



#### Our Summertime Update

On Tuesday, June 30, at roughly 1 a.m. central time, we will launch a patch across all online Golden Tee 2020 cabinets. This will mark the first time we've patched the game in more than three months. It will also, more importantly, be the first patch on a new hosting site.

Our hope is that our new hosting site will improve the performance and distribution of patches. We had been working toward this change before the coronavirus delayed the transition, although we are excited about this move. We will be closely monitoring the performance of this first patch, which is smaller in size.

#### **The two items that will be addressed in this first patch are as follows:**

- We have fixed the bridge surfaces across the Castleshire (2020) course.
- We are also eliminating par-4s from Closest to the Pin game modes. This includes CTPP for Prizes and the Casual version of the mode.

We've overhauled the list of available holes over the past few months in an effort to make this popular game mode more enjoyable. For the past few months, CTPP Prizes has not been available for play on Golden Tee 2020 machines. We anticipate turning bringing this mode back on Wednesday, July 1.

We understand that many states are still adjusting their regulations when it comes to the access of bars and other locations. We want to continue to support you as much as possible throughout the process and be as transparent as possible in where Incredible Technologies is and what services we can provide.

Technical support can provide depot service and shipment of parts to customers. The department has access to our facilities and is now close to fully functional.

We have begun building and shipping commercial product from our warehouse. Please contact your sales rep for any needs you might have. The same can be said about customer service, which continues to work remotely but can be reached via phone or email to answer any questions or concerns that may arise.

As always, we appreciate your patience and business and welcome your feedback.

**Technical Support:** (847) 870-7027 x380

**Customer Service:** (847) 870-7027 x386