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Adopted: April 8, 2004  
Updated: February 21, 2017

Security holders may communicate with the chair of our Audit Committee, Governance and Stockholder Relations Committee, or Compensation Committee, or with our independent directors as a group, by writing to any such person or group c/o the Secretary at 4949 Hedgcoxe Road, Suite 200, Plano, Texas 75024.

Communications are distributed to the Board of Directors, or to any individual director, depending on the facts and circumstances set forth in the communication. In that regard, the Board of Directors has requested that certain items that are unrelated to the duties and responsibilities of the Board of Directors should be excluded, including the following: junk mail and mass mailings; product complaints; product inquiries; new product suggestions; resume and other forms of job inquiries; surveys; and business solicitations or advertisements. In addition, material that is unduly hostile, threatening, illegal, or similarly unsuitable will not be distributed, with the provision that any communication that is not distributed will be made available to any independent director upon request.

Communications that include information better addressed by the complaint hotline supervised by the Audit Committee will be delivered to the hotline.