

Dear Sir/Madam

In our letter of the 8th February 2010 we notified you of our intent to commence rationalising the network from May this year and cessation of operation in September 2011.

This letter is to provide you with more detail and an update on our intentions.

The phasing of the rationalisation will be as follows;

- Phase 2.1: Between 1st June 2010 and 16th July 2010 - it is anticipated that 49 base stations, primarily in the north of England and Scotland will be switched off
- Phase 2.2: Between 1st August 2010 and 14th September 2010 – 54 base stations, primarily in Wales & Central England
- Phase 2.3: 1st October 2010 and 14th November 2010 – 48 base stations, primarily in the south of England
- Phase 3: 1st October 2011 – 74 base stations, primarily in Greater London & specific other regional locations

3.2 Please note that the base stations listed below will be switched off on their due date and service will no longer be available. . We will use reasonable endeavours to meet these dates, but occasionally it may be necessary due to operational or technical reasons or for matters beyond our control to change the expected rationalisation dates or the base stations in a Phase. If this happens we will have no liability to you.

The nearest towns where the base stations by phase to be switched off are;

Phase 2.1					
Aberdeen	Altrincham	Ayr	Barrow	Belfast	Blackburn
Bolton	Bradford	Bradford Air	Burnley	Bury	Carlisle
Chatton	Clitheroe	Doncaster	Dumfries	Dundee	Durham
Edinburgh East	Emley Moor	Grimsby	Harrogate	Hartlepool	Hull
Inverness	Lancaster	Leeds	Linley House	Linwood	Middlesborough
Newcastle Centre	Newcastle E	Oldham	Penrith	Perth	Pitlochry
Rooley Moor	Scarborough	Scunthorpe	Sheffield	Stanley	Stirling
Stockport	Stranraer	Sunderland	Thirsk	Trillick	Windy Harbour
York					

Phase 2.2					
Alsager	Banbury	Bedford	Boston	Bromsgrove	Bury St. Edmunds
Cambridge	Chesterfield	Congleton	Corby	Coventry	Cromer
Debach	Derby	Docking	Dudley	East Dereham	East Retford
Fakenham	Fenton	Grantham	Gravelly Hill	Harborne	Hereford
Huntingdon	Ipswich	Kings Lynn	Spa	Leicester	Leicester N
Lichfield	Lincoln	Llandudno	Llangollen	Lowestoft	Macclesfield
Malvern	March	Matlock	Mendlesham	Milton Keynes Central	Northampton
Norwich	Nottingham	Peterborough	Rugby	Runcorn	Shrewsbury
Solihull	Stamford	Telford	Thetford	Wolverhampton	

Phase 2.3					
Ashford	Barnstaple	Bath	Bodmin Moor	Bridgend	Brighton
Bristol	Bristol N	Canterbury	Cardiff	Caterham	Cheltenham
Chichester	Chippenham	Colchester	Devizes	Dover Town	Dursley
Eastbourne	Exeter	Felixstowe	Folkestone	Gloucester	Hastings
Heathfield	Hove	Isle of Wight	Lewes	Newnham	Newport
Okehampton	Pembroke	Petersfield	Plymouth	Poole	Portsmouth
Redruth	Royston	Saffron Walden	Sudbury	Swansea	Swindon
Torbay	Torpoint	Weston	Weybridge	Weymouth	Yeovil
Tatsfield	Taunton	Super Mare			

Phase 3					
Andover	Aylesbury	Basildon	Basingstoke	Billinge	Birkenhead
Borehamwood	Bracknell	Brentwood	Chatham	Cheam	Chelmsford
Colgate	Coulsdon	Covent Garden	Crowborough	Croydon	Crystal Palace
Dartford	East Kilbride	Edgware	Edinburgh	Epping Green	Epsom
Esher	Farnham	Glasgow City	Greenwich	Guildford	Hackney
Hammersmith	Harlow	Ellesmere	Heathrow	Heathrow TB4	Heathrow TBC
Hemel Hempstead	High Wycombe	Port	TB1	Liverpool	Luton
Maidstone	Membury	Highgate	Hillingdon	Northwood	Orpington
Oxford	Oxford St	Midhurst	New Addington	Reading	Reigate
Richmond	Romford	Paddington	Perivale	Sidcup	Slough
Southend	Southgate	Runcorn	Sevenoaks		Tooting
Tunbridge Wells	Warklaw Hill	Stansted	Stevenage	Westminster	Woodford
		Watford	Winchester		

It will be necessary to review our rationalisation plans and timescales on an ongoing basis. We will keep you informed of any changes and will write to you again in June 2010.

Should you have any questions please contact the Transcomm Customer Service Team, contact details provided below, who will take your contact details and arrange for a member of the Account Team to give you a call to discuss our plans in more detail.

Email: trans.customer.services@bt.com

Tel: 0870_240_3237 (8:30-5.30 M-F)

Yours faithfully,

Katherine Bradley