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Dear Valued Partner,

As we navigate an increasingly complex global landscape, we remain committed to transparency and the long-term success of our partnership. While recent headlines have focused heavily on shortages in the memory market, the reality is that our industry is facing a convergence of challenges, from rising component costs to shifting geopolitical and economic dynamics.

Up until now, we have made every effort to shield you from these fluctuations, absorbing significant cost increases internally to maintain stability for your business. However, given the sustained nature of these multi-faceted pressures, we find it necessary to adjust our pricing structure for both the evolving memory supply costs and broader inflationary costs. This decision was not made lightly; but it is essential to ensure we can continue delivering products with the performance and reliability you expect from us.

Pricing increases will be effective either March 01, 2026, or April 01, 2026, depending on the product. Additional details are provided with the included FAQ.

While certain materials and components may still be available in the market, costs remain elevated and allocation is not guaranteed. As a result, we must apply more detailed order management and fulfillment practices for these situations to ensure alignment with actual production feasibility. To minimize disruption and support more reliable delivery timelines, we encourage our partners to extend their ordering horizon by submitting purchase orders well ahead of traditional lead times.

Please be assured that we will continue to update you as the situation evolves. Your partnership is paramount to us, and we thank you for your understanding as we navigate this situation together. If you have any questions, please contact your sales representative.

Kind regards,

A handwritten signature in black ink that reads "Chad Chesney".

Chad Chesney

President & General Manager

Moxa Americas, Inc.

**Note:** In the event of any conflicts or discrepancies between the English version and a translated version of this document, the English version will prevail.