



## Memorandum

**DATE:** Sept 30, 2011  
**TO:** Our Valued Customers and Distributors  
**FROM:** Josh Chau, Product Manager  
**SUBJECT:** Notice of End of Life for CLEARcut Platforms

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### **End of General Availability announcement**

This is to advise you that in compliance with Harmonic's product end-of-life procedures, we are announcing the End of General Availability for the following CLEARcut Hardware Platforms, Software and Licenses.

- CCS-HWP-[XXXX]
- HW-1-CCS-[XXXX]
- HW-2-CCS-[XXXX]
- SP-SHUTTLEPRO-[XXXX]
- CCS-[XXXX]
- CCS-SW-[XXXX]
- MAN-CCS-[XXXX]

where [XXXX] represents different suffixes of the part # for the different CLEARcut Hardware Platforms, Software and Licenses.

Please also be aware that no new features for CLEARcut Hardware Platforms, Software and Licenses will be developed after September 2011.

### **End of Life Notification**

This is to advise you that End Of Life of the afore-mentioned products is December 31st, 2011.

Harmonic will continue to support these products pursuant to its standard warranty, and customers with active service contracts will continue to receive support under the terms of the applicable agreement.

**End of Service Notification**

This is to advise you that End Of Service ("EOS") date for the CLEARcut Hardware Platforms, Software and Licenses support is Dec 31st, 2012.

Up to these EOS dates, Harmonic will continue to support these products on the following basis:

- Pursuant to its standard warranty, and/or
- Under the terms of the applicable support agreement

Following these EOS dates, no Field Service and no Customer Support will be available. Test and validation of the CLEARcut Hardware Platforms, Software and Licenses will cease. Users continuing to operate equipment and these products do so at their own risk.

**Support and Alternative Solution**

Harmonic will continue to support these products pursuant to its standard warranty, and customers with active service contracts will continue to receive support under the terms of the applicable agreement.

Please note that Harmonic offers alternative platforms to the EOL ones. The Capture solution includes most of the key functionalities supported by the above product as well as new features. Capture facilitates real-time capture for ingesting Live channel, HD and SD taped archive video into multi-format video files.

Please contact your Harmonic Sales Representative should you have any questions regarding these events, their implications for your operation or information about alternative solutions.

For more information or to obtain a quotation for a last purchase, please contact your Harmonic Sales Representative or call Harmonic at 1-800-828-5521 (in the US) or outside the US at +1-408-542-2559 for further assistance.

Thanks,  
Josh Chau