

# COMM-PRO ASSOCIATES, INC.

## HNAS Products End-of-Life - Effective December 31, 2018

### Update

March 14, 2018

Subject: Comm-Pro HNAS Products End-Of-Life Update

Dear HNAS Customers and HNAS Provider,

Some time has passed since we sent out our initial HNAS EOL Notice in December 2017.

This reminder notice concerns Comm-Pro announcement regarding the upcoming end-of-life for Comm-Pro's offering of the HNAS Product Line, effective December 31, 2018. We will no longer be offering HNAS products to new users and we will no longer be providing Development, Maintenance, Support or General Services for existing Licensed User's. Comm-Pro is shutting down their HNAS group and will no longer be involved with this product after the December 31, 2018 end-of-life date).

**Important:** We would like to know what your plans are concerning continued operation of HNAS beyond your existing EOMDATE. We hope to hear from you ASAP so that we have plenty of time to assist you with your potential upcoming renewal or future HNAS plans.

If you plan to cancel HNAS on or before your existing EOMDATE, please advise as such and we will no longer send you HNAS EOL Option Information.

Customers with EOMDATE's prior to December 31, 2018 have the ability to request a special renewal period less than their existing Annual Renewal Period (between their current EOMDATE and December 31, 2018). This renewal method ensures that customer will continue to receive Maintenance and Support for their HNAS products up to their new renewal period (but not beyond December 31, 2018). It is extremely important that we receive these standard renewal requests a minimum of 45 days before the current EOMDATE. If additional use is required, customers should also consider one of the Extended HNAS Use options below via a separate request.

Customers with December 31, 2018 EOMDATE's need to contact Comm-Pro a minimum of 90 days prior to expiration of their EOMDATE. This will ensure that there is enough time to for Comm-Pro to provide customers with an Extended HNAS Use option.

Should customers need more time to migrate from HNAS to another solution or want to continue operating HNAS beyond December 31, 2018 deadline there are some options available. We propose that we can extend the HNAS License\_ID Use Key providing permission for customers to continue operating or running HNAS on their own without any Comm-Pro provided services until your migration is complete. We can also provide you with the HNAS source code (all libraries) so you could support HNAS yourselves. Modest fees apply. We want to be as flexible as we can with all of our customers during your transition away or continued Use of the HNAS product without Comm-Pro Support, Maintenance and General Services.

### **Extended HNAS Use without Comm-Pro Support or Maintenance**

Comm-Pro will no longer be providing any Development, Support, Maintenance or Services for the HNAS product line after December 31, 2018. Customers with EOMDATE's prior to this date can renew their Annual (Use, Support and Maintenance) for the period between their current EOMDATE and December 31, 2018. Fee's will be prorated for the period which will cover a period less than their former Annual Renewal period. **HNAS product refreshes will no longer be provided after June 30, 2018.**

For customers that wish to continue operating the HNAS Products beyond the December 31, 2018 date (without any Comm-Pro involvement or services) we are providing customers with three options:

**Option 1** – Customers planning to operate their existing release of HNAS will be charged a one-time fee (to-be-determined) and permitted to continue operating HNAS for an additional period of years (for example, 5 years). The product is for exclusive use of existing licensed customers (under their existing License\_ID) and is not available for transfer or resale.

**Option 2** – Customers who wish to purchase the HNAS source will be charged a one-time fee (to-be-determined) and permitted to continue operating HNAS for as long as they require the product. The product is for exclusive use of existing licensed customer and is not available for transfer or resale.

**Option 3** – One of our Business Partners is considering providing General Services and Support for HNAS once Comm-Pro direct services are no longer available. We plan to provide additional information concerning this potential option as it becomes available. Please contact us ASAP if you are interested in this potential service.

We are still working out the details regarding these options and will advise once available. If you have a special preference, please advise and we will consider your request.

Thank you and Warm Regards,

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