



To Our Valued Customers:

Protel is in the process of migrating its monitoring product line from the 3G technology to 4G technology. This is being done in order to stay ahead of the curve and the looming shutdown of the 3G network at the end of 2021.

In addition to this, the 2G network that is still operational under the T-Mobile umbrella is rapidly closing in on its impending shutdown and although service is still projected to be available until the end of 2019, there have been indications that service shutdowns may occur regionally in advance of the December 2019 date, both with the primary carrier and their network partners.

In an effort to keep all of our customers ahead of these impending changes, Protel is offering a plan that will assist our customers in migrating their current inventories, as it stands today, to the newest 4G technology. As a part of this, Protel has defined each customer's installed technologies in order to identify where they are currently and to provide assistance in reducing the overall cost over the next several years.

<u>Monitor P/N</u>	<u>Service Type</u>	<u>Shutdown</u>
ASY0000200	Landline	TBD
ASY0000199/200	2G	up to 12/31/19
ASY0000400	2G	up to 12/31/19
ASY0000400	3G	up to 12/31/21

Based on the above monitor types, we have provided special pricing to help reduce upgrade costs:

- 1) ASY0000200- Landline- Upgrade to KIT0000586-D 4G controller at US \$ 290 ea. Add US \$ 40.00 if 4G High Performance Antenna is requested) This is a trade-in and old unit must be sent to Protel to receive this Offer.
(Offer ends 12/31/2018. Service shutdown on February 1, 2019)
- 2) ASY0000199/200- 2G- (External Modem) Upgrade to KIT0000586-D 4G Controller at US \$ 290 ea. Old ASY199 units must be sent to Protel and must have been communicating to IVS within the last thirty (30) days from receipt of the units at Protel. (Add US \$ 40.00 if 4G High Performance Antenna is requested)
(Offer ends 3/31/2019)
- 3) ASY0000400 2G- Integrated Modem- Upgrade with ASYPWC0360 4G Modem Board at US \$ 110. (Add US \$ 40.00 if 4G High Performance Antenna is requested)
(Offer ends 12/31/2019)
- 4) ASY0000400 3G- Upgrade with ASYPWC0360 Modem Board and 4G Antenna as follows:
 - a) 3G units with a ship date of May 1, 2017 or after that are sent into Protel that exhibit any part degradation symptoms will be upgraded at "No Charge". Protel will determine if the part degradation issue exists. **
(Offer ends 12/31/2021)

- b) 3G units with a ship date of May 1, 2017 or after can be upgraded at US \$ 75 ea.**
(Offer ends 12/31/2019. After 12/31/2019 price reverts to "4c" as stated below.)
- c) 3G units with a ship date prior to May 1, 2017 can be upgraded at US \$ 95 ea. **
(Offer ends 12/31/2021)

Note for #4: **(Add US \$ 40.00 if 4G High Performance Antenna is requested)

As for new 4G Controller Kits, the Prices will remain at your current pricing level at this time although we do anticipate a price increase in 2019 as the new tariff rates come into place at the beginning of the year.

For the landline units as listed above (#1), the current service contract is up as of February 1, 2019. Should it become necessary to renew this service, there will be a significant increase in price for the monthly IVS Charge in order to cover cost as connections for this service have dropped to fewer than fifty units.

As you are aware, all of these above have some sort of time requirement in being completed as services continue to be shutdown. Prices for these upgrades will be honored up to the time as stated in each category listed above.

Please feel free to contact me should you have any questions. I can be reached via any method listed below.

Regards,

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