



Industry Best Practice Guide:
Migrations & Home Moves
for
Fixed Line Voice & Broadband Services

Appendix D – Standard Template - Losing Notification Letter

OPERATOR LETTERHEAD

Date

Dear [TITLE] [SURNAME]

CHANGE OF SUPPLIER

We have received notification that you have requested to transfer your service(s) to another service provider.

This transfer will take place on dd/mm/yy without any need for further action by you, unless you have requested a later date or this order is cancelled. If you have not agreed to this transfer please contact us on the number below, and one of our advisors will be happy to help you.

Freephone xxxxxxxxx
(Every day between [x:xx]am and [x:xx]pm.)

USEFUL INFORMATION

There are a number of items of information which you may find useful to know in light of your decision to transfer your service(s) to another service provider. These are set out below:

Products affected

As a result of this transfer, your contract with [SP name] for service xxxx will be terminated, and we will no longer be providing the following [SP name] products and services.

[insert relevant products / services]

Your new service provider will supply your telephone line(s) from the transfer date.

There should be minimal disruption to your service(s) as a result of this transfer. Your new telephone company may also be providing other services over your line. Details of this should be set out in correspondence you will receive from your new service provider. If you have any queries about this you should contact your new service provider on the customer services number set out in the correspondence.

No further action needs to be taken by you.



[However, the following products will still be provided by (SP name) and your previously agreed payment method will continue.

[Retained Product 1]
[Retained Product 2]

If one of the listed products is (product name) your Customer Service number will be
Freefone xxxxxxxxxxxx.

...Or, if the Retained Product fields are unpopulated

After the transfer, you will receive a final bill for these products and services, including any appropriate termination and/or reconciliation adjustments, which should be paid in full according to the instructions provided on the bill.

Contractual issues:

As a result of cancelling your existing agreement with (SP Name), you may be entitled to a rebate on any advanced payments made for services. In certain circumstances, it is also possible that termination charges may be payable by you.

For Residential customers, termination charges would only apply if:

(• enter SP-specific details)

Business customers should refer to their [SP name] agreement for details.

Confirmation of rebates and/or termination charges will be sent to you after the service transfer.

For any other queries relating to the transfer of your service(s) please contact your new service provider.

Any other information:

If you wish to discuss any of the matters set out in this letter, please call us on the Freefone number provided above.

In addition to this letter, under industry agreed procedures, you should also receive a letter from your new service provider explaining, amongst other things, how to contact them regarding the services they are going to provide. They will also be able to advise you about any impact the transfer may have on existing services.

We are sorry that you no longer wish to use [SP name].

[VALEDICTION]
[SIGNATURE]
[NAME]
[TITLE].
