Prysm for Rooms Software — End of Life Announcement

July 15th, 2018

Dear Valued Prysm Customer,

As a software provider, we strive to give you the most functionally rich software, while also maintaining a healthy balance between using the latest technology and providing you with stable, thoroughly tested product releases. As a result of our plans to add important technology updates and functional improvements to our product later this year, we are announcing End of Life (EOL) activities for our support of Prysm versions 2.9 or older room display software. Prysm's Fall 2018 release will introduce technology updates that will immediately cause Prysm versions 2.9 and older to stop functioning for Prysm Hosted Cloud customers.

Please make sure your organization is aware of the following two milestones for systems that operate on version 2.9 or older:

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End of Life (EOL) — Announced July 15th, 2018
End of Support (EOS) — Effective October 1, 2018

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A Prysm representative will contact you very soon to discuss your options and to ensure you have a smooth transition to upgrade to a more recent and supported version of our software. **Please note, if you choose not to upgrade to a supported version (2.10 or newer), your Prysm room software will not function on the End of Support date, currently planned for October 1st 2018.**

What this means for you:

Scenario	Next Steps
If you are on v2.9 or older	• You need to upgrade prior to the EOS date to continue to have uninterrupted access to your Prysm software. Prysm will contact you to discuss your options. • You can contact the Prysm support team at support@prysm.com at any time to plan your upgrade.
If you are on v2.10 or newer	No immediate action is needed. You're not impacted by this EOS event because you use a version that Prysm will continue to support after the Fall 2018 release.
If you are a Customer Hosted Cloud customer	No impact. You're not affected by this EOL/EOS notification. This affects only Prysm Hosted Cloud customers.

Prysm wants to make this EOL transition phase as smooth as possible for all of our customers. Thank you for your understanding. If you have any questions or concerns about this process, please contact Prysm Support at support@prysm.com.

Sincerely,

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