



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"/>
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 <input type="checkbox"/> or Downgrade <input type="checkbox"/>	
New package	XSML <input type="checkbox"/> XL <input type="checkbox"/> SML <input type="checkbox"/> UNLIMITED STANDARD <input type="checkbox"/> MED <input type="checkbox"/> UNLIMITED PRO <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 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	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. Electronically completed forms can be e-mailed to this address.

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