

Mobile package change

12-month contract

|  |  |
| --- | --- |
| Full name |  |
| Contact telephone number |  |
| Contact e-mail address |  |
| **Mobile number to be upgrade/downgrade** |  |
| Date for Change |  |
| **Do you have an automatic top-up on this no.** | **Yes  No** |
| Sure account number  **(£100 deposit required to set up a new account)** |  |
| Please select one of the following options: | |
| Current Package | PAYG  Basic  Smart1  Smart 3  Smart 10  Smart 15 |
| New package  **Note: Post-paid packages are for a 12-month minimum contract period.** | PAYG  Basic  Smart1  Smart 3  Smart 10  Smart 15 |
| Would you like roaming services enabled | Yes  No |
| **By signing, I confirm that I have read and agree to the Terms and Conditions** | |
| Signature |  |
| Name |  |
| Date |  |

Downgrades can only take place after your initial 12 months contract has been completed

Charges for Pay Monthly to Pay as you go:

* £30 downgrade fee - Changes will be effective on the last day of the month.

Charges for Pay Monthly to alternative Pay Monthly:

* £20 downgrade fee (T504). Changes will be effective on the first day of the month.
* Should you wish to upgrade within 60 days an upgrade fee of £20 will also be applied

**Note: Completed forms must be received 3 working days before the end of the month**

Please address any queries to our Customer Service Department on Tel: +500 20820, Fax: +500 20811 or e-mail: Falklands.info@sure.com. Electronically completed forms can be emailed to this address.

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| **For Official Use Only**  **Upgrading from PAYG to Post-Paid** | |
| Credit on SIM to be transferred £ | Remove from top-up scheduler |
| Date and time of upgrade | Sure representative: |
| Number list: | Authorisation/Anaconda |
| **Changing to an alternative Post-paid package** | |
| Date and time of upgrade | Sure representative : |
| Number list: | Daily till up sheet: |
| Authorisation/Anaconda |  |
| **Downgrading to PAYG** | |
| Date and time of downgrade | Sure representative: |
| Number list: | Daily till up sheet: |
| Authorisation/Anaconda |  |
| **Received By** | **Date Received** |