



Please agree to the changes

to your Sky Email service

Click now to agree

Hello Sky Email user,

When we need to make changes we like to give you as much notice as possible. In April 2013, we'll be moving your Sky Email service to Sky Yahoo! Mail. But don't worry, your email address will stay the same and we'll take care of moving your mail, contacts and calendar appointments across.

What do I need to do?

First of all, you need agree to the new Sky Yahoo! Mail Terms and Conditions and to Yahoo!'s Privacy Policy and Cookies Notice and you may need to provide some new details. You can do that by clicking on [click now to agree](#).

What happens next?

- Once you've signed up to Sky Yahoo! Mail, you can continue to use your existing Sky Email as normal. In April 2013 the service will automatically switch over and you'll be able to sign in using your usual details.
- If you don't agree to the new Sky Yahoo! Mail Terms and Conditions and the Sky Yahoo! Mail Privacy Policy and Cookies Notice, you can continue to use Sky Email as normal only until April 2013, when you'll no longer be able to access your Sky Email account. Our FAQs will give you some help on how you can move your emails to an alternative account.
- If you're a Sky Broadband customer we're making some changes to your Sky Broadband contract, but your Sky Broadband service will not otherwise be affected.

Get ready for all these great features:

- Keep all of your emails with unlimited storage
- Find emails easily, view them by sender, date and subject
- Open emails with tabs, so you can read multiple emails at the same time
- Get organised. Put all your emails in specific folders, so you know exactly where they are
- Find out below what you need to do

Click now to agree

Do you access Sky Email with IMAP on your PC Desktop application?

If you access your emails on a desktop application such as Outlook using IMAP, you may need to change your settings. If you need help doing this, visit our [FAQs](#) page.

Some important points to be aware of

- Sky will continue to protect and use your personal information in the way described in our [Privacy](#) and [Cookies Notice](#). Your Sky marketing preferences will also stay the same, whether or not you choose to make the move with us to Sky Yahoo! Mail.
- In order to provide the new Sky Yahoo! Mail service, we'll need to share some of your details with Yahoo!, Yahoo! will use your information in the way described in the Yahoo! [Privacy Policy](#) and [Cookies Notice](#), plus, to deliver certain product features, relevant and appropriate advertising and to provide you with abuse protection, Yahoo!'s automated system will scan and analyse your messages. You can find out more about this [here](#).
- If you're a Sky broadband customer, at the moment, the Terms and Conditions that relate to your existing Sky Email Account are included in your Sky Broadband Contract. From April 2013, Sky Email will no longer be covered by your Sky Broadband Contract. Instead the Sky Yahoo! Mail service will be covered by a new, separate set of Terms and Conditions. Full details about what's changing and your options can be found at the end of this email.
- If you're not a Sky Broadband customer, at the moment, the Sky Tools Terms of Use apply to your Sky Email Account. From April 2013 when we move the Sky Email service to Sky Yahoo! Mail, the new Sky Yahoo! Mail service Terms and Conditions will apply. More information can be found at the end of this email.

We'll be in touch again in February with some [more information](#) about the new Sky Yahoo! Mail service to ensure you're ready for when we switch in April.

The Sky Team

Click now to agree

Legal Stuff Sky Broadband Customers

We've set out below the changes to your Sky Broadband contract, and the key differences between your Sky Email Terms and Sky Yahoo! Mail Terms and Conditions. Both sets of new Terms will apply from April 2013.

Changes to your Sky Broadband subscription contract

These are the changes we're making to your Sky Broadband Contract to remove the Terms and Conditions that relate to Sky Email.

What will change?

• Sky Broadband subscription contract

"Here are the detailed Conditions of Sky Broadband" section: paragraph 1.

The last sentence in paragraph 1 (which reads "Any use of Email & Tools via sky.com will also be governed by Sky's privacy policy at [www.sky.com](#)") will be deleted.

Condition 4 (Email & Tools)

This entire condition will be deleted.

General

Throughout your Broadband Subscription Contract there are references to "Email & Tools". These will all be deleted.

• Usage policy

Usage caps: "Email"

The section headed "Email" in the Usage Caps section of the Usage Policy will be deleted.

• Acceptable Use Policy: "The actions we can take"

Paragraph (f) which states we can "suspend some or all of your Email Tools" if you have breached this AUP (or we or a third party, reasonably suspect that you may have breached this AUP), will be deleted.

The new Sky Yahoo! Mail Terms and Conditions

Below are the key differences between the current Sky Email Terms and Conditions that are currently included in your Sky Broadband Subscription Contract and the new Sky Yahoo! Mail terms and conditions:

You will need to separately accept the Sky Yahoo! Mail Terms and Conditions and Yahoo!'s Privacy Policy and Cookies Notice to sign up to Sky Yahoo! Mail by clicking "[Click now to agree](#)".

Description of the Service

Your Sky Yahoo! Mail service will include access to an email account, calendar, instant messaging (via webmail) and an address book.

How long you can keep your account

You will be able to continue to use your Sky Yahoo! Mail account for as long as your account remains active, even if you end your Sky Broadband subscription. (Currently, access to your Sky Email account ends one month after your Sky Broadband subscription contract ends.) See below for information on how to keep your Sky Yahoo! Mail active.

Legal Stuff for All Sky Email customers

The new Sky Yahoo! Mail Terms and Conditions

You can find the full terms and conditions for Sky Yahoo! Mail [here](#). We've also set out the key information below.

You will need to accept the Sky Yahoo! Mail Terms and Conditions and Yahoo!'s Privacy Policy and Cookies Notice to sign up to Sky Yahoo! Mail by clicking "[Click now to agree](#)".

Key information:

Sky Yahoo! Mail is provided by British Sky Broadcasting Limited (registered number 02906991) of Grant Way, Isleworth, Middlesex, United Kingdom, TW7 5QD. Our UK VAT number is 440 6274 67.

Yahoo! UK Limited provides email, calendar, instant messaging and address book services on behalf of Sky as an Independent contractor.

To sign up to Sky Yahoo! Mail you must have an active subscription to Sky TV, Broadband, Talk and/or Sky Go and additionally you must have an active Sky ID. Your Sky Yahoo! Mail service is provided at no extra cost.

You will be able to continue to use your Sky Yahoo! Mail account for as long as your account remains active, even if you end your Sky TV, Sky Broadband Sky Talk and/or Sky Go subscription. For your account to remain active, you must use it at least once in any 180 day period. If your account is inactive for more than 180 days we reserve the right to close your Sky Yahoo! Mail account and you will no longer be able to access your emails or any other data stored in it.

When you switch to Sky Yahoo! Mail, your chat history will not transfer with you. Please see the "FAQ's" to find out how to back this up.

You can end your use of Sky Yahoo! Mail for any reason by advising Sky that you wish to do so. On receipt of your notice, Sky will close your Sky Yahoo! Mail account within 7 days.

You can contact Sky by:

- completing an online contact form on the Sky Help Centre on <http://contactus.sky.com>;
- calling us on 08442 411 240
- writing to us at PO Box 43, Livingston, West Lothian EH54 7DD.