



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

TalkTalk PO BOX 675 Salford M5 0NL
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### Instruction to your Bank or Building Society to pay by Direct Debit.

Name(s) of Account Holder(s)

Bank/Building Society account number

Bank Sort Code

Name and full postal address of your Bank or Building Society

To the Manager	Bank/Building Society
Address	
Postcode	

Service User Number

 |  |  |  |  | 

Reference

(Customer's TalkTalk account number or telephone number)

It is mandatory to complete this section.

### Instruction to your Bank or Building Society

Please pay TalkTalk Telecom Direct Debit 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 TalkTalk Telecom and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)
Date

Bank and Building Societies may not accept Direct Debit instructions for some type of accounts.

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 accept instructions to pay Direct Debit.
- ✓ If there are any changes to the amount, date or frequency of your Direct Debit TalkTalk Telecom will notify you three working days in advance of your account being debited or as otherwise agreed. If you request TalkTalk Telecom to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- ✓ If an error is made in the payment of your Direct Debit by TalkTalk Telecom or your Bank or Building Society, you are entitled to a full and immediate refund of the amount paid from your Bank or Building Society. If you receive a refund you are not entitled to, you must pay it back when TalkTalk Telecom asks you to.
- ✓ You can cancel a Direct Debit at any time by simply contacting your Bank or Building Society. Written confirmation may be required. Please also notify us.