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## Dear Client

We are pleased to inform you that we once again received overwhelming positive feedback from you in our annual **CLIENT SATISFACTION SURVEY** conducted in October/November 2018. The results of the survey also indicate a notable improvement in the overall quality of our service, ensuring it is now in-line with international standards.

Furthermore, it gives us great pleasure to inform you that our monthly subscription fees remain unaffected by our annual CPI price increases, with only pricing relating to once-off fees, peripheral fees as well as any adhoc fees being affected.

Please note that these annual tariff adjustments will be implemented on **1st April 2019** and as previously mentioned will be based on the CPI percentage.

Thank you again for your continued support.

Sincerely

The BCX Wireless Solutions Team