

Mrs Kelly Gray
Privett Timber Windows Ltd
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Upper Richmond Road West
Mortlake
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Account Number: 4229429

Date: 26 June 2018

Welcome to XLN Fibre – Broadband with Superpowers!

Dear Mrs Gray

Thank you for choosing XLN Fibre

We hope that your installation went smoothly and that you're already experiencing the amazing benefits that our Superfast Broadband has to offer. Now you can back-up files, bank, surf the web, take bookings and payments without any hold-ups, without any limits. Welcome to XLN Fibre, the internet as it should be.

Stay protected with XLN Secure

Now you're up and running, don't forget to protect your business with our premium antivirus software XLN Secure. Reduce the threat from malware, viruses and other internet scams like phishing, and say goodbye to unwanted spam. XLN Secure also gives you online banking protection for financial peace of mind.

If you are on an Xtra or Max tariff you can simply visit MyAccount to download and activate XLN Secure for FREE! Certain other tariffs are also eligible for FREE online security, to check if your package qualifies please visit MyAccount.

Technical issues? Let us know and we'll act fast.

In the unfortunate event that you may be experiencing any problems with your connection, please get in touch with our dedicated Technical Support Team on **0808 178 5200**. We will do everything we can to fix any issues and help get you up and running, fast.

You can also find our useful '5 Simple Troubleshooting Steps' within your set-up guide supplied with your new router.

How did we do?

We hope that our dedicated account team and exclusive SwitchXpress service helped make your transfer to XLN Fibre a simple, fast, hassle-free experience.

We value your feedback, please let us know if there is anything we could be doing better to improve our service. We understand the pressures of running a small business and the importance of a fast, reliable internet connection with no downtime. You can visit xln telecom.co.uk/feedback to send us any feedback or call **0808 178 5200** if you have any issues that require an immediate resolve. Our office hours are 8:30am to 8:00pm, Monday to Friday, 9:00am to 5:30pm on Saturdays.

Thanks again for choosing XLN Fibre. Enjoy your new Superpowered Broadband!



Saeed Sheikh
Director of Account Management
XLN | for small business