

BEREAVEMENT FORM

We know that this will be a difficult time, so we want to make sure the process of making changes to an account is as straightforward as possible. If you want to keep the service active, you can ask us to transfer the service into another person's name. Or, if the service is no longer required, you can ask us to stop providing broadband and any other services you may have with us such as Telephone.

Next steps:

- You can either call us to notify us of a Bereavement - contact Customer Care on 01392 345600

Or if you prefer, you can:

- Complete the form below, save it to your computer and return to us with a copy of the death certificate
- Send this to us:
 - By Email** – scan your form, then email each to contactus@jurassic-fibre.com
 - By Post** – Jurassic Fibre, Sowton Business & Technology Centre, Exeter, EX2 7PF

Please only send us copies and not the original versions of any documents, as we are unable to return them. We will be in touch when we have received the completed form to update you on everything else you need to know.

Bereavement Form

Current Account Holder

Full Name	
House Name/Number	
Street Name	
Town	
County	
Postcode	
Action Required	Disconnect Service Transfer to a New Account Holder Mark as appropriate
Return of equipment (for Disconnect Service only)	If you would like to return equipment to us e.g. routers, extenders etc. please indicate here: Arrange Pick-Up Y/N (mark as appropriate)
Death Certificate Number	
Location of death registration	

Customer Number	
Home Phone Number	

New Account Holder: ONLY complete this section if you want your Jurassic service to continue at the same address:

New Account Holder Title	
New Account Holder's Full Name	
Email Address	
New Account Holder's Telephone Number	

If you want to give someone else the authority to act on your behalf, please complete the section below:

Additional contact – relationship to the new account holder	
Additional contact's Full Name	
Email Address	
Additional Contact's Telephone Number	

Your Details

I confirm that I _____ am able to give permission to request changes to the account and I agree to the disconnection or transfer for the account holder named above.

Please fill out your name and date into the box below to confirm you've read, understood, and agree with the above

Name	
Date	