

To: Distribution
 From: Solutions Management
 Subject: Shoppertrak Traffic Portfolio - Service Life Extension (SLE) Notice for
 Brickstream 2300 & Brickstream 2310
 Date: March 10, 2026

SERVICE LIFE EXTENSION NOTICE

Since the initial End of Service Life (EOSL) and End of Life (EOL) announcement, Sensormatic Solutions through a number of recent initiatives has managed to bridge several critical cyber security gaps as well as release firmware which meets the current Transfer Layer Security (TLS) standard along with integration of the MQTT protocol, thus enabling us to provide a Service Life Extension (SLE) for **Traffic Portfolio** clients that use Brickstream BIC-2300 and Brickstream BIC-2310. Effective March 10, 2026, we are pleased to offer you a Service Life Extension (SLE) for both the Brickstream BIC-2300 and the Brickstream BIC-2310 as outlined below.

Milestone	Date
*** End of Sale (EOS)	*** May 6, 2021
*** End of Service Life (EOSL)	*** September 30, 2024
*** End of Life (EOL)	*** September 30, 2024
*** End of Service Life Extension (SLE)	*** September 30, 2027
*** End of Service Life Extension (SLE)	*** December 31, 2028

*** Milestones & Dates published by Sensormatic on May 6, 2021.

*** Milestone & Date published by Sensormatic on May 23, 2024.

*** Milestone & Date published by Sensormatic on March 10, 2026.

Service Life Extension (SLE) Eligibility

- Service Life Extension (SLE) is available to clients that have active and fully functional Brickstream BIC-2300 and BIC-2310 devices which **Firmware 5.12** (or later). To qualify for SLE, this firmware **must be active** on each device with **TLS 1.3 with MQTT Protocol** enabled by December 31, 2026.

- Service Life Extension (SLE) for BIC-2300 and BIC-2310 ends if cybersecurity risks arise outside of Sensormatic Solutions control for which a security vulnerability fix becomes unobtainable or is no longer offered by Sensormatic's vendors and partners, or a security patch cannot be applied due to any incompatibility limitations by BIC-2300 or BIC-2310. In such an event, Sensormatic Solutions reserves the right to end Service Life Extension (SLE) within 30 days at any point in time between March 10th, 2026, and December 31st, 2028, and will provide written communication accordingly.
- Service Life Extension (SLE) for BIC-2300 and BIC-2310 ends with any hardware failure which could occur prior to End of Service Life Extension (SLE) on December 31, 2028, at which time a replacement with current Sensormatic Solution(s) will be required.
- Service Life Extension (SLE) also applies to sites and portfolios where BIC-2300 and BIC-2310 sensors are found to be installed alongside BIC-2500 and BIC-2510 sensors. All other FLIR/Teledyne sensors, models and series found to be installed alongside BIC-2300 and BIC-2310 are **excluded** and **ineligible** for Service Life Extension (SLE).
- Service Life Extension (SLE) requires full compliance with Sensormatic Solutions Brickstream Sensor Connectivity Document with all firewalls, network, and security requirements therein. A copy of Sensormatic Solutions Brickstream Sensor Connectivity Document can be obtained by reaching out to a Sensormatic Solutions team member.
- Clients and respective portfolios that wish to continue to use FTP Protocol, batched data delivery or streams, or any other custom configuration outside of current solutions offered by Sensormatic Solutions are **ineligible** for Service Life Extension (SLE).
- Service Life Extension (SLE) for sites and portfolios where BIC-2300 and BIC-2310 are found to be installed alongside hardware manufacturers and solutions providers other than FLIR/Teledyne, the same will require a separate Service Life Extension (SLE) where available and terms of this Service Life Extension do not apply to any other hardware manufacturers and solutions providers. Please contact your Sales Professional or an Account Executive for further details.

Service Life Extension (SLE) Governance & Requirements

- Service Life Extension (SLE) requires unrestricted remote access, or temporary remote access, or on-site access to BIC-2300 and/or BIC-2310 devices to enable Sensormatic Solutions to execute firmware upgrade and enable current Transport Layer Security Standard TLS 1.3 or higher, and MQTT Protocol.
- In instances where an initial or future firmware and software upgrade needs to be completed by 3rd Party, such upgrades must be completed with advanced written approval and under the supervision of Sensormatic Solutions. Service Life Extension (SLE) will be applicable only once device(s) are remotely discovered, registered, and revalidated by Sensormatic Solutions BDM Platform. Additional charges will

apply for any custom upgrades where BIC-2300 and BIC-2310 are not remotely accessible to be upgraded to be fully and with no limitation managed by ShopperTrak Global Support teams.

- All BIC-2300 and BIC-2310 devices will have FTP Protocol disabled. Any dual data batch delivery or any custom feed configurations will no longer be available to any clients custom reporting systems, tools, or POS systems integrations. Data will only be available via ShopperTrak current APIs.
- All data feeds polled via FTP directly from BIC-2300 and BIC-2310 will cease, and data will be available **only** via current Sensormatic Solutions APIs.
- Firmware downgrades, device configuration settings changes or any alterations found at any device without written approval from and by Sensormatic Solutions will render Service Life Extension (SLE) **voided**.
- Sensormatic Solutions reserves the right to remove and block access to its systems from any non-compliant BIC-2300 and BIC-2310 devices as outlined within Service Life Extension (SLE) above in order to maintain proper enterprise security posture and readiness.

If you have any questions on the **Service Life Extension** for the Brickstream BIC-2300 and BIC-2310 sensor, please reach out to your ShopperTrak Solutions Management team.