



Memorandum

DATE: June 9 2014
TO: Our Valued Customers and Distributors
FROM: Bryant Maness, Product Manager File Transcoding
SUBJECT: Announcement of change of business terms for ProMedia Carbon product

This is to advise you that in compliance with Harmonic’s procedures, we are announcing the change of business terms for the ProMedia Carbon product.

Change description

ProMedia Carbon (formerly known as Rhozet Carbon Coder) will be offered at the same pricing and with similar license options, however without Service Level Agreement (SLA). Ninety (90) days warranty will still be provided.

As part of the change, the existing part numbers of ProMedia Carbon will be retired, and replaced with equivalent part numbers that do not carry a SLA.

There are no changes to the farm transcoding solution WFS at this time.

Affected product part numbers

Current Part number (to be retired)	Replacement Part number	Description
CBN-1000-P	CBN-SA-BASE-NOSLA	Carbon standalone base license
CBN-OPT-DBEOUT	CBN-SA-DBEOUT-NOSLA	Carbon standalone Dolby E Output option
CBN-OPT-DBEIN	CBN-SA-DBEIN-NOSLA	Carbon standalone Dolby E Input option
CBN-OPT-ADSPLIC	CBN-SA-ADSPLICE-NOSLA	Carbon standalone option for creating content that can be spliced into Electra network feeds with the ProStream 2000
CBN-OPT-JLM16	CBN-SA-JLM16-NOSLA	Carbon standalone option for Junger Audio Levelling plugin to support 16 channels
CBN-OPT-APLPRORES	#NA	Carbon Apple ProRes 422 License
CBN-OPT-USB-MEM-KEY	#NA	ProMedia Carbon USB dongle

* *Apple ProRes will not be offered under the new business terms*

** *the USB dongle for enforcing licenses will be bundled into the base product (CBN-SA-BASE-NOSLA). There is no software license option available for this product. Customers who*

wish to run Carbon standalone in a virtual environment can use AWS marketplace in the following link: <https://aws.amazon.com/marketplace/pp/B00BEP74L8>

Product Implications

The recommended replacement product for ProMedia Carbon is WFS. WFS provides a more extensive set of services than a standalone transcoder, including node management , transcode job management, workflow templates, watch folders and preset management. WFS also includes newer codecs with higher quality, faster operation and additional features. WFS can be operated in “legacy mode” using a built-in Carbon engine that provides the same capabilities as standalone carbon including legacy Job XML API.

SLA, Support & renewal

Customers, with a current SLA, will continue to be supported for carbon through its expiration date.

Existing customers with or without a current support contract have the following options:

Option 1 (recommended and renewable)

Customers are encouraged to migrate to WFS. Harmonic will continue to offer SLA coverage on the WFS product line. An upgrade quote for both WFS product and associated SLA can be obtained from your designated sales rep.

Option 2 (one time, limited time offer)

Harmonic will offer Customers the opportunity to renew their existing SLA under the following terms:

- Last day to renew a Carbon SLA is Oct 1, 2014
- Renewal is available only for customers with an existing SLA whose current SLA end date is before Jan 1, 2015
- The renewal term will be for 12 months from the current SLA expiration date

Customers who opt not to renew or with an expired support for ProMedia Carbon may access the file transcoding community at <http://transcoding.communities.harmonicinc.com/> and seek free advice from a community of users as well as Harmonic moderators.

Summary table of support terms:

	Carbon-NOSLA / Expired SLA	Current SLA until its expiration	WFS
Transcoding community access	√	√	√
Email/phone (TAC) support		√	√
bug fixes	√	√	√
new feature releases		#NA	√
new codecs support		#NA	√
h/w dongle RMA	90 day warranty only	√	√

Timeline

- Quotes for the ProMedia Carbon new part numbers (NOSLA) are available as of May 19, 2014

- New quotes for retired ProMedia Carbon product are discontinued effective immediately (as of June 9, 2014)
- Purchase orders with retired ProMedia Carbon products per previous quotes will be honored and processed until Oct 1, 2014
 - These may include SLA and support contract for up to 1 year, not renewable
- After Oct 1, 2014, only purchase orders with new part numbers and no SLA will be accepted (in addition to regular WFS purchase orders)

OEM customers

OEM customers with special requirements involving the bundling of Carbon within their software offering to work as a standalone “engine” are welcome to contact DLFileTxcodingDesk@harmonicinc.com for proper solutions.

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