

Product End-of-Life Notification

MultiModem[®] Cell EDGE Cellular Modems MTCBA-E1-xx Models Only

Replacement Models Available

Date: September 9, 2016

I. Summary



Due to the discontinuation of critical components and availability of newer models, the MultiModem[®] Cell (MTCBA-E1-xx) models listed in this announcement are changing status from **Near-End-of-Life (NEOL) to End-of-Life (EOL)**.

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.

Important Note:



The products listed in this announcement use a 2G EDGE/GPRS modem. Whilst there are several hundred GSM carriers globally, a small number have announced plans to sunset their GSM network, including one of the major North American carriers by approximately January 1st, 2017. Please consult your local carrier(s) and MultiTech sales representative for additional information and product options.

II. Part Numbers Impacted

| EOL Ordering Part # | UPC | New Ordering Part # Recommended Replacement MultiConnect [®] Cell 100 Series | UPC |
|---|--------------|---|------------------------------|
|  | |  | |
| MTCBA-E1 | 789407351112 | MTC-H5-B01 | 789407356797 |
| MTCBA-E1-NAM | 789407351839 | MTC-H5-B01-US-EU-GB | 789407358593 |
| MTCBA-E1-EU | 789407352218 | MTC-H5-B01-US-EU-GB MTC-G3-B06-EU-GB | 789407358593 789407358333 |
| MTCBA-E1-GB/IE | 789407352225 | MTC-H5-B01-US-EU-GB MTC-G3-B06-EU-GB | 789407358593 789407358333 |

Contents:

- [I. Summary](#)
- [II. Part Numbers Impacted](#)
- [III. Key Dates](#)
- [IV. Stock Rotation](#)
- [V. Warranty and Support](#)
- [VI. Suggested Action Plan](#)
- [VII. Additional Information](#)

| EOL Ordering Part # | UPC | New Ordering Part # Recommended Replacement MultiConnect [®] Cell 100 Series | UPC |
|---|--------------|---|--------------|
|  | |  | |
| MTCBA-E1-U | 789407351198 | MTC-H5-B03-KIT | 789407356803 |

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

| EOL Ordering Part # | Description | New Ordering Part # (Recommended Replacement) |
|---------------------|--|---|
| EW1-MTCBA-E1 | One-year extended warranty (Three-year total) | EW1-MTC-H5-B01 |
| EW2-MTCBA-E1 | Two-year extended warranty (Four-year total) | EW2-MTC-H5-B01 |
| EW3-MTCBA-E1 | Three-year extended warranty (Five-year total) | EW3-MTC-H5-B01 |
| EN1-MTCBA-E1 | One-year extended warranty and three-year overnight replacement (Three-year total) | MTC-H5-B01: Call for Quote |
| EN2-MTCBA-E1 | Two-year extended warranty and four-year overnight replacement (Four-year total) | MTC-H5-B01: Call for Quote |
| EN3-MTCBA-E1 | Three-year extended warranty and five-year overnight replacement (Five-year total) | MTC-H5-B01: Call for Quote |
| EW1-MTCBA-E1-NAM | One-year extended warranty (Three-year total) | EW1-MTC-H5-B01-US-EU-GB |
| EW2-MTCBA-E1-NAM | Two-year extended warranty (Four-year total) | EW2-MTC-H5-B01-US-EU-GB |
| EW3-MTCBA-E1-NAM | Three-year extended warranty (Five-year total) | EW3-MTC-H5-B01-US-EU-GB |
| EN1-MTCBA-E1-NAM | One-year extended warranty and three-year overnight replacement (Three-year total) | MTC-H5-B01-US-EU-GB: Call for Quote |
| EN2-MTCBA-E1-NAM | Two-year extended warranty and four-year overnight replacement (Four-year total) | MTC-H5-B01-US-EU-GB: Call for Quote |
| EN3-MTCBA-E1-NAM | Three-year extended warranty and five-year overnight replacement (Five-year total) | MTC-H5-B01-US-EU-GB: Call for Quote |
| EW1-MTCBA-E1-EU | One-year extended warranty (Three-year total) | EW1-MTC-H5-B01-US-EU-GB EW1-MTC-G3-B06-EU-GB |
| EW2-MTCBA-E1-EU | Two-year extended warranty (Four-year total) | EW2-MTC-H5-B01-US-EU-GB EW2-MTC-G3-B06-EU-GB |

| EOL Ordering Part # | Description | New Ordering Part # (Recommended Replacement) |
|---------------------|--|--|
| EW3-MTCBA-E1-EU | Three-year extended warranty (Five-year total) | EW3-MTC-H5-B01-US-EU-GB EW3-MTC-G3-B06-EU-GB |
| EN1-MTCBA-E1-EU | One-year extended warranty and three-year overnight replacement (Three-year total) | MTC-H5-B01-US-EU-GB: Call for Quote MTC-G3-B06-EU-GB: N/A |
| EN2-MTCBA-E1-EU | Two-year extended warranty and four-year overnight replacement (Four-year total) | MTC-H5-B01-US-EU-GB: Call for Quote MTC-G3-B06-EU-GB: N/A |
| EN3-MTCBA-E1-EU | Three-year extended warranty and five-year overnight replacement (Five-year total) | MTC-H5-B01-US-EU-GB: Call for Quote MTC-G3-B06-EU-GB: N/A |
| EW1-MTCBA-E1-GB/IE | One-year extended warranty (Three-year total) | EW1-MTC-H5-B01-US-EU-GB EW1-MTC-G3-B06-EU-GB |
| EW2-MTCBA-E1-GB/IE | Two-year extended warranty (Four-year total) | EW2-MTC-H5-B01-US-EU-GB EW2-MTC-G3-B06-EU-GB |
| EW3-MTCBA-E1-GB/IE | Three-year extended warranty (Five-year total) | EW3-MTC-H5-B01-US-EU-GB EW3-MTC-G3-B06-EU-GB |
| EN1-MTCBA-E1-GB/IE | One-year extended warranty and three-year overnight replacement (Three-year total) | MTC-H5-B01-US-EU-GB: Call for Quote MTC-G3-B06-EU-GB: N/A |
| EN2-MTCBA-E1-GB/IE | Two-year extended warranty and four-year overnight replacement (Four-year total) | MTC-H5-B01-US-EU-GB: Call for Quote MTC-G3-B06-EU-GB: N/A |
| EN3-MTCBA-E1-GB/IE | Three-year extended warranty and five-year overnight replacement (Five-year total) | MTC-H5-B01-US-EU-GB: Call for Quote MTC-G3-B06-EU-GB: N/A |
| EW1-MTCBA-E1-U | One-year extended warranty (Three-year total) | EW1-MTC-H5-B03-KIT |
| EW2-MTCBA-E1-U | Two-year extended warranty (Four-year total) | EW2-MTC-H5-B03-KIT |
| EW3-MTCBA-E1-U | Three-year extended warranty (Five-year total) | EW3-MTC-H5-B03-KIT |
| EN1-MTCBA-E1-U | One-year extended warranty and three-year overnight replacement (Three-year total) | MTC-H5-B03-KIT: Call for Quote |
| EN2-MTCBA-E1-U | Two-year extended warranty and four-year overnight replacement (Four-year total) | MTC-H5-B03-KIT: Call for Quote |
| EN3-MTCBA-E1-U | Three-year extended warranty and five-year overnight replacement (Five-year total) | MTC-H5-B03-KIT: Call for Quote |

III. Key Dates

Availability of New Ordering Part Numbers: Available now
NEOL Date of Old Ordering Part Numbers: August 26, 2015
Last Time Buy Date: December 18, 2015
Last Time Ship Date: June 17, 2016
End-of-Life (EOL) Date: September 9, 2016

IV. Stock Rotation

Stock rotation claims will be allowed for sixty (60) days after the product Last Time Ship date.

V. 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.

VI. Suggested Action Plan:

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

- 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 modem (MTCBA-E1-xx) models are available.
- Remove discontinued/EOL models from your pricing system and website.

VII. Additional Information

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

World Headquarters – U.S.

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

EMEA Headquarters – UK:

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