Dear TariffShark Customer,

Links Technology Solutions (Links) released TariffShark in the 4th quarter of 2009 and it has gone on to become the most widely used eTariff Management software solution in the marketplace today. Links continuously strives to improve our customers' experience by introducing new features and enhanced performance that delivers fully-compliant, highly usable software that reduces the regulatory burden associated with preparing and managing eTariff filings.

In 2012, Links introduced its first major upgrade (version 2.0) to TariffShark and named it "Hammerhead." Hammerhead built upon the already solid foundation of TariffShark to include new features and functionality, as well as performance improvements to which customer's tariff data is managed and validated.

In July of 2017, Links introduced the third generation of TariffShark (version 3.0) and named it "Tiger." Tiger has an updated user interface (including new icons) that is compatible with all higher screen resolutions. Tiger also comes with a ton of new features including Custom Publishing, Configurable TRV file names, FERC Attachment Publishing, TRV Document Layout flexibility and Hierarchical view of Tariff Records, just to name a few.

Managing multiple versions of software can be an expensive proposition when not done correctly. Links has been able to manage both Hammerhead and Tiger without compromising the level of support to our valued customers. However, with that said, we needed to make a strategic decision to focus on Tiger and other FERC-based products moving forward, rather than supporting legacy products that require outdated technologies.

Sunset Cut-off Date:

Links will continue to provide support for all customers currently covered by maintenance and support for TariffShark 2.x (Hammerhead) through December 31, 2018.

Support Coverage:

The support provided by Links for TariffShark 2.x during this period will include providing patches, fixes, service packs, FERC updates, phone and email support. It will not include any functional enhancements or feature upgrades. All functional enhancements and feature upgrade requests will be applied to the Tiger product set only.

Extended Coverage

Links urges all its customers to complete their trade-up and migrate to Tiger during the 15-month support window. However, we acknowledge that this might not be feasible for every customer. For customers faced with insurmountable obstacles or circumstances that preclude their migration to Tiger by December 31, 2018, Links will offer an extension of support coverage for a premium fee until March 31, 2019. Note: Extended support will be provided to customers covered by maintenance and support agreements currently in effect as of October 1, 2017 in accordance with the terms and conditions set forth in their master agreement.

Any questions or inquiries can be made to bobv@linkstechnology.com.

As always, we appreciate your continued support of the Shark product family, and look forward to providing new and improved software products in the future!

Sincerely,

TARIFF SHARK