

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**  |