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Subject: Network Services Update 5
Date: 2 March 2016 3:25 pm
To: Green, Julie JGreen@bauer-media.com.au

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Welcome to the Network Services Update for this week, included is a final update on the refunding of the Security Cash Deposit.

Please note a couple of important points:

- Network Services remains operational until at least June 2016.
- Any product you received from Network Services including the Transition issues exception list can be found at www.netonline.com.au or www.gordongotch.com.au/ggweb/XITChangeover.aspx. The normal returns timing for issues should be adhered to in all cases.

GORDON AND GOTCH ITEMS

- Don't forget to follow instructions provided to you by XchangeIT or your POS provider in relation to updating your system from Network Services Bipads to Gordon and Gotch titles codes. For those of you not on Support or on a POS system you will need to follow your own processes to update your system.
- For your reference the full list of titles can be found hosted on www.netonline.com.au or www.gordongotch.com.au/ggweb/XITChangeover.aspx.
- New GGA physical returns process – please refer to previous communication and act in accordance with the instructions. For more information see www.gordongotch.com.au/ggweb/XITChangeover.aspx.

GORDON AND GOTCH CHANNELS OF COMMUNICATION

- For all newsagent enquiries, please contact GGA's National Customer Service Team.
- Postal address: Locked Bag 527, Frenchs Forest, NSW, 2086
- Telephone: 1300 650 666
- Operating hours: Monday – Friday, 8:00am to 5:30pm (EST)
- E-mail: contactus@gordongotch.com.au

CONNECTIONS HOTLINE

- If you are a member of the Connections with Bauer Media trade development program our support of you and your store continues as per normal.
- Our email address remains connections@bauer-media.com.au but we have made the decision to utilise the Gordon and Gotch call centre line, 1300 650 666. This means you will only need to ring one number for all your service enquiries and then simply follow the prompts.
- We will be transitioning services over in the following four weeks. This will allow us time to train the new Call Centre operators at Gordon and Gotch in Connections enquiries. Please bear with us as our people are being trained on the Connections program.

REORDERS OF NETWORK TITLES

- Should you wish to reorder quantities of Network Services distributed titles please do so through www.netonline.com.au
- Reorders of Network Services distributed issues can continue until the issue is due for recall as per normal.
- Note that this does not apply to the Transition issues, which can be reordered from Gordon and Gotch from now.

SECURITY CASH DEPOSIT REFUND

- The security cash deposit will be credited to your March statement, with the interest calculated from the initial deposit date, up to and including the 31 March 2016.
- Interest on your security cash deposit will be calculated monthly using the monthly RBA cash rate.
- KPMG have been engaged to verify a sample of the security cash deposit refund calculations.
- If your account has a credit balance at the end of March, you will receive an Electronic Funds Transfer

(EFT) direct to your nominated bank account on the 15th April 2016.

- Should you have any queries please do not hesitate to contact Garry Hunn at ARDept@bauer-media.com.au.

Future communications you will receive are:

Date	What you will be told	Channels of Communication
Wednesday 9 March 2016	<ul style="list-style-type: none">You are now up and running with your Gotch accountKey information regarding your account	Email and www.netonline.com.au and www.gordongotch.com.au

Key points:

- If you have not yet done so please go directly to www.netonline.com.au and provide us with your bank account details to allow us to refund you any outstanding amounts.**

Should you have any queries please do not hesitate to contact me at newsagentenquiries@bauer-media.com.au and either myself or one of my team will respond as quickly as possible.

Kind regards
Julie E. Green



National Channel Manager – Newsagents
Bauer Media