

Account Number: 
12 August 2026

Important information about your TalkTalk account

Hi 

We're contacting you to let you know about an important change to your TalkTalk account.

TalkTalk and Telecom Acquisitions Ltd have enjoyed a long-standing partnership and, as part of this, have agreed that selected TalkTalk customers will be transferred to Telecom Acquisitions' Fleur Telecom brand.

Telecom Acquisitions specialises in developing and growing residential broadband brands, and from 1st September, your broadband service will operate under the **Fleur Telecom** brand. This means that, once the full transfer of your account happens, you'll continue receiving uninterrupted service and a high standard of support from **Fleur Telecom**.

To find out more about **Fleur Telecom**, please visit their website at fleurtelecom.co.uk/former-talktalkcustomers.

What to expect

Your broadband **contract transferred to Telecom Acquisitions Ltd on 7th August 2026**.

However, TalkTalk will continue to manage your service on behalf of them until it has been fully moved across, which will be on 1st September.

For the remainder of the month, you'll continue to receive the same friendly support from TalkTalk you're used to, **meaning that if you have a question before 1st September about your service or any problems, you should contact TalkTalk in the usual way.**

The most important thing to know is that **your broadband service will continue to be provided without interruption using your existing equipment, and there is nothing you need to do.**

What this means for your Service

When your service moves to Fleur Telecom, there will be no changes to:

- Your broadband package and the monthly amount you pay
- The router you use, if you're a broadband customer
- Your service, which will continue without interruption
- Your Contract term, and Terms & Conditions

There will be changes to:

- Your Direct Debit, which will automatically transfer to Fleur Telecom from September. You don't need to take any action on this however.

Please note that if you have a SuperSafe subscription, it will end on 31st August. If you'd still like similar online security protection, you can subscribe directly at f-secure.com.

Who is Fleur Telecom?

Fleur Telecom is a broadband provider owned by Telecom Acquisitions Ltd, with over 30 years' experience serving customers across the UK.

We selected Fleur Telecom because it uses the same national telecoms network as TalkTalk, which will make the transition as smooth as possible. Fleur Telecom provides UK-based customer service support and is rated "Excellent" on Trustpilot, with 4.5 stars.

In addition to broadband, Fleur Telecom also offers TV, mobile SIM, and energy services, making it easy to manage everything in one place.

What happens next?

You'll receive a final bill from TalkTalk for charges up to the end of August.

Fleur Telecom will contact you directly soon after **1st September**. Look out for communications from Fleur Telecom to welcome you on board.

We understand this may come as an unexpected update, but rest assured the transfer of your account is a decision we've made with great care. That's why we've chosen a partner we know and trust to continue looking after you.

Together, we're committed to ensuring you continue receiving the dependable service, friendly support and peace of mind you've always expected from us.

**Thank you,
Your TalkTalk Team**