

**1) At the sales event will the VM team already know which houses will require a pre-install visit?**

Yes

**2) How do residents who cannot make the sales event (5th September in West Tytherey) sign up?**

All premises will initially be ringfenced to the Direct Sales team so that the necessary pre-install surveys can be completed. The direct sales team will visit 100% of premises that are ready for Virgin. If the customer isn't at home a leaflet with contact numbers will be left. Customers can go online or call in but will only be asked to provide contact details for the direct sales team to make contact. After approximately 3 weeks, an additional audit will occur and any properties considered not to require a pre-install survey will be made available to all Virgin sales channels, i.e. the customer could at this point purchase online or call in. Please note, only approx. 30- 40% of premises have been considered not to require a pre-install survey.

**3) Are we correct in saying that people only need to bring their bank details with them to the event, not debit cards, cash or cheques?**

Bank details and debit/credit card please. An advanced card payment may be required based on credit check outcome.

**4) Are we correct in saying that no payment is taken on the night and that customers will pay the activation cost on their first bill from VM, following installation and connection?**

The likelihood is that the team will simply provide information and arrange appointments on the night. But if there is time to set up accounts on the night the team may do this, hence why we would advise bringing bank and card details. It really depends on footfall. In addition, if the team have poor connectivity in the village hall on the night they may not be able to process an order anyway and therefore this may force the need to make an appointment with the customer.

**5) Is Voice over IP (VOIP) now a standard part of the VM install, i.e. will people automatically be able to transfer their landline number to VOIP?**

Yes

**6) Is VM able to provide any information about 'uninterruptible power supply' (UPS) for those that are concerned as to what happens in a power cut? This is of particular concern to a number of elderly and infirm in the village.**

Virgin media are obliged to asked accessibility questions at point of sale. Battery backup devices can be provided if there is a need. The battery backup basically allows customers to make emergency calls in the event of a power failure.

**7) How do people ensure that they get good speeds throughout their houses? Whilst it is understood that this is the same problem with any broadband provider, it would be helpful if you could provide some guidance.**

Virgin media provide a "Connect" app (available free on IOS and android app stores). The app assesses Wi-Fi blackspots within the home and, if required, the customer can request

boosters. The engineer will advise customers at the point of installation of the next best steps. The engineers will not necessarily have boosters on the van.

**8) What is the average wait time between the sales event and going live?**

We are hopeful that all the planned West Tytherley homes will be ready at the time of the event. From point of sale, lead time to installation will be approximately 10 days (if not sooner). If customers require their BT number to be ported over to Virgin that will take in the region of 2 weeks.

**9) Does VM do Saturday pre-install visits for those people who work during the week?**

Yes

**10) Can the village hall committee (and other community buildings including the church, shop and scout hut) sign up for the service on September 5th?**

No, they will need to be referred to the Virgin Media business team.

**11) If not, then please could you provide details of how they do sign up and also a short statement explaining about business rates compared to residential rates?**

Small office home office options start with entry level Voom fibre @ £32 per month to Voom Fibre 500 at £62 per month. Voom fibre options are general for the use of 1-20 people. Virgin media business also offers managed internet access services for all sizes of businesses including Enterprise and Public sector packages.

\*For comparison purposes the residential entry level 50 mb broadband service is £35 pm (currently there is a time limited offer at £30 pm).

\* Please note offers and prices can be changed or withdrawn at any time.