



## 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	XSML <input type="checkbox"/> XL <input type="checkbox"/> SML <input type="checkbox"/> PRO <input type="checkbox"/> MED <input type="checkbox"/> PRO XL <input type="checkbox"/> LRG <input type="checkbox"/>
<b>Please note:</b> 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 <input type="checkbox"/> or Downgrade <input type="checkbox"/>	
New package	XSML <input type="checkbox"/> XL <input type="checkbox"/> SML <input type="checkbox"/> PRO <input type="checkbox"/> MED <input type="checkbox"/> PRO XL <input type="checkbox"/> LRG <input type="checkbox"/>
Effective from which date	

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, an upgrade fee of £20 will be applied.

**Note: Package changes take place on the first day of the month.**

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

Signature	
Date	Select or enter a date
Name	

Please address any queries to our Customer Service Department on Tel: +500 20820, Fax: +500 20811 or e-mail: [info@sure.co.fk](mailto:info@sure.co.fk). Electronically completed forms can be e-mailed to this address.

For Official Use Only	
Sure Rep:	Date:
AN number:	Source:
Updated BB sheet:	