



30 July 2015

Mr Alan Sample
123 Sample Street
Sample Suburb
Sample City 1234

Big changes to the paging network.

Hi Mr Sample,

Paging has been in New Zealand for 27 years and in that time it has been a reliable business solution, but as the network ages, it has become more vulnerable to outages and the costs to support it have become uneconomic. As a result of these two factors we need to let you know that the paging network will be shut down and that a price increase is coming.

The network will shut down on 31 March 2017.

Our decision to close the paging network has not been taken lightly - we've spent the last 12 months reviewing alternatives, but unfortunately these options haven't been viable.

Your current paging service will be unaffected until then.

The network will remain fully operational until 31 March 2017, so we'll continue to provide service until this date. However, you need to know that from **31 August 2015** new paging connections can only be requested in exceptional circumstances, so if you need an urgent connection please contact us on **0800 BUSINESS**.

A price increase is coming.

We've looked at all options to avoid a price increase, however the costs associated with operating the paging network have continued to go up. This means, from **1 November 2015**, paging-related charges will increase by 20% to more closely reflect the rising cost of support.

We'd like to talk to you about your options.

We've provided plenty of notice of the network closure to ensure you have time to look at your options. While we know there are some individual and specialised cases, we have many alternatives available - including Answer Message, and SMS solutions like Mobile PA or eTXT - and we're keen to help you identify the best solution for your messaging needs.

We'll be in touch with you again very soon to discuss some options and set up a time that's convenient for you to talk further - or feel free to call us on **0800 BUSINESS**.

Kind regards,

A handwritten signature in black ink, appearing to read "Richard Sandford".

Richard Sandford
Head of Business Marketing