



MEDIA RELEASE

30 June 2011

Telecom confirms CDMA closure date: 31 July, 2012

Telecom has today confirmed that its CDMA mobile network will close on 31 July, 2012, following previous statements that the network would be maintained until mid-2012.

Since the launch of the XT mobile network in 2009, Telecom has said it would close the CDMA network around mid-2012. While the CDMA network will continue to operate as normal until then, after the closure devices on the CDMA network will not be able to make or receive calls and texts, or use data.

Telecom Retail CEO, Alan Gourdie, said Telecom is committed to providing a smooth and straightforward transition for CDMA customers to move to the XT network well in advance of its closure.

"We have a number of communications, offers and support available over the next 13 months. Starting tomorrow, we will be in touch with each one of our CDMA customers directly to give formal notice of the network closure, and to advise them of our plans and answer any questions they have," said Mr Gourdie.

"CDMA customers can keep their phone number, their contacts and any existing credit when they sign up to XT.

"In order to assist customers we have developed a range of XT handset offers exclusively for CDMA customers, a number of which cost \$0 upfront. These offers are supported by a range of attractive plans.

"The handsets come in a range of options to suit all types of users, and include familiar brands so customers are able to find a phone that works like the one they're used to," Mr Gourdie said.

Gen-i is also working with its clients to ensure that they are aware of their options well in advance of the CDMA network closure. Business clients should contact their Gen-i client manager for further information.

For more information on the CDMA closure, visit www.telecom.co.nz/cdma

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Notes to editors:

For CDMA Prepaid customers, their remaining credit will expire 31 July 2012 when the network closes. However they can transfer their credit to their new XT mobile device when they upgrade before 31 July 2012.

From 1 August 2011 Telecom will no longer be connecting any new or old devices onto the CDMA network. Connections could be allowed in exceptional circumstances and customers should call 123 to talk through their options.

As part of the CDMA closure programme, Telecom is also changing its terms and conditions for its CDMA prepaid customers. Telecom CDMA mobile devices that do not have any outgoing or incoming activity (including no voice calls, SMS or MMS text messages, data use or top-up) for two years or more will be classed as inactive, and be disconnected from the network. This means from 1 August 2011, CDMA Prepaid customers who have not used their prepaid mobile device at least once in the last 24 months, will have their CDMA prepaid service disconnected, their credit will expire and their phone number may be lost.

All of these customers will first be sent a text message explaining the change in terms and conditions, and prior to the disconnection can be refunded their remaining prepaid credit by calling 123. However, if customers use their CDMA prepaid mobile device within the 30 days after 1 August 2011, the device will not be disconnected until the closure of the CDMA network in July 2012.

Conditions apply to the exclusive handset offers for CDMA customers.