

Termination, Migration and Movement of Communication Services – Landlines & Broadband.

Occasionally a member's landline and or broadband service may need to be moved to an alternative building, provider or even ceased. If you need to change telecoms services billing to your AF account, you are responsible for telling us clearly, exactly what is needed. We can only accept a change request in writing from a named contact on your AF account. If a service you are changing is in contract AF will confirm any applicable termination fees in writing to you.

Written instructions can be accepted if emailed to telecoms@theAFgroup.co.uk or post to -

**Telecoms Dept.
Anglia Farmers Ltd
Honingham Thorpe
Colton
Norwich
NR9 5BZ**

Industry terminology is explained below - Migration

When the existing service is still required, but it is moving away from AF to a new provider

Cease

When the existing service is no longer required, you are instructing us to stop it working altogether.

Landline and Broadband Migrations

If you are moving a service to a new provider, you must confirm in writing which service is leaving (line rental only, line rental and broadband, or broadband only). Which telephone number the service relates to, and the date it is leaving. We may also receive notification of the move from our provider, if we have not had a written instruction from you we will contact you to check it is valid. If we cannot validate the move is genuine we will block it, and it will remain billing to you via AF until such time you confirm the order has been replaced and is genuine.

If the service is in a tenanted property, and the tenant will be taking over the responsibility for paying the bill it is your responsibility to make sure that the tenant makes arrangements to move the service to their chosen provider

within the timeframe you agree with them. You will remain responsible for all costs associated with the line until it is either migrated to your tenant's chosen provider, or ceased by you in writing to AF.

Landline and broadband Ceases

AF will only cease a line or broadband on receipt of a written instruction from a named contact on your AF account. The instruction must clearly state which service is to be terminated - line rental only, line rental and broadband, or broadband only. If the cease instruction is not to be actioned immediately you must clearly state when you require the service to end.

Moving Landlines and Broadband Connections to new Premises (In same postcode Area)

If you want to move an existing service to a different property you must confirm the telephone number and service you want to move, and from which existing address to which new address, including site contact name, telephone number and email address for both sites. The new address will need to be connected to the same exchange for the physical move to be possible. In some circumstances a physical line move is not possible, AF can advise on alternative solutions in these cases.

Moving Landlines and Broadband Connections to new Premises (In different postcode Area)

If you moving to new premises serviced from a different exchange a new installation will be required, which will generate a new telephone number. Once the new line is installed we can order a broadband supply if one is required. If you need your old telephone number to ring at the new site AF can advise how to achieve this. If you no longer need the old telephone number and associated services you will still need to give AF written instructions to cease them, or allow them to leave if the new owner of your old premises will be taking over the line.

All cease and migration instructions are subject to 30 days' notice period. Billing will continue for a full 30 days from when AF acknowledges and actions your instruction.