



T-Systems South Africa (Pty) Ltd
PO Box 2496, Midrand, 1685

Your reference T-Systems
Our reference Arivia.kom clients
Phone +27 11 2547400
Date 5 January 2010
Re T-Systems client portfolio
Dear Valued Client

WELCOME TO THE T-SYSTEMS TEAM

We are extremely excited to welcome you to the T-Systems South Africa ("TSSA") client portfolio. It has been a long and eventful road leading to the point of finally announcing the acquisition of arivia.kom.

Due to legal constraints, we were unfortunately not allowed to interact with any arivia.kom clients before the announcement of the deal. We therefore would like to take this opportunity to introduce T-Systems.

T-Systems is one of Europe's leading providers of information and communications technology (ICT). Forming part of the Deutsche Telekom Group, T-Systems is responsible for serving major business accounts. T-Systems has some 46 600 staff across more than 20 countries with a revenue of €9.3 billion in 2008.

TSSA's solutions improve the business competitiveness of our customers in industry sectors spanning telecommunications, services and finance, public and healthcare as well as manufacturing. We optimise processes and cut costs for our clients, providing them with additional flexibility within their core business activities. T-Systems makes targeted use of industry expertise and cutting edge technology. Our services cover the entire spectrum from integrating new ICT solutions into existing customer systems and implementing and operating desktop systems, data centers and networks, all the way through to telecoms services and solutions for international carriers. T-Systems' services encompass all levels of the information and communications technology value chain, spanning from ICT infrastructure and ICT solutions, up to and including business process management.

Your account manager will set up a meeting at your earliest convenience to discuss any concerns and answer your questions.

Please be advised that there are no changes to your current service contract and that T-Systems will take over all responsibilities and liabilities as agreed to in your service contracts with arivia.kom. We will bring to bear our resources to make sure that we honour all your Service Level Agreements as you are a valued client to us.

I wish you well as we embark on our new journey together and I look forward to a long, productive client relationship.

Kind regards,

Mardia van der Walt-Korsten
Managing Director T-Systems South Africa

T-Systems South Africa (Pty) Ltd
Address International Business Gateway, New Road, Midrand, 1685
Postal address PO Box 2496, Midrand, 1685
Contacts Phone: +27 11 2547400, Fax: +27 11 3183458, e-mail communications@t-systems.co.za
Bank account Standard Bank, Branch Code: 01920590, Account No: 420984178
Directors G Heil* (Chairman), M vd Walt-Korsten (Executive), TM Maisela (Non-Executive), LY Mashologu (Non-Executive), J Kögl (Alternate) *German
Company Registration Reg. No. 1989/007547/07, VAT Reg. No. 4540174028