August 30th, 2019

Dear Valued Customer,

<u>Re: Our Commitment to the Future - Update</u>

In February 2014 I wrote to you regarding our commitment to the future. The letter highlighted several strategic initiatives regarding our product suite, our commitment to service delivery and our efforts to improve network reliability. We have since made great progress while simultaneously growing our business through several acquisitions. Although these acquisitions were quickly integrated into our billing and service delivery platforms, they increased the demand on our network infrastructure and created additional complexity, making our efforts to improve network reliability more challenging.

In recognition of this reality we launched "Project Fortify" in August of 2017 to specifically modernize our networks and related infrastructure, to create redundancy and to simplify our networks through new technologies and integrated equipment. To this end, we have made much progress as evidenced by the following:

- We implemented main, secondary and tertiary connections for Internet Messaging Applications and now use multi-homed border gateway protocol connections to connect internet paging services such as SNPP, WCTP and SMTP, providing dynamic failover for internet connectivity. All services connect to our systems via Virtual IP into a load balancer that is configured for high availability providing automatic failover capability to a backup load balancer. The primary and secondary internet services are both 200Mbps which is more than enough bandwidth to handle peak traffic volumes. The tertiary connection is scheduled to be upgraded to 200Mbps by year end;

- New Network Management software tools have been added, featuring a suite of SolarWinds' products, including Network Configuration Management, NetFlow Traffic Analyzer, Network Performance Monitor and Network Topology Mapper. These products provide improved network visibility and operating efficiencies;

- To improve redundancy in our data center we implemented new network messaging systems, including redundant Cisco firewalls, internet routers, DMZ and inside switches and internet applications using Kemp load balancers;

- We modernized and virtualized all critical servers associated with our paging network. This provides improved redundancy, network reliability and security. Virtualized servers also reduce and simplify the support and maintenance requirements of our network by reducing the number of physical servers required to operate our networks;

- Substantial improvements were made to our primary uplink facility, including the addition of (i) automatic power control to increase power automatically during periods of poor weather, (ii) dual-link capability to re-route traffic to our redundant uplink location during periods of poor weather, (iii) redundant uplink processing equipment which fails over automatically in the event of a hardware failure, (iv) redundant routers and circuit connections from our data center to the uplink equipment, (v) hot standby router protocol or "HSRP" providing dynamic failover in the event of a router or connection failure, and (vi) dual generators and dual UPS systems and services for back-up power requirements;

- We also established a second uplink facility that is identical to our primary uplink. Automatic power control, dual link capability, redundant routers/circuits connections, hot standby router protocol and backup power requirements are all operating. Redundant processing equipment for automatic failover and a direct connection from our data center to the secondary uplink is on schedule to be completed by October 15th, 2019;

- We developed a new critical messaging switch that leverages modern hardware and software, replacing dated switches. Our new ITS-LX switch provides numeric, alpha-numeric, SIP/VoIP functions, enhanced critical messaging features and it has comprehensive encryption to accommodate integration with advanced clinical systems;

- A voice over internet protocol (VoIP) platform has also been developed, allowing us to convert messages initiated via the Public Switched Telephone Network (PSTN) to a centralized VoIP routing system. So far, we have moved fourteen paging switches with 125,000 active numbers to our new VoIP platform, which provides improved network reliability and increased band width which eliminates "Robo-Dialer" issues. This scalable network platform is now processing 45,000 messages per day and is blocking approximately 340,000 spam calls per day while simplifying network maintenance and support; and,

- During Q4 of 2019 we expect to complete the replacement of our premise and cloud-based backup systems and we will add new Storage Area Network (SANS) and Hyper-V technology.

In addition to the foregoing we entered into three Development Agreements, two with a company in the Netherlands and the other with an Australian company. We selected these development partners due to their experience building new paging networks for government entities in the Netherlands, Belgium and Australia. Two of these projects are now complete and as a result we have a new uplink encoder and new 900Mhz and VHF transmitters. These new transmitters are approximately one-eighth the size of existing transmitters and weigh much less than a traditional transmitter. The final development project will provide us with a new controller for transmitters and is scheduled to be completed in early 2020. These efforts, along with the other infrastructure investments we have made, ensure we either have modern technology in place or modern replacements for every component of our network. We strongly believe these investments will harden our networks while simultaneously diminishing reliance on outdated

hardware and software, ensuring the consistent, reliable network performance needed for your most critical, often life-saving messages.

Our commitment to be the best, most trusted provider of critical messaging services in the United States has never wavered - we remain committed to this mission and know well the importance of network reliability. We fully expect that the initiatives and related investments we have made will prove mutually beneficial and ensure our collective success well into the future. We thank you for your business and ongoing support.

Sincerely,

J. Roy Pottle

J. Roy Pottle
Chairman & Chief Executive Officer
American Messaging Services, LLC