

Subject: FW: ExternalTransfer of Direct Debit from Gradwell Communications Limited to Onecom Limited

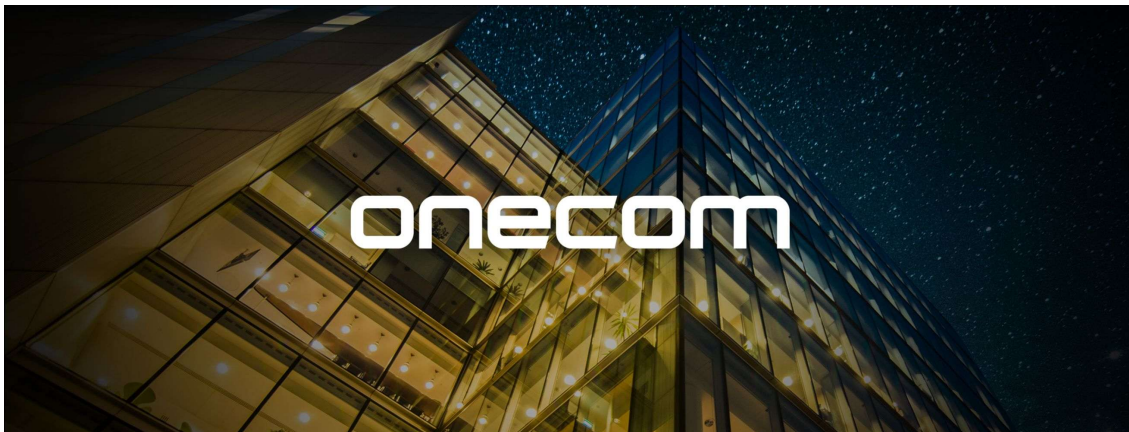
From: Onecom <noreply@onecom.co.uk>

Sent: 13 April 2026 09:01

To: Georgina Morgan-Denn <clerk@haydonwick.gov.uk>

Subject: ExternalTransfer of Direct Debit from Gradwell Communications Limited to Onecom Limited

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Transfer of Direct Debit from Gradwell Communications Limited to Onecom Limited

We recently wrote to let you know that Gradwell Communications Limited had been acquired by Onecom, and that we are now responsible for delivering your telecom services.

Onecom is the UK's leading independent business telecommunications specialist, with offices around the UK.

Onecom Limited will collect the first Direct Debit instead of Gradwell Communications Limited, however, if your usual billing date is between 1st and 19th of each month, you will receive one more collection via the Gradwell Direct

Debit Instruction prior to your mandate moving across to Onecom. The Service User Number (SUN) for your Direct Debit will change from SUN 658953 - Gradwell Communications Ltd to SUN 696414 APS Re Onecom. 'Re Onecom' will appear on your bank or building society statement, and you will notice a change of logo on your invoice. Your billing date will remain unaffected.

There is no need for you to complete a new Direct Debit Instruction, as details of this change have been supplied to your bank, who may also notify you independently.

You may see comments on your bank statement advising you of the final payment under the original arrangement to Gradwell Communications Limited and the first payment to Onecom Limited.

If you need to discuss this Direct Debit with us or with your bank or building society, please refer to Onecom Limited.

Thank you for being a loyal and valued customer. We look forward to continuing to work with you as part of the Onecom family.

If you have any questions about this change, call our Care team on **03300 888 999** and state 'Direct Debit'.

Yours sincerely,

The Onecom Team



The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date, or frequency of your Direct Debit **APS Re Onecom** will notify you 3 working days in advance of your account being debited or as otherwise agreed. If you request **APS Re Onecom** 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 **APS Re Onecom** 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 **APS Re Onecom** 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.