



March 21, 2023

**Dear Customer:**

After careful consideration, in July 2022, Intel announced the end of future development of our Optane products.

We are committed to supporting Optane customers and ecosystem collaborators through the transition of our existing memory and storage product lines through their normal end-of-life. Specifically, Intel will continue to support and warranty available products, including Intel® Optane™ Persistent Memory 200 Series and Intel® Optane™ SSD DC P1600X, P4800X, and P5800X Series products as noted on the Intel.com website ([Link](#)).

We currently estimate that we have media inventory on hand to sustain shipping Optane persistent memory and Optane SSD products to meet customer demand through 2025, subject to demand from customers. Each product includes a 5-year warranty and post-sales support starting with the date of sale with resources in place through 2030.

Intel continues to work with server and storage OEM suppliers as well as our ecosystem collaborators to ensure a smooth support process. Please work with your server and storage OEM for your Optane needs.

We are committed to partner with you on next steps for continued success with Optane to solve today's business challenges and to lay the foundation for CXL on Intel® Xeon® Scalable processor family as we believe it will be the standard of future tiered-memory solutions.

Very sincerely,

A handwritten signature in black ink that reads "David Tuhy". The signature is fluid and cursive, with the first name "David" and last name "Tuhy" clearly legible.

**David Tuhy**

Vice President & General Manager,  
Intel Optane Group