



94721 002228 0045 E 37900

Moor Park (Farnham) Management Limi
2nd Floor Victoria House
Victoria Road
Aldershot.
GU11 1EJ



21 DEC 2018

Our letter reference is:

AOTWLLN

Our letter code is:

AOTWLR

Your account number is:

TH16738304

Your order number is:

BT5TX7BJ

Date

Order No

Checked by

Approved for payment

Allocated to Account

Date: 18/12/2018

We're sorry you're leaving

Hello,

Another provider has asked us to switch your line(s) to them on the date shown below. You don't need to take any further action unless you request a later date or you no longer wish to leave.

If you didn't ask to switch, please call us

As long as you get in touch at least two working days before the transfer date below, we'll sort it out for you. The sooner you call, the easier it is to keep your service working as normal.

We'd like to change your mind

We're sorry you want to leave - we really don't want you to go. We'll do everything we can to keep you with us and we've got some deals especially for you. Get in touch with us to discuss your options on the number below. Let us know you've had this letter when you call.

Freephone **0800 169 0620**
(Monday to Friday between 8am and 6pm.)

If you don't change your mind, the switch will go ahead automatically. The information below tells you what will happen next, how the switch may affect your other services with us and how much we estimate you'll owe us for ending your service early.

Termination charges for your line(s)

If your line(s) is/ are currently within the Minimum Period of your contract you have to pay early termination charges. Here's a summary of any early termination charges:

We'll switch your service on this number	On this date	Charge for stopping this service early
01252737734	03-Jan-2019	£334.52

We estimate that you'll need to pay £334.52* which will be added to your next/final invoice.

*This figure doesn't include any calls or charges between now and the transfer. This includes any extra charges, but not any payments that you have already made, miscellaneous debits or credits, or fees for particular products.

Broadband charges

If we end your BT Business Broadband and you're still in the Minimum Period, you might need to pay charges for ending early. These are on top of any early termination charges we've quoted in this letter. We'll add the charges to your next or final bill. Find out more about these charges at www.bt.com/terms.

Notice period

Under the terms and conditions of your contract you should give BT notice to end your contract. We'll take your new provider's transfer as notice that you are leaving BT, but you will be charged the full notice period. Find out more about these charges at www.bt.com/terms. If you require further information please contact us immediately on the following number.

BT products and services you won't get after the transfer:

Telephone Number	Product
01252737734	Business PSTN Service Critical TOS

If you use BT Featureline

We'll change your line back to a standard telephone line. You'll need to pay £30 for each line for this, which you'll see on your next or final bill.

You won't get network features that are included with BT Featureline, like Call Divert, Call Waiting and 3 Way Calling. You also won't be able to transfer calls for free or make free calls within your BT Featureline group of numbers. You'll need to check what's included with your service from your new provider.

How will other products and services be affected?

Other products and services you have with us, such as maintenance of a phone system, phones or fax machine, won't end automatically when we transfer your line(s). Your contracts for these products or services will carry on until you ask us to stop them. So this means you'll continue to get a bill from BT for any charges relating to any products and services remaining with BT, unless you contact us to end these services.

Once the line(s) are transferred to your new provider, any other BT products and services associated with the lines may also be affected. For example, if you have BT Business Broadband your service will end if you are transferring your broadband too. This will mean that:

- You'll be unable to access your BT Broadband service, and you may lose your associated BT Email address and BT Wifi account
- If you have a VoIP line (you make calls via your hub) you'll lose your 0560 number which is irretrievable once your service is ended.

If you have BT Broadband on the number(s) your switching to another provider - If you want to keep your Broadband with BT make sure your new provider knows so they don't cease it.

Your new provider should also contact you explaining, among other things, how to contact them.

If you're in The Phone Book

Your entries will still be in our Phone Book. If you pay for any of them, you'll see the charges on the bill from your new provider or on your BT bill. If you'd like to talk to us about your entries, please call 0800 833 400 and select option 2.

We are very sorry that you are transferring your line(s) away from BT.

Yours sincerely,

Your BT team

All prices quoted are correct at the time of publishing and exclude VAT unless otherwise stated. Prices may change - see terms and conditions at www.bt.com/terms and the BT Price List at www.bt.com/ pricing for up to date prices.