



IMPORTANT DOLPHIN END-OF-LIFE INFORMATION

August 26, 2005

Dear Valued Customer,



TISCOR has recently been notified that Hand-Held Products, the manufacturer of the **Dolphin** hand-held computer, has retired the device. We are aware that many of our customers still use the **Dolphin** with their TISCOR software, and although we will no longer be able to supply you with new units, we will continue to support existing units for as long as we have spare parts.

It is our estimation that we have enough spare parts to allow us to continue repairing **Dolphins** for a period of six to twelve months. We are not able to guarantee this time frame, as any unforeseen ramp up in repairs would more quickly deplete our spare parts inventory. As a TISCOR customer and **Dolphin** user, we realize that this change will have an effect on your ability to maintain uninterrupted use of your software system. To avoid any potential downtime, we encourage you to begin working with your TISCOR sales person to start looking at alternative devices.

As a replacement for your **Dolphin**, TISCOR offers a variety of rugged hand-held devices. These state-of-the-art hand-held computers provide features and functionality that will improve the efficiency and effectiveness of the software.

Please call TISCOR to discuss your options. We are committed to working with you to find a cost-effective solution that works best for your company *and* your budget. It is our goal to make the transition to a new device a smooth process with a minimal amount of disruption.

We look forward to working with you and appreciate your flexibility and patience during this transition.

Sincerely,

A handwritten signature in black ink, appearing to read "Brad A. Martell".

Brad Martell
General Manager