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BT5T72FH

**Date:** 12/12/2018

## 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 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](http://www.bt.com/terms) and the BT Price List at [www.bt.com/pricing](http://www.bt.com/pricing) for up to date prices.