

Instruction to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form using a ballpoint pen and send it to:

Mailing Address:
ACN European Services Ltd
P.O. Box 427
Hounslow TW4 6DR

Name(s) of Account Holder(s)

Originator's Indification Number

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FOR ACN European Services Ltd. OFFICIAL USE ONLY

This is not part of the instruction to your Bank or Building Society.

EXISTING CUSTOMERS:

Please write your JOi Customer number in the reference number section of this form. Please send the completed form to the mailing address indicated above or fax it to the following number: +44 [0] 20 7949 0275. Once it has been received you will be advised on your invoice that your account is now being paid through the Pre-Authorised Payment Plan. Until you see this notification on your invoice please continue to pay by the method you are currently using. All telephone numbers billed on that same account will be included in this authorisation.

NEW CUSTOMERS:

Please write your telephone number in the reference number section of this form. Please return this form with your completed Phone Service Application Form. All telephone numbers billed on that same account will be included in this authorisation.

ACN European Services Ltd. is registered in England and Wales under registration number 3650246, having its registered office at 7 Albemarle Street, London W1S 4HQ, United Kingdom.

Instruction to your Bank or Building Society

Please pay ACN European Services Ltd. Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with ACN European Services Ltd. and if so, details will be passed electronically to my Bank/Building Society.

Bank/Building Society account number

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Branch Sort Code

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Name and full postal address of your Bank or Building Society

TO: THE MANAGER	
Bank/Building Society	
Address	
	Postcode

Reference Number (JOi Account Number)

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Signature(s)

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Date(s)

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Banks and Building Societies may not accept Direct Debit Instructions for some types of account

This guarantee should be detached and retained by the Payer.

The Direct Debit Guarantee

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society
- If the amounts to be paid or the payment dates change ACN European Services Ltd. will notify you 5 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by ACN European Services Ltd. or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid. You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please send a copy of your letter to us.
- If you request ACN European Services Ltd. to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If you receive a refund you are not entitled to, you must pay it back when ACN European Service Ltd. asks you to.

