



Orolia USA, Inc.  
1565 Jefferson Road  
Suite 460  
Rochester, NY 14623 USA  
Tel: +1 585.321.5800  
Fax: +1 585.321.5219  
www.spectracomcorp.com

Date: Feb 1st, 2018  
To: NetClock Customers  
Subject: Product End-of-Life (EOL) Statement

Pursuant to Spectracom's commitment to provide and support the most technically advanced products for our valued customers, we are issuing this End-of-Life (EOL) Statement on the NetClock/WWVB and NetClock/GPS 8000 and 9000 series products. The purpose of this notice is to inform you of the potential downtime or unscheduled product replacement a user could experience if one of these models has a component failure and in need of repair or service.

**Specific to NetClock/2 WWVB, 8170 and 8182 models:** The US-Govt/NIST has fully changed over their WWVB modulation scheme, eliminating the synchronization signal used in these designs. All models are now considered obsolete. Resolution is complete product replacement, along with a new (GPS) antenna system hardware and grounding.

**For the NetClock/GPS Models 8000 Series:** Mid-1995 designs, these units include obsolete hardware and software that are no longer available or supported. Resolution is product replacement.

**The NetClock/GPS 9100 and TTS models:** These were early 2000 designs that are out of production, out of warranty, and repairs are limited to the spare parts we have available, as components are no longer produced. No further software upgrades or support is available. Resolution is product replacement.

**NetClock/GPS 9200 & 9300 models:** These were 2006-13 designs that are end-of-life, have expired warranties, with some componentry available but no longer manufactured. Premium Support Package renewals are not available, product repair capabilities are limited and subject to parts availability. There will be no further software enhancements or security updates.

Our current network-centric **9483 Series NetClock® Time Server-master clock** provides many new capabilities over and above these discontinued models. The NetClock 9483 offers a modular design with a variety of input/output modules, including a multi-network port card with the ability to time synchronize up to four (4) separate independent networks simultaneously.

Spectracom will continue to provide the same high level of service and warranty coverage that our customers have come to expect. Products reach the end of life for a variety of reasons: unavailability of parts, lack of support by outside suppliers, as well as the obsolescence of the level of functionality offered by the product. As Spectracom is on the forefront of technology, this trend applies to Spectracom's products too. We protect our customers' investment in this rapidly changing market by timely notification of product obsolescence, sustaining support of legacy products, and ensuring our customers have a cost-effective upgrade path, trying to take into account backwards compatibility and form/fit/function, with a comprehensive product line so they can keep pace with technological advances.

We will endeavor to provide replacement parts when available for these units. However, as models go end-of-life, components that are no longer manufactured or commercially available and beyond our control to supply may require full unit replacement. Please contact your NetClock Partner Supplier or Spectracom Sales and/or Tech Support at (585) 321-5800 with any questions regarding these products or this policy.

<b>Base Warranty Coverage:</b>	<b>A period of five (5) years from date of purchase (a majority of which have been out of warranty for many years)</b>
<b>Customer Support:</b>	<b>Technical support via telephone assistance will be available during normal business hours through Spectracom Customer Service Monday – Friday 8:30 - 5:00 ET.</b>
<b>Repair and Service Date:</b>	<b>After expiration of original warranty; repair and service will be executed at customer expense, subject to availability of replacement components.</b>