



To whom it may concern,

This serves as notice that Ascend Software Inc is the only organization authorized to provide maintenance support services for the software products sold by Ascend Software. Software maintenance includes free upgrades, published enhancements, and fixes to the Ascend product line. From a practical standpoint, Ascend's products are compiled code, the source of which is not in general distribution and is the intellectual property of Ascend Software. Therefore, it is not possible for an organization outside of Ascend to provide effective support, much less provide new product enhancements.

Best regards,

*Lee Blattner*

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CEO