

May 12, 2022

ProSoft Technology appreciates your investment in our products and as a valued customer, part of our commitment to you is to inform you of changes to the status of mature products.

As our products age, ProSoft Technology works to maintain them as long as possible and provide you with enough advance notification to allow you to make business decisions regarding your migration strategy.

As part of our lifecycle support, all our products follow the same 4 life-cycle phases – Active, Active Mature, Limited Availability, and Discontinued. Throughout this progression, we try to provide you with options to help you manage the issues that arise with aging products.

PRODUCT LIFECYCLE STAGES:

ACTIVE	Current, in-stock product. Fully supported.
ACTIVE MATURE	Current, in stock product. Fully supported. A newer product or family exists. (Optional Stage)
LIMITED AVAILABILITY	Low inventory, Fully Supported. Product will migrate to DISCONTINUED soon.
DISCONTINUED	Not available. Warranty replacements and repair services may be available

The following RLX2 product line variants are hereby transitioned into the **LIMITED AVAILABILITY** stage:

Model	Region	Comment
RLX2-IHA-...	ALL	Consider RLX2-IHNF
RLX2-IHG-...	ALL	Consider RLX2-IHNF
RLX2-IHNF-WC-...	ALL	Consider RLX2-IHNF, which is not weatherproof and might require an additional third-party enclosure

Due to the economic situation, we will do our best to maintain availability as long as possible, but we ask you to work with your ProSoft contact to evaluate switching to RLX2-IHNF products. Warranty claims will be served as long as possible with the existing variants, but might need to be served to RLX2-IHNF based on availability.

We understand how critical it is for you to understand this life-cycle to leverage your investment. As our products age, we communicate lifecycle changes as early as possible and provide possible options to help extend the life of your system as long as possible.

We appreciate the commitment you have made to ProSoft Technology's products, and we hope that this letter communicates our commitment to supporting all of our customers. We welcome the opportunity to work with you in solving all current and future communication needs.

Regards,

A handwritten signature in blue ink, appearing to read "Keith Blodorn", with a long horizontal flourish extending to the right.

Keith Blodorn,
Director, Product Management