

# PRODUCT DISCONTINUANCE BULLETIN



**Issue Date:** March 7, 2003

**PDB #:**PDB\_D\_TS2100L.doc

## Product(s)

Datum Model TymServe 2100L Network Time Server

## Overview

Symmetricom is announcing the discontinuance of the Datum TymServe 2100L Network Time Server. The TS2100L has reached the end of its technology product lifecycle and other, newer Symmetricom network time servers replace this model.

## Product Obsolescence Timeline

Milestone	Date
Last Day to Order	June 7, 2003
Extended Warranty Contracts (maximum expiration date)	June 7, 2007
Repair End Date (Out-of-warranty repairs will not be available for this product beyond this date)	June 7, 2007
Customer Support Contracts (non-repair services)	Product support services (telephone technical support, on-site maintenance, training, spares support, etc.) are available from Symmetricom Global Services (SGS) on a contract or case-by-case basis. Customers can contact SGS for service availability and terms.

## Affected Models and Replacement Product Summary

Current Model	Current Part #	Replacement Model	Replacement Part #	Replacement Datasheet Link
TymServe 2100L Network Time Server	TS2100L	NTS-150 Network Time Server	NTS-150	<a href="#">Datasheet</a>

## Support Policy

Repair services and maintenance contracts are expected to be available for 4 years from the product's discontinuance date. All other SGS service options (telephone technical support, on-site maintenance, training, spares support, etc.) are available from Symmetricom Global Services (SGS) on a contract or case-by-case basis. Contact SGS for a services quote.

**Contact Information next page...**

**Contact Information**

Symmetricom Customer Service:

1-888-367-7966 (1-888-FOR-SYMM) toll-free in the USA  
1-408-428-7907 worldwide  
support@symmetricom.com  
www.symmetricom.com

Timing, Test &amp; Measurement Division:

3750 Westwind Blvd.  
Santa Rosa, CA 95403  
Telephone: 707-528-1230  
Facsimile: 707-527-6640