

COMM-PRO ASSOCIATES, INC.

Comm-Pro HNAS Renewals - EOMDATE's Prior To and As of December 31, 2018 and HNAS Extended Use Order Preparations

March 27, 2018

Subject: Comm-Pro HNAS Renewals - EOMDATE's Prior To and As of
December 31, 2018 and HNAS Extended Use Order Preparations.

Dear HNAS Customers and HNAS Providers,

We are in the process of preparing for Comm-Pro EOL activities and want to provide a clear path for our customers.

- 1:** If you have already stopped operating HNAS or plan to cancel HNAS at the end of your existing EOMDATE please contact Comm-Pro or your HNAS provider reporting your cancellation status.
- 2:** For customers with EOMDATE's prior to December 31, 2018 that want to continue operating HNAS through the end of 2018 we suggest that you contact Comm-Pro or your provider and request a Price Quote for the period between your existing EOMDATE and December 31, 2018. Payment for this final standard annual renewal period (nn Months) must be received by Comm-Pro with-in 30 days of your current EOMDATE.

Sample: If your current EOMDATE=2018/06/30 and you plan to renew HNAS through 2018/12/31 it is important that we receive a renewal order for '6 months' a minimum of 30-45 days before your EOMDATE expires so that there is enough time for order fulfillment (price quote, purchase order, invoice delivery and payment processing). HNAS renewal Keys will be provided after the payment is received.

- 3:** For customers with EOMDATE=2018/12/31 that are interested in one of the HNAS Extended Use Options, we suggest that you contact Comm-Pro or your provider to begin preparing for this process. It is important that we receive a price quote request in a timely manner so that the order process and payment process is completed 30 days before December 31, 2018. Special HNAS Extended Use Keys

won't be distributed until payment processing is completed. No HNAS Keys will be provided after December 31, 2018.

Pricing for HNAS Extended use is based upon the number of months or years that you plan to continue operating HNAS beyond the Comm-Pro EOL December 31, 2018 end date. So it is important that you select the period that will cover your planned use. Pricing is based upon planned length of use and is currently broken down into the following brackets:

Product pricing will be provided in our HNAS Extended Use Price Quotes in 1 Year, 3 Year, 5 Year and Unlimited Use brackets.

If you are interested in purchasing the HNAS Source, please let us know and additional information will be provided.

4: As advised previously in HNAS EOL Notices under Option 3, our Primary Business Partner is considering providing HNAS Support beyond 2018. We will provide additional information as it become available.

It is important that you contact us as early as possible so that we can ensure that your HNAS Extended Use request order is processed in a timely manner so that we can provide you with the HNAS for the appropriate period of coverage.

Thank you and Warm Regards,

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