

End-of-Sale Alignment Notice

Product: DTEN GO & Mate (no dock) | Model: DCA00-DBA13310



End-of-Sale for DTEN GO & Mate (no dock) | Model DCA00-DBA13310

July 27, 2023,

DTEN announces the End-of-Sale (EoS) date for **DTEN GO & Mate WiFi (no dock) DCA00-DBA13310** product on **August 27, 2023**.

Per the End-of-Sale policy, the **DTEN GO & Mate WiFi (no dock), SKU: DCA00EN-DBA13310, DCA00EA-DBA13310, DCA00EB-DBA13310, DCA00EC-DBA13310, DCA00ED-DBA13310** will be available until the EoS date.

DTEN will continue to provide support for the products that are under warranty or Orbit license contracts. Orbit Service plans will not be available for **DCA00-DBA13310** SKU once the SKU is deprecated.

Product Migration Options

Customers may look into the two solutions below.

DTEN GO & DTEN Mate PoE (w Dock) - DCA00EA-DBA13310DWP (USA SKU)

** Please refer to a DTEN sales representative for other regions' SKUs.*

- Availability: August 2023 (please check with logistics on the goods' arrival status)

DTEN GO & DTEN Mate WiFi (w/ Dock) - DCA00EA-DBA13310D (USA SKU)

** Please refer to a DTEN sales representative for other regions' SKUs.*

- Availability: **No stock (please order with DTEN Sales Team if there's a demand)**

DTEN ME Pro - DBA0027EA-S1 (USA SKU)

** Please refer to a DTEN sales representative for other regions' SKUs.*

- Availability: Available Now

End-of-Sale Schedule

Milestone	Type	Definition	Date
End-of-Sale Announcement Date	Full Product System	The date the document announces the end-of-sale of a product is distributed to the general public. The product's end-of-sale announcement document is distributed to the general public.	Jul 27, 2023,
End-of-Sale Date	Full Product System	The last date to order the product through DTEN point-of-sale mechanisms. The product is no longer for sale after this date.	Aug 27, 2023,



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Products Affected by This Announcement

End-of-Sale Product Model	Product Description
DCA00EN-DBA13310	Brazil SKU
DCA00ED-DBA13310	India SKU
DCA00EC-DBA13310	New Zealand Australia SKU
DCA00EB-DBA13310	EMEA SKU
DCA00EA-DBA13310	America, Japan SKU
DCA00EA-DBA13310 Related Orbit Service	Service SKUs

Software Partner Service Support

For Zoom service support, please see the partner product lifecycle policy [here](#) and [Zoom Rooms Certified Hardware](#), or contact Zoom Support to learn more.

End-of-Sale Policy

- DTEN uses commercially reasonable efforts to provide notice before a product's End-of-Sale. At this time, the product will no longer be available for order.
- DTEN provides technical assistance referring to product warranty periods.
- Software embedded inside hardware devices will continue to be supported according to the policy governing the DTEN software lifecycle and Partner's software product lifecycle policy (such as Zoom or Microsoft)
- Hardware replacement or replacement parts will be available if the product is warranted directly under a DTEN service or DTEN-authorized partner service plan. At DTEN's discretion, hardware may be replaced with a similar or equivalent product.
- A support contract or warranty must cover a product as of the End-of-Sale date to be eligible for support renewal.

If you have questions, please contact us at support@den.com.

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Definitions

End of Life (EOL)	A process that guides the final business operations associated with the DTEN Product life cycle. The end-of-life process consists of a series of technical and business milestones and activities that, once completed, make a Product obsolete. Once obsolete, the Product is not sold, improved, maintained, or supported.
End of Sale date (EOS)	The Product is no longer offered for sale after this date. The EOS date is documented in the EOL notification.
Last Date of Support (LDOS)	The last date to receive support as entitled by active service contracts for covered DTEN hardware and software. After this date, support is no longer available.

