



Dear Valued Arch Wireless Customer,

In the interest of providing you with the best communication services available, Arch Wireless will be **upgrading our current pagenetmessage.net 2-way system in the near future**. This upgrade will provide you with improved performance and reliability for your two way service, and will allow us to offer you additional future upgrades without further inconvenience.

This upgrade will affect your email address and voice services.

We will be upgrading to our new system in three phases. Please see the schedule below for the specific upgrade dates. We expect a very smooth transition for both you and your callers. Alphanumeric access numbers (TAP) will remain the same as noted below.

<u>Pager Number Type</u>	<u>Date/Time</u>	<u>Access Numbers</u>
877 Area Code and 10 digit pins starting with 972	11/14/02 @ 11:00PM CST	877-720-8398
10 digit pins starting with 323	11/16/02 @ 11:00PM CST	877-277-8398
888 Area Code and 10 digit pins starting with 908	11/17/02 @ 11:00PM CST	888-832-8398 888-724-3003

- **If your email address ends in pagenetmessage.net, it will change to archwireless.net on the date of the upgrade.**
- **Your phone number will NOT change.**

Before the cut dates listed above, dial up alpha access using software, alphamate, quickpager, or direct modem access, 7-digit input is required.

**After the cut date affecting your pager number type, 10-digit alpha input (the pager number plus area code) will be mandatory AND email addresses will be changed to 10digits@archwireless.net.**

**To help you with this change, all pages sent to your @pagenetmessage.net email address will receive an auto reply to inform the sender of your new email address @ archwireless.net for 45 days after this upgrade.**

**If you have voice mail or voice prompt service it is important that you follow these instructions.** Please retrieve all messages and note any important information prior to the start time of your scheduled upgrade. Unfortunately, all messages will be lost as a result of this upgrade.

Once your upgrade is completed you will need to re-record your custom greeting. The upgrade will be complete when you hear a generic greeting instead of your personal greeting. Current access and function commands will remain the same as listed below:

- Press "0" to access the system - your temporary passcode will be 1234, the system will prompt you
- Press "17" to change your passcode
- Other command options are available by pressing the star "\*" help key.

Also, as you know, the monthly rates under your paging service plan allow you a specified number of pages. Any pages you receive in excess of this number, known as overcalls, are subject to additional charges. Since you received your first Arch Wireless invoice, we have not been charging you for any overcalls for these pagers. **After this upgrade is complete, as an extended courtesy, your next invoice (Nov or Dec based on bill cycle) will NOT reflect charges for overcalls but subsequent invoices may reflect charges for these units where appropriate.** If you feel you require a greater number of pages included in your plan, please call customer service to discuss changing your overcall package.

We apologize for any inconvenience this upgrade may cause, and hope that increased dependability will offset those concerns. If you have any questions or need further information, please call the Customer Service number printed on the bottom of your invoice or access our web site at <http://content.arch.com/pn2wayconversion>.

Thank you for your business and continued support.

Arch Wireless