

DAC-to-DAC Conversion Services

ARRIS Global Services

SERVICE BENEFITS:

Minimum downtime

Low-risk, efficient implementation enables operators to quickly attain the benefits of merging DAC sources, with minimal service and billing interruptions

Proven experience

In addition to 75 years of video leadership, The ARRIS expert knowledge, experience, and proven methodology and track record in managing broadband networks provide peace of mind

Benefits of Merging Two DAC Sources

- Enhanced control system performance
- Simplified maintenance and reporting
- Increased opportunity for targeting services to key market segments
- Improved capacity utilization
- Economies of scale



SERVICE OVERVIEW:

The ARRIS DAC-to-DAC Conversion Services enable broadband services operators to improve operational efficiencies, lowering costs, enhancing performance, and increasing capacity utilization for key markets.

Optimizing Digital Addressable Controllers (DACs) with DAC-to-DAC Conversion Services from ARRIS improves operational efficiencies when growth, reallocation of assets, and acquisitions affect an operator's Hybrid Fiber Coax (HFC) plant.

In a DAC-to-DAC conversion, a population of digital set-tops that share the same downstream plant or channel map are moved from one DAC to another. Converting a DAC can become necessary for a number of reasons, including the need to align billing systems after an acquisition or to balance capacity and optimize utilization, and the desire to more easily target services to key market segments. Merging two DACs can also enhance system performance, simplify software upgrades, other maintenance tasks, and reporting, and provide economies of scale.

ARRIS DAC-to-DAC Conversion Services provide tremendous value to broadband services operators who wish to optimize the efficiency of their control systems without the risk and complexity that can accompany network modifications. The ARRIS highly skilled and experienced network technicians ensure that service and billing are not interrupted during the conversion, providing the peace of mind that accompanies the ARRIS reputation for excellence in broadband network management.

Service Deliverables

Executing a DAC-to-DAC conversion requires the coordinated support of ARRIS personnel and customer headend and network personnel. Based on the assumptions and prerequisites noted below, ARRIS DAC-to-DAC Conversion Services customers can expect:

Comprehensive Project Management

An ARRIS Project Manager will coordinate planning and implementation activities from project kick-off through post-conversion support:

- Together with the customer's project management team, create and maintain a project plan
- Create a detailed cutover procedure in accordance with the customer's requirements, identifying roles and responsibilities, expectations, and exit criteria
- Track and report weekly on status and action items
- Identify risk items and mitigation strategies

Pre-Conversion Readiness

ARRIS personnel will perform all pre-conversion planning and configuration, including surveying the site to assess the DAC environment, verify the readiness of the network for the conversion, and identify potential issues.

Conversion Execution

The ARRIS team will perform all tasks associated with the conversion:

- Configure the target DAC to mirror the source DAC's lineup, including channel maps, sources, services, code download objects, object assignments, and streams
- Monitor billing system downloads of digital set-tops and Pay-Per-View (PPV) events
- Transfer the headend and digital set-tops to the target DAC
- Perform end-to-end testing to ensure that digital set-tops can receive messages from the target DAC, and that all services operate as they did on the source DAC

Acceptance Testing and Follow-Up

ARRIS personnel will conduct acceptance testing and review the results with the customer.

Assumptions and Prerequisites

The following list is not intended to be exhaustive. ARRIS will inform the customer of any additional customer responsibilities necessary for the performance of the service.



Assumptions

- ARRIS and the customer will provide a single point of contact for the project
- ARRIS personnel will have the required access to customer resources, including the DACs, billing and other systems as appropriate, and headend components
- Customer resources will be available on a timely basis
- Issues that are outside the scope of the deliverables described above will be handled through normal escalation methods

Customer Prerequisites

- Ensure that the site is ready, all required equipment is installed and cabled, and all required downloads are complete
- Provide all project-related documentation, including IP addresses, channel maps, network diagrams, and a sources and services report
- Ensure the billing system and associated billing system vendor support are available for digital set-top download, PPV download, and any additional set-up or troubleshooting required during the conversion
- Notify customers of any interruptions of service that may occur during the conversion
- Provide configured digital set-tops, an Out-of-Band Modulator (OM) and a queuing device, such as an Integrated Receiver Transcoder (IRT), a Modular Processing System (MPS), and a SmartStream Encryptor Modulator (SEM), for testing purposes

DAC-to-DAC Conversion Services

To order these services, contact your sales representative.

ORDERING INFORMATION

Part Number	Description
476666-043-00	DAC-to-DAC Conversion Services

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