

ARRIS Technical Bulletin

Quick Take (QT) & Quick Take Plus (QT+) USA – End of Service

ATB Number: ATB17-069

Issue Date: TBD

Product Classification: Services

ARRIS Technical Bulletin Classification:

Old Product Code: N/A

New Product Code: N/A

Products Affected

- Quick Take(QT) USA
- Quick Take Plus (QT+) USA

Reason for Change

QT/QT+ Control system software and equipment (SAC – Subscriber Authorization Center, UCS – Uplink Control System, MSE – Multi Standard Encoder) are aging and has been in a maintenance-only mode for years, with many of the components no longer available to support the solution. Support will end completely for the SAC, UCS, and MSE products at the end of 2019. Additionally, ARRIS has seen a quickly declining subscriber base on the QT/QT+ platform. The final factor in the decision is the high cost to support the operation, connectivity, and data needed to support the environment.

Customer Action Required

Customer should look to the ARRIS NAS-RAC solution or Comcast Technology Solutions NAS solution as possible replacement options. Reference contact information below.

Implementation Time Frame

Any migration must be completed by November of 2019. Note that deadlines listed below are final dates, but conversion to a platform can take 90+ days. Please contact ARRIS and Comcast Technology Solutions as soon as feasible to discuss potential settop control solutions, and schedule your launch early to avoid any disruption in service.

Deadlines for **NAS-RAC Conversion**

– Engage sales for Services SOW and Equipment BOM	07/01/2019
– Purchase Order Submitted	07/22/2019
– Playbook completed	08/26/2019
– Site Readiness Complete/ Conversion Start	09/16/2019
– All NAS-RAC conversions completed	11/15/2019

Deadlines for **NAS Conversion**

– Confirm equipment order with preferred hardware vendor	07/01/2019
– Submit NAS Launch paperwork- 30 days	07/15/2019
– Start NAS Launch – 90 days	08/15/2019
– All NAS conversions completed	11/15/2019

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Additional Notes:

Sales Contact Information

For **NAS-RAC conversions** and questions please contact

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