

Triveni Digital Discontinuation Process Guide 2013

Triveni Digital is dedicated to providing our customers with the most cost-effective, feature-rich solutions. Given the pace of change in digital television standards and environments, we are committed to rapid product evolution and availability of cost- advantaged upgrades for our customers. In order to support these goals, our product strategy is highly software-centric, and depends on industry standard hardware components as much as possible.

Hardware platforms

While we are diligent to select vendors that can supply components for extended life cycles, periodically we are forced to end our support for certain products and hardware platforms due to inability to source replacement components.

Software releases

After a long period of time in the market, older software releases become less relevant to the current environment, and more challenging to adequately support. Therefore, we periodically announce our intention to terminate technical support services for certain older software releases.

Upgrades

When we are unable to support a given hardware platform or software release, we strive to provide our customers with deeply discounted upgrade options to the latest versions of the analogous product.

Post Extended Hardware Warranty Period

Hardware warranty for a given platform is available for 5 years from date of purchase (with Extended System Warranty purchase). Beyond year 5, Triveni Digital will continue to renew support contracts and provide software releases for those platforms until they are declared End of Life. New software feature performance may vary against older platform variations.

End of Life (EOL) for hardware platforms or products

End of Life (EOL) for a given hardware platform means that Triveni Digital will no longer be able to provide hardware repair service or spare parts for that platform. In addition, no new software releases will be made available for the platform, and no new support contracts will be accepted for technical support for the associated system including software. In general, deeply discounted trade-in pricing will be available for the latest version of the product.

End of Support Contract Acceptance (ESCA)

End of Support Contract Acceptance (ESCA) is the last time to buy a support contract for a given product software generation. For example, Enhanced System Support Plan (ESSP) contracts for StreamScope MT 30 are no longer accepted. Often a low cost software upgrade may be available to the latest software generation of the associated product. For example, StreamScope MT 40 software is available for many hardware platforms originally shipped with StreamScope MT 30 software.