

# COMM-PRO ASSOCIATES, INC.

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

### General Announcement Notice

January 15, 2018

Dear HNAS Customers and HNAS Provider, this notice concerns All HNAS Users:

It is with great difficulty that we announce the 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.

We are announcing this decision now in order to give our customers sufficient time to prepare for this change and to transition away from HNAS to an alternative solution or continue operating HNAS without Comm-Pro Services (Maintenance, Support, Correspondence, etc.). See section below concerning **Extended HNAS Use without Comm-Pro Support or Maintenance**).

This was not an easy decision for us. We have been providing network solutions for IBM users for over 4 decades, but the time has come for our own transition. We very much appreciate the friendships we have forged with our customers over the years as well as your loyalty and support.

We recognize that HNAS has been integral or necessary part of your network for customized and standard legacy NPSI applications. Should customers like to have more time to migrate from HNAS to another solution, 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. Please do not hesitate to get back to us with any questions or concerns.

## **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 will be providing customers with a couple of 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,

Comm-Pro Associates

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