Product Advisory

Date: August 30, 2022
Product: MAXNET Broadcast/Narrowcast Combiner Modules
Reason: Manufacture Discontinue (MD) Notification

ATX formally announces this Manufacture Discontinue (MD) and End-of-Life (EOL) Notification for several MAXNET I Series RF management passive modules. Due to minimal sales volumes, ATX will no longer be able to support new sales of this product beyond the dates shown below. The purpose of this communication is to serve as an official notice regarding the start of the MD and EOL process for the MAXNET RF management products listed below.

Product Specific Lifecycle Information

While we strive to follow the ATX Product Hardware and Software Lifecycle Support Policy (see last page), in this instance component and supply issues for the MAXNET products listed below mandate that general MD and EOL support intervals be constrained. As a result, the table below includes lifecycle milestones with associated dates specific to the product.

Lifecycle Milestones

Milestone	Definition	Date
Lifecycle Announcement	Communication date announcing start of MD and the end-of-life process.	August 30, 2022
End-of-Sale Date	Last day on which affected product SKUs in this communication can be ordered from ATX. ATX Care will continue to support technical repair or replacement of affected products still under warranty per terms covered at time of sale.	August 30, 2023
End-of-Service-Life Date	Date of the end of all non-warranty support, repair and replacement. (Excluding any Extended Warranty or SLA)	August 30, 2025

Products Included in this Bulletin

SKUs affected by this notice include:

ATX Part Number	Description	Suggested Alternate
MNBC2NCF-12	Broadcast +2 Narrowcast Combiner, Rear Test Point, F Connectors	
MNBC4NCF	Broadcast +4 Narrowcast Combiner, Front Test Point, F Connectors	MNBC2NCF-12-2H
MNBC4NCF-12	Broadcast +4 Narrowcast Combiner, Rear Test Point, F Connectors	
MNBCNCF	Broadcast +2 Narrowcast Combiner, Front Test Point, F Connectors	

ATX Product Hardware and Software Lifecycle Support

Lifecycle	Software	Hardware
Active	• S/W Generally Available (GA) for deployment • Standard Warranty terms apply for 90 days • ATX Care Support Plan required thereafter • Corrective content via Maintenance releases	• Hardware currently manufactured and available for order • Standard Warranty and ATX Care terms apply
Inactive (Software) or MD – Manufacture Discontinued	• Targeted corrective content (Outage, BC) with ATX Care	• Not available for new deployments and expansions • Customer-specific exceptions may be made based on MPSA
Retired (Software) or EOL – End of Life (Hardware)	• No corrective content available • Emergency Recovery only (no RCA) with ATXCare Support Plan • No Security patching	• ATX no longer supports advanced replacement of hardware in instances where existing stock is exhausted but MAY provide a best effort repair service
EOSL – End-of-Service-Life	• ATX no longer supports the product	• ATX no longer supports hardware — certain hardware may be removed from software 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.

Toll Free: 866.YOUR.ATX (866.968.7289) USA & Canada only – Select Option 1
Tel: +1 289.204.7800
Email: support@atx.com
Web: www.atx.com

As always, please contact your ATX Sales and or support primes for additional information.

ATX would like to thank you in advance for your understanding and continued support.

Purchase Orders
Email: orders@atx.com