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Memorandum

DATE: May 2, 2016
TO: Harmonic ProXchange Customers and Distributors
FROM: ProXchange Product Team
SUBJECT: End-of-Service Notifications for ProXchange

End-of-Life and End-of-Sale

The following ProXchange products reached End-of-Life (EOL) and End-of-Sale December 31, 2011:

- PXD-2000A
- MASPX-TS1
- MAS-TN1

Harmonic ProMedia Carbon and WFS are the recommended alternative products to replace ProXchange.

Software End-of-Service Notification

This notice is to advise you that End-of-Service (EOS) for ProXchange software is December 31, 2016. After this date Harmonic will no longer develop, repair, maintain or test the product software, and will no longer offer software maintenance releases or bug fixes for these products. No Field Service or Customer Support for ProXchange software will be available. Users continuing to operate these products do so at their own risk.

Hardware End-of-Service Notification

This notice is to advise you that End-of-Service (EOS) for ProXchange hardware is December 31, 2016. After this date Harmonic will no longer provide hardware support for these products. No Field Service or Customer Support for ProXchange hardware will be available. Users continuing to operate these products do so at their own risk.

Support and Repair

Prior to December 31, 2016, Harmonic will continue to support ProXchange software and hardware pursuant to their standard warranty or under the terms of an applicable support agreement, as appropriate. Customers with active service contracts will continue to receive support under the terms of the applicable agreement.

Service contract renewals are no longer available for ProXchange products. Support under any service contract will not be available after the EOS date above.





For more information on this announcement or to obtain a sales quote for alternative products, please contact your Harmonic Sales Representative, or call Harmonic at +1-408-542-2500 for further assistance.

