

EXHIBIT A

(Partially Redacted and Emphasis Added)

Monday, May 23, 2016 at 2:17:43 PM Eastern Daylight Time

Subject: RE: Text enabled TFN's Please disable.
Date: Friday, May 20, 2016 at 8:41:04 PM Eastern Daylight Time
From: [REDACTED]
To: James Lopic, [REDACTED]
CC: Alan Stiffler, [REDACTED]
Attachments: image002.png, image003.png

Hi James,

Here is what it looks like when I log into SOMOS. It shows that these numbers are setup by ZipWip on 3/4/2016.

Toll-Free Number ▼	Resp Org ID	TFN Stat
800-273-[REDACTED]	69	Enabled
800-332-[REDACTED]	01	Enabled
800-332-[REDACTED]	01	Enabled
855-864-[REDACTED]	58	Enabled
877-742-[REDACTED]	59	Enabled
888-222-[REDACTED]	59	Enabled
888-958-[REDACTED]	59	Enabled

Thank you,
[REDACTED]

**You may be deceived if you trust too much, but you will live in torment if you don't trust enough.
Frank Crane**

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From: James Lopic [mailto:jlopic@zipwhip.com]

Sent: Friday, May 20, 2016 04:49 PM

To: [REDACTED]

Cc: Alan Stiffler (astiffler@somos.com); [REDACTED]

Subject: RE: Text enabled TFN's Please disable.

Hi [REDACTED]

Our numbers desk has performed a full audit on the status and history of these toll free numbers. They have concluded that none have ever been provisioned for active texting service through our platform. As I mentioned in my previous email, regardless of the record result in any other system, unless the number is provisioned within the Zipwhip network it does not have texting ability. I can confirm that none of these numbers have ever send messages from the Zipwhip network.

-james



James Lopic / VP of Technology / zipwhip.com

call or text / (425) 652-1731

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From: [REDACTED]

Sent: Tuesday, May 17, 2016 10:23 AM

To: James Lopic <jlopic@zipwhip.com>

Cc: Alan Stiffler (astiffler@somos.com) <astiffler@somos.com>; [REDACTED]

Subject: RE: Text enabled TFN's Please disable.

James,

We have not heard anything from you since May 11th. Can you please give me a status update and a copy of all of the LOA's that you have.

Thank you,

[REDACTED]

From: [REDACTED]

Sent: Thursday, May 12, 2016 06:59 PM

To: 'James Lopic'

Cc: 'Alan Stiffler (astiffler@somos.com)'; [REDACTED]

Subject: RE: Text enabled TFN's Please disable.

Hi James,

My management is asking for the original LOA for each of these numbers. Can you please send me a copy of each.

Thank you,

[REDACTED]

From: [REDACTED]
Sent: Thursday, May 12, 2016 02:59 PM
To: 'James Lopic'; [REDACTED]
Cc: Alan Stiffler (astiffler@somos.com); [REDACTED]
Subject: RE: Text enabled TFN's Please disable.

Hi James,

Just as an update. Our clients have had these numbers well before texting was available for TFN's. None of them were authorized to be text enabled and Zipwhip was not authorized by any of our clients to do so. I'm not sure what a ENUM is. However, I can go to <https://texting.somos.com> (the TSS Registry) and see the numbers are enabled for texting on our resporg with NetNumber as the business name and Zipwhip as the registrar.

As of today I still see them enabled.

Please keep me posted.

Thank you,

[REDACTED]

From: James Lopic [<mailto:jlopic@zipwhip.com>]
Sent: Wednesday, May 11, 2016 09:07 PM
To: [REDACTED]
Cc: Alan Stiffler (astiffler@somos.com); [REDACTED]
Subject: RE: Text enabled TFN's Please disable.

Hi [REDACTED]

I can confirm that none of the below 18 numbers currently have texting services provisioned on our network. All did at one point have accounts with subscriber LOA but have since cancelled service. The numbers do however have a stale entry in ENUM. There appears to be an intermittent issue where our ENUM vendor is not fully propagating "delete" events that we are sending them during the cancellation process. Our operations team is engaged with our ENUM vendor (NetNumber) to correct the issue and understand why it is occurring.

As I mentioned previously, our network does not utilize an ENUM entry in order to provision texting service on a toll free number. No services have been provided on these numbers since they were cancelled.

Please let me know if you have any questions.

Regards,
-james

From: James Lopic
Sent: Tuesday, May 10, 2016 11:18 PM
To: [REDACTED]
Cc: Alan Stiffler (astiffler@somos.com) <astiffler@somos.com> [REDACTED]
Subject: RE: Text enabled TFN's Please disable.

Hi [REDACTED]

Thanks for reaching out. In the future please copy our support center on any request so that it's tracked and responded to in a timely manner. You can reach that team at support@zipwhip.com.

I have gone ahead and engaged our team and we are investigating the status of the numbers listed below. An initial look seems to show that they had service at one point in time but not currently. I assume this is data that was pulled from ENUM. May I ask when the data was queried? Having a record in ENUM alone does not activate a number for texting within our network.

I will circle up with support in the morning and have an update back to you by end of day Wednesday.

Regards,
-james

From: [REDACTED]
Sent: Tuesday, May 3, 2016 10:21 AM
To: James Lopic <jlopic@zipwhip.com>
Cc: Alan Stiffler (astiffler@somos.com) <astiffler@somos.com> [REDACTED]
Subject: Text enabled TFN's Please disable.

Hi James,

Below you will find 18 toll free numbers that are on the [REDACTED] Resporg [REDACTED], and have been text enabled by Zipwhip – Syniverse. We have spoken with the subscribers of these numbers and they have not authorized their numbers to be text enabled.

We are requesting that all texting be disabled immediately on all of the TFN's listed below.

If Zipwhip would like to dispute the claim, please produce a LOA with documentation that your customer is the subscriber (customer of record) of the TFN.

800-205-
800-206-
800-232-
800-273-
800-332-
800-332-
800-554-
800-559-
800-572-
855-864-
888-222-
888-395-
888-751-
888-751-
888-751-
888-751-
888-751-
888-958-

Thank you,

EXHIBIT B

(Partially Redacted and Emphasis Added)

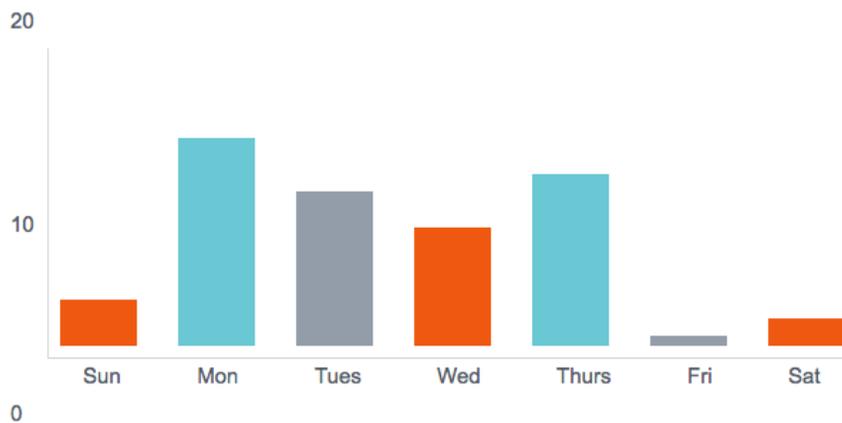


Weekly report of inbound texts to [REDACTED] toll free phone numbers.

This data is made available to you as a result of Zipwhip's wireless carrier routing agreements. Data reflects text messages coming into numbers under your RespOrg.

Inbound Texts	37
Unique Numbers Texted	15

Weekly Text Messages



Why You're Getting Reports

Together with the wireless and landline operators, Zipwhip is taking strides to make every phone number textable. With approval from the telecommunications community, we've equipped landlines and toll free numbers with text capability. As a courtesy, we will continue to notify your organization with a weekly texting report for numbers assigned to your RespOrg.

Call or text us at 855-ZIPWHIP (855-947-9447)

190 Queen Anne Avenue North
Suite 280
Seattle, WA 98109

Zipwhip.com



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This message sent to nrafalko@tsgglobal.com, tollfree@tsgglobal.com.
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EXHIBIT C

(Emphasis Added)

Subject: Re: Aerialink - 8XX Number Blocked by ZipWhip
Date: Friday, March 4, 2016 at 12:34:56 PM Eastern Standard Time
From: Chris Currie
To: Alan Stiffler, Anthony Riemma, Ryan Karnas
CC: John Lauer, Tevis Mahar
Priority: High

Alan / Ryan / Anthony,

ZipWhip has agreed to unblock this number and allow it to be published on our ESPID by 2 pm CST today.

While I am pleased on the conclusion here, I continue to be concerned about the difference of opinion between ZipWhip and SOMOS which in turn impacts service providers such as Aerialink.

I feel that I have been put in the middle of this disagreement between your companies and been put on the defense by ZipWhip. This simply should not happen. This is NOT my problem to solve!

The summary as it relates to this issue is:

The number 18886934448 is with Grasshopper a RESPOG. It was assigned/leased to MyLocalLawyer.com who at some point discontinued their service. Grasshopper had full visibility to this, but ZipWhip did not. So, when ZipWhip saw the publish record come through they ignored it and blocked the request for the number to work on Aerialink.

Somo's position which is supported by CTIA is that the RESPOG's have unilateral control over their numbers. ZipWhip's position appears to be that the end customer has control over who they use as a service provider. This conflict is a disaster waiting to happen with Aerialink stuck in the middle.

At the end of the day I just want this stuff to work for the paying customers and I want our customers to stop blaming my company for issues we are not in control of.

I'm leaving this in all of your hands to solve and will look forward to hearing the solution!

If anyone has any other details they would like to add, feel free to enlighten me.

Thanks,
Chris

Chris Currie
chris.currie@aerialink.com
Call or Text: 1.563.449.9477, ext. 121
Aerialink
Mobile Data Communications
www.aerialink.com

From: Chris Currie <chris.currie@aerialink.com>
Date: Thursday, March 3, 2016 at 5:13 PM
To: Alan Stiffler <astiffler@somos.com>
Cc: Anthony Riemma <ariemma@zipwhip.com>, Ryan Karnas <rkarnas@somos.com>

Subject: Re: Aerialink - 8XX Number Blocked by ZipWhip

Hi Alan,

I spoke with John at ZW. There appears to be some confusion around the Resporg on this number. While I am anxious to get this resolved for the ultimate customer, I need some supporting data points for everyones benefit which I believe you can assist with here. What I would like to do is timeline the history on this number. Can we hop on a quick call tomorrow to discuss. Let me know when you are free.

Moving CC list to BCC

Thanks,
Chris

Chris Currie

chris.currie@aerialink.com

Call or Text: 1.563.449.9477, ext. 121

Aerialink

Mobile Data Communications

www.aerialink.com

Subject: Re: Aerialink - 8XX Number Blocked by ZipWhip
Date: Thursday, March 3, 2016 at 6:59:06 PM Eastern Standard Time
From: Mike Burlingame
To: Chris Currie, Alan Stiffler
CC: Anthony Riemma, Ryan Karnas
Attachments: F04ABF33-DE7D-489E-A4B1-21DB7D4986C1.png

My customer has owned the number from 4/4/2007 forward according to SMS/800, history attached.

History for 888-693-4448		
Note: History data in blue has been pu		
<u>Change Date</u>	<u>Status</u>	<u>Status Change Date</u>
04/04/2007 19:34:14	WORKING	02/20/2002 12:11:01
02/20/2002 12:11:01	WORKING	02/20/2002 12:11:01

Thanks,

Mike Burlingame
CCNA, CVE5
VP of Technical Operations

TSG - More Than a Number

Main +1 617 500 4100 x111 | Direct +1 360 450 6178
24-Hour Support +1 877 662 8744

mike.burlingame@tsgglobal.com tsgglobal.com



Information Security is very important to TSG and we understand that messages are sometimes sent to people by mistake. We want you to know that this message and anything attached along with it is confidential.

Think before you print.

From: Chris Currie <chris.currie@aerialink.com>
Date: Thursday, March 3, 2016 at 3:13 PM
To: Alan Stiffler <astiffler@somos.com>
Cc: Anthony Riemma <ariemma@zipwhip.com>, Ryan Karnas <karnas@somos.com>
Subject: Re: Aerialink - 8XX Number Blocked by ZipWhip

Hi Alan,

I spoke with John at ZW. There appears to be some confusion around the Resporg on this number. While I am anxious to get this resolved for the ultimate customer, I need some supporting data points for everyones benefit which I believe you can assist with here. What I would like to do is timeline the history on this number. Can we hop on a quick call tomorrow to discuss. Let me know when you are free.

Moving CC list to BCC

Thanks,
Chris

Chris Currie

chris.currie@aerialink.com

Call or Text: 1.563.449.9477, ext. 121

Aerialink

Mobile Data Communications

www.aerialink.com

From: Anthony Riemma <ariemma@zipwhip.com>

Date: Thursday, March 3, 2016 at 4:00 PM

To: Chris Currie <chris.currie@aerialink.com>

Cc: Alan Stiffler <astiffler@somos.com>, Ryan Karnas <rkarnas@somos.com>, Mike Burlingame <mike.burlingame@tsgglobal.com>, Noah Rafalko <noah.rafalko@tsgglobal.com>, Tevis Mahar <tevis.mahar@aerialink.com>, David Diggs <DDiggs@ctia.org>

Subject: RE: Aerialink - 8XX Number Blocked by ZipWhip

Chris, if you want to discuss our network specifications, issue resolution, routing, SLA and other contract specifics please feel free to call me directly. Any NDA discussions are between Zipwhip and its customers.

On a side note you have been a Zipwhip customer for well over a year and the system has worked flawlessly with zero conflict and no more issues as any other messaging provider.

Call me after 3:30pm PT to discuss.

Kind regards,

-Anthony

From: Chris Currie [<mailto:chris.currie@aerialink.com>]

Sent: Thursday, March 03, 2016 1:54 PM

To: Anthony Riemma <ariemma@zipwhip.com>

Cc: Alan Stiffler <astiffler@somos.com>; Ryan Karnas <rkarnas@somos.com>; Mike Burlingame <mike.burlingame@tsgglobal.com>; Noah Rafalko <noah.rafalko@tsgglobal.com>; Tevis Mahar <tevis.mahar@aerialink.com>; David Diggs <DDiggs@ctia.org>

Subject: Aerialink - 8XX Number Blocked by ZipWhip

Importance: High

Anthony,

We have a situation where an 8XX number which is routed through you is not working on our SMSC. The 8XX number is: 18886934448

This number is confirmed on the SOMOS side to be associated with a Respong and our customer with a valid supporting LOA. The number is ³not² in conflict on the SOMOS side or NetNumber, and the entire industry echo system sees the number as associated with Aerialink, Inc. and our ESPID. However, ZipWhip is blocking the traffic to and from this number to our network and claims it is in conflict with another customer which we do not have visibility to.

This issue was brought to your teams attention yesterday, and subsequent calls today to Dan and Eli on your team have not lent themselves to a resolution.

I was not aware that ZipWhip and your team are acting as a registry now. Aside from a resolution here, the bigger concern is if the entire industry is in agreement (with the exception of ZipWhip) on where the traffic should be routed, there is simply no way to proactively manage issues or resolutions such as the one described above including having any current awareness of other numbers at risk.

On a separate but somewhat related, we have noticed significant but periodic latency on message delivery on the ZipWhip network including some dropped messages. This issue adds some complexity to the above issue with respect to identifying route cause.

I will look forward to hearing from you.

-I have copied a few relevant parties on this email and am requesting your immediate assistance.

Thanks in advance!
Chris

Chris Currie

chris.currie@aerialink.com

Call or Text: 1.563.449.9477, ext. 121

Aerialink

Mobile Data Communications

www.aerialink.com

EXHIBIT D

(Emphasis Added)

Hi Pramesh -

Alan Stiffler at Somos suggested that I contact you with the information below.

Summary

Zipwhip has text enabled a number without the RespOrg's knowledge and initially denied the controlling RespOrg's request to text enable the number with CSF as the service provider. They have acknowledged their error with the single number and corrected the error. Because of this type of activity, we have repeatedly asked Zipwhip to use the TSS registry to verify RespOrg and either confirm or deny a number based on the registry.

Zipwhip maintains a monopoly position with regard to the delivery of text messages from and to a Toll Free number. Because of their monopoly, they have refused to follow the SNAC recommendation that all Toll Free numbers that are text enabled should use the TSS registry for verification and registration.

All the major wireless companies (Verizon, AT&T, Sprint and T-Mobile) route their texts associated with Toll Free numbers through Zipwhip and no service is possible without paying a fee to Zipwhip for each message sent to/from a wireless device. The Zipwhip fee is in addition to any fees paid to an aggregator (in our case SAP) and is passed on to our customers as an additional Carrier Service charge. There is no value added to the text delivery and Zipwhip essentially acts as a toll collector on the Toll Free texting highway. Because the carriers refuse to negotiate peering agreements with other organizations, we are forced to pay the Zipwhip fees if we want to provide the texting to Toll Free numbers service to our customers.

As you will see from the email chain at the end of this message, when we questioned Zipwhip about the specific number and their refusal to use the TSS to verify RespOrg access to Toll Free numbers, they essentially offered to put us out of business by eliminating our ability to send a text to a toll free number. Their "offer" to terminate our agreement is essentially meaningless since we have no other option to provide the service.

The carriers should be required to offer peering arrangements for texts associated with Toll Free numbers with other aggregators as well as directly with end-users. Once this monopoly environment with Zipwhip is removed, then we as service providers and end users can choose who will best serve our customer's needs. Alternatively, Zipwhip should be required to use the TSS registry and Texting to Toll Free numbers should be regulated in the same way that other Toll Free attributes are regulated and RespOrgs maintain ultimate control of the numbers.

Thank you for your time. If you need more information or clarification, please contact me.

Steven Levinn
csf Corporation
285 Davidson Avenue
Somerset, New Jersey 08873
Email: ssl@csfcorp.com
Phone: 732-302-0222 x6601

Background

As you probably know, csf Corporation provides software that provides SMS/800 RespOrgs with technology that allows them to efficiently manage Toll Free numbers on behalf of their end users.

Starting in late 2013/early 2014, we reached out to CTIA and the wireless industry to start enabling Texting to Toll Free numbers. With the help of David Diggs from CTIA and Alan Stiffler from SMS/800, we were successful in coordinating the interactions between SMS/800 (now Somos) and CTIA members to help both organizations understand the differences between provisioning features on mobile and land line numbers versus Toll Free numbers.

The result was a recommendation from CTIA that SMS/800 build a registry for providers of texting services that wanted to text enable toll free numbers. The new registry (now called TSS) provides a clear and simple process for RespOrgs to manage the texting attributes associated with Toll Free numbers in the same way they manage the voice attributes of Toll Free numbers on behalf of their end users. Unlike mobile and land line numbers, the routing and features associated with a Toll Free number is controlled by the RespOrg as a proxy for the end user, not by the end user directly. There is no central data base that lists the end user for Toll Free numbers and in many cases, the user of a Toll Free number may not have the right to modify how the Toll Free numbers is used. This is true for shared use cases as well as leased numbers.

The ATIS SNAC group maintains the industry guidelines for Toll Free number administration and represents the Toll Free industry with regard to recommended policy and technical requirements. The SNAC has endorsed the use of the TSS as the registry for providers that enable texting for Toll Free numbers. SNAC has realized that RespOrgs must maintain control of routing attributes of Toll Free numbers (both voice and text) to provide the required level of service and to make sure Toll Free numbers are not mis-used.

In Spring of 2014, Verizon Wireless partnered with Zipwhip to route all texts associated with Toll Free numbers through the Zipwhip systems. Over the next several months all major carries (AT&T, Sprint, T-Mobile) followed Verizon Wireless and also chose to route all texts associated with Toll Free numbers through the Zipwhip systems. This formed the basis for the current Zipwhip monopoly on texts to Toll Free numbers because the carriers at the same time eliminated existing peering agreements for text to Toll Free numbers that were in place and working with aggregators.

Zipwhip then required all suppliers of texting services to Toll Free numbers to sign a contract with them to pay the "Toll" for moving texts through the ecosystem. Without the Zipwhip agreement in place, all texts to Toll Free numbers stopped being delivered (even though it was working without Zipwhip previously).

Recent email chain with Zipwhip (February 24 – February 26, most recent first):

Hey Steve, We've talked about our process many times with you. I have many many extremely satisfied customers doing exponentially more traffic than you that have no issue. At some point all this back and forth with you reexplaining the same thing over and over again isn't worth the small monthly fee to us.

If you are unsatisfied with our service I'm willing to terminate your agreement immediately with no further financial obligation.

Let me Know.

-Anthony

On Feb 26, 2016, at 12:16 AM, Steven S. Levinn <ssl@csfcorp.com> wrote:

Hi Anthony -

Thank you for fixing the problem with the specific number.

As required by our contract with you, we are provisioning all toll free numbers in both your system and TSS. Even though this is redundant we are provisioning at both Zipwhip and TSS.

I have a few questions / comments going forward.

1. Who activated the number in your system without RespOrg permission and why did you allow it without checking with the RespOrg?
2. Going forward, if you have a conflict with a number that we request to activate, you will need to confirm that the requested number is active on our account at TSS before you reject our request. TSS will not put the number on our account until they have confirmed that the controlling RespOrg has given us permission.
3. We have a fully automated process. We are not interested in a manual escalation process to fix the sort of problems we encountered (a valid request to activate is denied because the data in your system is not up to date). If you took a feed from TSS or made a query to TSS when there is a question then no manual escalation would be required.
4. Even though the number was not on our account because of your rejection, we would like to know why you did not deliver the text we sent from the toll free number to the mobile device. SAP delivered the text to you, but you did not deliver the text to the mobile device and you did not notify SAP that the text was dropped on the floor.

The most important thing for us if texting to a toll free number is going to work is:

1. Reliable delivery of a valid text (or some indication that the text was not delivered)
2. Diversity of delivery paths for both reliability and competitive costs.

Unfortunately, we don't have either of these things today.

Please let me know if you can modify your process to accommodate our needs.

Thank you,

Steven S. Levinn
ssl@csfcorp.com
732-302-0222 x6601

On Feb 26, 2016, at 11:39 AM, Anthony Riemma <ariemma@zipwhip.com> wrote:

Hi Steve, as described in the earlier email thread there was a provisioning conflict, but we have since verified it is inactive and will be released for provisioning by 10:00 AM PT tomorrow morning.

As to your other questions below we are always available to jump on a call and discuss our processes.

Our specific technical and network requirements are detailed in our contractual terms with you, but I'm happy to talk through any open concerns. Zipwhip requires direct provisioning of phone numbers on our network via our http Provisioning API or our Provisioning Portal.

Provisioning conflicts have been extremely rare, but if they occur you can reach out to our NOC for resolution and you can always escalate to me. Please reference our 'Support Guide' for email, voice, and 24/7 support.

Our Enterprise-to-Person messaging service that you've been a customer of for the past 18 months has been operating flawlessly.

Kind regards,

Anthony J. Riemma / EVP of Product / ariemma@zipwhip.com
m. (734) 576-3936 / www.zipwhip.com

From: Steven S. Levinn <ssl@csfcorp.com>
Sent: Wednesday, February 24, 2016 6:27 PM
To: Anthony Riemma
Cc: jon.durst@verizon.com; David Diggs; Matt Petr;
astiffler@somos.com
Subject: Text enable issue for 800-307-3168

Hi Anthony -

Could you clarify what is happening with our attempt to text enable 800-307-3168.

Our customer is the RespOrg that controls the number (NYA01). We have registered the number with the SOMOS TSS system and the TSS has validated and approved our text enable request. It is active on our eSPID and SAP is forwarding requests to you from our systems.

The ATIS standards group that manages policies for the Toll Free Industry (SNAC) has determined that the RespOrg has ultimate / final determination when it applies to selecting the carrier to

deliver a text to a toll free number. The SNAC has also determined that the TSS will be the registrar for this information.

When we send a text to the toll free number from a mobile device it appears that Zipwhip does not forward the text to SAP (to be forwarded on to us). When we send a text from the toll free number to a mobile device the request goes to SAP who then forwards it to Zipwhip. It appears that Zipwhip is not forwarding the text to the mobile device.

The email response below from Eli Komenski of Zipwhip below to Matthew Petr at CSF indicates that the number was text enabled on behalf of another service provider (possibly without the knowledge or approval of the RespOrg).

When a request to enable a number comes from us and you require a secondary validation then your system should confirm that the number is enabled with CSF in the TSS system. The SNAC has determined that no additional LOA documentation is required if the RespOrg has directly made the request.

Please immediately activate the number in our account and confirm that future requests will not be blocked if the request is validated in the TSS.

I realize that there are still discussions going on at CTIA but the SNAC decisions are supported by the FCC and at least as it relates to selecting a registrar, the SNAC decisions should be followed.

I am copying in the SNAC co-leads, Alan Stiffler at TSS and David Diggs at CTIA so that they are aware of our concerns.

Please let me know if you need any more information and when the number is active at Zipwhip so that texts can be sent and received.

Thanks,
Steve Levinn
CSF Corporation
ssl@csfcorp.com
732-302-0222 x6601