

# Moving Telephone Service(s) to a new address



As an existing customer you can place your order over the phone  
Please call us on Freefone 0800 735 2500

Please complete in full using BLOCK CAPITALS and return to us at the address overleaf. Alternatively, you can place your order over the phone by calling us on Freefone 0800 735 2500. Lines are open 8am to 5pm Mon to Sat.

For Office Use: V32 01052008  
A/C No:

## Your account details

Name of A/C holder			
Account or Tel. Number			
Contact details	Name		
Contact number	Daytime		

## Telephone service to be moved

What is the telephone number of the service you want to move to a new address?

PLEASE NOTE: If another company provides you with any services associated with this line, it is important that you also inform them of these changes.

## Disconnection/Installation details (£49.99 to re-connect a previous service or £120.49 for a new service with an engineering visit)

New installation address			
(Address where you want to move the telephone service to)	Postcode	JE	
Will this service be additional to one <b>currently</b> working at this address?	NO	YES	Number if known
Will this service replace a telephone line <b>previously</b> working at this address?	NO	YES	Number if known
Do you require any extra telephone sockets? (refer to tariff guide for charges)	NO	YES	How many?
The date you would like your service disconnected (Mon to Sat)	D	M	Y
We aim to connect your telephone service within 4 working days (Please note: This may not always be achievable during promotions and busy periods)			
If you require service connected <b>after</b> our 4 working day target please specify the date :	D	M	Y

## Tariff option (please refer to our tariff guide for full details of tariff options and charges)

When we move your number, would you like to change to one of our new tariffs with a whole range of different benefits?

NO	Please proceed to section 4
YES	Tariff required <input type="text"/> call Freefone 0800 735 2500 or visit <a href="http://www.jerseytelecom.com">www.jerseytelecom.com</a> for assistance

If applying for **PrimeTalk** (senior citizen customers only) please supply:

Your Social Security or Pension Card No	<input type="text"/>	Your date of birth	D	M	Y
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## Application for Rapid Service (standard connection charge £50)

Which telephone number you would like to add Rapid broadband service to

Tick Rapid options required in 'a' to 'd' below. (please refer to our Internet Connection Guide or our website for further information and charges)

### a Usage Option

20GB @ £17.99 a month	<input type="checkbox"/>	40GB @ £24.99 a month	<input type="checkbox"/>	60GB @ £34.99 a month	<input type="checkbox"/>
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### b Modem & Install Option

No Modem	Standard Modem	Wireless Modem
Full install (set up / demo @ £60*)	Full install (set up / demo @ £60*)	Qty of laptop adaptors
Self Install (instructions posted to you)	Self Install (instructions posted to you)	Qty of desktop adaptors
*Our initial installation charge is £60, which includes the first 30 minutes of labour. Work is charged at £30 for every 30 minutes thereafter.		Full install (set up / demo @ £60*)
		Self Install (collect from retail shop)
		Self Install (delivery free of charge)

### c What computer/operating system are you using?

Apple Mac OSX	<input type="checkbox"/>	Apple Mac OS9	<input type="checkbox"/>
Windows 2000	<input type="checkbox"/>	Windows XP	<input type="checkbox"/>
		Windows Vista	<input type="checkbox"/>

### d Filters

One filter is required for each telephone socket. We supply two filters as part of the standard connection charge.

How many extra filters will you require?

## Billing details (the address you would like us to send your bills to)

Do you want your accounts to be sent to this new address?

YES	Please proceed to next question	
NO	Address where you would like your bills sent to?	
		Postcode JE

Would you like your bill to show itemised calls?

NO	YES	Standard Itemisation supplied Free of Charge listing calls 20p and over
	YES	Full Itemisation at a cost of £1.50 per month listing all calls

Do you have any other accounts you would like billed at this new address (eg: mobile phone)?

NO	Please proceed to section 6 below	
YES	Please list accounts or telephone numbers do you want billed at your new address	

Note: The postal address associated to the telephone service you are moving will automatically be updated to reflect the new address.

Do you want to make any other changes to your existing Directory Entry?

NO	Please sign declaration section below	
YES	Do you want your number and details to be made available by us and other Directory Information Service Providers (including the internet)?	
	YES	How would you like your name to read? E.g. Smith, A.
NO	Please sign declaration section below	

If you wish to know more about our other Telephone Directory entry options, including advertising in our Classified Pages, please tick this box  and we will call you, or contact us on Freefone 0800 735 2508 or email us at [infoservices@jerseytelecom.com](mailto:infoservices@jerseytelecom.com)

## Important Information

By completing this form you are applying to make changes to your fixed line telephone service. This Application forms part of the Terms and Conditions ("T&Cs") under which we provide such services to you. Different T&Cs will apply depending on the services which are provided to you (specifically Exchange Line Service T&Cs in this instance), full details of which are available from Jersey Telecom's retail outlet, or [www.jerseytelecom.com/terms](http://www.jerseytelecom.com/terms). All prices exclude GST which will be added at time of billing. You should read the T&Cs carefully and only sign this form if they are acceptable to you. The data collected on this form will be used to enable us to process your order and will only be disclosed to those bodies or authorities which have been identified within Jersey Telecom's registrations under the Data Protection (Jersey) Law 2005. We will also use this data to keep you updated with news about our products and services. Please selected your preferred contact methods(s) for future marketing correspondence by ticking the relevant box(es): Email  Telephone  Postal  Unsubscribe all  The marketing preference options you select will not affect the delivery of your bill.

## Declaration (complete one section below as applicable)

I am/we are at least 18 years of age and make this application having understood all applicable Conditions and Service Charges concerning this Contract. I/we understand and agree that I/we will be responsible for all Charges as applicable for a Minimum Contract Period of 12 months unless I/we are taking over the Service(s) without break from another customer where the remainder of any 12 month Minimum Contract Period will apply.

## Personal applicant declaration (in the case of a joint application, both parties must sign)

Signed (first applicant)	<input type="text"/>	Signed (joint applicant)	<input type="text"/>
Please print name	<input type="text"/>	Please print name	<input type="text"/>
Date	D <input type="text"/> M <input type="text"/> Y <input type="text"/>	Date	D <input type="text"/> M <input type="text"/> Y <input type="text"/>

## Limited company declaration (to be signed by an authorised signatory for and on behalf of the company)

Signed	<input type="text"/>	Position held	<input type="text"/>
Please print name	<input type="text"/>	Date	D <input type="text"/> M <input type="text"/> Y <input type="text"/>

For office use only:	Date input	Date proofed	Entry Published
Work Order Number:		Tel Number	

Jersey Telecom is the trading name of Jersey Telecom Limited

Please return completed forms to:

**Jersey Telecom**  
**PO Box 53**  
**No 1 The Forum**  
**Grenville Street**  
**St Helier**  
**JE4 8PB**