



Avid/Digidesign  
4536 Sandy St. Los Angeles, CA 90001  
Michael Malinoski, Director of Public Relations  
October 19, 2010

Rich Everate  
325 Jefferson Ave  
Scranton PA, 18508

Dear Rich Everate,

We at Digidesign would like to thank you for taking part in the recent product correction of the Protools 8 program. We would also like to keep you informed on some recent events concerning program defects and what's being done to correct them.

To began we would like to assure you that you were not the only one who experienced the sudden freeze in the shut down sequence. We have found that an alarming 3 out of 8 products showed this defect. This is obviously a serious problem that needs dealt with. Currently we are inquiring in to what caused this problem and are taking steps to not only fix but improve Protools.

We have decided that because of the number of users who are experiencing this problem, instead of repairing your old copy of Protools 8 we will issue all who have complied with the recall a free copy of Protools 8.5, our newest product.

Protools 8.5 is scheduled to hit shelves November 23, 2010. One week before on November 15<sup>th</sup> Avid will be hosting a sound engineers convention at the Palm Springs Convention Center which we are formally inviting you to. At this event you will receive your new copy of Protools 8.5 before it can be bought in stores. There will also be providing workshops and presentations to better integrate you into the new Protools experience.

Sincerely,

Michael Malinoski  
Director of Public Relations