

End-of-Sale Alignment Notice

Product: DTEN Mate WiFi and DTEN Mate PoE

Model: DBA13310EA-AD | DBA13310EA-ADWP



End-of-Sale for DTEN Mate WiFi DBA13310EA-AD | DTEN Mate PoE DBA13310EA-ADWP

Oct 15, 2026

DTEN announces the End-of-Sale (EoS) date for the DTEN Mate WiFi DBA13310EA-AD | DTEN Mate PoE DBA13310EA-ADWP products.

Per the End-of-Sale policy, the DTEN Mate WiFi DBA13310EA-AD | DTEN Mate PoE DBA13310EA-ADWP will be available until the DTEN EoS date.

DTEN will continue to provide support for the products that are under warranty or Orbit License contracts.

Orbit Service will not be available for DBA13310EA SKUs once the SKUs are deprecated.

Product Migration Options

For DTEN Mate PoE – DBA13310EA-ADWP: Customers may look into the one solution below.

DTEN Mate Gen2- SKU: DBDLP116EA

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

With its elegant and spacious 11.6 inch multi-touch display, BYOD cable, and Power-over-Ethernet (PoE) simplicity, the Mate Gen 2 transforms every meeting into a seamless, professional experience.

- Availability: Sept 2026 (please check with logistics on the goods' arrival status)

For DTEN Mate WiFi – DBA13310EA-AD: There is currently no direct product migration option available for the DTEN Mate WiFi (DBA13310EA-AD). Customers are encouraged to contact their DTEN sales representative to discuss available alternatives based on their specific requirements, product configuration, and regional availability.

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.	Oct 15, 2026
End-of-Sale Date	Full Product System	The last date to order the product through DTEN point-of-sale mechanisms is as follows: The product will no longer be on sale after this date.	Oct 30, 2026



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End of Software Limited Maintenance Releases Date	Software OS	This is the last date DTEN Engineering may release any final software maintenance releases or bug fixes. After this date, DTEN Engineering will no longer develop, repair, maintain, or test the product software.	Sep 3, 2027
Last Date of Support	Full Product System	This is the last date to receive applicable service and support for the product as entitled by active service contracts or warranty terms and conditions. After this date, all support services for the product will be unavailable, and the product will become obsolete.	Dec 31, 2027

Products Affected by This Announcement

End-of-Sale Product Model	Product Description
DTEN Mate WiFi DBA13310EA-AD DTEN Mate PoE DBA13310EA-ADWP	America, Japan, LATAM SKUs
DTEN Mate WiFi DBA13310EB-AD DTEN Mate PoE DBA13310EB-ADWP	EMEA SKUs
DTEN Mate WiFi DBA13310EC-AD DTEN Mate PoE DBA13310EC-ADWP	New Zealand, Australia, Argentina SKUs
DTEN Mate WiFi DBA13310ED-AD DTEN Mate PoE DBA13310ED-ADWP	India SKUs
DTEN Mate WiFi DBA13310ED-AD DTEN Mate PoE DBA13310ED-ADWP	Brazil SKUs
DOBP1Y2-DBA13310-ADWP DOBP1Y1-DBA13310-ADWP DOBP1Y1-DBA13310 DOBP1Y2-DBA13310	Service SKUs

Software Partner Service Support

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

For Microsoft Teams Room service support, please see the [Teams certified device Teams](#), or contact Microsoft Support to learn more.



End-of-Sale Policy

- DTEN uses commercially reasonable efforts to provide notice before a product's End-of-Sale. At



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this time, the product will no longer be available for order directly from DTEN.

- 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 help.dten.com.

DTEN

