



To whom it may concern

26 February 2018

Dear Customer,

We refer to our EVS Products XFConverter, ENGSoft, P2Soft, XFReader, MXFTk SDK and MXFTK Reader.

In order to improve the efficiency and the response time of the assistance provided to our customers, we would like to inform you that any future request relating to our assistance for the software license transfer of our EVS Product to another device (as allowed under the applicable software license agreement) shall only be accepted as from now on provided that such EVS Product is still covered by a specific and valid EVS support agreement. Please note that only customers of which the initial warranty expiration date or the support agreement expiration date has occurred less than 2 years before their request to have a support agreement may actually subscribe a (new) support agreement.

If you have any questions, please do not hesitate to contact your sales representative.

Sincerely,

A handwritten signature in blue ink, appearing to be 'D. Fiset', written over a horizontal line.

Denis Fiset  
SVP Operations & Projects