



Send this form to:  
 ACN European Services Ltd, P.O. Box 427, Hounslow TW4 6DR  
 United Kingdom  
 or fax it to: 020-7 949 0275  
 Customer Services: 020-360-85-050  
 www.myacn.eu

ACN Line Rental - UK  
 Form for House Moves

This form is automatically processed. Please write clearly in capitals using black ink, inside the indicated areas only.

This form is for existing ACN Line Rental customers ONLY.  
 ALL fields in each relevant section MUST be completed.

All customers must complete Section 1, Section 2 and Section 3.

## 1 Customer Status

ACN Account Number:  Please enter the last 8 digits of your ACN account number. Your account number is stated on your ACN invoice.

Customer First Name / Company Name

Customer Last Name

Daytime Contact Person Name  Daytime Contact Telephone Number

Please enter a named contact person, daytime contact telephone number [preferably a mobile number] and email address which we can use to contact should we need to discuss your request in more detail.

Email Address:

UK-LR-001

## 2 Moving House

Telephone Number:  If the number relates to an ISDN line, please enter the main ISDN number and all associated underlying numbers will automatically be transferred.

Please note that we require at least 15 working days notice of an intended move. If a customer is moving within the same area code ACN will endeavor to ensure that the phone number (CLI) will be transferred to the newly requested installed line, however ACN cannot guarantee this in all cases. A number move is not possible when the customer moves to an address with a different area code. In these cases ACN will request a new number for you and confirm the new number in writing. Please refer to the price list on www.acneuro.com for all charges associated with moving house.

### Type of Line:

Standard Analogue Line  ISDN line

### Required Information:

Is ADSL provided on this line? Yes  No

ADSL from BT

ADSL from another provider

If ADSL is provided by another provider please contact them to arrange a separate transfer of the ADSL service. ACN cannot guarantee any ADSL moves. We recommend that in all cases you contact your current provider to arrange moving your ADSL service.

Date of Move (DD-MM-YYYY):     
 (When would you like your current line to be disconnected?)

Will you (and/or your family) be the sole occupants of this address? Yes  No

Retain existing number if possible? Yes  No

I agree to the number being changed if the current one cannot be retained

Is there an existing line at the new address? Yes  No

If yes, please provide the telephone number associated with the line:

### Your new address - Please complete all the fields below.

House Name:

Street:

Town:

Post Code:

City:

I am available at my new address on the following days:

I accept all charges associated with the move of subscription

## 3 Customer Authorisation

I authorise ACN to take all necessary steps to complete my order above. I have been made aware of all specific items relating to binding periods and delivery times as mentioned in each section. I confirm that I understand that all orders are completed in accordance with ACN's general terms and conditions, which are available on www.myacn.eu.

Customer Signature:

Date (DD/MM/YYYY):