



Mr A B Sample
123 Sample Street
Sample Town
Sample County
ZX1 2AB

XX February, 2019

Hello <Name>,

Your minimum contract period for Sky TV ends on 24th February 2019. At this point the price of your current Sky TV package will increase from £72.65 that you pay today to £93.50 per month.

Ending your TV contract

We wanted to let you know that from the 24th February 2019 you can cancel your TV subscription without any early termination charges, although a 31-day notice period applies.

To end your contract notice must be given by one of the following means:

- By phone on 03442 41 44 14
- By using one of our online messaging options on sky.com
- Email us at mysky@sky.uk
- Write to us at Sky Subscribers Services Limited, PO Box 43, Livingston, West Lothian, EH54 7DD

Notice given by phone or online messaging will be processed immediately. If you write to or email us we may need to verify account information before the notice is effective (and once verified the notice will be effective from the date of the original notice). We will acknowledge written notices by return letter or email and will contact you separately if we need to verify any account information.

More information on how to cancel can be found by searching 'How to cancel' in the Help section on sky.com.

Your options at the end of your TV contract

Now that your TV contract is ending you could:

- Do nothing and stay on your current package
- Switch to a new TV package with us
- Switch to a different TV provider

Remember you may be able to get a better deal as a new customer with another provider.

Also, please be aware that:

- If you cancel Sky TV then you will no longer be eligible for free calls and texts on Sky Mobile and unlimited calls and texts will cost you £10 per month.
- If you cancel your Sky Sports subscription, then your Sky Broadband discount of £5 per month will end as this is dependent on you keeping a Sky Sports subscription.

Breakdown of your current package

A summary of the price changes which will apply after the 24th February 2019 is provided below.

Please be aware that the table below does not show any changes to your Sky Talk and Broadband and Sky Mobile prices that will take effect after the relevant minimum term ends. We will write to you separately about any such changes nearer the time.

For further details of what's included with your Sky Broadband and Sky Mobile subscriptions please go to the 'Manage' section on Sky.com and log in with your SkyID.

Current Sky Package			After 24th Feb	
Sky TV			Sky TV	
	Minimum term end date	Current Price		Price
Family Pack (30% discount)	24th Feb 19	£27.65	Family Pack	£39.50
Sky Sports (30% discount)	24th Feb 19	£21.00	Sky Sports	£30.00
Multiscreen Subscription (x2)	24th Feb 19	£24.00	Multiscreen Subscription (x2)	£24.00
Sky Go Extra	N/A	£0.00	Sky Go Extra	£00.00
Total TV		£72.65	Total TV	£93.50
Sky Talk and Broadband			Sky Talk and Broadband	
	Minimum term end date	Current Price		Price
Sky Broadband Unlimited (£5 discount, dependent on Sports subscription)	1st April 19	£6.00	Sky Broadband Unlimited (£5 discount, dependent on Sports subscription)	£6.00
Sky Talk Anytime Extra + Line Rental Included	1st April 19	£26.99	Sky Talk Anytime Extra + Line Rental Included	£26.99
Total Talk and Broadband		£32.99	Total Talk and Broadband	£32.99
Sky Mobile			Sky Mobile	
	Minimum term end date	Current Price		Price
Sky Mobile 8GB Data	1st April 19	£15.00	Sky Mobile 8GB Data	£15.00
Unlimited calls and texts free as you are a Sky TV customer	N/A		Unlimited calls and texts free as you are a Sky TV customer	
Total Mobile		£15.00	Total Mobile	£15.00
Total Bill		£120.64	Total Bill	£141.49

Best Tariff Advice

At Sky, we aim to bring you the best possible experience with must-see entertainment. With our new TV packs, we can now offer you more flexibility and choice than ever before, as you only pay for what you want to watch.

Option 1 – Best value package if you re-contract with us on your current TV package

We have reviewed your Sky Talk usage over the past 6 months and recommend that you change to our Sky Talk Evenings & Weekends Extra package based on your usage, this is £22.99 per month compared to £26.99 per month which you were paying for Sky Talk Anytime Extra.

Based on your Sky Mobile data usage over the past 6 months we recommend you change to our Sky Mobile 4GB plan for £12 per month. Please note that if you change to this plan it is likely that you will have less data left over to be added to your Sky Mobile Piggy Bank to Roll Over each month.

Sky TV	Monthly Price
Sky Entertainment	£22.00
Sky Boxsets	£5.00
Sky Kids	£5.00
Sky HD	£5.00
Sky Sports	£23.00
Multiscreen Subscription (x2)	£24.00
Total TV	£84.00
Sky Talk and Broadband	
	Monthly Price
Sky Broadband Unlimited (£5 discount, dependent on Sports subscription)	£6.01
Sky Talk Evenings & Weekends Extra + Line Rental Included	£22.99
Total Talk and Broadband	£29.00
Sky Mobile	
	Monthly Price
Sky Mobile 4GB Data	£12.00
Unlimited calls and texts free as you are a Sky TV customer	
Total Mobile	£12.00
Total Bill	£125.00

The Sky Entertainment in contract discount is £3 per month. It costs £22 per month during the 18-month minimum term and £25 per month thereafter.

The Sky Sports in contract discount is £7 per month. It costs £23 per month during the 18-month minimum term and £30 per month thereafter.

To sign up for this offer please go online login to your My Sky account on Sky.com or call us on XXXXXXXXXXXX

Option 2 – Alternative lower monthly price option if you re-contract with us and move to Sky Q

As you have 2 Multiscreen subscriptions you may also be interested in Sky Q with the Sky Q experience pack because with this you could save money on your monthly bills although there will be one-off upfront charges you will need to pay.

The Sky Q experience includes the following features:

- Wireless multiroom- watch your favourite shows around the home on wireless Sky Q Mini boxes. No drilling holes or messy cables, just plug in and go. One subscription allows you to watch on up to 3 devices at one time.
- Take your recordings with you – download shows from your box to watch on the go with the Sky Q app.
- Pause and carry on –pause what you're watching in one room and continue where you left off on another TV or device.
- Sky Q Mini boxes act as Wi-Fi hotspots with Sky Broadband or Sky Fibre, giving you our strongest signal and coverage around your home.

Sky TV	Monthly Price
Sky Entertainment	£22.00
Sky Q experience	£12.00
Sky Sports	£23.00
Sky Boxsets	£5.00
Sky Kids	£5.00
Sky HD	£5.00
Total TV	£72.00

Sky TV - One-off costs	Monthly Price
Sky Q set up fees £75 (discounted for joining Sky VIP)	£22.00
Second TV screen via Q Mini (Additional TV fee 1)	£0.00
Third TV screen via Q Mini (Additional TV fee 2)	£99.00
Sky Router Delivery	£9.95
Total one-off costs	£128.95

Please note that the best Sky Talk and Sky Broadband and Sky Mobile options for you are as described under option 1 above.

To upgrade to Sky Q there is a set up cost of £75 but this can be discounted to £20 if you join our VIP loyalty programme. By joining VIP, you will also be eligible for some wonderful gifts to thank you for choosing Sky. The best bit, the longer you're with us the better it gets.

You will also need our new Sky Q hub; £9.95 router delivery charge applies. Sky Q boxes, including the remotes supplied with them, and the Sky Q Hub are loaned to you by Sky at no cost and must be returned at the end of your subscription.

The Sky Entertainment and Sky Sports in contract discounts and the pricing that applies after the 18-month minimum term ends are as described under option 1 above.

To sign up for this offer please go online to your My Sky account on Sky.com or call us on XXXXXXXXXXXX

Upgrade option - Free 32-inch LG TV when you choose the Sky Q experience with Ultimate On Demand & Sky Fibre Max

This offer is only available to new Sky Customers joining Sky between 25th and 28th February 2019 and taking our Ultimate on Demand Pack and Sky Fibre Max. However, if you chose this option between 25th and 28th February 2019 we would match this price for you and you would be eligible for the free 32-inch LG TV.

Our Ultimate on Demand service gives you the best of Netflix and Sky, all in one place.

- 500 box sets & all of Netflix, in stunning HD.
- Save over 20% compared to buying separately.
- Keep your existing Netflix profiles or create a new account.

Sky Fibre Max is our fastest ever broadband, with an average download speed of 63Mb, ideal for box set marathons and non-stop gaming. It comes with unlimited usage.

Sky TV	Monthly Price
Sky Entertainment	£22.00
Sky Q experience	£12.00
Sky Sports	£23.00
Ultimate On Demand	£10.00
Sky Kids	£5.00
Sky HD	£5.00
Total TV	£77.00

Sky Talk and Broadband	Monthly Price
Sky Fibre Max	£8.01
Sky Talk Evenings & Weekends Extra + Line Rental	£22.99
Total Talk and Broadband	£31.00

Sky One-off costs	Price
Sky Q set up fees £75 (discounted for joining Sky VIP)	£20.00
Second TV screen via Q Mini (Additional TV fee 1)	£0.00
Third TV screen via Q Mini (Additional TV fee 2)	£99.00
Sky Router Delivery	£9.95
Sky Fibre Max activation fee	£50.00
TV Delivery Charge	£5.50
Total one-off costs	£184.45

Please note that the best Sky Mobile data pack option for you is as described under option 1 above. We have also included the Sky Talk Evenings & Weekends Extra package (which is different from your current Talk package) for the reasons explained under option 1.

The Sky Entertainment and Sky Sports in contract discounts and the pricing that applies after the 18-month minimum term ends are as described under option 1 above.

As this offer is only available online to new customers you will need to call us direct on XXXXXXXXXXXX if you would like to choose this option.

We look forward to bringing you another unmissable year of entertainment if you chose to stay with Sky TV.

Your Sky Team

Ultimate On Demand: Ultimate on Demand: 31 days' notice to cancel. Netflix standard plan directly with Netflix costs £7.99 pm, Netflix premium plan directly with Netflix costs: £9.99 pm. **Sky Q experience:** We'll lend you one Sky Q Mini per extra TV, at no cost. Content from up to two Sky Q Mini boxes can be watched concurrently. In home, watch recordings included in your Sky TV channel pack and most free to air channels. See sky.com/skyqchannels for more information. Red Button and BBC on demand content unavailable via Sky Q App. Pause on TV and carry on watching on TV or tablet. Take recordings with you to watch offline. Save selected recordings from last 90 days from the main Sky Q box or download on demand programmes to compatible tablet connected to home broadband to watch offline. Finished recordings may be unavailable to sync for up to a few hours. Two syncs/downloads per programme. Content deleted from device 48 hours after viewing starts or no later than 30 days after sync/download. With Sky Broadband / Fibre, Sky Q boxes turn into Wi-Fi hotspots. Coverage: Depends on home set-up. **Sky Talk:** UK calls of up to an hour to 01, 02, 03, 0845, 0870 & UK mobile numbers only (excludes Channel Islands, indirect access, dial-up internet & 070 numbers). Mon - Fri: 7pm to 7am; and all day Sat & Sun. Acceptable and fair use policies apply. **Sky Fibre Max:** Sky Network and fibre areas only. Speeds vary significantly by location. Average download speed shown for fixed line connection to your Hub (excl. Wi-Fi). **Free LG TV offer:** One reward per household. You must claim your reward online within 90 days of your service being activated. Not available with any other Sky TV offer. TV will be sent up to 28 days after activation. Availability subject to stock. **General:** Prices may go up during your contract. UK, Channel Islands and Isle of Man residential customers only. Calls to Sky contact centres are free for Sky Talk customers. If you're not with Sky Talk, calls to 03 numbers cost the same as calls to 01 or 02 numbers and are included in your calls package. If you don't have a calls package, charges may apply, check your provider's tariff guide. Further terms apply. All rights reserved. Sky UK Ltd (registered number: 02906991) of Grant Way, Isleworth, Middlesex, UK, TW75QD. Our UK VAT number is: 440 6274 67. Correct at 16 January 2019.