

## Dear Valued Triveni Digital Customer,

This note provides End of Life (EOL) and End of Support Contract Acceptance (ESCA) announcements for certain GuideBuilder® product platforms.

### **EOL Notice for Certain GuideBuilder® hardware platforms**

We are announcing EOL, as defined in the attached Product Support Discontinuation Process Guide, for the following GuideBuilder HW platforms, effective on the corresponding dates:

Manufacturer/Model	Effective Date
Dell 1650*, Dell 2650*, Dell 1750*, Dell 2750*	June 1 <sup>st</sup> , 2011
Dell 1850, Dell 2850	Dec. 1 <sup>st</sup> , 2011

*\* Please note: these hardware platforms are no longer supported by Dell, and while Triveni Digital will strive to facilitate any needed repairs through June 1<sup>st</sup>, 2011, we cannot guarantee that required parts will be available.*

### **ESCA Notice for GuideBuilder EOL HW Platforms**

Effective immediately, Enhanced System Support Plan contracts can no longer be accepted for GuideBuilder products on the EOL hardware. Contracts now in effect will be honored throughout their term.

### **Upgrade or replacement options**

As a Triveni Digital customer, your investment in our products will be protected. Trade-in pricing at significant discounts for our current GuideBuilder platforms is available for GuideBuilder owners with a hardware system that is EOL. In order to discuss these options, please contact your Triveni Digital Sales Representative, or call Triveni Digital Sales from 9AM-5PM Eastern Time at 609-716-3535, or email [sales@TriveniDigital.com](mailto:sales@TriveniDigital.com).

As a GuideBuilder owner, you may also be interested in the latest optional system enhancements, which support mobile data and ESG management and signaling. Our award-winning approach optimizes workflow through a unified architecture for both traditional fixed broadcast programming and emerging mobile services.

Sincerely,

Kota Sribuddharaju  
Director, Technical Services

## **Overview of GuideBuilder models**

Given its popularity, Triveni Digital's GuideBuilder product line is the de facto industry standard solution for metadata signaling and announcement. GuideBuilder supports the widest variety of deployment architectures and 3<sup>rd</sup> party interfaces in the industry.

The GuideBuilder system is available on three platform variations, optimized for particular use cases and price points.

### **GuideBuilder LC – The low cost single station solution**

Optimized for single station use, GuideBuilder LC is the ideal platform to support a signal station's PSIP needs, and is extendable for ATSC Mobile ESG and NRT support. Part number: GDBR-LC.

### **GuideBuilder LCR – Single or dual station fault tolerant configuration**

GuideBuilder LCR includes dual power and RAID to add fault tolerant features. It can be configured to support PSIP and ATSC Mobile for up to two stations. Part number: GDBR-LCR.

### **GuideBuilder RE –Centralized metadata generation support**

Due to the OpEx savings and workflow considerations, centralization of PSIP (and ATSC Mobile) metadata generation is a growing trend in the broadcast industry. GuideBuilder RE is designed to support multiple output streams on a high-performance, fault tolerant platform. Furthermore, carouselling functionality included in the centralized GuideBuilder platform, and available on a growing list of popular multiplexors, will not only increase reliability but also optimize network utilization. Part number: GDBR-RE.

In order to discuss these GuideBuilder options, please contact your Triveni Digital Sales Representative by email ([sales@TriveniDigital.com](mailto:sales@TriveniDigital.com)) or call Triveni Digital Sales from 9AM-5PM Eastern Time at 609-716-3535,