRIGHT(S), OR OTHER INTELLECTUAL PROPERTY RIGHTS. Some states do not allow for the exclusion of implied warranties, so the above exclusion may not apply to you.

ARRIS EXPRESSLY DISCLAIMS ALL WARRANTIES FOR ANY SOFTWARE AND/OR COMPONENTS OF THE SOFTWARE CREATED OR OWNED BY ANY THIRD PARTY, INCLUDING WITHOUT LIMITATION MCAFEE LIVESAFE SOFTWARE, AND ANY THIRD-PARTY EQUIPMENT AND SOFTWARE PURCHASED AND LICENSED BY YOU DIRECTLY FROM ANY THIRD PARTY, EVEN IF RECOMMENDED FOR USE BY ARRIS WITH THE PRODUCTS. ANY AND ALL WARRANTIES FOR SUCH THIRD-PARTY EQUIPMENT AND SOFTWARE SHALL BE PROVIDED UNDER THE TERMS AND CONDITIONS OF THE AGREEMENT(S) BETWEEN YOU AND THE THIRD-PARTY VENDOR FOR SUCH THIRD-PARTY EQUIPMENT AND SOFTWARE.

What additional provisions should I be aware of? Because it is impossible for ARRIS to know the purposes for which you acquired this Product or the uses to which you will put this Product, you assume full responsibility for the selection of the Product for its installation and use. While every reasonable effort has been made to ensure that you will receive a Product that you can use and enjoy, ARRIS does not warrant that the functions of the Product will meet your requirements or that the operation of the Product will be uninterrupted or error-free. No oral or written information given by ARRIS or an authorized representative of ARRIS shall create any warranty. If you are dissatisfied with any portion of the Product or the Software, or with any of the terms of this Software License, your sole and exclusive remedy is to discontinue using the Product.

In addition, ARRIS does not represent or warrant that the Product and Software are accurate, complete, reliable, current or error-free, or that the content or websites that you or users request, receive, or visit will be safe, legal, acceptable, or appropriate for a particular age. You acknowledge that any age-based filtering may not be 100% accurate, and that ARRIS is not responsible in the event that certain content accessed through a Product is not appropriately filtered according to your configurations. While ARRIS attempts to make your access to and use of the Product and Software safe, we cannot and do not represent or warrant that the Product and Software, or our servers are free of viruses or other harmful

**SOFTWARE LICENSE, WARRANTY, SAFETY, AND REGULATORY INFORMATION
ARRIS® RETAIL DEVICES**

components. You assume the entire risk as to the quality and performance of the Product and Software.

Except for the limited warranty above, ARRIS disclaims any and all other warranties, and any and all responsibility for any loss, injury, claim, liability, or damage of any kind resulting from, arising out of, or in any way related to (a) any errors in or omissions on or from the Product or Software, including but not limited to technical inaccuracies and typographical errors, (b) any third-party websites or content therein directly or indirectly accessed through links on the Product or Software, including but not limited to any errors in or omissions contained therein, (c) the unavailability of the Product or Software, (d) your use of the Product or Software, (e) your use of any equipment or software in connection with the Product or Software, or (f) information you might access or encounter or any activity that results from your access, encounter or activity on the Internet.

ARRIS IS NOT RESPONSIBLE FOR PROBLEMS OR DAMAGE CAUSED BY THE INTERACTION OF THE PRODUCT WITH ANY OTHER SOFTWARE OR HARDWARE. ALL WARRANTIES ARE VOID IF THE PRODUCT IS OPENED, ALTERED, AND/OR DAMAGED.

THESE ARE YOUR SOLE AND EXCLUSIVE REMEDIES for any and all claims that you may have arising out of or in connection with this Product, whether made or suffered by you or another person and whether based in contract or tort.

UNDER NO CIRCUMSTANCES AND IN NO EVENT SHALL ARRIS OR ANY SUPPLIER, LICENSOR, OR OTHER THIRD-PARTY SERVICE PROVIDER OF ARRIS BE LIABLE TO YOU OR ANY OTHER PARTY FOR ANY (A) DIRECT, INDIRECT, GENERAL, SPECIAL, INCIDENTAL, CONSEQUENTIAL, EXEMPLARY OR OTHER DAMAGES; (B) THEFT OF PERSONALLY IDENTIFIABLE INFORMATION OR COST OF PROCURING SUBSTITUTE SERVICES; AND (C) DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION, LOSS OF GOODWILL, LOSS OF PERSONNEL SALARIES, WORK STOPPAGE, COMPUTER FAILURE OR MALFUNCTION, LOSS OF DATA, INFORMATION OR ANY OTHER PECUNIARY LOSS OR NEGLIGENCE OF ANY KIND, OR FOR ANY OTHER NON-DIRECT DAMAGE OR LOSS ARISING OUT OF THE USE OR INABILITY TO USE THE PRODUCT OR FROM ANY BREACH OF WARRANTY, EVEN IF ARRIS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN NO EVENT WILL ARRIS' OR SUPPLIERS', LICENSORS', OR OTHER THIRD-PARTY SERVICE PROVIDERS' OF ARRIS AGGREGATE LIABILITY EXCEED THE GREATER OF (i) THE AMOUNT YOU PAID FOR THE PRODUCT, OR (ii) IF YOU HAVE NOT PAID ARRIS FOR THE USE OF ANY PRODUCT, \$100 USD (ONE HUNDRED U.S. DOLLARS). Nothing in

SOFTWARE LICENSE, WARRANTY, SAFETY, AND REGULATORY INFORMATION
ARRIS® RETAIL DEVICES

this Software License limits any rights you may have under existing consumer-protection statutes or other applicable laws that may not be waived by contract in your jurisdiction.

These matters are governed by the laws of the State of Georgia of the United States of America, without regard to conflict of laws principles and excluding the provisions of the United Nations Convention on Contracts for the International Sale of Goods and the Uniform Computers Information Transactions Act.

Retail Purchasers Only. If you purchased this Product **directly** from ARRIS or from an ARRIS authorized retail reseller, please call the ARRIS toll-free phone number, **1-877-466-8646**, for warranty service or technical support. Technical support charges may apply. For online technical support, please visit www.arris.com/consumers.

© 2018 ARRIS International, plc. All rights reserved.

No part of this publication may be reproduced in any form or by any means or used to make any derivative work (such as translation, transformation, or adaptation) without written permission from ARRIS International, plc. ("ARRIS"). ARRIS reserves the right to revise this publication and to make changes in content from time to time without obligation on the part of ARRIS to provide notification of such revision or change.

ARRIS and the ARRIS logo are trademarks or registered trademarks of ARRIS International plc and/or its affiliates. All other trademarks and trade names may be used in this document to refer to either the entities claiming the marks or the names of their products. ARRIS disclaims proprietary interest in the marks and names of others.

ARRIS provides this guide without warranty of any kind, implied or expressed, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. ARRIS may make improvements or changes in the product(s) described in this manual at any time.

ARSVD01718-e
365-095-30869 x.6

06/2018

