

Dear Customer

Re : Changes to your Smartnav Push button service

We are writing to you today regarding your Smartnav service that you hold with us. In recent years we have seen a steady decline in the use of our Smartnav Push button service, and as a result, as a business we have made the decision to terminate this service from 31st December 2021.

The push button service will continue to run as normal until this date, with Pay as you go credit still available to purchase. Any unused remaining credit on your account on 31st December 2021 will expire automatically and will not be eligible for refund.

Customers who have a touchscreen will still be able to make full use of features available beyond this date, this change will only affect the push button service.

We would like to take this opportunity to thank you for your valued custom, if you would like to discuss these changes further, please email our support team at trackstarsupport@teletracnavman.com

Kind Regards,

Kelly Clarke
Head of Operations SVT