

Dear Customer

Transcomm Mobitex Network Rationalisation Update

In our letters of the 8th February and 9th March 2010 we notified you of our intent to rationalise the network with total cessation of the Network in October 2011.

From calls received by Transcomm Customers to our helpdesk we have become aware that assumptions or interpretations may have been made following our last communication giving rise to concerns that the whole Network would be removed from the 1st June 2010. The purpose of this email is to outline the latest information and facts on the Network Rationalisation Programme.

- There is no impact on the current full UK Service until 1st July 2010
 - Transcomm has listened to the feedback from our Customers and for those of you using the Radio Mobitex Service we have deferred the start of Phase 2.1 from 1st June to 30th June 2010 to provide additional time for your business planning.
 - In Phase 2.1 (1/7/2010) 22% of the total base stations will be rationalised, Phase 2.2 (1/8/2010) a further 24%, Phase 2.3 (1/10/2010) 21% with the remaining 33% remaining open until 1st October 2011.
- Vehicle modems will cease to work from the Phase Commencement dates as detailed below.
- Customers with a fixed centralised 'dispatch service' can switch to our IP Access Service (IAS) which provides access to the Mobitex Network without the need a Radio link and this will provide service until October 2011. You will be able to continue to obtain IAS via your existing service provider
- We have committed to reviewing our current price structure for the IAS Service. The aim is to offer better value than our current pricing structure and give our Customers price certainty until October 2011.
- Transcomm does not have any capacity issues for this service but priority will be given to those Customers in Phase 2.1
- In order to utilise the IAS service the following minimum requirements continue to apply and you will need to obtain separately at your cost:
 - PC with compatible Software
 - ADSL line with a fixed IP Address
- The rationalisation of the Mobitex Radio Network is as follows;
 - **Phase 2.1:** Commences 1st July 2010 - Base stations, in the north of England and Scotland
 - **Phase 2.2:** Commences 1st August 2010 – Base stations, in Wales & Central England
 - **Phase 2.3:** Commences 1st October 2010 –Base stations in the south of England
 - **Phase 3:** 1st October 2011 – All remaining Base stations, plus all remaining Mobitex infrastructure and gateways.

Should you have any questions please contact the Transcomm Customer Service Team, contact details provided below, who will take your contact details and arrange for a member of the Account Team to give you a call to discuss our plans in more detail.

Email: trans.customer.services@bt.com
Tel: 08702403237 (08:30-17.30 Monday-Friday)

We would like to offer you the opportunity to receive future regular updates by email.

If you would like to take up this offer please email our Customer Service team with details of the email address you would like to receive these updates.

Yours faithfully,

Katherine Bradley