

TimeSight FAQ: Resellers and Customers

August 15, 2012

- a) What will happen with the existing installations?
 - a. Those customers that have purchased and installed TimeSight systems have a perpetual license to use the software, and that survives the Company. Customers can continue to use the software as intended.
- b) What about software support?
 - a. The TimeSight software has proven to be very solid, running for years in large accounts with extremely high uptime ratings. Former team members of TimeSight have formed VLM Services Corp. (www.VLM-Service.com) offering a support package to TimeSight customers for Level 1 and Level 2 support, which can be contracted either on a 'time and materials' hourly basis, or an annual basis, much like TimeSight support has been delivered in the past.
 - b. If code changes are requested by a customer, those changes would be the domain of the entity that acquires the TimeSight technology (discussions underway currently). In the interim, these requests can be handled on a one-off basis, managed through VLM Services Corp.
- c) What about hardware warranty?
 - a. All systems provided carry a warranty direct from the Manufacturer. If a customer has a system under warranty and needs a repair/replacement, they may work with VLM Services Corp. to arrange RMA, replacement, and upgrades.
- d) Is someone going to buy the TimeSight product and re-release it?
 - a. We believe this should happen. As you may know, TimeSight has a patented technology, which is the only technology available in the market which can actually compress stored video over time as that video ages, becomes less valuable, and less relevant, with the result being up to 90% savings in storage. This is a real and material benefit to the users of larger surveillance networks, and we expect a larger company to purchase the assets in a short timeframe.
- e) Can I buy additional TimeSight licenses and equipment to 'round out' my installation?

a. All inventory and licenses available will be provided on an 'as-is' basis. Please contact us if you have needs or questions.