



RE: Important Changes

Dear Valued Customer,

This letter is a follow up to the correspondence sent where American Messaging announced the acquisition of the paging assets of RCS Wireless. The purpose of this letter is to inform you of important transition items and timelines. Below is an outline of the upcoming changes to prepare you for the **transition to American Messaging on April 1<sup>st</sup>, 2019**.

### **IMPORTANT UPCOMING CHANGES**

**American Messaging is merging RCS' billing system into American Messaging effective Friday March 29<sup>th</sup>, 2019. The new billing system will be available at 7:00am Central Time on Monday April 1<sup>st</sup>, 2019.**

- **You will not be required to change your pager number or paging device for this transition.** Our goal is to make this process as smooth as possible for all customers. If you have any questions regarding the paging transition prior to April 1<sup>st</sup>, please feel free to contact RCS.
- Beginning at 7:00am Central Time on April 1<sup>st</sup>, you will need to begin calling our American Messaging customer service group for support. The number to call is 888-260-3801, between the hours of 7:00am Central Time to 7:00pm Central Time Monday – Friday.
- Beginning April 1<sup>st</sup>, you may transition to the American Messaging paging methods. Pages can be sent via our American Messaging website, [www.americanmessaging.net](http://www.americanmessaging.net), by clicking on Send Message. Sending a page this way does require you to enter the full 10-digit pager number in the To field. The format for email paging is [10digitpagernumber@myairmail.com](mailto:10digitpagernumber@myairmail.com).
- You may continue using [10digitpager#@rcsepager.com](mailto:10digitpager#@rcsepager.com) to send messages. This format will remain unchanged for now. You will receive advanced future communications informing you of timelines for transitioning to the American Messaging domain.
- The format of your invoice will change starting in May 2019. You will see a new look that includes the American Messaging name and logo, along with a new remittance address. Please note there may be small variations in how usage and taxes are calculated which may cause your invoice totals to be slightly different.
- You can visit us on the web at [www.americanmessaging.net](http://www.americanmessaging.net) to view maps, service and product offerings, and much more. Also, **if you require a new W9 to remit payment**, this can also be found on the website under "Support" then "FAQ".
- If you are a tax-exempt organization, please forward your documentation declaring as such to [chrystal.cantrell@americanmessaging.net](mailto:chrystal.cantrell@americanmessaging.net) or by FAX to 214-222-6387. **Please include your account name as it appears on your RCS invoice, with your documentation.** If you have any questions, or require additional information, please call Chrystal Cantrell at 214-222-6420.

Sincerely,  
Dan Shaw  
Vice President, Sales – East  
American Messaging Services, LLC