



66, Honeyborough Business Park,  
Neyland,  
Pembrokeshire,  
SA73 1SE

October 2017

Dear TFL Broadband Customer,

My father started TFL in 1983 as an electrical engineer and then a few years later he combined it with his interest in amateur radio to begin offering 2-way radio services. For the last 20 years we have worked together, developing an extensive network which enabled us to increase the radio services we offered, working with Local Authorities, the Oil and Gas industries and then to provide wireless broadband services to rural communities.

Unfortunately, my father recently passed away after a battle with illness. As you can imagine, this has had an enormous impact not only on myself and my family, but on the whole team. I personally have found the last 12 months incredibly difficult, and for that reason I now feel that I need to step away from the business and spend some time with my family.

With this in mind we have agreed a deal to combine the TFL broadband network with Bluewave Internet, a local and successful wireless internet provider. It has not been an easy decision but it is an opportunity I feel is best for the ongoing structure and growth of the business, and continued service to yourselves. This merger combines extensive knowledge and experience and will see TFL Broadband rebranded as Bluewave Internet.

I would like to thank you for your custom, loyalty throughout the years, and patience during this difficult time, I know you will be very happy with the exciting developments that are about to take place with your broadband connection and service provision. The current TFL team you have known for many years are fully integrated into this progressive merger and will continue to be on hand as part of the seamless transition.

Please find enclosed an introductory letter from Bluewave, they will continue full provision of your service from 1<sup>st</sup> November 2017. If we could ask you to cancel your existing TFL Standing Order or BACS transfer details with your bank, the service payment and continuity with Bluewave can be easily set up using the link provided.

Thank you again and best wishes.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Jonathan England BA', written over a horizontal line.

Jonathan England BA  
Managing Director  
TFL-Group