



December 22, 2011

This letter requires your immediate attention.

Dear SkyBitz Customer,

SkyBitz's network provider is changing its frequencies in order to continue their work to further improve and upgrade their network. This requires SkyBitz to send a frequency upgrade over the air to all available asset tags. These frequency changes will not affect the performance of your asset tags or your SkyBitz GLS service, but there is some action you will need to take in preparation of the frequency update.

Your fleet may have one or more asset tags that are either un-installed new equipment (e.g. in a box in a warehouse) or not reporting due to a dead battery. In order to ensure these asset tags continue to communicate for you, SkyBitz must update the on-board frequencies on them before March 16, 2012. Therefore, it is important for you to ensure that all asset tags can receive the new over-the-air frequency upgrade prior to March 16, 2012. These activities should start on January 15, 2012 to ensure you have ample time to complete the upgrade process.

What action must I take?

1. Replace batteries of non-reporting asset tags:

For any non-reporting units, you'll need to change the batteries before February 22, 2012 to see if the units will resume reporting. Once they resume reporting SkyBitz will provide the new over-the-air frequency upgrade prior to March 16, 2012 as long as that unit is placed outside in line of sight of the sky.

2. Place other un-installed asset tags outside:

If you have asset tags held in inventory and plan to keep them as such through the deadline of March 16, please place the asset tags outside in clear view of the sky for our system to communicate with them to complete the frequency upgrade. These assets must be in working order (e.g. working batteries and communicating). When you place one or more asset tags outside, please provide the related serial number(s) to SkyBitz Customer Care (customer@skybitz.com) so we can coordinate the upgrade to those specific units. Once the frequency update is complete, SkyBitz will notify you. At that time, you may put your asset tags back into inventory, until you are ready to physically install them.

3. If you received new asset tags shipped after December 12, 2011:

No action is required. The asset tags were pre-programmed to work on the new frequencies by SkyBitz.

What will happen if I take no action?

Failure to install the units or placing them outside in clear view of the sky before March 16, 2012 deadline will render the asset tags inoperable.

Please note: After March 16, 2012, if asset tags were not placed outside for the frequency update, there will be a \$13USD charge for a returned non-working device that requires new frequencies to work. SkyBitz technicians will be able to get the asset tag to return to service by manually upgrading the frequencies before returning it to you. The regular RMA guidelines for shipping & handling apply. Please review the Uninstalled & Not Reporting Assets informational section using your log-in to [SkyBitz InSight](#). Customer Care is available for further assistance & information.

We apologize for any inconvenience this may cause.

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