

Product Near-End-of-Life Notification

MultiModem[®] Cell HSPA+ Cellular Modems MTCBA-H5-xx Models Only

Replacement Models Available



Date: July 20, 2016

I. Summary



Due to the discontinuation of critical components and availability of newer models, the MultiModem[®] Cell (MTCBA-H5-xx) models listed in this announcement are changing status from **Active** to **Near-End-of-Life (NEOL)**. It is recommended that customers transition to the suggested replacement models at their earliest convenience.

To assist you in finding the most suitable substitute product that meets your needs, please contact your MultiTech sales representative immediately. Call us at (888) 288-5470 or +(763) 785-3500, email us at sales@multitech.com or refer to www.multitech.com.

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II. Part Numbers Impacted

NEOL Ordering Part #	UPC	New Ordering Part # (Recommended Replacement) MultiConnect [®] Cell 100 Series	UPC
			
MTCBA-H5	789407356445	MTC-H5-B01	789407356797
MTCBA-H5-U	789407356438	MTC-H5-B03-KIT	789407356803
MTCBA-H5-NAM	789407356452	MTC-H5-B01-US-EU-GB	789407358593
MTCBA-H5-EU	789407356476	MTC-H5-B01-US-EU-GB	789407358593
MTCBA-H5-GB/IE	789407356469	MTC-H5-B01-US-EU-GB	789407358593

MTC-xx models are encryption items. U.S. Export Administration Regulations have special restrictions on the export of encryption items; please refer to these regulations. Any export of commodities, technology, or software must be exported from the United States in accordance with the Export Administration Regulations. Export or diversion contrary to U.S. law is prohibited.

Extended Warranties

NEOL Ordering Part #	Description	New Ordering Part # (Recommended Replacement)
EW1-MTCBA-H5	One-year extended warranty (Three-year total)	EW1-MTC-H5-B01
EW1-MTCBA-H5-U	One-year extended warranty (Three-year total)	EW1-MTC-H5-B03-KIT
EW1-MTCBA-H5-NAM	One-year extended warranty (Three-year total)	EW1-MTC-H5-B01-US-EU-GB
EW1-MTCBA-H5-EU	One-year extended warranty (Three-year total)	EW1-MTC-H5-B01-US-EU-GB
EW1-MTCBA-H5-GB/IE	One-year extended warranty (Three-year total)	EW1-MTC-H5-B01-US-EU-GB
EN1-MTCBA-H5	One-year extended warranty and three-year overnight replacement (Three-year total)	Call for quote
EN1-MTCBA-H5-U	One-year extended warranty and three-year overnight replacement (Three-year total)	Call for quote
EN1-MTCBA-H5-NAM	One-year extended warranty and three-year overnight replacement (Three-year total)	Call for quote
EW2-MTCBA-H5	Two-year extended warranty (Four-year total)	EW2-MTC-H5-B01
EW2-MTCBA-H5-U	Two-year extended warranty (Four-year total)	EW2-MTC-H5-B03-KIT
EW2-MTCBA-H5-NAM	Two-year extended warranty (Four-year total)	EW2-MTC-H5-B01-US-EU-GB
EW2-MTCBA-H5-EU	Two-year extended warranty (Four-year total)	EW2-MTC-H5-B01-US-EU-GB
EW2-MTCBA-H5-GB/IE	Two-year extended warranty (Four-year total)	EW2-MTC-H5-B01-US-EU-GB
EN2-MTCBA-H5	Two-year extended warranty and four-year overnight replacement (Four-year total)	Call for quote
EN2-MTCBA-H5-U	Two-year extended warranty and four-year overnight replacement (Four-year total)	Call for quote
EN2-MTCBA-H5-NAM	Two-year extended warranty and four-year overnight replacement (Four-year total)	Call for quote
EW3-MTCBA-H5	Three-year extended warranty (Five-year total)	EW3-MTC-H5-B01
EW3-MTCBA-H5-U	Three-year extended warranty (Five-year total)	EW3-MTC-H5-B03-KIT
EW3-MTCBA-H5-NAM	Three-year extended warranty (Five-year total)	EW3-MTC-H5-B01-US-EU-GB
EW3-MTCBA-H5-EU	Three-year extended warranty (Five-year total)	EW3-MTC-H5-B01-US-EU-GB
EW3-MTCBA-H5-GB/IE	Three-year extended warranty (Five-year total)	EW3-MTC-H5-B01-US-EU-GB
EN3-MTCBA-H5	Three-year extended warranty and five-year overnight replacement (Five-year total)	Call for quote
EN3-MTCBA-H5-U	Three-year extended warranty and five-year overnight replacement (Five-year total)	Call for quote
EN3-MTCBA-H5-NAM	Three-year extended warranty and five-year overnight replacement (Five-year total)	Call for quote

III. Key Dates

Availability of New Ordering Part Numbers: Available now

NEOL Date of Old Ordering Part Numbers: July 20, 2016

Last Time Buy Date: September 5, 2016

End-of-Life (EOL)/Last Time Ship Date: January 9, 2017

Last Time Buy Information

- By September 5, 2016 submit order quantities for guaranteed availability with a Non Cancellable, Non Returnable (NCNR) order of MTCBA-H5-xx products through January 9, 2017.
- Multi-Tech will be purchasing additional critical components for stocking inventory. These will be available on a first come, first serve basis with a confirmed purchase order that is received by September 5, 2016.

Note: All orders placed for products listed in this announcement require an NCNR agreement. Last time ship dates are negotiable with an NCNR agreement. Please contact your Multi-Tech sales representative for details and a copy of the agreement.

IV. Warranty and Support

MultiTech will provide technical support and repair or exchange of the products listed in this announcement through the warranty period of the installed device. However, no firmware/software updates or maintenance releases will take place post NEOL date.

V. Suggested Action Plan:

To help facilitate the transition to the new MultiConnect Cell 100 Series Cellular Routers (MTC-xx models), we recommend the following actions be taken:

- Work with your Multi-Tech Systems representative if your company is interested in placing an N.C.N.R. (Non-Cancellable, Non-Returnable) purchase order for any remaining MTCBA-H5-xx devices that you require.
- Forward this announcement to others within your organization who are actively involved in the sale or support of cellular modems.
- Note that the current MultiModem Cell cellular modems (MTCBA-H5-xx models) are no longer recommended for new product designs.
- Notify existing customers who have been using the MTCBA-H5-xx models and have them begin their qualification testing on the new MTC-H5 replacement models. Work with your MultiTech sales representative to ensure the correct model is ordered.

VI. Additional Information

If you have any questions or require additional information on this Near-End-of-Life Notification, please contact your MultiTech sales representative:

World Headquarters – U.S.

+(763) 785-3500 | oemsales@multitech.com

EMEA Headquarters – UK:

+(44) 118 959 7774 | sales@multitech.co.uk

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