



Date: May 16, 2019

1. MTBF Reliability Prediction

MTBF (mean time between failures) is calculated for the following Ubiquiti products based on Telcordia Issue 3 model using Windchill Quality Solution 10.2 software. MTBF predictions are estimates of the service life of the products and are subject to the limitations of the testing methodology.

1.1 Products

This information applies to the following Ubiquiti products:

Model Name	Description
UAP-AC-PRO	UniFi Access Point AC Pro
UAP-AC-LR	UniFi Access Point AC LR
UAP-AC-M	UniFi Access Point AC Mesh
UAP-AC-M-PRO	UniFi Access Point AC Mesh Pro

1.2 Calculations

Model Name	Temperature (°C)	MTBF (Hours)
UAP-AC-PRO	25°C	5,747,106
	60°C	1,806,394

Model Name	Temperature (°C)	MTBF (Hours)
UAP-AC-LR	25°C	7,298,732
	60°C	2,057,372

Model Name	Temperature (°C)	MTBF (Hours)
UAP-AC-M	25°C	7,344,545
	60°C	2,018,888

Model Name	Temperature (°C)	MTBF (Hours)
UAP-AC-M-PRO	25°C	6,406,924
	60°C	2,000,379

2. Support

The products listed above will receive Ubiquiti standard support for five years from the date of this letter and all sales of the products are subject to a limited warranty available at <https://www.ui.com/support/warranty/> and strict adherence to the Compliance Policy attached hereto as Exhibit A.



Exhibit A

Compliance Policy

Export Compliance

The U.S. Government administers and enforces certain laws and regulations that cover the sale and shipment of our products to foreign countries. The key laws and regulations are:

- The Export Administration Regulations (the “**EAR**”), administered by the Bureau of Industry and Security (“**BIS**”), apply to the sale, shipment and transfer of our goods and technology to foreign companies and foreign persons located both in the United States and abroad.
- The trade and economic sanctions regulations, administered by the Office of Foreign Assets Control, restrict trade, investment, and financial transactions with certain countries, organizations, and individuals.

Restrictions on Certain Countries and Certain Users

- Under these regulations, Ubiquiti products **cannot be sold, shipped, or otherwise transferred into** any destination that is subject to a U.S. government embargo and/or anti-terrorism controls, currently **Cuba, Iran, North Korea, Sudan, and Syria, and the Crimea region of Ukraine.**
- Ubiquiti products cannot be sold, shipped or otherwise transferred, directly by Ubiquiti or by any of its distributors or their customers or resellers to one of these restricted destinations.
- No Ubiquiti products can be exported to any prohibited individuals or entities listed on the relevant U.S. lists of prohibited parties.
- Ubiquiti products that are classified as 5A002 “ENC Restricted” by the BIS **cannot be exported without a license** from the BIS **to government end-users**¹ outside of the United States, Canada, Europe, Japan, and Australia. Export control classification numbers for Ubiquiti products can be found here:
<https://www.ubnt.com/compliance/eccn/>.

¹ Under the EAR, **a government end-user is defined as** “any foreign central, regional or local government department, agency, or other entity performing governmental functions; including governmental research institutions, governmental corporations or business units, and international governmental organizations.” However, the term does not include: utilities (including telecommunications companies and Internet service providers); banks and financial institutions; transportation; broadcast or entertainment; educational organizations; civil health and medical organizations; retail or wholesale firms; and manufacturing or industrial entities.



- Any failure to abide by these regulations may result in termination of the business relationship with Ubiquiti and may subject you to criminal sanctions, civil fines and imprisonment by applicable U.S. federal agencies.

FCPA Compliance

- The U.S. Foreign Corrupt Practices Act (the “**FCPA**”) prohibits giving anything of value, directly or indirectly, to officials of foreign governments or foreign political candidates in order to obtain or retain business. Illegal payments to government officials of any country are strictly prohibited.
- Compliance with the FCPA, as well as the U.K. Bribery Act 2010, and any other applicable antibribery or anti-corruption law are critical to Ubiquiti’s reputation and success.
- Any failure to abide by these regulations will result in termination of the business relationship with Ubiquiti and may subject you to criminal sanctions, civil fines and imprisonment by the relevant agencies.