

## **Can I change the account holder on my service?**

Your service cannot be transferred to someone else. For the account to be moved into someone else's name, you will need to end your contract with Grayshott Gigabit and the other person will need to place a new order and enter into their own minimum term contract.

If you wish to end your contract, simply send a message to our customer services team by email to [customerservices@grayshottgigabit.com](mailto:customerservices@grayshottgigabit.com) or just give us a ring on 0800 088 6784.

Once we have received your request for the contract to end, the old account will be closed and a new order can then be placed by either:

- Placing a new order direct at [www.grayshottgigabit.com](http://www.grayshottgigabit.com)
- Calling our Sales Team on 0800 088 6784 or 01428 607000
- Emailing our Sales Team on [sales@grayshottgigabit.com](mailto:sales@grayshottgigabit.com)