

END-OF-LIFE (EOL) ANNOUNCEMENT

Dear Valued Customer,

Thank you for choosing SendQuick as your Enterprise Mobile Messaging and Multi Factor Authentication gateway solutions.

We strive to continuously improve and upgrade our SendQuick products to meet the changing needs of our customers.

Please note that the following product models with the range of serial numbers listed below will reach EOL by 31 December 2023.

sendQuick Model	Serial Number	End-Of-Life Date
sendQuick Alert Plus sendQuick ConeXa 100	SQ022014XXXXXX SQ022015XXXXXX SQ022016XXXXXX SQ022017XXXXXX SQ022018XXXXXX	31 December 2023
sendQuick Avera sendQuick Entera sendQuick ConeXa 300	SQ032014XXXXXX SQ032015XXXXXX SQ032016XXXXXX SQ032017XXXXXX SQ032018XXXXXX	31 December 2023

What Will Happen When Your Model Has Reached EOL?

When a model has reached EOL, you can continue using it as per normal and choose to renew your maintenance and support agreement with us. However, do take note that the support will be limited by parts availability and there will be no new patch releases after the EOL date.

What Can You Do If You Do Not Want Any Service Disruption After EOL?

To minimize any service disruption, one option is for you to do a hardware refresh and upgrade your appliances to the new SendQuick models.

Here are some benefits of upgrading:

- Improved gateway performance.
- Enhanced system security features including password management, management port and support TLS1.2 with enhanced cipher.
- Detailed reporting with Usage Statistics for Analysis.
- Password policy management.

For sendQuick ConeXa only, the latest version will also include the following:

- Authentication via SingPass (Singapore's National Digital Identity).
- Support Windows login with Multi-factor Authentication.
- Mobile Push Authentication for Multi-factor Authentication

Our team will perform the whole upgrade exercise for you including data migration and parallel implementation with your team. In summary, the upgrade will be seamless and effortless on your part.

We strive to support you for all your communication needs and to make our solutions for you current and relevant.

If you have any questions about this EOL announcement or to find out more about the hardware refresh option, please contact us at **+65 6280 2881** or email **info@sendquick.com**