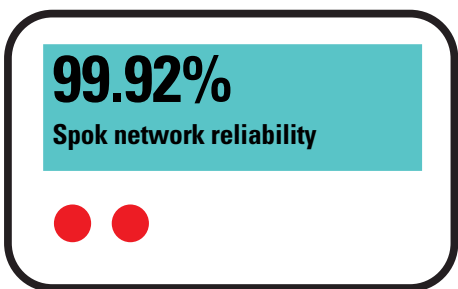


The ongoing power of paging

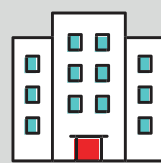
Pagers are more reliable than cell phones

Wide-area paging signals will penetrate through concrete and steel when a mobile phone signal may not



Overlapping coverage:
Simulcast technology

Nationwide network of field technicians



Spok's Technology Operations Center

- **24/7/365** network monitoring
- **Corrects** network anomalies
- **Reduces** mean time to repair



Geographically separate
disaster recovery site

Paging architecture

Messages are simulcast from multiple transmitters

High power (up to 3500 watts ERP*)

Connectivity to transmitters via satellite

Transmitters high off ground (up to 300ft)



*ERP = Effective Radiated Power

Cellular architecture

Transmission from a single tower

Weak power (100 watts ERP*)

Transmitters low to the ground (90ft)

Connectivity via terrestrial link

Connection to wireless infrastructure



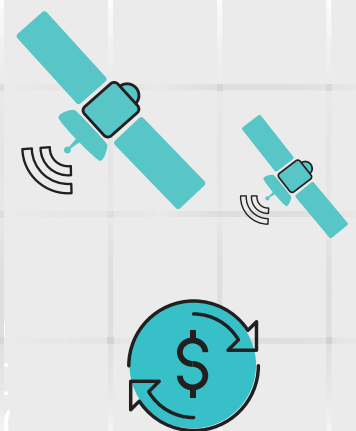
Paging technology

Spok migrated Glenayre GL3000 paging terminal and encoder software to Commercial Off The Shelf (COTS) hardware, thus extending the available life of the paging network well into the future

Spok owns Glenayre IP and software source code to keep servers updated

Utilize multiple satellites with transmitter sites configured in a checkerboard pattern for redundancy

Two-way satellite terminals (VSAT) with full alarming capability to Spok's TOC



Spok invests millions each year in infrastructure upgrades

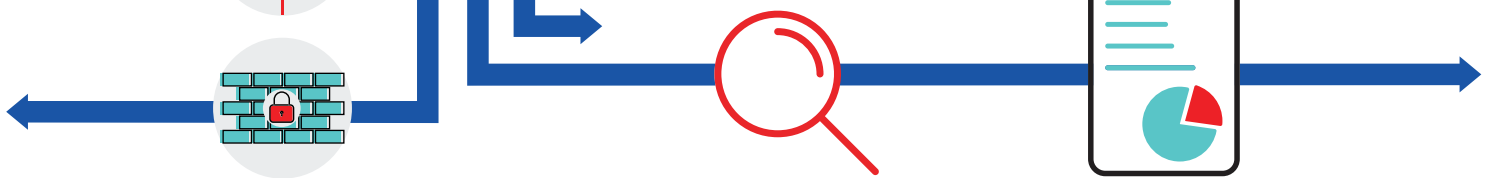
Unbeatable security and encryption

Spok continually updates firewalls, anti-virus, and the SPAM appliance to maintain network and data security



Spok hires outside vendors to test and evaluate the integrity of our systems each quarter

Service Organization Controls (SOC) 2 Type II data center audit: 3rd-party verification of secure operations



GenA and T5 (one-way) and T52 (two-way) AES128 encrypted pagers



Pages can be sent to secure text messaging app, Spok Mobile®

Spok: The leader in global critical communications

Nation's **largest** paging network

Processes more than **100 million** messages/month

Includes paging as part of a full **critical communication platform** with Spok

