

15 August 2019

Dear Valued Customer,

Please note that Neotel Liquid Telecom has officially closed its Call Centre on 31 July 2019 in line with the consumer transition project.

As previously communicated, Neotel Liquid Telecom has terminated Voice and Data Services on the legacy wireless CDMA and WIMAX networks. The shutdown was finalized 02 July 2019 for Postpaid services and 15 July 2019 on Prepaid services.

Legacy LTE services have already been terminated on 31 May 2019.

To get in touch with us, please e-mail Consumers@liquidtelecom.co.za for General enquiries. Unfortunately we are unable to process any new Consumer porting requests.

We have partnered with the following providers to assist you in transitioning from the legacy Voice and Data Services to more modern technology with exclusively formulated products and promotions for you:

- Digico Telecoms (Prepaid partner) - 010 023 0149 and www.digicotelecoms.co.za
- Freshphone (Prepaid partner) - www.freshphone.co.za
- Syrex - 086 117 9739 and www.syrex.co.za or email sales@syrex.com
- XLINK Vodacom - 060 870 0006
- MWEB - 087 700 5000 and www.mweb.co.za
- Brain Telecoms (a VOX partner) - 087 655 4444 and www.braintelecoms.com
- Cell C - 084 145 and www.cellc.co.za

If the above mentioned partners cannot meet your requirements, you are free to source an alternative supplier of your choice.

There will be no termination fees (whether you were in or out of contract), however, you will still be liable for any outstanding fees not collected on termination date.

Thank you once again for your long standing support.

Sincerely,

Neotel Liquid Telecom