



HITS Customer Notification

To: All HITS-NAS Affiliates

From: HITS **Date:** January 28, 2019

Re: Changes to NAS data-stream **Pages** : (including cover) 2

CC:

x Urgent For Review Please Comment Please Reply Please Recycle

Message:

Please see attached HITS Official Notification regarding changes to the Delivery of the NAS Data-stream.

Via Email

OFFICIAL NOTIFICATION

January 28, 2019

RE: NAS – Changes to NAS data-stream

Dear HITS Affiliate,

HITS is pleased to announce we will be upgrading the delivery of the NAS data-stream and the Headend Management System from satellite to VPN for all NAS headends in 2019.

Starting in January 2019, HITS will be contacting each NAS system to coordinate the migration of the NAS data-stream from the satellite to the VPN (Virtual Private Network). HITS will provide the hardware and software necessary at no charge to your system(s) in order to deliver the NAS Data stream via the VPN to each customer headend.

NAS data includes all set-top messaging, set top box code download, and guide data for all systems utilizing A25 program guide. The server will include an upgraded Headend Management system (HMS), and the new Local NAS Controller (LNC). Additionally, all Non-DTA/legacy set-top code download will now be performed locally by the LNC.

Benefits of the Local NAS Controller:

- Improvements in set-top box messaging
- The LNC's set top code download carousel may be customizable. This should noticeably improve the speed at which downloads can be completed.
- New Linux Headend Management System

All systems must be transitioned to receiving data via VPN by December 31, 2019. The delivery of data over satellite will no longer be available after 2019.

The server, when installed, will enable you to receive data from the NAS controller under your agreements with HITS. This server will remain the property of COMCAST TECHNOLOGY SOLUTIONS ("CTS") and may only be located at the site specified and approved by HITS.

As always, you may contact your HITS Representative at 800-824-1776, Option #5 or the HITS Support team at 800-426-7790 for questions and information regarding these changes.

Sincerely,



Allison Olien
Vice President & GM