

# PRODUCT DISCONTINUANCE BULLETIN



**Issue Date:** March 7, 2003

**PDB #:**PDB\_TT\_TimeVault.doc

## Product(s)

TrueTime TimeVault Network Time Server

## Overview

Symmetricom is announcing the discontinuance of the TrueTime TimeVault Network Time Server. Newer Symmetricom network time servers are now available to 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
TimeVault	6000-100	SyncServer S100 Network Time Server	SS-S100/GPS	<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 & Measurement Division: 3750 Westwind Blvd.  
Santa Rosa, CA 95403  
Telephone: 707-528-1230  
Facsimile: 707-527-6640