



Product Advisory – EOL

Date: 15 December 2018
Product: DVIS Optical Transmitter Module
Reason: Manufacture Discontinue (MD) Product Lifecycle Notification

ATX announces Manufacture Discontinue (MD) of the Optical Transmitter Module (Part: DVFTXM[^]) option for the DVIS and DigiVu family of products. This notice does not impact other part numbers and products within the DVIS and DigiVu product portfolio which continue to be active products. The purpose of this communication is to serve as official notice regarding a change in the Product Lifecycle status of the DVIS Optical Transmitter Module.

Product Specific Lifecycle Information

ATX strives to adhere to its Product Hardware and Software Lifecycle Support Policy (referenced at bottom) as a general practice, however, in extenuating circumstances, certain support intervals may be constrained. Due to circumstances beyond ATX's control specific to the product under notice, we are unable to extend a last time buy option and timeframe for the DVIS Optical Transmitter Module.

DVIS Optical Transmitter Module Lifecycle Milestones

Milestone	Definition	Date
Manufacture Discontinued (MD)	Last day on which product is available for new deployments and expansions	January 5, 2019
End-of-Life (EOL)	Last day for advanced HW replacement service. Repair services after this date will be on a best effort basis only depending on existing parts stock for repairs	January 5, 2019
End-of-Support (EOS)	Last day ATX Care technical support, will be offered	December 31, 2019

Products Included in This Bulletin

SKUs affected by this notice include:

ATX Part Number	Description
DVFTXM [^]	Optical Transmitter Module for DVIS/DigiVu (where “^” is the ITU wavelength 16 - 46)

Recommended Replacement or Alternate Products

ATX Part Number	Description
QFCT1310-XX	Q Series Optical Transmitter, 1GHz, 1310nm
CIR-1310-XX-0EC-A	Chromadigm Integrated 1310nm Transmitter
CIR-1H9-XX-0EC-A	Chromadigm Integrated RFoG 1 GHz Transmitter

ATX Product Hardware and Software Lifecycle Support Policy

Lifecycle	Software	Hardware
Active	<ul style="list-style-type: none"> • 90 Day Factory S/W Warranty • S/W Generally Available (GA) for deployment • Minimum 1 year Active interval • Standard Warranty terms apply for 90 days • ATX Care Support Plan required thereafter • Corrective content via Maintenance releases 	<ul style="list-style-type: none"> • One (1) year Factory H/W Warranty • Hardware currently manufactured and available for order • Standard Warranty and ATX Care terms apply
Inactive (Software) or MD – Manufacturing Discontinued	<ul style="list-style-type: none"> • Minimum 1 year Inactive interval • Targeted corrective content (Outage, BC) with ATX Care 	<ul style="list-style-type: none"> • One (1) year Notice Period to MD • Not available for new deployments and expansions • Customer specific exceptions may be made based on MPSA
Retired (Software) or EOL – End of Life (Hardware)	<ul style="list-style-type: none"> • Minimum 3 year Retired interval • No corrective content available • Emergency Recovery only (no RCA) with ATXCare Support Plan • No Security patching 	<ul style="list-style-type: none"> • Minimum (3) year Post MD support window • ATX no longer supports advancement replacement of H/W as existing stock may have been exhausted but MAY still provide a best effort repair service
EOS – End of Support	<ul style="list-style-type: none"> • ATX no longer supports the product 	<ul style="list-style-type: none"> • ATX does not support the H/W and support for certain H/W may be removed from S/W releases

Note that customer and contract specific terms and conditions may apply that supersede the above policy intervals.

Global Services & Support

Contact ATX Networks

Please contact ATX Technical Support for assistance with any ATX products. Please contact ATX Customer Service to obtain a valid RMA number for any ATX products that require service and are in or out-of-warranty before returning a failed module to the factory.

Tel: (905) 428-6068 – press *1

Toll Free Fax: 866.YOUR.ATX (866.968.7289) USA & Canada only

Email: support@atxnetworks.com

Web: www.atx.com

Send Purchase Orders

Email: orders@atxnetworks.com

Fax: (905) 427-1964, or (866) 427-1964