

ATTACHMENT

Sample Customer Notice Letters



David Johnson <drjhmb@gmail.com>

Free Monthly Service Starting July 4th

1 message

Zact Customer Service <cs@zact.com>
Reply-To: Zact Customer Service <cs@zact.com>
To: David <drjhmb@gmail.com>

Tue, Jul 1, 2014 at 4:05 PM

Happy July! Free Monthly Service starting July 4th!

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Hi David,

We're excited to celebrate the 4th of July as well as share some exciting news!

How are we going to celebrate? Well, at your next billing cycle start date, on or after July 4th, Zact won't be charging you for your current recurring monthly plan. That's right. Your next billing cycle on or after July 4th will be FREE.

You don't need to do anything to enjoy this free service, simply use ZACT as you normally would and when your account cycles in July, you'll get the same great service you have without the charge to your credit card.

So, what's the exciting news?

We are pleased to let you know that there will be exciting changes coming. A new wireless service that offers the same features as your Zact service will be available very soon. This new service will include additional service plan options and choices to help you get the most out of your mobile experience.

If you're interested, you will have the ability to move your Zact phones to the new service. In the coming weeks, we will be sharing more details and information, so stay tuned!

Thank you for choosing Zact. Have a happy and safe Independence Day and enjoy your free service.

Sincerely,
The Zact Team

[forward to a friend](#)

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You are receiving this email because you are a current Zact

Mobile customer.

Our mailing address is:

ItsOn Inc.

3 Lagoon Dr.

Redwood City, CA 94065

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David Johnson <drjhmb@gmail.com>

News for Zact Mobile

[View in browser](#)

Customer Service <cs@zact.com>
Reply-To: Customer Service <cs@zact.com>
To: David <drjhmb@gmail.com>

Tue, Jul 8, 2014 at 11:39 AM

Hope you are enjoying your free service. We have some news!

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Hi David,

We hope you are enjoying your free service and we wanted to let you know about some other news regarding Zact Mobile.

In the upcoming months, there will be a number of changes with your service, especially a couple immediate ones to note:

- Zact is no longer selling specialized plans including long distance
- While you can still visit zact.com to view your account information and to get updates, you can no longer buy devices

As we share more information, we wanted you to know your Zact service will be discontinued in August and you will need to port your service to another carrier. But the exciting news is that a new prepaid service from Sprint, the nation's third largest carrier,

will be adopting the technology behind Zact Mobile and you will have an opportunity to move your Zact service and phone to the new Sprint no annual contract service.

Stay tuned for our next notice that will include more details and a surprise we think you'll really like.

In the meantime, we hope you continue to enjoy your free service and thank you for choosing Zact!

Sincerely,
The Zact Team

[forward to a friend](#)

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You are receiving this email because you are a current Zact Mobile customer.

Our mailing address is:

ItsOn Inc
3 Lagoon Dr
Redwood City, CA 94065

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