



January 1, 2014

Attention: XOR Media Product Users

Subject: XOR Media Sole Source Maintenance Provider

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To whom it may concern,

Please be advised that XOR Media is the sole provider of service and support of products manufactured by XOR Media Incorporated and products acquired from SeaChange International as part of sale of Broadcast product line to XOR Media in May, 2012. 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 feel free to contact me directly.

A handwritten signature in blue ink, appearing to read 'Ralph Beck'.

Ralph Beck

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General Manager

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