

MUNRO, MICHAEL [REDACTED]

From: ntl [info29@cw.com.net]
Sent: 22 September 2001 12:15
To: [REDACTED]@cw.com.net
Subject: Important changes to your Internet Service



Dear Mr Munro,

Following our acquisition of the retail assets of Cable & Wireless Communications Services Ltd, Cable and Wireless agreed that they would continue to manage your current internet service on our behalf until the **30th November 2001**. As this agreement is coming to an end, we regret to inform you that your current internet service will not be available after this date.

Unfortunately due to technical reasons, our own internet service, **ntlworld**, is only available to customers who currently have a direct cable telephone service from **ntl**. Our records show that you do not have this service with us. This means we are unable to offer you **ntlworld** and regrettably, we must ask you to make alternative arrangements for your internet service from the **30th November 2001**.

We apologise for the inconvenience this change may cause you. For more information about other products from **ntl**, please visit www.askntl.com.

Yours sincerely,

 J Lockyer

Jane Lockyer
Head of Customer Relationship Management

Ref: Y045

Please do not reply to this email address. Any replies sent will not be seen by ntl. To send us a message, please go to <http://www.askntl.com/contact/customer.asp> and complete the enquiry form.



ntl Group Limited
Registered Office:
ntl House
Bartley Wood Business Park
Hook
Hampshire
RG27 9UP

Registered in England and
Wales
No.2591237

Terms and conditions apply:
<http://www.ntlworld.com/legals/user-policy.htm>

Calls to ntl call centres may be monitored for training purposes. Information is correct at time of going to print 09.01.