

Memorandum

DATE: August 21, 2011
TO: Our Valued Customers and Distributors
FROM: Alon Goldstein, Product Marketing Manager
SUBJECT: End Of Life (EOL) Notification for NSG9000-3G

Hardware End Of Life Announcement

This is to advise you that the NSG9000-3G product has reached End Of Life stage, and is no longer available for ordering. This change of status is effective immediately.

The specific Part Numbers affected by this notification are:

- NSG-DG-XX [NSG9000-3G Main Board]
 - NSG-9K-XX [NSG9000-3G Chassis with Main Board]
 - NSG-2R-XX [NSG9000-3G “Quad” RF Line-card]
 - NSG-2R1G-XX [NSG9000-3G “1 GHz Quad” RF Line-card]
 - BNSG-9K-XX [bNSG9000 Chassis with main Board and bNSG Firmware]
- Note: Very limited quantities of BNSG-9K-XX are still available for ordering. Allocation should be checked with marketing before placing an order.

Alternative Products

As an alternative for the NSG9000-3G product, Harmonic offers the two newer generations of the NSG9000 product family:

- NSG9000-6G, which is being deployed worldwide since late 2009
- NSG9000-40G (also known as “Hecto QAM”), which is in service since late 2010

Both of these products are available for ordering at any quantity. Harmonic also offers various trade-in options and software tools to facilitate the upgrade of complete NSG9000 systems from the EOL product to the newer generation products.

Alternative Part Numbers

As an alternative for the specific P/Ns listed above, Harmonic offers matching certified pre-owned parts, which have been carefully inspected by Harmonic, renewed as needed, and approved for continued use. All certified pre-owned parts come with Harmonic’s standard 1-year warranty.

Please note that all pre-owned P/Ns are available at limited quantities only, and are allocated on a first-come-first-serve basis. For detailed availability information, please contact your local Harmonic sales or support representative.

For the RF Line-cards, Harmonic also offers the “Octal” RF Line-card (P/N NSG-8R1G-XX), which is part of the NSG9000-6G product generation. This card is fully supported by the NSG9000-3G platform and all of its recent firmware releases, and is available at any desired quantity.

The specific alternative P/Ns are listed in the table below:

#	EOL P/N	Alternative P/Ns	Comments
1	NSG-DG-XX	R- NSG-DG-XX	Certified pre-owned. Available at limited qty
2	NSG-9K-XX	R- NSG-9K-XX	Certified pre-owned. Available at limited qty
2	BNSG-9K-XX	R- BNSG-9K-XX	Certified pre-owned. Available at limited qty
3	NSG-2R-X	R- NSG-2R-X NSG-8R1G-XX	Certified pre-owned. Available at limited qty New, available at any quantity
4	NSG-2R1G-XX	R- NSG-2R1G-XX NSG-8R1G-XX	Certified pre-owned. Available at limited qty New, available at any quantity

Service and Support

EOS (End Of Service) for the P/Ns listed above is not planned for the foreseeable future. Harmonic will continue to provide service and support for these parts, including:

- Field service and repair: shall be provided according to the customer’s SLA, and/or based on Harmonic’s regular professional services price list
- Software support via Harmonic’s suite of control and monitoring software systems

Additional Information

For more information, or to obtain a quotation for alternative product, please contact your Harmonic Sales Representative or call Harmonic at the following numbers:

- 1-800-828-5521 (USA, toll-free)
- +1-408-542-2559 (outside of the USA)