

**Customer letter written for
telecommunications equipment manufacturer
by Marya Danihel**

Dear _____:

Recently you wrote with some questions about the future of the 900 MHz band for wireless voice and data transmission (our wireless telephone system, the XXXphone 900, uses frequencies on this band). You probably are aware that the FCC has allotted a portion of a different band, the 2 GHz band, for future wireless transmissions. Many customers have asked us how this development will affect them.

Good news: 900 MHz band to remain usable

Even when the 2 GHz band becomes available for personal communications services (PCS), the FCC will not “take away” the 900 MHz band (also known as the Industrial, Scientific and Medical band, or ISM). Therefore, ISM-based products such as the XXXphone will be usable in the foreseeable future.

Is the PCS band “better” than the ISM band?

There is no intrinsic benefit to operating on the 2 GHz (PCS) band: the higher frequency of the band merely accommodates more users.

PCS band not yet available

Currently, the 2 GHz band is used by police and fire departments and public utilities for point-to-point microwave radio systems. These current users must establish other ways of communicating, that is, “clear the band” before it can be used for personal communications services.

Band clearance is the responsibility of a federal coordinating agency called UTAM, Inc. This agency will begin work in the Northeast and expects to approve deployment of some new equipment in 1996. However, for much of the country it will be 1997 or 1998 before the PCS band becomes available.

No fee required for ISM band

New users of the PCS band will have to pay UTAM a “clearance” fee for each transmitter, including handsets and base stations. No such fee is required for users of the ISM band—another advantage for users of XXX’s ISM-based products.

We are committed to supporting our customers’ wireless applications and protecting their investments. If I haven’t supplied you with all the information you need, please call me. I look forward to serving you.

Yours sincerely,
President