



## Product Advisory

**Date:** July 1, 2020  
**Product:** Hybrid Fiber-Coaxial (HFC)  
**Reason:** Manufacture Discontinue (MD) Notification

Due to lack of demand, ATX will be discontinuing its full range of HFS Satellite Splitters. The affected SKUs are listed below:

### 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 (EOL) process	July 1,2020 *
Manufacture Discontinued (MD)	Last day on which affected product SKUs in this communication can be ordered, provided that stock already exists	Oct 31, 2020 *
End-of-Support (EOS)	Last day ATX Care technical support or repair or replacement will be offered	July 1, 2021 *

\*While stock remains

\*\* Existing support and warranties will be honored.

### Discontinued Product List

ATX Part Number	Description
HFS-2/2150	2-Port Splitter (1-Port Power Passing)
HFS-4/2150	4-Port Splitter (1-Port Power Passing)
HFS-2P/2150	2-Port Splitter (All-Port Power Passing)
HFS-4P/2150	4-Port Splitter (All-Port Power Passing)

## ATX Product Hardware and Software Lifecycle Support

Lifecycle	Software	Hardware
Active	<ul style="list-style-type: none"> <li>• S/W Generally Available (GA) for deployment</li> <li>• Standard Warranty terms apply for 90 days</li> <li>• ATX Care Support Plan required thereafter</li> <li>• Corrective content via Maintenance releases</li> </ul>	<ul style="list-style-type: none"> <li>• Hardware currently manufactured and available for order</li> <li>• Standard Warranty and ATX Care terms apply</li> </ul>
Inactive (Software) or MD – Manufacture Discontinued	<ul style="list-style-type: none"> <li>• Targeted corrective content (Outage, BC) with ATX Care</li> </ul>	<ul style="list-style-type: none"> <li>• Not available for new deployments and expansions</li> <li>• Customer-specific exceptions may be made based on MPSA</li> </ul>
Retired (Software) or EOL – End of Life (Hardware)	<ul style="list-style-type: none"> <li>• No corrective content available</li> <li>• Emergency Recovery only (no RCA) with ATXCare Support Plan</li> <li>• No Security patching</li> </ul>	<ul style="list-style-type: none"> <li>• 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</li> </ul>
EOS – End of Support	<ul style="list-style-type: none"> <li>• ATX no longer supports the product</li> </ul>	<ul style="list-style-type: none"> <li>• ATX does not support the H/W and support for certain H/W may be removed from S/W releases</li> </ul>

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 Technical Support 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: 289.204.7800

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

Support: [support@atx.com](mailto:support@atx.com)

Orders: [orders@atx.com](mailto:orders@atx.com)

Web: [www.atx.com](http://www.atx.com)