



19 DEC 2018

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

92220 001179 0003 E 99999



18 DEC 2018

Our letter reference is:
AOTWLLN
Our letter code is:
AOTWLR
Your account number is:
TH16738304
Your order number is:
BT5T72J4

Date

Order No

Checked by

Approved for payment

Allocated to Account

Date: 13/12/2018

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:



92220 001178 0003 E 99999

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



18 DEC 2018

Our code is:

AOTWLR

Our letter reference is:

AOTWLLA

Your billing account number is:

TH16738304

Your order number is:

BT5T72J4

Date

Order No

Checked by

Approved for payment

Allocated to Account

Date: 13/12/2018

Leaving BT: update

Hello,

Another provider asked us to switch your line(s) to them, and we wrote to let you know when this would happen.

This date has now changed to 31-Dec-2018.

You don't need to take any further action unless you request a later date or you no longer wish to leave.

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 this order goes ahead

Order number	We'll switch this service	On this date	And we estimate that you'll need to pay
BT5T72J4	01252737734	31-Dec-2018	£340.32



19 DEC 2018

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

91513 001268 0003 E 99999



17 DEC 2018

Our letter reference is:
AOTWLLN
Our letter code is:
AOTWLR
Your account number is:
TH16738304
Your order number is:
BT5T72BN

Date
Order No
Checked by
Approved for payment.....
Allocated to Account

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:

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.