



Dear Valued Arch Wireless Customer:

You recently received a letter detailing changes in your email address and input method for alpha self-dispatch happening in the near future. It also outlined how voice mail services, if you are a subscriber, would be reset requiring new greetings and personal pass codes. In this letter, we would like to discuss how you, as an alpha pin customer, may be further affected.

**If you have a 10-digit pin number starting with 972, 323, or 908, and your callers use One Number Solution, you will be further affected by this upgrade.** One Number Solution provides the caller with 3 options to reach the subscriber; they can opt to select (1) enter a numeric message, (2) enter a voice message, or (3) connect to a text messaging operator. **If you do not utilize the One Number Solution service, or if you use One Number Solution service with a personal 8XX number, you are not further affected.**

To ensure reliability and flexibility for future expansion, the ability to utilize One Number Solution will not exist for these numbers past the dates listed below:

<u>Pager Number Type</u>	<u>Date/Time</u>
10-digit pins starting with 972	11/14/02 @ 11:00 PM Central Standard Time
10-digit pins starting with 323	11/16/02 @ 11:00 PM Central Standard Time
10-digit pins starting with 908	11/17/02 @ 11:00 PM Central Standard Time

To help with this change in service, here are two suggestions for transitioning your callers:

- **If you wish to add or currently have personalized voice prompt or voice mail on your 10-digit pager number, you can change your greeting message to something like this:**  
*“You’ve reached the number of (Mr./Ms. Customer) with (Company Name). If you’d like to leave a numeric message (or voice message if you’re a voice mail subscriber), please enter it after the tone. If you’d like to send a text message, please call 800/6PAGEME and provide the operator with my 10-digit phone number or name. Thank you.”*
- **You may wish to change your 10-digit pager/pin number combination to a personal 8XX number to continue to utilize the One Number Solution service. Please contact customer service to make this change.**

Again, we apologize for any inconvenience this upgrade may cause. If you have any questions or need further information, please call the customer service number printed on the bottom of your most recent invoice or access our web site at <http://content.arch.com/pn2wayconversion>. We value your service and continued support.

Sincerely,

Arch Wireless