

# Bluegrass merger FAQ

## Customer – Frequently Asked Questions - CONFIDENTIAL

What will the company be called?

Initially, Modern Networks and Bluegrass will continue to trade under their existing brands. After a few months, the Bluegrass brand will disappear to be replaced by Modern Networks.

Why is Modern Networks purchasing Bluegrass?

Modern Networks has ambitious growth plans. To meet our objectives and remain focused on exemplary customer service we need more dedicated, technically skilled people to come and join us. The two companies provide complementary services and enable us to grow our presence and capabilities in the Southwest and across the UK.

Why is Bluegrass selling to Modern Networks?

Currently, the business is jointly run by David and Chris Thomas. David and his wife Hilary are looking to retire and pass on the business to a company that wants to provide the same level of service and share the same values.

Will Modern Networks retain all offices and locations?

Through this acquisition, Modern Networks is consciously broadening its geographic presence and capability in the Southwest. We have no intention of closing the offices.

What additional value will the merger have on my company?

The acquisition of Bluegrass brings several potential benefits to all our customers. The combined business has greater technical capability, increased coverage and can offer a broader range of services.

What will happen to customer support?

We intend to retain all skills and capabilities to deliver the same brilliant service to customers.

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In the short term, the two businesses will continue to operate with little change.

Ultimately, we are committed to the retention of all highly skilled employees and delivering excellent customer service.

Who will be my Account Manager?

All existing customers will retain their Account Manager and continue to work with the same excellent individuals. We will be introducing additional colleagues over the coming weeks and months however maintaining continuity

Will the merger affect our contractual agreements?

No. Your contractual agreements will remain as before.

Will there be cost increases or decrease?

We have no immediate plans to change pricing however, we continually review pricing and always strive to offer our customers the best possible prices.

Can I expect any disruption to my current service?

No. The services will continue to operate, and we continue to provide fast, friendly and reliable support. Similarly, we do not anticipate causing any disruption to any other department or function across the businesses.

Will there be any changes to your product and service portfolio?

There will not be any immediate changes to the service portfolio however we are continually assessing the suitability of new technologies and solutions to further enhance our service offering. Overall, we hope to be able to provide you with a broader set of products and services.

Where should I send my invoices/purchase orders?

The businesses will continue to operate as normal so please following the normal channels.

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What is happening to the founding shareholders?

After a transitional period, David and Hilary will be retiring and leaving the business. We wish them well in their retirement and David has said many times he remains on hand. Chris will be remaining in the business and will be taking a leading role in expanding the business in the Southwest.