



May 16, 2021

Dear Valued Customer,

Since 1973, ESI Services, LLC (ESI) has been committed to providing the highest quality products and services to our customers. But all technology products eventually reach the end of their useful life requiring a business decision to discontinue new availability and maintenance.

This letter serves as formal notification that effective immediately, ESI is discontinuing development support of the Mpack product after a 27-year lifespan. This includes enhancements, defect fixes, and all other product modifications to all components of the Mpack product family.

Mpack/CSU customers will be able to continue to use the Mpack software in as-is condition and with limited customer support as long as they continue paying their annual use fee. ESI will continue to issue renewal license keys each year using the existing procedure.

Event	Date
Termination of maintenance for all Mpack products	May 16, 2021

ESI appreciates and values the business relationship we have with you and we look forward to your continued interest in our services. While we regret any inconvenience this announcement may cause, we are eager to supply your future service requirements.

To best serve you, all inquiries and requests regarding the Mpack product should be directed through the normal product support mechanism (CS@esiusa.com) or to our Customer Support Hotline (850-575-0179 Ext. 2).

Regards,

A handwritten signature in blue ink, appearing to read 'David S. Murphy'.

David S. Murphy
President, ESI Services, LLC