



12/01/2011 **UPDATED: 1/23/12**

**RE: Important Information Regarding Your Paging Statement and Self Service Tools**

Dear valued customer,

As previously announced in April 2011, ST Messaging Services, LLC dba SkyTel is now a wholly owned subsidiary of American Messaging Services, the second largest wireless messaging company in the United States. SkyTel and American Messaging serve approximately 1 million customers, maintain networks throughout most of the country and are committed to providing you high quality services to which you both depend on and expect.

As part of our ongoing effort to make our services easy to use we are continually working to provide customers with more efficient methods to manage their account. **To this end, we are consolidating our two billing systems into a single system and will therefore be transferring your account to a new billing system over the weekend of February 24th, 2012.**

The new billing system will provide SkyTel customers with improved self-service tools to assist our customers with managing their account over the internet and through IVR access.

**As of Monday February 27th**, you will have the ability to manage your account online with our new self-service customer care tool - My Paging Account (MPA) which replaces Manage My Account (Online Account Manager, OLAM) application that was previously available.

There will be additional communication coming over the next 60 days to help manage you through this transition to the new billing system, such as:

- What to expect over billing conversion weekend. (5pm CST, **February 24<sup>th</sup>** thru 7am CST, **February 27**, 2012)
- Instruct you on how to register for My Paging Account (MPA) and perform transactions that will be available to you on Monday, **February 27**, 2012.
- Your SkyTel **April 1**, 2012 statement will have a new and improved look that will be easier to read.
- New remittance of payment addresses change effective **April 1<sup>st</sup>**, 2012.

On behalf of SkyTel and all who serve you we want to assure you of our commitment to providing the best service in our industry while meeting all of your paging and messaging needs.

Thank you for being one of our valued customers and we hope you'll agree that the added functionality of the self-service tools and a new look to your statement will make managing your paging and messaging needs easier than ever before.

Sincerely,

SkyTel  
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