

24th May 2010

This update covers amendments to the recent offer for new IAS connections (communicated in our recent letter dated 27th April 2010), and new dates for phases 2.2 and 2.3 of the Mobitex network decommissioning.

Withdrawal Dates

Transcomm have revised the 2.2 and 2.3 withdrawal phases to 1st Oct 2010 and 1st Nov 2010 (respectively). Phase 2.1 is still scheduled for 1st July 2010.

To recap, the areas within each decommissioning phase are as follows and vehicle and host radio modems will cease to work from the Phase Commencement dates as detailed below.

- Phase 2.1:** Commences 1st July 2010 - Base stations, primarily in the north of England and Scotland will be switched off

- Phase 2.2:** Commences 1st October 2010 – Base stations, primarily in Wales & Central England

- Phase 2.3:** Commences 1st November 2010 – Base stations, primarily in the south of England

- Phase 3:** Commences 1st October 2011 – Base stations, primarily in Greater London, the metropolitan areas of Liverpool, Glasgow and Edinburgh, plus all remaining Mobitex infrastructure and gateways

Please note that where a vehicle travels across more than one area the signal will be lost if they enter a decommissioned area. This is particularly pertinent to metropolitan areas such as Liverpool, Edinburgh and Glasgow.

From the commencement date of each Phase, radio modems will cease to operate and therefore you will be required to find an alternative solution. Transcomm are offering an interim solution(IAS), details of which are provided within this communication.

For details of the towns affected in each phase, please refer to our letter dated 9th March, or you can view this letter on the Transcomm Website, www.transcomm.co.uk.

Transcomm remain committed to maintaining all Base Stations until such time that a Base Station reaches its Phased Withdrawal Date.

IAS Service

What is IAS?

The IP Access Service (IAS) provides access to the Mobitex Network via IP, without the need for Radio, and that as a business providing breakdown services you can utilise as part of your communications. The IAS service remains a 24x7x365 service proactively monitored by our Network Management Centre to ensure maximum service availability, and are available 24x7 for fault reports via the Transcomm Customer Services Contact Number.

Why do you need IAS?

The BT Transcomm Radio Network is being decommissioned. Unless the "Club" has an alternative Solution that is ready for implementation, it will not be able to automatically share job information with some of its agents from 1st July 2010. Agents in Phase 2.1 will be the first to be affected.

How much does it cost?

BT has now also reduced the contract term for new contracts signed up to our IAS solution which will be especially beneficial to those in Phase 2.1.

IAS pricing options are now as follows.

	Description	Connection Charge Per Man	Price Per Man Per Month
Option 1	IAS Service with a Minimum Term of 12 Months	£300.00 (one off)	£50.00
Option 2	IAS Service on a Rolling Commitment (90 day Notice Period)	£0.00	£65.00

For both Options the service will only be available until the 30th September 2011.

What Technology pre-requisites do you need to run IAS?

In order to utilise the IAS service the following minimum requirements apply:

PC

ADSL line with a fixed IP Address (this can be ordered through your service provider or can be ordered via the BT Website at: <http://business.bt.com/broadband-and-internet/internet-access/broadband>
MTS's Turbo Despatch 8 software OR Equivalent

How to Order

You will be able to order IAS from your existing Service Provider or directly from BT;

To order our IAS solution you may either download the order form from our website, www.transcomm.co.uk and send it once completed to our Customer Service Team, or you may call the Transcomm Customer Services Team to place your order, who will also be happy to assist you should you have any queries relating to this service.

The contact details for the Transcomm Customer Services Team are:

Email: trans.customer.services@bt.com

Tel: 0870 240 3237 (8.30-5.30 Monday to Friday)

Please note that all updates will be posted on the Transcomm Website www.transcomm.co.uk

Should you wish to sign up for the Transcomm Newsletter email service, you will be able to do this via the website above.

Finally, for all customers who will be affected by Phase 2.1, may we remind you of the need for you to have ordered our IAS solution by 14th June 2010 should you wish to continue communicating with the clubs using the Transcomm network.

Yours faithfully,

Katherine Bradley
Head of Transcomm Operations