Product Advisory

Date: December 17, 2021
Product: Video - Modulators
Reason: Manufacture Discontinue (MD) Notification

Due to several issues with end-of-life parts and lack of demand, ATX is announcing the discontinuation of several parts from our broadband access RF product portfolio. See the table below for a list of affected SKUs.

Product-Specific Lifecycle Information

We strive to follow the ATX Product Hardware and Software Lifecycle Support Policy (see last page of this notice). In this instance, component and supply issues for the products mandate that general MD and End-of-Support (EOS) intervals be constrained. As such, the table below includes lifecycle milestones with associated dates specific to the products.

Product Lifecycle Milestones

Milestone	Definition	Date
Lifecycle Announcement	Date of communication announcing start of MD and the end-of-life process	December 22, 2021
Manufacture Discontinue (MD)	Last day on which affected product SKUs in this communication can be ordered, provided that stock already exists.	May 1, 2022
End-of-Support (EOS)	Last day ATX Care technical support or repair or replacement will be offered	November 1, 2024

Discontinued Product List

ATX Part Number	Description
PCM55SAW-*	Modulator,55dB,Saw Filter, (note: * = Channel Number) – 81 part numbers

ATX Product Hardware and Software Lifecycle Support Policy

ATX stands behind the products that we design, manufacture and ship to our customers. Standard warranty terms will apply to all products ordered and shipped during this transition period.

Lifecycle	Software	Hardware
Active	• **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	• **One (1) Year Factory H/W Warranty** • Hardware currently manufactured and available for order OR Hardware ordered and provided under the post-MD and EOS terms and conditions • Standard Warranty and ATX Care terms apply
Inactive (Software) or MD – Manufacturing Discontinued	• **Minimum 1 Year Inactive Interval** • 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)	• **Minimum 3 Year Retired Interval** • No corrective content available • Emergency recovery only (no RCA) with ATX Care Support Plan • No security patching	• **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	• ATX no longer supports the product	• 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 and 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
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Email: support@atx.com
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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