



Change of broadband package

Please complete the blank fields fully.

Full name
Contact telephone number
Telephone service connection number
Username
E-mail address
Current package: MED ☐ LRG ☐ XLRG ☐ PRO ☐ PRO XL ☐ UNLIMITED STANDARD ☐ UNLIMITED PRO ☐ UNLIMITED 50 ☐ UNLIMITED 115 ☐
Please note: As per the terms and conditions of your broadband contract, you can upgrade, but you cannot downgrade during your initial 12-month contract.
Do you wish to Upgrade ☐ or Downgrade ☐
New package: UNLIMITED 50 (T745) ☐ UNLIMITED 115 (T746) ☐
Effective from which date
(upgrades cannot be pro-rata, requests to upgrade during the current month will be backdate to the 1st)

At the end of your initial 12-month contract period you may downgrade, and the following charges apply:

Charges

- £20 downgrade fee (T128).
- Should you wish to upgrade within 60 days of a downgrade, an upgrade fee of £20 will be applied.

Note:

We require 3 working days' notice for Package UPGRADES

DOWNGRADES will take place on the first day of the month and completed forms must be received 3 working days before the end of the month.

Signature	
Date	
Name	

Please address any queries to our Customer Service Department on Tel: +500 20820 or e-mail: falklands.info@sure.com. Electronically completed forms can be e-mailed to this address.

For Official Use Only	
Received and checked by:	Scanned and copied for CSS
AN number:	Updated BB sheet:
Date:	