



Update for TimeKeeper® customers/licensees that purchased via Spectracom/Orolia or its resellers and VelaSync® customers.

1. FSMLabs is no longer licensing Spectracom/Orolia to sell or maintain any TimeKeeper® products or the joint Spectracom/FSMLabs VelaSync™. Spectracom/Orolia's rights ended in late 2017.
2. FSMLabs is offering software support so that no customers are inconvenienced by this change.
 - a. Direct, no cost standard support during the first year for TimeKeeper® Software and VelaSync™ TimeKeeper Software in initial year after purchase (if purchased before the start of 2018).
 - b. Direct, no cost, standard support for VelaSync® Software sold before January 1, 2018 for Enterprise Customers.
 - c. Direct standard support at usual rates for VelaSync™ software otherwise.
 - d. Please contact sales@fsmlabs.com if there are other special circumstances.
3. TimeKeeper® GrandMaster Generation 2 is a drop in replacement for VelaSync™/TK-GM1 with higher speed networking and multiple GNSS constellation support. It is available immediately. There is a trade-in available against older models.
4. Customers with other support issues for VelaSync™ should contact FSMLabs if they cannot get support from the vendor and we will see what we can do to help.