

Dear Avalon Customer,

This letter is to inform you of a situation, outside of our control, that affects your existing Avalon Emergency Call System. Inovonics, the major supplier of wireless components used in our Avalon system and the systems of many other major Emergency Call providers, has abruptly advised us that it will be discontinuing the FA (Frequency Agile) product line in early 2012. The company's replacement product line is the Inovonics Echostream. The Echostream product has the same look and functionality of the FA. However, Echostream utilizes a different technology in its application.

Although the Echostream technology is different, it can run side by side with your existing FA infrastructure and is fully compatible with the Avalon platform. There is no need to replace your existing Avalon system or the majority of your Inovonics FA products. If your system requires new equipment, we recommend that your facility add an Echostream serial receiver and Echostream locators which plug into your existing 110 volt outlets right next to your existing FA locators. When it is time to order replacement Avalon parts you should order Echostream components instead of FA. Pricing will remain the same.

While we are unsure of the exact time when the Inovonics FA product inventory will be depleted, we are advising our customers to plan the augmentation of the Echostream components as soon as it is possible and convenient.

Avalon can provide you with a proposal to add the above Echostream components at a discounted price. The installation is a rather simple procedure and can be done on site by your Maintenance Director with our instructions. Avalon is always available by telephone during normal business hours for live support. In the event you desire an Avalon on-site installation, we can include it in your proposal.

Avalon appreciates your continued patronage and we apologize for this unfortunate situation and any inconvenience it may cause. Please do not hesitate to contact me at the telephone number or email below, as well as any Avalon representative, with any questions or concerns.

Sincerely,



Andrew M. Bell
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