



July 2, 2019

Dear Talaia customer,

It's been wonderful working with you over the past few years. We've done our best to listen to your feedback to create a better product, and we appreciate being your trusted partner.

You probably know that Talaia Networks SL was acquired by Auvik Networks late last year. Since then, Auvik has invested heavily in the engineering and product development of Talaia's NetFlow analytics platform (the "**Platform**").

We're now announcing some changes that will affect you.

We'll be discontinuing the Platform as a stand-alone product effective December 15, 2019 (the "**End Date**"). After that time, we'll no longer support the Platform and your subscription will automatically terminate.

What are your options?

Before December 15, Talaia's cloud-based MSP customers can transition to Auvik's network management system, which includes a TrafficInsights feature built on Talaia's NetFlow Platform. To learn more about Auvik and its pricing, contact sales@auvik.com.

If you choose not to transition to Auvik's network management system, you may continue to use the Platform until the End Date or the end of your current subscription term, whichever comes first. Monthly and quarterly subscriptions can renew up to the last period expiring before the End Date. Annual subscriptions will no longer renew. You may also cancel your subscription renewal at any time before the End Date, without penalty.

If you have prepaid subscription fees for any period after the End Date, you'll be entitled to a refund pro-rated to the post-End Date period you've prepaid.

Thank you for your loyalty and support. If you have any questions or concerns about the upcoming changes, please contact sales@auvik.com or support@talaia.io.

Regards,

Auvik Networks