



Are you ready for your big move?  
You won't forget a thing with our six-week checklist.

## 6 weeks to go

### Let us know you're moving

What happens after I've told Virgin Media I'm moving? We'll send you an email with everything you need to know about your big day. It includes your disconnection date at your old address, your reconnection date at your new address, your package details and everything else you need to know to ensure your move goes smoothly. If you can't find it, or if you'd like to change your installation time, give us a call. Call our team on 150 from your Virgin Media phone or mobile, or 0345 454 1111\* from any other phone and select option 3.

### Tell your new landlord

If you're moving to a rented home you'll need to tell us so we can check your new landlord is happy to have Virgin Media services at the property. If the property is already connected to our network, you're good to go, but if we need to send our team around to install the cable, we'll need your new landlord's permission. It's a simple process and we'll do all the paperwork for you.

### Clear out your clutter

Now's the time to get rid of all that electrical equipment left gathering dust on shelves and in drawers – whether that's old PCs, TVs, printers or games consoles. It's always worth taking them to your local recycle centre. You might want to treat yourself to some new kit in your new home – moving is a great excuse!

\*For details about how much it costs to call our team from a Virgin Media home phone, visit [virginmedia.com/callcosts](http://virginmedia.com/callcosts). Call costs from other networks and mobiles vary.

## 3 weeks to go

### Start packing non-essentials

We know you can't live without your telly for three weeks. But will you really miss your toastie maker? Or that Only Fools & Horses boxset (especially when there's so much to watch with Virgin TV On Demand)?

### Tell your family and friends your new address

And while you're at it, why not invite them all over to your new place for the housewarming party?

### Go shopping for furniture

Because where you watch TV is almost as important as how you watch it. It's not a bad idea to consider where your router will go either. Do you need a shelf or cabinet to place it on? And if it's a big place, do you need to think about improving the WiFi signal by using a WiFi Extender? You can get one at [www.virginmediaaccessories.com](http://www.virginmediaaccessories.com).

### Change the address on your TV licence

So you can keep watching your favourite shows on Virgin TV as soon as you move in.

### Redirect your mail

Because you wouldn't want to miss any postcards, birthday cards or the latest news and offers from us.

## 1 week to go

### Remember to transfer your utilities to your new place

You've got us ticked off the list – but what's TV or a good natter on the phone if you aren't cosy... or without a cuppa?

### Tell everyone who looks after your money

So details of your accounts, credit cards, savings and investments etc don't get sent to the wrong address.

### Update your address book

Whether it's a little black book or just your phone's memory, it's worth keeping a note of everyone's numbers so you can easily catch up when you're settled.

### If you've got loads of gadgets, make a note of where all the wires go

Our technician will get your services up and running, but if you've got loads of kit connected to your TV, such as games consoles, a Blu-ray player or home cinema system it's worth making a note of all the connectors. A top tip is to take some photos with your smartphone.

## The night before!

### Pack your essentials

We're not just talking clothes and toiletries. Make sure you've got those creature comforts like tea, sugar, milk, mugs and a kettle. Maybe even a bottle of bubbly too.

### Carefully pack your TV and Virgin Media kit

To make life nice and easy, we ask you to take all your Virgin Media kit with you – including your router. Remember, your set top box will have all your favourite stuff saved, so there's no need to worry about losing anything.

### Pack some tools

You'll probably need a screwdriver, light bulbs, tape or scissors at some point.

### And finally...

Once you've defrosted the freezer, leave a post-it with some tips for the people moving in. Recommend us to them, and you could even get £50 credit towards your next bill!

Then say goodbye to your old place – and hello to your brand new home.



Good luck!