



Memorandum

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

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 hardware platforms, software and licenses.

StreamLiner 2000 and 3000 Hardware Platforms:

- E-HW-CC-[XXXX]
- E-HW-STL-[XXXX]
- E-HW-SLXS-[XXXX]
- R-HW-CC-[XXXX]
- R-HW-STL-[XXXX]
- 91-0[XXXX]

StreamLiner Software and Licenses:

- E-CC-SW-[XXXX]
- E-STL-SW-[XXXX]
- E-CC-95-[XXXX]
- E-STL-33-[XXXX]
- MAN-STL-[XXXX]

where [XXXX] represents different suffixes of the part # for the different StreamLiner 2000 and 3000 Hardware Platforms, Software and Licenses.

Please also be aware that no new features for StreamLiner 2000 and 3000 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 StreamLiner 2000 and 3000 Hardware Platforms, Software and Licenses 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 Streamliner 2000 and 3000 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 StreamLiner 2000 and 3000 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 will not offer alternative platforms to the EOL ones. Harmonic fully understands the nature of the VOD business and the time required for transition to alternative platforms. To alleviate the impact to customer existing expansion plan, Harmonic has reserved sufficient inventories available for customer purchase at heavy discount to cope with the expansion needs in the near to medium term.

Please contact your Harmonic Sales Representative should you have any questions regarding these events and their implications for your operation.

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