



December 17, 2009

Dear FreeWave Resellers

We want to share some good news about a manufacturing change we are making here at FreeWave. We are modifying the 10 pin data port and 20 pin diagnostics connectors on our board level radios such as FGRO9 and FGR2. We will be making a modification to the 10 pin locking connector and the 20 diagnostics port connector in order to improve overall product reliability. Please take a few moments to share this with your customers and end-users. Sharing this information will prevent potential misunderstanding, fear and doubt when our new modification starts showing up at your customer's offices.

Q: Why are we making this change?

A: We are solving the following problems with the current connectors:

- The current connectors will allow the connecting cable to be installed backwards
- The 10 pin connecting cable can be connected offset by one or more pins
- All the connecting pins are the same length on the 10 pin connection and damage can occur if the connection is hot plugged (FreeWave does not recommend hot plugging)
- If the diagnostics or 20 pin connection is reversed, the radio will not power on.
- Pin #1 is not identified on the current 10 pin connection

Q: What benefit do the new connectors give us?

- 360 degree shrouding on the 10 pin connector prevents plugging data and power in improper alignment.
- Grounding pins are longer to reduce risk of damage by connecting while power is asserted. FreeWave does not recommend hot swapping radio.
- Both Connectors are keyed to prevent backward installation.
- Limiting tab to prevent pin connection if technician tries to insert connector backwards.
- Clearly marked pin #1.
- 100% backward compatibility with old connectors.
- Has internal locking ridges that can not be broken off.



Q: Are the old cables compatible with the new connectors?

- 100% backward compatibility with old cables.

Q: When will the Change take effect?

- The Cut in date will begin in April 2010. Samples can ship in February should they be required.

Q: Can I change the connectors already on the installed radios?

- No, the connectors have to be factory installed.

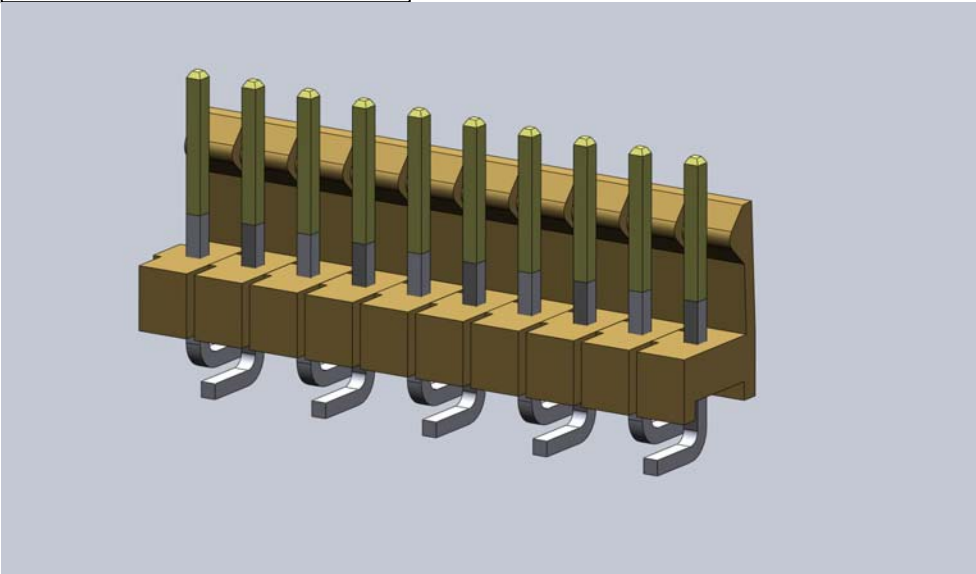
Q: Can I return my old connectors and get new ones?

- No

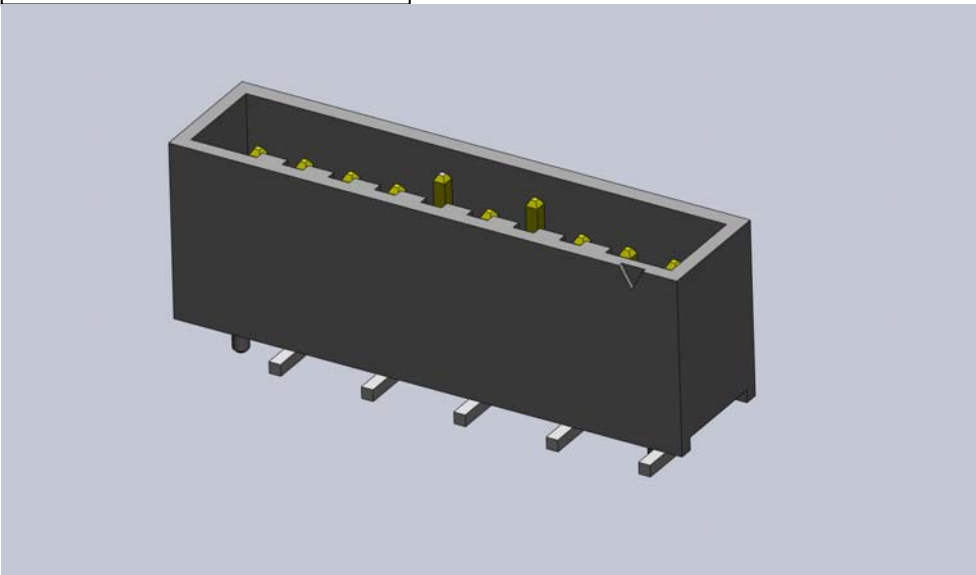
Please see connector graphics on the following pages

Connector Graphics

Existing 10 Pin Connector

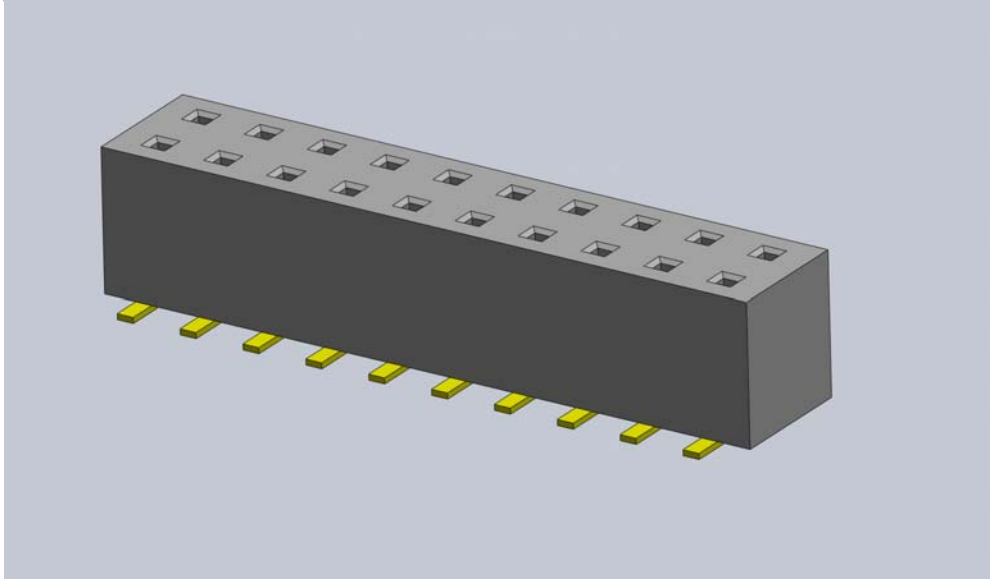


New 10 Pin Connector

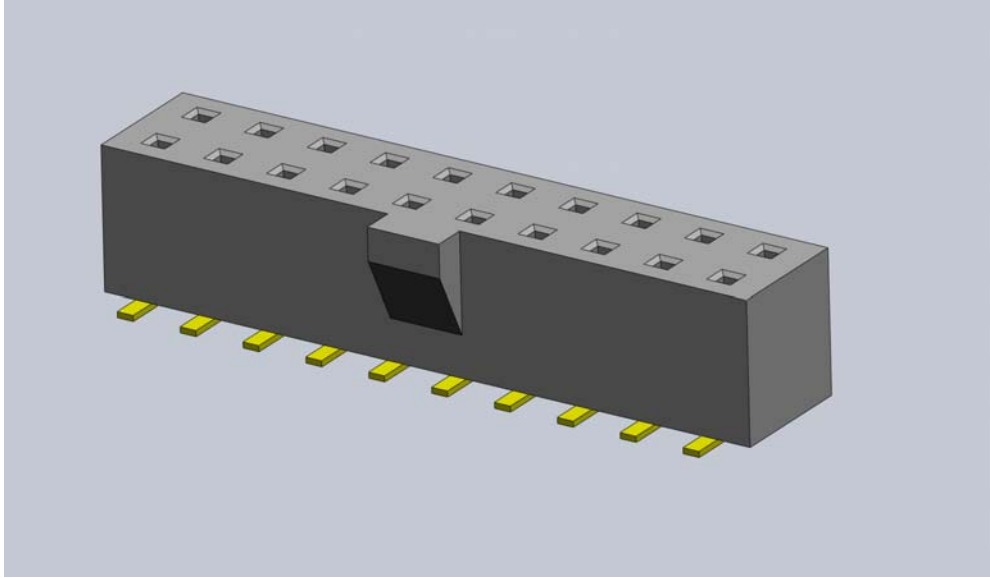


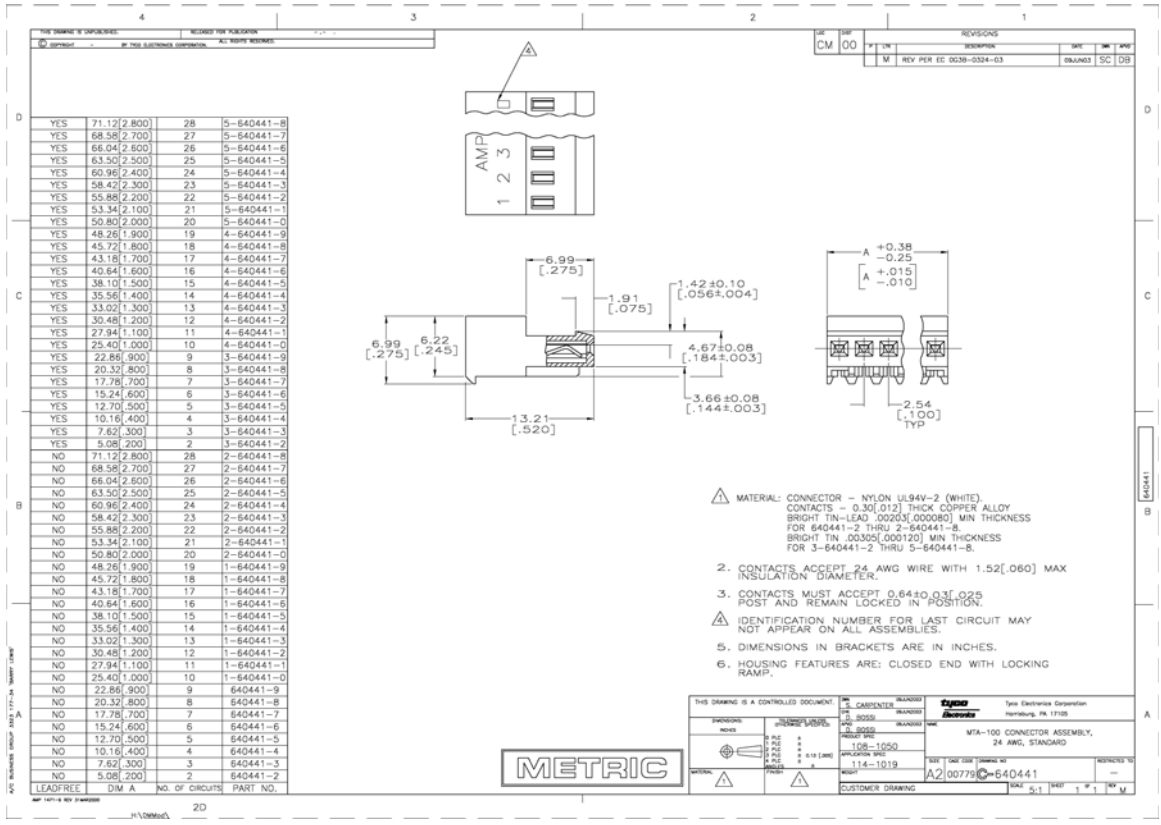
Connector Graphics

Existing 20 Pin Connector



New 20 Pin Connector





Mating 10 Pin Cable Connector (above) is the Amp/Tyco 4-640441-0

20 Pin Mating Connector is SAMTEC LTMM-110-02-G-D

Please feel free to send this information to all of your resellers and end-users. If you have any questions, please do not hesitate to contact us.

Sincerely,

FreeWave Technologies, Inc.