

FORM AC2 (to be completed in association with form AC1 by each different account holder)



Manx Telecom Account Convergence

Customer Requirements / Authorisation Order Form to Converge Accounts

1 Ceasing Customer Account Holder Contact Details

1.1 Current Customer Details / Billing Address

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

2 Service Details

2.1 Other Accounts to be ceased

Please list other accounts in your name that are to be ceased and converged to the Account Holder on the AC1 form. (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 Account Details to which your ceased account will be transferred and converged

Please provide the account into which your ceased accounts should be transferred. The Account Holder of this account will provide their authority on FORM AC1.

Account Number	Account Name	Recent Bill Number

3 Payment

3.1 Ceased Accounts

When you cease your account you will be sent a final bill for which you will remain liable. All future services following the date of transfer and convergence will be the liability of the new account holder. Manx Telecom will cancel any existing direct debits; however you will also need to cancel these with your bank.

4 Order Authorisation and Placement

Customer Ceasing Accounts

I understand that when ceasing accounts for the purposes of convergence (as indicated in Section 2), the name associated with that new account i.e. the account into which the ceased accounts will be converged will become the new contractual Account Holder and all old accounts will be ceased. As 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. If I am not that new Account Holder I will no longer be able to request information about the account/call data without the Account Holders permission.

Please allow 10 working days from receipt of all the necessary authorities from Account Holders (via FORM AC1 and AC2 where applicable) to process your order. Manx Telecom will contact you when the all the accounts have been successfully converged.

I/We _____ [please print ceasing 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 Account Signature if required)

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 Accounts Representative on 01624 624624