

Important Notice: Security Vulnerability Advisory – Micromates Connected to Modems

June 10, 2025

Dear Valued Dealer,

Instantel has become aware of a cybersecurity vulnerability affecting Micromates that are connected to a modem. If the Micromate and modem configuration does not utilize trusted IP addresses and strong passwords, the devices can be vulnerable to unauthorized access.

While we believe the risk of unauthorized data manipulation is low, product security remains our top priority. Instantel is actively working on a firmware patch to eliminate the issue.

Instantel strongly recommends that users immediately ensure that Micromates connected to a modem are restricted to the use of trusted IP addresses (IP allowlisting/whitelisting) and use of strong, unique passwords for modem access.

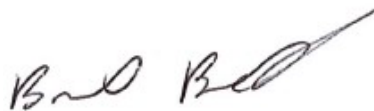
We are committed to transparency and will keep you informed, including availability of a downloadable firmware update, once available.

If you have questions, please do not hesitate to reach out to Instantel Technical Support.

Sincerely,

A handwritten signature in black ink, appearing to read "Steve Horvath".

Steve Horvath
Vice President, Instantel

A handwritten signature in black ink, appearing to read "Brent Beninger".

Brent Beninger
Director, R&D