

[Emailed to all Bridge users on 24-January-2023]

Hello Voice UPB Bridge user.

More than two years ago we stopped selling the Voice UPB Bridge product that you are currently using. We did this for several reasons, the most important one was that the hardware we were using significantly increased in price and we couldn't continue to sell that system at the price point we needed to meet.

For the last 24 months since the last sale of that product we have continued to maintain the essential Cloud portion of the Voice Bridge and continued to answer user support questions.

On December 1, 2022, we released a new version of the UPB Voice Bridge. This version is based upon much less expensive hardware, and by leveraging an existing cloud rather than maintain our own, we could achieve a level of "up time" better than the previous version achieved.

On January 1, 2024 – about one year from now – we will shut down our existing cloud and terminate support for the product you have. Voice control of UPB devices via Google Cloud or Amazon Alexa will then be unavailable. On that date we will have supported existing users for over 3 years past the date we stopped selling that product. I'm sure you have read lately about many automation companies shutting down products after a much shorter time frame.

In addition to this generous close-down time, we have another way to help ease your transition. If you look at the updated website, you can read about the new product we have released. It consists of several off-the-shelf hardware products and custom software that we created. For new users that software costs \$160.

For existing Voice Bridge users, should you wish to continue with voice control of your UPB devices, we will provide that software to you at 50% off. The cost of the hardware items, as detailed on the website, would be your responsibility, but our custom software we will supply to you at this substantially reduced price. If you want to take advantage of this 50% off offer, please [contact us](#) before ordering.

We have tried hard to come up with a plan that is fair to both you and us and we think this plan meets that goal.

There is a [brief FAQ](#) that should answer questions about the new Bridge system.

If you have any questions about the support termination or the new product, [please let us know](#).

The Voice UPB Bridge team

[We will resend this information each quarter of 2023 and then again 30 days before termination]

##end##