



Agilent Technologies

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Dear DOCSIS Customer;

It has been a pleasure to provide you with the Agilent DOCSIS products. The support strategy for these products has changed, as has Agilent's role in this application space. Agilent has discontinued all of its DOCSIS products and has removed them from the price list, including the following items:

E1371B	DOCSIS Test System
E1371B-800	DOCSIS 2.0 Upgrade
E7333A	DOCSIS Protocol Analyzer

These products can no longer be ordered from Agilent and have been moved into a one-year support phase.

The E1371B and E7333A products are covered by a 12-month warranty, while the E1371B-800 is covered by a 1-month warranty. Agilent will continue to support any of these products that are still under warranty or covered by an existing service agreement. Support after expiration of the warranty period or service agreement will be handled on a best-effort basis.

Agilent will only be able to supply a limited amount of application support for DOCSIS products that are out of warranty, as the resources committed to the DOCSIS projects have been scaled back. Please note that the email address, docsis_test@agilent.com, will be disabled, but you may address any application questions to Steve Yates at the e-mail address shown below. Hardware support for the existing Agilent products used in the E1371B but not listed above will be unaffected, and repair and calibration services for such products will continue to be available.

Despite the above changes to our DOCSIS product and support offerings, the DOCSIS Secure Web site will continue to be active and will have the latest software release by 7/31/04. The user name and password will remain unchanged, and the website will remain active until 6/15/05. If you have any difficulty getting into the site, again, please contact me by e-mail.

Sifos Technologies, Inc., a third party with no relationship to Agilent, will be offering application support for the Agilent DOCSIS products. Sifos is located in Tewksbury, MA. Sifos plans to provide consulting and assistance for all of the DOCSIS products that are being discontinued by Agilent. Please contract Sifos directly at docsis_test@sifos.com for details.

If you have any questions about this obsolescence strategy, please contact me.

Thank you for your business and for choosing Agilent Technologies.

Sincerely,

Steve Yates
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