

Product Change Notification

Mediatrix C7H0/C720h End-of-Sales

Classification

Product end-of-sale (EoS)

Description

The Mediatrix C7H0/C720h 1 x BRI VoIP gateway will be removed from the Media5 product portfolio.

Impact

Following depletion of inventory, purchase orders for C7H0/C720h gateways will be rejected.

Effective Date

End-of-Sales: August 1st, 2023

Affected Products

Product Code	Model	Replacement product
C7H0-01-MX-D2000- X-0XX	C7H0/C720h - 1 BRI gateway	C720 – 2 BRI gateway

Contacting Media5

In order to optimise service requests, Media5 works with Channel Partners to resolve technical support issues. All end-users requiring technical support are encouraged to contact their preferred Media5 distributor or reseller.

Customers with a Media5 Service Level Agreement can request support directly through the Media5 Technical Assistance Center through our Web portal (MSP).

<https://media5corporation.zendesk.com>