

S E R V I C E N O T E

SUPERSEDES: None

55300A GPS Telecom Primary Reference Source.**55310A GPS Rack Mount Shelf****55320A GPS Rack Mount Shelf****55322A GPS Rack Mount Shelf****Serial Numbers:** 3602A00102 / KR92800620**Support services have been transferred to Symmetricom.****Situation:**

As of October 1, 1999, Agilent Technologies has sold the 55300A and all the associated products to Symmetricom.. Symmetricom is now responsible for all future sales and has agreed to support new and existing customers.

Here is the statement sent out by Agilent Technologies to our customers: As of 1 October 1999, HP/Agilent has divested the Comm Sync business to Symmetricom Incorporated of San Jose California. Symmetricom Inc. continues to offer these products and is responsible for the warranty and on-going support of them.

Solution/Action:

Customers requiring help in repairing the 55300A/10A/20A/22A needs to contact Symmetricom directly. Symmetricom policy for repairs requires the customer to contact them to receive instructions prior to sending in the defective unit.

Symmetricom's Customer Assistance Center:
 Latin America, Asia and Canada call 001 408 428-7907 (USA)
 United States and Europe call 888 367-7966 (USA)

DATE: January 2000

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:

INFORMATION ONLY

AUTHOR:

ENTITY:

ADDITIONAL INFORMATION:

JWE

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