

A man and a woman are standing in a room. The woman is on the left, wearing a white top and black leggings. The man is on the right, wearing a grey t-shirt and dark trousers. They are standing in front of a fireplace with a stack of logs. A large red diagonal shape is overlaid on the image, containing the text.

Get ready

Things to do now, on the day
and after your installation

Accessibility

At Virgin Media we think it's important that everyone should be able to enjoy our wide range of services, and that includes meeting the needs of customers who are disabled or have special needs. You can find more about the range of services we offer, from providing subtitles and audio-described programming on our TV service, through to supplying bills in alternative formats, such as large print, Braille or audio (CD). To find out more see our website, or contact our Customer Care team on **0845 454 1111***

* For details about how much it costs to call our team from a Virgin Media home phone, visit virginmedia.com/callcosts – call costs from other networks and mobiles vary.

WPBO311



Four steps to get started

You've made a great choice and the good stuff's just around the corner. Pretty soon you'll be connected to one or more of our services: superfast fibre optic broadband, a top TV service or a phone package with loads of free minutes.

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Check the date

You'll find your installation date at the top of your covering letter, so get that in your diary now. And maybe stick the letter on the fridge as a reminder.

All set? We'll be telling you more about your service installation on page 5.



Sign the box

That's the box on the contract that's enclosed with your covering letter. Just give it a read to make sure the details are correct, sign and date it, and pop it back to us in the envelope provided.

Remember this is your contract and not a bill, you can learn more about how the Virgin Media bill works on page 9.



3 4

Register for eBilling

If you're not registered already, you can sign up for eBilling and save £1.50 off your bill every month. To find out more, including how to register, just go to virginmedia.com/ebilling



Think ahead

This could be a good opportunity to rearrange the furniture. Not compulsory, of course, but deciding where you'd like your TV, computer and phone before installation could save you time on the day.

Your installation day

Things to look out for when the big day comes

Check us out

All our installers carry Virgin Media ID cards like the one below, so please feel free to ask to see this before letting us into your house.



Make sure an adult's home

Someone over 18 needs to be at home on the day (this is for legal reasons).

You're the boss

We'll agree a plan on where you want all your points and cables to go, both inside and outside your home. And we'll go to every possible length to conceal any wiring.

Take a tour

Once everything's set up we'll demonstrate how all your new kit works and make sure you're all ready to go.

And away you go

Wahoo!

Now comes the fun bit – you get to try everything for yourself. What you've got depends on the services and type of package you've ordered, of course, but here are some of our best bits to get you started:

Log on, take off

According to Ofcom, our fibre optic broadband is around twice as fast as our competitors*. So you can download, watch, shop, chat, and more, with no interruption, faster than ever before.

Turn on, tune in

Enjoy it all in glorious HD†. Your favourite shows are now even easier on the eye, and easy on the pocket too, with no extra monthly subscription. Plus, we bring you over 4,600 hours of constantly updated movies, music and TV shows that you can pause, fast-forward and rewind just like a DVD.

And if you miss the unmissable, Catch Up TV automatically saves the best shows from the last seven days, including BBC iPlayer, ITV Net Player and 4oD on your TV, at no extra cost.

Talk about it

If you've switched your phone service to us, you'll be able to enjoy great value calls and free minutes to Virgin Mobile phones. Subject to terms and conditions.

Start exploring now

Can't wait to begin? Then you can get a sneak preview of all the entertainment that's coming your way, right now, at virginmedia.com/electric

This is where you'll find out about all our latest On Demand shows and movies, so you can start planning what to watch from the moment you're set up.

Plus there are loads of useful tips and links so you'll always get the most from your services.

It's a great read too, with fun celebrity stuff, offers and competitions – so there's lots to enjoy, even before installation day.



*Source: UK up to 20Mb Broadband speeds, Ofcom March 2011

† HD-Ready TV required

Ways to pay

Well, we had to mention paying at some point, so let's get it over with quickly. If you haven't set up your payment method already, there are five ways you can pay. Just choose the one that's most convenient for you:



Direct Debit

Not only is your bill paid automatically every month, reducing hassle, but it could save you up to £60 per year. Go to virginmedia.com/myvirginmedia or call us on 150 from your Virgin Media home phone.

Credit or debit card

Don't want to use Direct Debit? You can make a payment 24/7 using MasterCard, Visa or Maestro. Simply visit QuickPay at virginmedia.com/payments or by calling our automated payment service on 150 from your Virgin Media home

phone. We can even save your card details, so you can make a quick and easy payment next time.

Cash

Simply take your bill to any bank or PayPoint outlet.

Cheque

Fill in a payment slip and take it, with your cheque, to your bank, or send them to us.

For more information on ways to pay, visit virginmedia.com/help

Understanding your first bill

Your first bill may be a little larger than you were expecting. Don't worry, that's because we charge for the month you join (from the day you join) and then a month in advance. It all settles down after that.

Here's how it works

A charge for the first (current) month

An advance charge for next month

Any extra usage like Movies or Music On Demand or calls that aren't included in your phone package

One-off charges like installation fees and HD activation

Your total first bill



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More when you want it

All Virgin Media customers get access to My Virgin Media, a brilliant online area that puts you in control 24/7. This is where you can manage your bill and payments. Plus, broadband customers can access loads of free extras like photo prints and online storage. There's plenty of help and support information there if you need it too.

To register for My Virgin Media just go to virginmedia.com/myvirginmedia and click 'Register'. You'll need your Account number and the Area Reference number shown on your welcome letter (or your bill, if you have one).

And once you're in:

- ▶ Switch to paper free billing - save £1.50 a month
- ▶ Check your package details and upgrade
- ▶ View your account balance and latest usage
- ▶ Pay a bill or set up Direct Debit

Broadband customers:

- ▶ Access your Virgin Media Mail
- ▶ Set up internet security* (including Parental Controls, which protects children from Adult Content)
- ▶ Back up and store your precious files*
- ▶ Order free photo prints*

* These services are only accessible after Virgin Broadband installation



Or manage your bills and payments by phone

If you're more comfortable on the phone than online, you can also call us on 150 from your Virgin Media home phone, and select option 1 to:

- ▶ Make a credit card payment and store your card details
- ▶ Find out your account balance
- ▶ Check your On Demand and phone usage since your last payment