



EntertainmentPartners®
an employee owned company

December 22, 2011

RE: New Day and Time for Weekly Maintenance of Our Products

Dear Client:

As you are aware, Entertainment Partners performs regularly weekly scheduled maintenance on our products. Starting February 4, 2012, EP will be changing its regular weekly maintenance time to every Saturday from 9:00 pm to 12:00 am (Pacific) for all of our products, including Vista Exchange and VPO. By standardizing a common maintenance window, it will provide more consistency for all our clients.

Our systems will be unavailable during this new maintenance time so that we can perform our regularly scheduled system maintenance, VPO upgrades, Citrix upgrades, security updates, or anything else that would require system downtime.

The Vista Exchange daily maintenance that occurs from Monday through Friday, from 12:00 am to 12:15 am (Pacific), will remain the same and access is unavailable during this time.

For unavoidable (emergency) downtime, Entertainment Partners will continue to use commercially reasonable efforts to inform our customers at least two (2) hours in advance of the maintenance schedules falling outside the daily and weekly maintenance windows.

Please advise your system users of this new change. We think this change will benefit both our clients and our software systems. Thank you for your continued support.

Best Regards,

A handwritten signature in black ink that reads 'Brunella Lisi'.

Brunella Lisi

Director
Client Services