

PRODUCT RECALL NOTICE

SIP-DECT RFP Recall – MAC Address Issue

To Mitel Partners,

Mitel is proactively informing our partners on a recently discovered manufacturing issue and recalling inventory related to SIP-DECT RFPs. The details of the issue and how to identify affected products are described below. However, if you have any additional questions or concerns, please don't hesitate to contact your Mitel sales representative.

What is the issue?

- A limited number of SIP-DECT RFPs manufactured by one of our Contract Manufacturers (CM's), have a **MAC address issue** which is caused by an incorrect boot loader software.
- Customers may report that the SIP-DECT RFPs have networking issues and cannot connect/activate via the SIP-DECT OMM interface.
- Customers will notice that the affected RFPs all use the same MAC address **08:00:0f:c0:bf:00**.
- This issue is NOT related in any way to hardware.
- Please share the following statement with any customer who comes to you with this issue:

Mitel is aware of SIP-DECT RFP4x MAC Address issue affecting a limited batch of RFP4x base-stations. We have corrected the issue with our manufacturing partner and will be issuing a recall notice for SIP-DECT RFPs with details on how to identify the affected products. Mitel recommends to partners who are actively installing SIP-DECT RFP4x base-stations to review their inventory prior to installation.

Partners or customers who experience issues with SIP-DECT RFPs should contact their standard support contacts to have products replaced via our DOA or RMA process under our standard warranty. Mitel is working with our distributors & direct partners to recall affected products as quickly as possible. Please accept our apologies for any inconveniences this issue may have caused.

Which batch of SIP-DECT RFPs are affected?

- Mitel has isolated the issue to SIP-DECT base stations built between **2019 week 42 and 2020 week 22** for the following part numbers only.

Mitel Part Number	Model	Starting Serial Number	End Serial Number
50006972	RFP45	3BXFW1942xxxxxx	3BXFW2022xxxxxx
50006973	RFP44	3BYFW1942xxxxxx	3BYFW2022xxxxxx
50006974	RFP47	3BZFW1943xxxxxx	3BZFW2022xxxxxx
50006975	RFP47 DRC	3C1FW1943xxxxxx	3C1FW2022xxxxxx
50006976	RFP 48	3C2FW1942xxxxxx	3C2FW2022xxxxxx

- The Serial Numbers can be located on both the rear product label and on the external package label.
- Mitel has an exact list of serial numbers of the affected products.



Which SIP-DECT RFPs are NOT affected by this issue?

- SIP-DECT RFPs built in **2020 week 23** and later are NOT affected (eg “good”):

Mitel Part Number	Model	Starting Serial Number
50006972	RFP45	3BXFW 2023 xxxxxx
50006973	RFP44	3BYFW 2023 xxxxxx
50006974	RFP47	3BZFW 2023 xxxxxx
50006975	RFP47 DRC	3C1FW 2023 xxxxxx
50006976	RFP48	3C2FW 2023 xxxxxx

- OR any affected product manufactured prior to 2020 week 23 will be marked with a **D04722 sticker** on the outside carton box and product label. These are good units that have been reprogrammed.



Does Mitel have enough SIP-DECT RFP inventory?

- Yes, Mitel has non-impacted product available for shipment in our warehouse.
- Mitel is also working with our contract manufacturers to expedite SIP-DECT RFP shipments to minimize the impact this issue may have on our ability to fulfill SIP-DECT RFP demand.

Is Mitel swapping out affected inventory held by our partners?

- Yes. Serial numbers for affected SIP-DECT RFPs can be checked using the details provided.
- Mitel will provide advanced replacements for RFPs that you are holding whose serial numbers match any of the serial numbers in the above table as per our standard DOA process.
- Defective RFPs must be returned promptly to Mitel.
- Mitel is also actively recalling affected products held by our distribution partners.

What should customers do if they have SIP-DECT RFPs experiencing this MAC address issue?

- Mitel partners should contact their standard support contacts (Mitel partner or direct Mitel contact) to **request a DOA/RMA replacement SIP-DECT RFP**. If the serial number of the RFP is known to have this issue, the RFP will be replaced. If the shipment is within 90 days of shipment to the end-customer, DOA rules apply. After 90 days, it should be processed per Mitel’s standard RMA processes.
 - Support teams have been provided details of the specific batch of products impacted for faster DOA/RMA handling

Thank you,

Mitel Operations & Product Management