Broadgate

24 May 2023

RE: Notice of Change of our Direct Debit Collection Account.

Dear Customer,

Broadgate continues to advance the technology and services we offer to our customers.

The new billing portal we introduced a few months ago is part of a series of upgrades we intend to deploy. The billing portal allows you to have better access and information about your bills including itemised calls per user and what licences you have. The feedback was amazing and thank you to all who reached out to us.

Keeping in line with our continued development we wish to inform you of the change in our Direct Debit collection profile.

The Direct Debit collections for your monthly Broadgate invoices will now be made by us, **Broadgatevoice**. Therefore, you will see **Broadgatevoice** on your bank statements as appose to Acorn Networks Services.

We are working tirelessly behind the scenes with the Banks for a seamless migration.

NOTE: You do not have to take any action. We will notify your Bank on your behalf, using the Bacs system.

If you need to setup a new Direct Debit Mandate, please do let us know and we can send you the e-mandate form to sign.

Should you have any queries regarding this notification, please contact us on 020 3078 9900 or email us at billing@acorn.uk.com

Yours Faithfully,
Billing Team
Broadgate Voice and Data