

>>> -----Original Message-----

>>> From: Hume Vance
>>> Sent: Sunday, January 17, 2010 10:07 PM
>>> To: Iveson, Earle; Griffiths, Chris; Baker, Norman
>>> Cc: Chandrashekar, Sumi
>>> Subject: RE: Zoom Telephonics upcoming DOCSIS 3.0 CM

>>>
>>> Hi Earle,
>>>
>>> Thank you. Who should I be talking to about the decision to certify
>>> our
>>> product? Would that person also be able to address the other needs
>>> that
>>> you refer to?

>>>
>>> Thanks,
>>>
>>> Hume

>>>

>>> From: Iveson, Earle [Earle_Iveson@Cable.Comcast.com]
>>> Sent: Saturday, January 16, 2010 11:17 AM
>>> To: Hume Vance; Griffiths, Chris; Baker, Norman
>>> Cc: Chandrashekar, Sumi
>>> Subject: Re: Zoom Telephonics upcoming DOCSIS 3.0 CM

>>>
>>> Hume,
>>>
>>> When/If the decision is made at Comcast to certify your device my lab
>>> would need a minimum of 10 devices. There may be other needs that I
>>> can
>>> not speak to so please do not consider that to be the end result.

>>>
>>> Thanks,
>>> Earle

>>>

>>> From: Hume Vance <humev@zoom.net>
>>> To: Griffiths, Chris; Iveson, Earle; Baker, Norman
>>> Cc: Chandrashekar, Sumi
>>> Sent: Fri Jan 15 15:17:12 2010
>>> Subject: RE: Zoom Telephonics upcoming DOCSIS 3.0 CM

>>>
>>> Chris,
>>>
>>> Thanks, and I appreciate your communication with the Comcast QA team.
>>>
>>> Can you or someone else indicate how many test units you will need
>>> from
>>> us? It will help us in our planning to know that.

>>>
>>> Hume

>>>

>>> From: Griffiths, Chris [mailto:Chris_Griffiths@Cable.Comcast.com]
>>> Sent: Friday, January 15, 2010 3:11 PM
>>> To: Hume Vance; Iveson, Earle; Baker, Norman
>>> Cc: Chandrashekar, Sumi
>>> Subject: Re: Zoom Telephonics upcoming DOCSIS 3.0 CM

>>>
>>> Hume,
>>>
>>> We expect all vendors to go through CL certification first, then
>>> complete the full Comcast certification before we will certify your
>>> device to come onto the network regardless of it being only sold at
>>> retail. We will need to make sure that the appropriate folks are
>>> aware
>>> this is coming. Earle's team is one part of that certification
>>> process.

>>> I am also copying in the QA team so they can be aware as well.
>>>
>>> Thanks
>>>
>>>
>>> On 1/15/10 11:19 AM, "Hume Vance" <humev@zoom.net> wrote:
>>> Hi Earle,
>>>
>>> Our CM will be sold at retail. We'd of course be happy to sell
>>> direct to
>>> Comcast, but there is currently no agreement to do so.
>>>
>>> How many units will you need us to submit once we have the CL OEM
>>> certification?
>>>
>>> Thanks,
>>>
>>> Hume
>>>
>>> From: Iveson, Earle [mailto:Earle_Iveson@Cable.Comcast.com]
>>> Sent: Friday, January 15, 2010 9:41 AM
>>> To: Hume Vance
>>> Cc: Chandrashekar, Sumi; Griffiths, Chris
>>> Subject: RE: Zoom Telephonics upcoming DOCSIS 3.0 CM
>>>
>>> Hi Hume,
>>>
>>> As for getting this device accepted by the Business Unit I would
>>> refer
>>> you to Chris Griffiths.. As for CL cert, we do require you to
>>> complete
>>> that certification prior to Comcast starting our certification..
>>>
>>> Thanks much,
>>> Earle
>>>
>>>
>>> _____
>>>
>>> From: Hume Vance [mailto:humev@zoom.net]
>>> Sent: Wednesday, January 13, 2010 1:41 PM
>>> To: Iveson, Earle
>>> Cc: Chandrashekar, Sumi
>>> Subject: RE: Zoom Telephonics upcoming DOCSIS 3.0 CM
>>>
>>> Hi Earle,
>>>
>>> I look forward to hearing from you.
>>>
>>> Thanks,
>>> Hume
>>>
>>>
>>> From: Chandrashekar, Sumi
>>> [mailto:Sumi_Chandrashekar2@cable.comcast.com]
>>> Sent: Wednesday, January 13, 2010 11:24 AM
>>> To: Hume Vance
>>> Cc: Iveson, Earle
>>> Subject: RE: Zoom Telephonics upcoming DOCSIS 3.0 CM
>>>
>>> Hi Hume,
>>> Please contact our Director, Earle Iveson (CC'ed).
>>>
>>> Thanks,
>>> Sumi
>>>

>>>
>>>
>>>
>>> From: Hume Vance [mailto:humev@zoom.net]
>>> Sent: Wednesday, January 13, 2010 10:28 AM
>>> To: Chandrashekar, Sumi
>>> Cc: dennis_matthew@cable.comcast.com
>>> Subject: RE: Zoom Telephonics upcoming DOCSIS 3.0 CM
>>>

>>> Hi Sumi,
>>>
>>>

>>> Relative to my earlier email, the copy to Dennis bounced, so I
>>> infer he
>>> is no longer at Comcast.
>>>
>>>

>>> Would you be able to respond to my below query? We plan to submit our
>>> OEM submission to CableLabs next week or early the following week. We
>>> anticipate samples would be available to provide to Comcast a week or
>>> two following.
>>>
>>>

>>> Regards,
>>>
>>>

>>> Hume
>>>
>>>
>>>

>>>
>>> From: Hume Vance
>>> Sent: Friday, January 08, 2010 5:46 PM
>>> To:
>>> 'dennis_matthew@cable.comcast.com<dennis_matthew@cable.comcast.com>';
>>> 'sumi_chandrashekar2@cable.comcast.com<sumi_chandrashekar2@cable.comcast
>>> .com>'
>>> Subject: Zoom Telephonics upcoming DOCSIS 3.0 CM
>>>
>>>
>>>
>>>

>>> Hi Dennis and Sumi,
>>>
>>>

>>> We are excited that Zoom will soon be offering a DOCSIS 3.0 CM. We
>>> will
>>> be submitting the CM as an OEM submission to Cable Labs very
>>> shortly. We
>>> will also wish to submit to your labs for certification.
>>>
>>>

>>> Could you please forward me information on requirements for your
>>> certification?
>>>
>>>

>>> Do you require the completion of the CL OEM certification before you
>>> will accept a submission from us, or given that the OEM version of

>>> the
>>> CM has already been certified by Cable Labs, will you accept our
>>> submission in parallel?

>>>
>>>
>>>

>>> Thanks and best regards,

>>>
>>>
>>>

>>> Hume

>>>
>>>
>>>

>>> PS Do you have any status on the updated 5241 CMs that I believe
>>> are in
>>> your labs?

>>>
>>>
>>>
>>>
>>>

>>> From: Hume Vance

>>> Sent: Wednesday, November 25, 2009 1:17 PM

>>> To:

>>> 'dennis_matthew@cable.comcast.com<dennis_matthew@cable.comcast.com>';

>>> 'sumi_chandrashekar2@cable.comcast.com<sumi_chandrashekar2@cable.comcast

>>> .com>'

>>> Subject: Contact change at Zoom Telephonics

>>>
>>>
>>>
>>>

>>> Hi Dennis and Sumi,

>>>
>>>
>>>

>>> Dean Panagopoulos has left Zoom, and I am taking over his
>>> responsibilities relative to interfacing with cable service
>>> providers. I

>>> have already exchanged communications with Sumi in my role as
>>> engineering manager for our cable projects.

>>>
>>>
>>>

>>> I believe that sample Zoom 5241 CMs with updated code are going
>>> through
>>> your labs. Please let me know if you have any updates on the status
>>> of
>>> your evaluation.

>>>
>>>
>>>

>>> My contact information is below. Please don't hesitate to get in
>>> touch
>>> for any reason.

>>>
>>>
>>>

>>> Regards,

>>>
>>>
>>>

>>> Hume

>>>

>>>
>>>
>>> Hume Vance
>>>
>>> Director, Firmware Engineering
>>>
>>> Zoom Technologies, Inc.
>>>
>>> 207 South Street
>>>
>>> Boston, MA 02111
>>>
>>> USA
>>>
>>> humev@zoom.com
>>>
>>> +1 617 753-0032
>>>
>>>
>>>
>>>
>>> --
>>> Chris Griffiths
>>> Comcast Cable Communications, Inc.
>>> National Engineering and Technical Operations
>>> 215-286-3992 - Desk
>>> 215-776-6416 - Cell
>>
>> --
>> Chris Griffiths
>> Comcast Cable Communications, Inc.
>> National Engineering and Technical Operations
>> 215-286-3992 - Desk
>> 215-776-6416 - Cell
>>

From: Iveson, Earle [Earle_Iveson@Cable.Comcast.com]
Sent: Friday, June 04, 2010 3:39 PM
To: Hume Vance
Cc: Livingood, Jason; Griffiths, Chris
Subject: Re: Test wave wrap-up

Hume,

Thanks for the calls..

To clarify, Zoom has passed our lab-based certification tests for a retail-only device. As noted before, this means we did not execute physical and environmental tests since these are not devices to be purchased by Comcast. The final phase of certification is the completion of a field soak test, which ensures that nothing unexpected happens. We have had devices pass the lab portion of certification and then encounter issues in the field, which is why this is an important quality check. That being said, if you are under tremendous pressure to get devices into retail, then you may wish to consider the lab testing completion as a conditional approval, which is now only contingent upon a successful field test. Hopefully that can relieve the pressure you may be under, as long as you bear in mind that it is still possible that a severe issue could cause a failure in the field (we'd of course work with you to try to resolve any issues to the extent we can assist). In addition, until the field test is completed, we do not have bootfiles across the entire network so during this phase a device purchased at retail would not yet work anywhere in the network.

Earle

From: Hume Vance <humev@zoom.net>
To: Iveson, Earle
Cc: Livingood, Jason; Griffiths, Chris
Sent: Fri Jun 04 14:46:05 2010
Subject: RE: Test wave wrap-up

Hi Earle,

Thanks for this email.

I'm following up on a voicemail I left a few minutes ago. I'm happy to hear we're moving on to field trials. Does this mean we passed the cert wave?

At the same time, I'm confused. I was unaware of a field trial phase to Comcast's testing. What does this mean relative to when the devices may be attached to the Comcast network? In other words, when can our retail partners start selling the units?

Thanks and regards,

Hume

From: Iveson, Earle [mailto:Earle_Iveson@Cable.Comcast.com]
Sent: Friday, June 04, 2010 1:56 PM
To: Hume Vance
Cc: Livingood, Jason; Griffiths, Chris
Subject: RE: Test wave wrap-up

Hume,

We just did our test results review and with a couple exceptions we have decided to move to field trials with your device. We need to start the process on our end which includes getting a small number of devices out to certain markets for testing. Can we get Zoom to ship us 10 units for this activity? We will then redistribute to two markets (5 each) once those are identified.

Thanks in advance,
Earle

From: Hume Vance [mailto:humev@zoom.net]
Sent: Tuesday, June 01, 2010 11:47 AM
To: Iveson, Earle
Cc: Livingood, Jason
Subject: Test wave wrap-up

Hi Earle,

I hope you had an excellent holiday weekend.

I want to let you know where we are on clarifying the IPv4 vs IPv6 questions, and I want to ask how your schedule looks relative to giving us final word about approval.

We want to do the best possible job for Comcast relative to the IPv4 to IPv6 question. We anticipate code that will address the MPP Override issue very shortly. We have also been working to precisely define IPv4 vs IPv6 behavior w.r.t. the 1.4.0.26 code that is under test.

We have worked with Hitron to refine their test plan relative to IPv4 & IPv6, and to re-test where necessary. They have done this. We simply need to confirm that Hitron is setting Router Advertisement messages with M & O bits set appropriately to indicate whether the CM should request IPv4 or IPv6 Addresses, and that the CM is responding to these messages. I will send the updated plan and results as soon as we have this clarification.

On the second point, as you know, my management is extremely anxious to receive the earliest possible answer relative to Comcast approval. How soon could that be?

Regards,

Hume

Hume Vance
Director, Firmware Engineering
Zoom Telephonics, Inc.
207 South Street
Boston, MA 02111
USA
humev@zoom.com
+1 617 753-0032

EXHIBIT 8

**EXHIBIT CONFIDENTIAL
NOT FOR PUBLIC INSPECTION**

EXHIBIT 9

**EXHIBIT CONFIDENTIAL
NOT FOR PUBLIC INSPECTION**

EXHIBIT 10

**EXHIBIT CONFIDENTIAL
NOT FOR PUBLIC INSPECTION**

EXHIBIT 11

**EXHIBIT CONFIDENTIAL
NOT FOR PUBLIC INSPECTION**

EXHIBIT 12

**EXHIBIT CONFIDENTIAL
NOT FOR PUBLIC INSPECTION**