

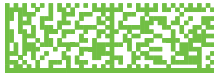


Mr A B Sample
Sample House Number
Sample Road
Sample Town
Sample County
AB1 2CD

Role Key

Mailsort code

Your Account No: xxxxxxxxxxxx
Date



IMPORTANT INFORMATION ABOUT YOUR SMART HUB PLUS BROADBAND ROUTER

Hi <Name>,

It's come to our attention that there could be a compatibility issue with our Smart Hub Plus broadband router and a small number of healthcare alarms and medical pendants.



If you use a healthcare alarm or medical pendant, we kindly ask you call us as soon as possible on xxxxxxxxxxxx.

Then we can replace your Smart Hub Plus with something you can be sure is compatible with your healthcare devices.

Setting up your new hub should be straightforward, but if you need a hand, we're more than happy to send an engineer round to set it up.



Please make sure to test any healthcare alarms, medical pendants and security systems to make sure they work with your new phone service.

You can keep hold of your current Smart Hub Plus, too. You don't need to send it back to us and you should be able to use it again once the issue is fixed.

Thanks,
Team EE