

# Uplogix Acquisition by Lantronix: Customer FAQ

September 12, 2022

With the recent acquisition of Uplogix by Lantronix, we know that our customers might have questions about any changes that might come from this event. This FAQ represents an initial effort to address questions, please feel free to contact your Account Executive for additional information.

## Existing Maintenance & Support

- **Q: Will my current maintenance contract continue to be valid?**

A: Yes. All existing maintenance contracts will continue to be honored through the time period specified in the agreement. Any changes to maintenance in future renewals will be detailed during the renewal process.

- **Q: Will my team continue to have access to Uplogix support?**

A: Yes. Uplogix customers with a current maintenance contract will continue to have access to a variety of support resources, including the self-help knowledge base and documentation, plus phone and email support for troubleshooting or configuration assistance from the existing Uplogix Customer Support Team. Phone numbers, email addresses, and the support website will not change without prior notice.

- **Q: Will we continue to have access to software updates?**

A: Yes. The most recent versions of Uplogix Local Management software will continue to be available for download for customers with a current maintenance contract. Release notes will continue to be provided for each version of software.

## Sales and Purchasing

- **Q: What about orders in process? Will anything change?**

A: No. All Purchase Orders and corresponding Sales Orders will continue to be received and fulfilled as usual.

- **Q: Will part numbers of Uplogix products change?**

A: No change to Uplogix part numbers is anticipated to ensure that re-orders and new orders of Uplogix products are as simple as possible.

- **Q: Will my contacts at Uplogix still be the same?**

A: Yes. Please continue to work with your existing account executives and sales engineers just as you always have.

- **Q: Will my current quotes be honored?**

A: Yes, all quotes that have not reached expiration date (valid through) will be honored.

## Partners

- **Q. Will my Master partnership Agreement still be honored?**

A. These agreements will be reviewed after the close and discussed individually with each partner.

- **Q: If I have Agreements with both Uplogix and Lantronix which takes precedence and for what?**

A. these agreements will be reviewed after the close and discussed individually with each partner.