



August 8, 2005

Dear Valued Customer

On May 1, 2005 **Glentel Inc.** acquired the Remote Telecom Unit of **Wireless Matrix**. We are pleased to welcome you to our family of MSAT satellite service customers.

It has been a major challenge to load and integrate the Wireless Matrix customer and billing data into our real-time systems without incurring any interruptions to your Dispatch, Phone, and Data services. We are pleased to present you with your first invoice for MSAT Services, and apologize for the delay in producing it.

We have made every effort to load our systems with accurate information regarding customer accounts, billing information, subscribed services and rates, based upon the information provided to Glentel. However, some errors are inevitable during such a transition. Please review your invoice and contact us to discuss any potential discrepancies. We have included a list of contacts on the reverse side of this letter.

Glentel's MSAT billing system is very different from the former Wireless Matrix System. All monthly access and service fees are billed in advance, which is an industry standard. The billing period is from the 5<sup>th</sup> of the current month to the 4<sup>th</sup> of the following month, with airtime usage charges for the prior month. For example, September's billing will be dated September 5<sup>th</sup>, and will include monthly access and service fees for September 5<sup>th</sup> to October 4<sup>th</sup>, plus usage charges for August 1-August 31, 2005.

This first invoice comprises billings as follows:

- Monthly charges, in advance, for network access fees and other subscribed services for the period of August 5 to September 4, 2005.
- Back-billing for network access fees and other subscribed services for the period of May 5 to August 4, 2005. This appears as a lump-sum adjustment labeled as "Monthly Services May June July", except where handwritten.
- Airtime usage charges for the latter part of July, 2005.

Every invoice has been manually verified. Handwritten corrections have been made where applicable, and will appear on your next invoice.

The September 5<sup>th</sup>, 2005 invoice will include back-billing for airtime usage for the period May 1 to mid-July, in addition to regular billings. Normal billings will resume with the October 5<sup>th</sup> invoice.

We have included a sample invoice with this letter to assist you in learning how to read Glentel invoices.

We thank you for your continued patience and understanding as we complete this transition and apologize for any undue inconvenience we have caused in the process. We look forward to serving your needs in the future.

CONTACT LIST

Glentel Customer Care: <i>(Activations, Suspensions, Resumptions, Billing Inquiries)</i>	1-800-376-1144	06:30 to 17:00 Pacific Time
Glentel Credit Department: <i>(Payments, Pre-Authorized payment requests)</i>	1-800-583-9111	08:00 to 17:00 Pacific Time
Glentel MSAT Technical Support:	1-800-811-0833	08:00 to 16:30 Mountain Time