

# WHAT'S IN IT FOR YOU?

## Your Questions Answered

Our future looks brighter than ever. Together, Convergence Group and M247 are powering up to take on this next chapter. But what does this mean for you? Have a read to find out more about what the acquisition means for our current and future customers.

### Why did this acquisition happen?

The acquisition was a strategic move to combine the strengths, skills and capabilities of our two businesses. Together, we want to deliver an outstanding portfolio of products and services to our customers.

### How does this benefit me as a customer?

Our product portfolio has expanded drastically. We have a large-scale, specialist ISP network and a radio network for wireless access. For our customers, this means we have an expanded network that only services business customers with extra capacity to meet your needs. Our teams of people and engineering expertise have doubled in size, bolstering our service capability and adding a depth of skills. Our material increase in size, scale and focus now allows us to offer a compelling proposition to our customers underpinned by improved service levels.

### As a current customer, how will I be supported through this change?

Our account managers and customer support teams will be on hand to answer any of your questions during this time. If there are changes to update you on, we'll be sure to keep you informed. We trust that any future changes you do see will reflect the benefits of this acquisition.

### Will there be any disruption to my service during this change?

We have no intention to disrupt service during the transition period. We want this period to run as smoothly as possible for our customers. There is currently no intention to enact any changes that will affect service, cause delays or downtime.

### What does the future look like for Convergence Group and M247?

We are committed to achieving our goal of being one of the best privately-owned network providers in the UK. We have now taken another step on that journey. We believe that by combining the core assets, capabilities, skills and people of both businesses, we are in a better position than ever to deliver excellence for our customers.