



14<sup>th</sup> September 2006

Dear Valued Customer

Welcome to kmoo. Your new and improved Clarinet VoIP service!

Our main aim is to provide you with the cheapest, most portable and reliable telephone service possible in a fast-changing world. Not to mention making it fun too!

With that goal in mind, it is with great pleasure we announce the following NEW benefits to your service:

- We now offer you 3 ways to connect to make cheap calls, all using your existing account:
  - A new Softphone. Not only can you continue to make cheap calls from your telephone adaptor, by downloading the Softphone for FREE you can now do it from your COMPUTER as well;
  - A new Webdialler. As if the Softphone wasn't enough, with Webdialler you can make calls from our website using ANYONE'S computer at the same cheap rates;
  - And of course your existing telephone adaptor.
- You can go to [www.kmoo.com.au](http://www.kmoo.com.au) right now and get these two new enabling devices for FREE. In case you were wondering, you can have all three on your existing account, no additional charges!
- We have reduced local & national call rates to an un-timed flat rate of 10 cents! Save 20c on the average 3 minute phone call.
- A new website, with easy to use My kmoo online account management, including real time access to your call patterns and account information;
- You can now connect for as low as \$9.95 per month, down from \$24.95.
  - Based on customer feedback, we have now developed two distinct options to cater for everyone's needs; namely Pay-as-you-go and Pre-pay.
  - The three new Pre-pay options are substantially similar to your existing Plan. For more information, go to [www.kmoo.com.au](http://www.kmoo.com.au).
  - To help you to decide you what's the best option for you, our web site now has a Savings calculator.

You can call kmoo customer care right now and change from your existing Plan to one of the new options. Alternatively, take your time, change to one of these new options any time you like within the next three months.

Welcome to kmoo and don't hesitate to call or email us if you need any further information or assistance.

**kmoo** Customer Care  
Phone: 1300 786 682  
Email: support @ kmoo.com.au