

Address

Important information required

As a Sky Sports customer, we have been unable to identify which type of equipment you are using to view your Top Up TV service. In order to avoid any interruption to your viewing, it is very important that you provide us with this information as soon as possible.

You will need to inform us whether you are using:

- a. **A Top Up TV DTR** (Digital Television Recorder).
If so, we will need to know the CAN number, which can be found using the menu screens as follows:
Press the [Menu] button, select [Setup], [Help], and option [4]. This will show you a 12 digit Top Up TV CAN number.
- b. **A Sagem set top box** (model number ITD 68 or 72).
- c. **Any other device** (please specify).

The easiest way to provide this information is via email. Please email update@topuptv.com with the following information:

1. Your customer reference number (shown at the top of this letter)
2. Answer a (with CAN number), b or c (please specify make/model)
3. A telephone number, if available, should we need to contact you
4. You can also call us with this information. We can be contacted on 08444 124 898.

We are open from 9am to 8pm, 7 days a week.

Please respond by Monday 18th October, to ensure there are no interruptions to your viewing.

Best wishes,

S Taylor

Sam Taylor
Operations Director