



July 20, 2012

Attention: XOR Media Incorporated Product Users

Subject: XOR Media Incorporated Sole Source Maintenance Provider.

To whom it may concern,

Please be advised that XOR Media Incorporated is the sole provider of service and support of products manufactured by XOR Media Incorporated and SeaChange International. Our warranty & post warranty support consists of the following:

- Advance Hardware Exchange Program,
- 24x7 Call Center Support,
- Product Software Support
- On-Site Field Services required.

If you have any questions, please contact me directly.

Two handwritten signatures in black ink. The first signature is 'Ralph Beck' and the second is a stylized signature.

Ralph Beck

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General Manager

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