

Bulletin #2341  
21<sup>st</sup> January 2010

## URGENT UPDATE - O<sub>2</sub> MOBILE LANDLINE

We would like to take this opportunity to thank you for your support and dedication to selling Mobile Landline since its launch.

It is with regret that we are writing to advise you that with immediate effect this service has been suspended temporarily. This has been due to an uncertainty between O<sub>2</sub> and the current supplier. A number of unforeseen changes have occurred and as a result O<sub>2</sub> will take this time to review the service and are doing everything to find an alternative supplier of this product.

We will keep you up to date with information about the new service when it becomes available.

### **What do you need to do now?**

With immediate effect we request that you stop promoting Mobile Landline to your customers. Please discontinue any advertisement of this product from your marketing materials, email signatures, etc.

We appreciate that you may be in the process of quoting for a customer, but we must advise that O<sub>2</sub> will not be able to process these requests any further.

### **Will this affect existing customers?**

O<sub>2</sub> aim to provide an uninterrupted service to existing customers, and have therefore found an interim offering which customers will be transferred onto.

There should not be any major changes to your customers experience on Mobile Landline, but they may incur the loss of a small amount of features when the migration to the new platform takes place.

O<sub>2</sub> will be contacting all customers by telephone between Thursday 21st and Friday 22nd January to explain what this interim service means to them.

### **What about customer's in the proposal stage?**

As O<sub>2</sub> are working hard to secure a new service they will not process any new requests until this is in place. The interim service being used for existing customers does not offer the full functionality, so the decision has been made not to sell, rather than sell with a reduced functionality.

For more information please contact your Business Development Manager.

Kind regards,  
The Marketing Team