



NSG Product Notification

Date: March 31, 2016

Subject: **End-of-support (EOS) Notice for bNSG9000 and NSG9000-3G**

Distinguished Harmonic Customers,

Harmonic is hereby announcing that on 31-Dec-2016, bNSG9000 and NSG9000-3G product-lines will enter EOS (End-of-support) status. Please see below full details about this status change.

1. General

- In August 2011, Harmonic has announced the End of GA Availability for its bNSG9000 and NSG9000-3G product-lines.
- Since then, Harmonic has continued to sell refurbished HW modules for these product-lines, and also continued to provide HW and SW support for these products.
- Once the new EOS status takes effect, Harmonic will cease all support activities for these products:
 - Hardware repair/replacement.
 - Support for Software/Firmware issues.

2. Hardware EOS: Affected Products P/Ns

- This announcement affects the Product Part-numbers listed in the table below. The suffix “-nn” is used to denote “any revision level”

| P/N | Description |
|-----------------------|---|
| NSG-DG- <i>nn</i> | Main board for NSG9000-3G and bNSG9000 |
| R-NSG-DG- <i>nn</i> | Refurbished Main board for NSG9000-3G and bNSG9000 |
| NSG-2R- <i>nn</i> | QAM-RF module for NSG9000-3G and bNSG9000 |
| R-NSG-2R- <i>nn</i> | Refurbished QAM-RF module for NSG9000-3G and bNSG9000 |
| NSG-2R1G- <i>nn</i> | QAM-RF module for NSG9000-3G and bNSG9000, supporting RF frequency up to 1GHz |
| R-NSG-2R1G- <i>nn</i> | Refurbished QAM-RF module for NSG9000-3G and bNSG9000, supporting RF frequency up to 1GHz |

- Customers who wish to continue using these products after the specified EAS date are free to do so, but Harmonic will not offer any support for these products.



3. Hardware Last-time-buy (LTB) Option

- Customers who plan to keep the affected products in service beyond the stated EOS date, are strongly advised to execute **Last-time-buy (LTB)** of spare parts which will allow them to keep the products in service.
- Details of the LTB plan are as follows:
 - The products offered as part of the LTB program shall all be refurbished products, since new HW is no longer available for these product-lines.
 - The products shall be reconditioned and tested by Harmonic, but shall not carry any warranty (which Harmonic will not be able to provide beyond 31-Dec-2016).
 - Product quantities for LTB are limited, so the affected products shall be sold on **1st-come-1st-serve** basis.
 - **Last date for placing LTB orders** for the affected products is **30-Sep-2016**.

4. Software/Firmware EOS

- Once EOS status takes effect, Harmonic Support shall not accept any support calls for bNSG9000 or NSG9000-3G firmware.
- Similarly, Harmonic shall not accept any support calls related to the support for bNSG9000 or NSG9000-3G by the **NMX** and **MCT** Network Management systems.

5. Product Alternatives

- In general, Harmonic is recommending to customers who are still using the affected product-lines to migrate to the latest generation of the NSG9000 family:
NSG9000-40G
- The NSG9000-40G supports all the capabilities of the retired products, with greatly enhanced capacity and operational flexibility. Various migration options are available, including commercial arrangements to facilitate this upgrade.

Additional Information

For more information, or any other question related to this topic, please contact your Harmonic Sales Representative, or Harmonic NSG support, at:

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