



MR P LISEWSKI
2ND FLOOR
40 GLEDSTANES ROAD
WEST KENSINGTON
LONDON
W14 9HU

762

Your account number
WR 7497 5317

Customer reference number
1017812485

Date
5 October 2010



Our reference is: WLRSC

Dear Mr Lisewski,

Moving your phone service away from BT.

We've received notice of an order to move your phone line(s) and calls to another phone company. We're treating this as you telling us to end your phone service agreement with BT.

We're sorry we're losing you as a customer.

This move will affect the phone number(s)

02076103562

You don't need to do anything. Your service will move on 18 Oct 2010, unless you've asked for a later date or to cancel the order. You shouldn't have any interruption to your service.

If you haven't agreed to move to another phone company, or if you've changed your mind and would prefer to stay with us, please call us before 4pm on 15 Oct 2010, and we'll be happy to help you.

Freefone 0800 71 72 75

8am-9pm Mon to Fri, 8am-8pm Sat, 9am-6pm Sun
Northern Ireland: 8am-8pm Mon to Fri, 8am-6pm Sat

Here are some things you might need to know about moving your service to another phone company.

Stopped products and services

Because of the move, you'll no longer get certain products and services from us. We've listed which ones in Appendix 1 at the end of this letter.

You'll need to check with your new phone company which products and services they offer.

What you're keeping

If you're still using some of our products and services after the move, they're listed in Appendix 2 at the end of this letter. We'll still bill you for these, and your payment method won't change.

If you had one of our BT packages - a group of BT services at a set price - and you're stopping your phone service within the package's contract term, but keeping your broadband with BT, we'll move you to a standard BT broadband service (plus BT Vision if this was part of your package). These will be the same broadband and BT Vision services you had as part of your package and they'll come with new 12-month contracts. If you decide to end these contracts within the 12-month minimum term, you'll incur a single charge based on the number of months left of that minimum term. See www.bt.com/termcharges for details.

We'll send you more information about your new services soon.

Please note that sometimes our products and services don't work properly after people move to a different phone company. If you're worried about this, get in touch and we can look into it for you.

Charges

You may have to pay something if you switch your phone line and services before the end of the minimum period set out in your agreement with us. This is called an early termination charge.

If you aren't keeping any BT products or services (like BT Total Broadband) after you move your phone service to another phone company, we'll send you a bill for everything listed in Appendix 1, including any termination charges. Please pay right away. If you don't pay, we may pass your details to a credit reference agency, which might affect your credit rating. You should get your final bill within two weeks of the move. If you've paid us anything in advance, we'll refund it on this final bill.

If you're keeping any BT products or services following your move, we'll put any termination charges onto your next bill.

Customer service after the move

After you move your phone service, your new phone company deals with any service or account issues like moving home, renumbering, upgrading or downgrading your line or faults. We won't be able to help. Your new phone company will - so remember to get in touch with them and not us.

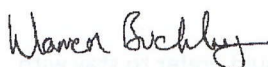
Questions?

If you need to ask us about anything in this letter, please get in touch on the Freephone number above.

Under industry-agreed procedures, you should also be getting a letter from your new phone company explaining how to get in touch with them and including details about the services they're going to provide.

We're really sorry to lose you. But good luck with your new arrangements and we hope you'll come back to us for your phone service in the future.

Best wishes,



Warren Buckley
Managing Director, Customer Service

To check terms and conditions and call costs, please go to
www.bt.com/terms

Appendix 1

Here's a list of products and services you won't get from us after your move.

Unlimited Evening and Weekend Plan
Friends and Family International
Phone Line
PSTN Services Texts 100

Appendix 2

Here's a list of products and services you'll still get from us and for which we'll bill you. Any other BT accounts you may have won't be affected by the move.