



END OF LIFE NOTICE

CTM-ONE

Dear valued customer,

We are writing to inform you of our decision to end-of-life (EOL) the CTM-ONE product line effective **November 30, 2025**. Launched in 2019, the CTM-ONE has been an integral part of our portfolio for many years, and this EOL action aligns with our product lifecycle management practices.

We are unable to offer last-time-build or last-time-buy dates. However, a limited quantity of remaining inventory is available on a first-come, first-served basis.

We remain committed to supporting you through this transition:

- **Technical support and warranty** will continue until **November 30, 2030**.
- **Software maintenance** (including firmware updates and security patches) will continue until **November 30, 2028**.
- Customers with active service contracts will continue to receive support according to the terms outlined in their agreements.

We are also excited to share that we are preparing to launch our next-generation **CTM-400 product line**, offering enhanced performance for both fixed and mobile applications. The CTM-400 will serve as the successor and replacement for the CTM-ONE. Additional information will be shared in the coming weeks.

If you have any questions regarding this EOL notice, please contact Cypress Solutions at orders@cypress.bc.ca or (+1) 604-294-4465.

We appreciate your continued support in us and look forward to supporting your future connectivity needs.

Sincerely,
Cypress Solutions Team