



Asaf Shamir <asaf@rawmobility.com>

Potential SMS service disruption - Raw Mobility2 messages

Asaf Shamir <asaf@rawmobility.com>

Thu, Apr 30, 2026 at 2:26 PM

To: Joseph Ziv <joseph.ziv@tcihealth.com.au>

Hi Asaf,

I'm writing to let you know that there may be a temporary disruption to SMS services from 1 May 2026. We are actively working to resolve the situation and will keep you updated.

Please don't hesitate to reach out if you experience any issues.

Kind regards,

Asaf Shamir

--

Asaf Shamir
Raw Mobility

+61-417-188345

+61-3-86582162

www.rawmobility.com

Joseph Ziv <joseph.ziv@tcihealth.com.au>

Thu, Apr 30, 2026 at 5:29 PM

To: Asaf Shamir <asaf@rawmobility.com>

Hi Asaf,

Thanks for the update.

This is disappointing. We have experienced multiple disruptions over the past few months, and for a service that underpins our core operations, this level of reliability is not workable for us.

Our business depends on SMS being delivered on time. The ongoing instability has left us with no choice but to transition away from Raw Mobility. We will begin moving our traffic immediately.

I want to be clear that this is not based on a single incident, but a pattern we can no longer tolerate.

Regards,
Joseph

[Quoted text hidden]