

Product Near-End-of-Life Notification

MultiModem® iSMS Intelligent SMS Server North America Models Only

Date: July 30, 2015

I. Summary

Due to the discontinuation of critical components, the MultiModem® iSMS models listed in this announcement are changing status from **Active** to **Near-End-of-Life (NEOL)**.

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 GSM/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.

Contents:

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

II. Part Numbers Impacted

NEOL Ordering Part #	UPC	Recommended Replacement
SF100-G	789407348570	No direct replacement models available at this time
SF400-G	789407345845	No direct replacement models available at this time
SF800-G	789407346019	No direct replacement models available at this time

III. Key Dates

NEOL Date of Old Ordering Part Numbers: July 30, 2015

Last Time Buy Date: November 2, 2015

End-of-Life (EOL)/Last Time Ship Date: May 2, 2016

Last Time Buy Information

- By November 2, 2015, submit confirmed order quantities for guaranteed availability with a Non Cancellable, Non Returnable (NCNR) order of MultiModem iSMS products through May 2, 2016.
- MultiTech 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 November 2, 2015.

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 MultiTech sales representative for details and a copy of the agreement.

IV. Stock Rotation

Stock rotation claims will be allowed for sixty (60) days after the product EOL/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, we recommend the following actions be taken:

- Work with your MultiTech sales representative if your company is interested in placing an N.C.N.R. (Non-Cancellable, Non-Returnable) purchase order for any remaining MultiModem iSMS devices that you require.
- Forward this announcement to others within your organization who are actively involved in the sale or support of SMS servers.
- Note that the current MultiModem iSMS server models for North America are no longer recommended for new product designs.
- Notify existing customers who have been using these models to determine if they will require any additional devices prior to the last time buy date.

VII. Additional Information

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

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