

# **Abthorpe Broadband Association Ltd.**

*Bringing Broadband to the community since 2003.*

## **Changing Address, moving out of the area**

If you are moving out of the TVB service area you should [raise a ticket](#) and tell us when you will be moving. We will then raise a refund of any subscriptions due to you. This information will be communicated to you and you should give us your bank details so that we can process any refund.

## **Changing Address within the TVB area**

If you are moving house within the TVB area – especially if you have established that there is an existing connection to our services at the new house, these are the procedures we follow:

1. You should [raise a ticket](#) and tell us about your move indicating the date you are moving and address to which you are going.
2. You should register a new membership address for your new location.
  - a. Go to [www.tovevalley.com](http://www.tovevalley.com) and click the Register button
  - b. Complete all information about your new address. You will have to provide a different Membership ID from your current ID but all other information except, of course, the address can be the same.
  - c. When presented with the membership “Pay Now” page, exit the page without following any links.
3. We will process any refund due on your existing account and credit the new account with the value. We will also deduct the membership fee attributed to your new location.
4. Once your move has been completed, your account will be started from the day of your move and you should log in to the membership page with your new Membership ID and clear any payments that are due.
5. We will put your previous membership to inactive.

Any questions? Please [raise a ticket](#).