

## **How To Sign Up For A Contract With Virgin Media For Fibre To The Home Broadband**

Once your village goes live, a Virgin Media (VM) representative will visit all serviceable addresses. If the customer is not available, or it is an inconvenient time, the representative will leave a leaflet containing contact details.

Customers will only be able to sign up via a VM representative.

A small hand-selected group of representatives have been appointed to handle the Test & Dun Valley customer journey.

VM aim to provide customers with the following:

- A professional and personal sales-to-install journey.
- An explanation of how the cable is routed to the premise.
- An explanation of the installation process.
- Signing of the required agreements and collection of the £300 network installation fee at the point of sale. The £300 can be paid by debit card, credit card or cheque (but only in exceptional circumstances). VM representatives are unable to take cash.

It is possible to start the process via the internet or phone (see below), but most residents will probably need a home visit to discuss how the fibre is brought from the connection point in the road (Toby Box) to the home. *See Page 5 for some photos illustrating what is involved in getting the fibre into you home.*

VM's representatives, with the support of the community liaison officer, will also be arranging drop-in sessions and supporting local events enabling customers to sign-up out of home, if required.

### ***What happens if I go online (to [www.virginmedia.com](http://www.virginmedia.com)) to start the process?***

The customer enters their postcode in the postcode checker and selects their address:

- Outcome 1. For those in the Test and Dun Valley build, whose villages are not live yet: Customers are automatically directed to the Test Valley landing page to register interest.
- Outcome 2. Customers will be presented with a page headed "Tell us about where you live"
  - Customers will be given the following message and asked to complete a form: "We're pretty sure you'll be able to get your perfect Virgin Media package, but we'll need to get a bit more info first. Just pop your details in below and we'll be in touch within five working days to tell you what services are available there".
  - One of VM's representatives will contact each customer based on the information provided.

**Tell us about where you live**

You've entered the postcode **SO20 6XX** (Postcode is an example)

We're pretty sure you'll be able to get your perfect Virgin Media package, but we'll need to get a bit more info first. Just pop your details in below and we'll be in touch within five working days to tell you what services are available there.

All fields are mandatory, except those we've marked 'Optional'.

**About you**

Title

First name

Last name

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**Your address**

Flat (Optional)

Fig 1: Sample of website page that will appear when you go online to start the process

### ***What happens if I call a VM Contact Centre?***

The VM Agent will ask for the post code and address:

- Outcome 1. The agent register the customer's interest as per the online journey above.
- Outcome 2. The agent captures the customer's contact details as per the online journey above.
  - One of VM's representatives will contact the customer based on the information captured by the agent.

## FREQUENTLY ASKED QUESTIONS:

*What if I do not want a home visit?*

- If you would initially prefer a discussion over the phone with the VM representative prior to a home visit, this is not a problem. A contact number will be provided.

*What happens if the card payment does not go through (e.g. due to poor mobile signal)?*

Ideally, VM will process card payments immediately, but in some instances the VM rep may either:

- Arrange a 2nd visit or arrange a phone call to capture the card payment, or
- If mobile signal is poor, request your permission to use your landline to push the process through quicker (call charges will depend on your current phone provider's tariffs).

*Can I pay by cheque?*

- Generally, no. Cheques will only be accepted when the resident does not possess a bank card.

*How long will it be between signing the contract (and therefore paying the £300 network installation fee) and receiving the service?*

- The average lead time is 2 weeks, depending on demand.

*Can I transfer my landline number to Virgin?*

- It is possible, but it may extend the installation time. Transferring a phone number takes a minimum of 10 working days.

*If I am tied into a contract (e.g. with BT) does that mean there is no point contacting a VM representative until my current contract expires?*

- If you are in a contract with another broadband provider there isn't any point in contacting Virgin Media until you are nearing the end of the contract, unless you are happy to pay for Virgin and another provider at the same time. In some areas the broadband may be so poor that some people may opt to do this.
- The VM team will be happy to provide help and arrange call backs as you approach contract end dates. Generally, VM sign up customers when they are approximately 4 to 6 weeks away from contract end; this allows the customer to provide their current provider with 30 days' notice (30 days' notice is generally required by Sky, BT etc).
- VM will then schedule the installation 30 days in advance to ensure that customers aren't paying for 2 services in parallel.

*What is a 'Toby box'?*

- A 'Toby box' is basically the access point where cables are joined from the street cabinet to the home. This will normally be seen at the boundary of your land and the roadside (or pavement).
- Please see Page 5 for photographs of key elements of the installation process.

*What happens if I try to sign-up and pay my network installation fee over the phone or online:*

- Virgin Media is not able to take the £300 over the phone or online. A VM representative will be able to take the payment at the point at which you sign the contract, either at a home visit or at a village hall event about which you will be notified.
- Please see notes above.

*What happens if I try to sign up and pay the network installation fee at a Virgin Media store:*

- Virgin Media stores are not equipped to take the £300 installation fee or to explain the correct terms and conditions. They can register you as per the online or call-in process and you will then receive a call from one of the local VM reps to arrange a visit.

*Why do I have to pay a £300 network installation fee?*

- The additional contribution, applicable to the Test & Dun Valley build, is the first of its kind for Virgin Media. If the scheme is successful, Virgin Media will consider making the further investment required to align all sales journeys.
- For more information about how this unique build came about please visit [www.tvneed4speed.co.uk](http://www.tvneed4speed.co.uk)

*How do I sign up if I am business?*

- Virgin Media Business (VMB) have a different sales-to-install journey compared to the Virgin media consumer processes detailed in this document. Monthly service charges and installation costs differ from Virgin Media consumer.
- **Installation costs are subject to survey.**
- Monthly service charges are dependant on the business requirement.
- VMB offer broadband business solutions. Currently VMB do not offer a telephony solution in Test & Dun Valleys. Business telephony services are planned, but no specific date has been given.
- Visit [www. Virginmediabusiness.co.uk](http://www.Virginmediabusiness.co.uk) or call the sales team on 0808 256 6230.

*Will I be able to use my landline over the internet?*

- If you subscribe to VM's voice service, you will be able to replace your existing landline with a service called Voice Over IP (VoIP). This acts in the same way as a landline but is routed through the fibre instead of your existing copper cable.

**PHOTOGRAPHS SHOWING THE KEY ELEMENTS INVOLVED IN GETTING FIBRE INTO YOUR HOME**

Internal Power supply and insulator housing. Internal wiring starts here



External Terminal Box (ETB) fixed to the outside of the home. Cables from here run back to the cabinet



Inside the ETB



Another example of the initial point of entry in to the home. Location will be discussed with customer



Toby Box at border of property and the start of routing cable to premise



Closer view of Toby Box. Here you can see how the connection from home to cabinet is established



Engineers starting work at Toby box



Cabinet – Located nearby

