

IMPORTANT INFORMATION CONCERNING YOUR PAGING SERVICE

Since 1986, ProPage has provided quality, reliable paging service to our customers. While other paging/messaging companies have been steadily downsizing and cutting back on services, ProPage has been moving in the opposite direction. During the last several years ProPage has been progressively expanding and upgrading its network with an emphasis on the enterprise and mission critical user. The end result of this is, and will be, faster and more reliable service to all of our customers. During the last few years we have added 55 new transmitter sites and replaced all of our satellite receivers with the latest state of the art receivers available. The latest and most aggressive network upgrade has been in the works for the past 6 months. On Monday, June 21, ProPage will be switching to a completely new state of the art messaging terminal and a completely redesigned network. Simply put, these enhancements and upgrades mean better service, more features, and a network that will provide highly reliable service to you, the customer, well into the next decade.

Again these equipment upgrades will take place on Monday, June 21. After these upgrades have taken place, we will be announcing new, expanded services to you.

The upgrade process will be primarily transparent to you as the end user. There are, however, some services that will be affected. We will be implementing a completely new voice mail system. All of the customers who currently use the voice mail feature of their pagers will need to take several steps both before and after the cutover. Immediately before the June 21 date, you will need to access your voice mail and retrieve all stored messages. You will no longer have access to the current system after the upgrade. Unfortunately, we will be unable to transfer any stored messages or greetings to the new system. **It is imperative that you retrieve any messages from the existing system prior to the morning of June 21.** To access the new voice mail, dial your pager number and press the * (star) key during the greeting. The default password is "1234". After the upgrade, you will need to access your new voice mail and set up your new password and greeting.

Any customers who currently use any alpha input devices (AlphaMate, Wordsender, etc.) or computer programs or scripts that dial into a modem number will need to make changes to accommodate 10-digit dialing. In order to handle future growth, we are converting our existing 7 digit numbers to 10-digit feed. This will only affect devices or processes that access the system over a modem for paging. It will not affect normal paging over the telephone or internet. You will need to add the area code to all paging unit numbers programmed into any device that dials a ProPage **modem** number.

We appreciate your understanding as we make these upgrades. Please forward the attached voice mail instructions to all of your affected employees. Additional information and detailed voice mail commands will be available on our website at www.propage.net. If you have any questions, please contact your local office as shown on the reverse of this letter. We appreciate your patronage in the past and look forward to providing you with the highest level of service in the future.

Sincerely,

Mike Hasty
President, ProPage Inc.