

## Memorandum

**DATE:** December 5, 2016  
**TO:** Harmonic Customers and Distributors  
**FROM:** Harmonic Video Products & Solution Management  
**SUBJECT:** End-of-Sale, End-of-Life and End-of-Service Notifications for NMX Digital Service Manager v6.x and v7.1.x.

### **End-of-Sale/End-of-Life Notification**

In compliance with Harmonic's product End-of-Life (EOL) procedures, this notice is to advise you that End-of-Sale/EOL for NMX Digital Service Manager version 6.x and 7.1.x is scheduled for September 30, 2017.

### **Software End-of-Service Notification**

The End-of-Service for Software for NMX Digital Service Manager version 6.x and 7.1.x is scheduled for September 30, 2017. After this date Harmonic will no longer develop, fix, 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 software for these products will be available after this time. Users continuing to operate these products do so at their own risk.

### **Support and Repair**

Prior to September 30, 2017, Harmonic will continue to support NMX version 6.x and 7.1.x software pursuant to their standard warranty or under the terms of an applicable service level agreement, as appropriate. Customers with active service contracts will continue to receive support under the terms of the applicable agreement.

Service contract renewals for NMX version 6.x and 7.1.x will be available until September 30, 2017. No new service contracts or contract renewals for this product will be available after this date. The SLA does not provide hardware upgrades. The customer is responsible for hardware compatibility for the SW version being provided.

### **Alternative Solutions**

NMX version 7.5.x or later is the alternative product for the EOL NMX version 6.x and 7.1.x, and offer equivalent or better functionality.

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.