



Long-Term Support Status

Customer Announcement

Every product has a life-cycle and is ultimately replaced by newer, faster technology. In 2004, Harris established a long-term support stages (LTSS) policy outlining a schedule for continued support for out-of-production products. The policy defines ongoing support dates, periods and services available for each stage of a long-term support cycle. For example, under this LTSS policy, servers are supported for up to five years after the end of production, and goes through three LTSS stages before it reaches end of support (EOS) on December 31 in year five. Having a solid, long-term support plan improves resource and inventory allocations, enabling a shift of more support toward current products. Usually, by the EOS date, most customers have replaced their older systems. EOS dates are rolled each year on December 31. For a complete list showing EOS dates for your older Harris products, please contact your Harris representative.

LONG-TERM SUPPORT STAGES (LTSS) FOR OUT-OF-PRODUCTION PRODUCTS

Note: Product starts the LTSS process on December 31st the year it goes out-of-production.

Infrastructure, networking, digital media, transmission and audio service policy	LTSS — Stage 1	LTSS — Stage 2	LTSS — Stage 3	EOS
Software	Last released version and one back (bug fix only for contract customer)	Last released production version (bug fix only — custom quote)	Last released production version no bug fix support	None
Hardware	Module exchanges, module repair/return and spares sales limited to availability	Limited module exchanges, module repair/return and spares sales limited to availability	Limited module repair/return and spares sales limited to availability	None
Technical phone support	Standard phone support and emergency support, may incur a fee normal business hours (or contract terms)	Standard phone support and emergency support, may incur a fee normal business hours (or contract terms)	Standard phone support and emergency support, may incur a fee normal business hours	Limited depending on critical mass of installation chargeable
Commissioning	On-site and custom quote	Custom quote	Custom quote/limited effort	None
Training	Factory, on-site and Web	On-site	Limited effort	None
Contracts	Custom, comprehensive and advanced exchange	Custom, advanced exchange	Limited	None
Graphics products	Year 1	Year 2	Year 3	Total of 3 years
Editing products	Year 1	Year 2	Year 3	Total of 3 years
Server and storage products	Year 1 to 2	Year 3 to 4	Year 5	Total of 5 years
Networking products	Year 1 to 2	Year 3 to 4	Year 5	Total of 5 years
VP&D products	Year 1 to 3	Year 4 to 5	Year 6 to 7	Total of 7 years
Test and Measurement products	Year 1 to 3	Year 4 to 5	Year 6 to 7	Total of 7 years
Radio audio products	Year 1 to 3	Year 4 to 5	Year 6 to 8	Total of 8 years
Radio and TV transmission products	Year 1 to 5	Year 6 to 9	Year 10 to 12	Total of 12 years
Third-party products	Limited to third-party manufacturer period, provided as a passthrough.			
Software product service approach	LTSS — with contract	LTSS — with no contract		EOS
Legacy software	Bug fix/limited enhancement	None or chargeable		None
Software	Full support and enhancements, on-site support is chargeable	None or chargeable		None
Hardware	Module exchanges, module repair/return and spares sales limited to availability	None or chargeable		None
Technical phone support	Standard phone support and emergency support (requires contract)	Standard phone support and emergency support (requires contract)		Limited to none
On-site support	Limited/per day charge	Limited/per day charge		None
Training	On-site and custom	Limited/per day charge		None
Automation	Life of contract	At Harris discretion		Life of contract and/or critical mass of install base is depleted
DAM/Media	Life of contract	At Harris discretion		Life of contract and/or critical mass of install base is depleted
Digital Signage	Life of contract	At Harris discretion		Life of contract and/or critical mass of install base is depleted