

8th February 2010

Dear Customer

Mobitex Withdrawal Notification

As a result of the current economic conditions and the outlook for the Transcomm network in the future, it has been necessary for Transcomm UK Limited to review its operational costs. The outcome of this review is a decision to rationalise the network from May 2010, with a view to ceasing operations in September 2011. We are writing to formally notify you of this decision and to provide an initial outline of our plans.

Rationalisation will take the form of the decommissioning of radio base stations on a geographical basis. Although yet to be finalised the rationalisation plan is likely to be based on areas of lowest network usage first (For example: Northern Scotland) and areas of highest usage (eg: Greater London) being considered last. Our plans will be finalised and communicated in March 2010.

We understand the impact this may have on your business and assure you that the decision has not been taken lightly. We would welcome the opportunity to understand your future business requirements to establish if Transcomm or BT plc could provide an alternative solution.

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. As we have outlined above we will also contact you in March 2010 to communicate our rationalisation plan.

Email: trans.customer.services@bt.com

Tel: 08702403237 (8:30-5.30 M-F)

Yours faithfully,

Katherine Bradley