

Manx Telecom Account Convergence

Customer Requirements / Authorisation Order Form to Converge Accounts



1 Gaining Customer Account Holder Contact Details

Current Customer Details / Billing Address

Please note: wherever possible we will converge to your existing mobile account number

Name (account holder)	
Account Number	
Address:	
Postcode:	
Telephone:	
Mobile:	
Email:	

2 Service Details

2.1 Other Accounts in your own name

Other accounts to be converged to one account that are in your own name (please continue on separate sheet if necessary). For the avoidance of doubt this will be a monthly billed account only, and any fixed lines currently quarterly billed will be upgraded to the optimal Manx Telecom "Choice" Tariff where necessary.

Account Number	Account Name	Recent Bill Number

2.2 Nominated Accounts in a name other than your own

Those accounts to be converged to one account that are in someone else's name (please continue on separate sheet if necessary). Each nominated Account Holder will need to complete a separate application form (FORM AC2) to provide their authority for their existing account to be ceased and transferred into your name. For the avoidance of doubt this will be a monthly billed account only, and any fixed lines currently quarterly billed will be upgraded to the optimal Manx Telecom "Choice" Tariff where necessary.

Account Number	Account Name	Recent Bill Number

3 Payment & Direct Debit Details

3.1 Nominated Accounts

Please choose from the following:

- I currently pay by direct debit and this will continue once the accounts are converged.
- I do not currently pay by direct debit but wish to set up a new direct debit for my converged account.
- I do not wish to pay by direct debit and will continue with my current method of payment.
(I understand I will not receive a direct debit discount)

4 Order Authorisation and Placement

Customer Placing Order

I understand that when accounts are converged (as indicated in Section 2), the name associated with that new account i.e. the account into which the other accounts will be converged will become the new contractual Account Holder and all old accounts will be ceased. Only the new Account Holder will have access to call records and payment history from the point the accounts are converged. You may wish to consider multiple names as Account Holder e.g. Mr A & Mrs B Smith. I also understand that only monthly billed tariffs can be converged into a single account and that any fixed lines currently quarterly billed will be upgraded to the optimal Manx Telecom 'Choice' tariff.

Please allow 10 working days from receipt of all the necessary authorities from Account Holders (via FORM AC2 where applicable) to process your order and for the application of any associated discounts. We will contact you when all the accounts have been successfully converged.

I/We _____, please print Account Holder name(s)
have read and understood the Terms & Conditions for Manx Telecom Account Convergence Service Schedule 2.

Signed: _____ (Authorised Account Signature)

Signed: _____ (Additional Signature if needed)

Date: _____

We may need to contact you for further proof of identity if we are unable to verify your signature to our existing records.

5 What to do next

Check that you have completed all the relevant sections and post/fax this form to:

Manx Telecom Customer Accounts
Isle of Man Business Park
Cooil Road
Braddan
Isle of Man
IM99 1HX

Email: custaccount@manx-telecom.com

Tel: 01624 624624

Fax: 01624 636301

If you have any questions regarding this form, please contact your Manx Telecom Customer Accounts Representative on 01624 624624