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Valued Customers,

DSL is excited to announce the upcoming deployment of our new company-wide Enterprise Resource Planning (ERP) system, IFS Cloud. This powerful, best-in-class ERP supports our long-term growth strategy and commitment to excellence. In due time, it will enable DSL to improve our support and technological offerings to you, our customers. Over the past year, our team has been busy preparing us to launch, which we're excited to announce will occur Monday, October 3<sup>rd</sup>!

While most of the changes resulting from this ERP upgrade will be invisible to our customers, any documentation produced from the system, such as quotes, order confirmations, and invoices, will have a new look.

As with all best-laid plans and despite the many months of work leading up to our launch, there may be some issues, delays, and bugs that arise as we go live. We will do everything we can to mitigate any impact to you. We ask for your patience and support during this transition. We are always here to help; please reach out to either 1-800-665-1125 or our Service Operations Manager, Shandelle, at [shandelle.goretski@dslinc.com](mailto:shandelle.goretski@dslinc.com) if you're experiencing any issues with your DSL support.

We appreciate your business and look forward to the start of this exciting new chapter at DSL! We can't wait to share some of the exciting new features of our software with you in the coming months. We thank you in advance for your support.

To learn more about IFS Cloud, click here: <https://www.ifs.com/solutions/service-management>

Sincerely,

Reeve Bunn  
President  
DSL Ltd