

# ACN Broadband, TV and Phone in partnership with Virgin Media

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## Order Processing Guide



# Product – general overview

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## BROADBAND – OFFERED PRODUCTS

- Triple (TV, Broadband & Phone) bundles in combination with a variety of Broadband speed.  
Some of the triple bundles are: Big, Bigger, Bigger Sport and/or Movies, Biggest TV & Ultimate Volt
- Duals (Broadband & Phone) – Offered with the following speed: 50MB 125MB, 250MB, 350MB, 500MB & 1Gig
- Solus – Broadband offered at the following speeds: 50MB 125MB, 250MB, 350MB, 500MB & 1Gig
- SIM – part of a select triple bundle offers or can be added as an Extras

- ✓ Dedicated for residential customers – new customers only – the offer is not available for current VM customers
- ✓ Contract length – 18 months
- ✓ Virgin Media owns and operates its own Fibre-optic cable network in the United Kingdom.



# General Process Overview

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## Step 1

**The customer –  
Service availability  
check & order submission**

## Step 2

**Virgin Media –  
order processing,  
installation & activation**

**Install can take as little as 3 days with Quickstart (available in previously wired properties)**







# Step 1 – Service availability check & order submission

To place an order, click on the 'Broadband, Phone and Mobile partnership' icon on the residential section of your IBO Online Shop or [www.myacn.eu](http://www.myacn.eu).



**Your Essential Services, All In One Place**


Providing you with the essential services that you need today to make life easier tomorrow

Home Services

 Home service <a href="#">Enter</a>	 Lifestyle Membership <a href="#">Enter</a>
 Cyber Security Partnership <a href="#">Enter</a>	 Home Security Partnership <a href="#">Enter</a>

Business Services

 Merchant Payment Partnership <a href="#">Enter</a>	 Security Partnership <a href="#">Enter</a>
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**UK's biggest and fastest mobile network**

Offering great value SIM-only, handsets, and mobile broadband plans

**Broadband, TV & Phone**

Home services

[Order Now](#)



# Step 2 – Service availability check & order submission

Service availability is subject to the service eligibility check on the partnership website.

## Important:

Please read the Do's and Don'ts to ensure you comply with the requirements to promote Virgin Media

### Do's and Don'ts

Please read the Do's and Don'ts to ensure you comply with the requirements to promote Virgin Media

### ✓ Do's

- All marketing and training material used by IBOs on Virgin Media services must be approved by ACN
- Review the training material thoroughly before contacting any prospective customers
- The customer must view the order form and submit their order themselves
- The contact information on the order form such as the email address or the phone number should be that of the customer. Virgin Media will contact the customer to keep them informed of the progress of their order, or request additional information if needed
- Explain to the customer what will happen next. For the full details, consult the Order Process Guide by clicking [here](#).
- Once the customer has placed their order, advise them to only contact Virgin Media via the contact number contained within the order confirmation email.

### ✗ Don'ts

- Do not contact Virgin Media customer service to place an order as this will lead to the order being placed directly with Virgin Media, and therefore, not credited to the ACN IBO. All orders must be placed through the Partnership Website.
- Virgin Media employees are prohibited from becoming or being recruited to become ACN IBOs
- Do not visit Virgin Media O2 retail stores or contact any Virgin Media salespeople or sale channels
- Do not use Cold Marketing sales techniques to acquire customers
- Do not use Social Media to promote Virgin Media services.
- Multiple orders for the same customer are not permitted at this moment in time. Each order must be under a different account holder's name, which means that we are unable to process multiple orders on behalf of landlords.
- Please do not allow your customers to cancel their existing Virgin Media accounts and then sign up their partners as new customers at the same address.

☐ I hereby acknowledge that I have read and understood the instructions above and agree to adhere to the training material provided by Virgin Media.



Order Now



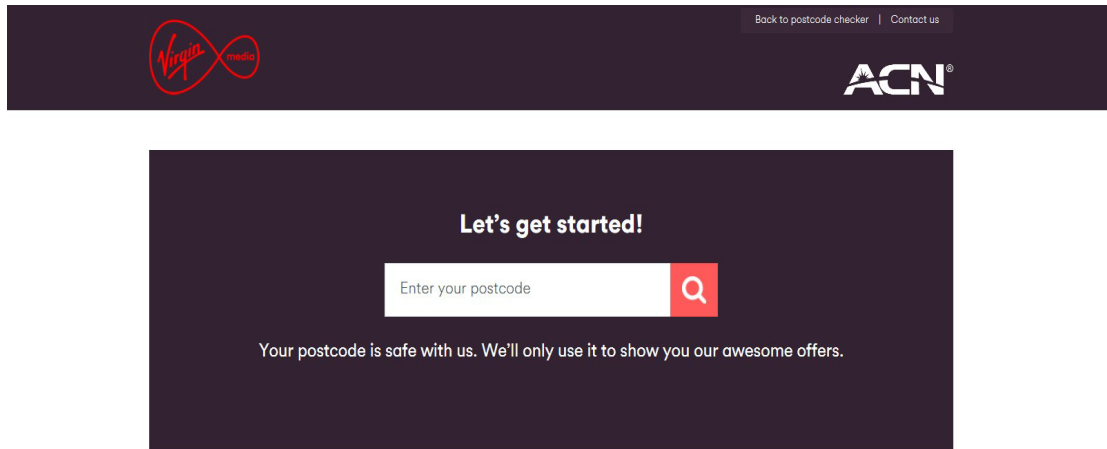
# Step 3 – Service availability check & order submission

Virgin Media landing page – **SERVICE AVAILABILITY CHECK** – the customer is requested to enter their postcode.

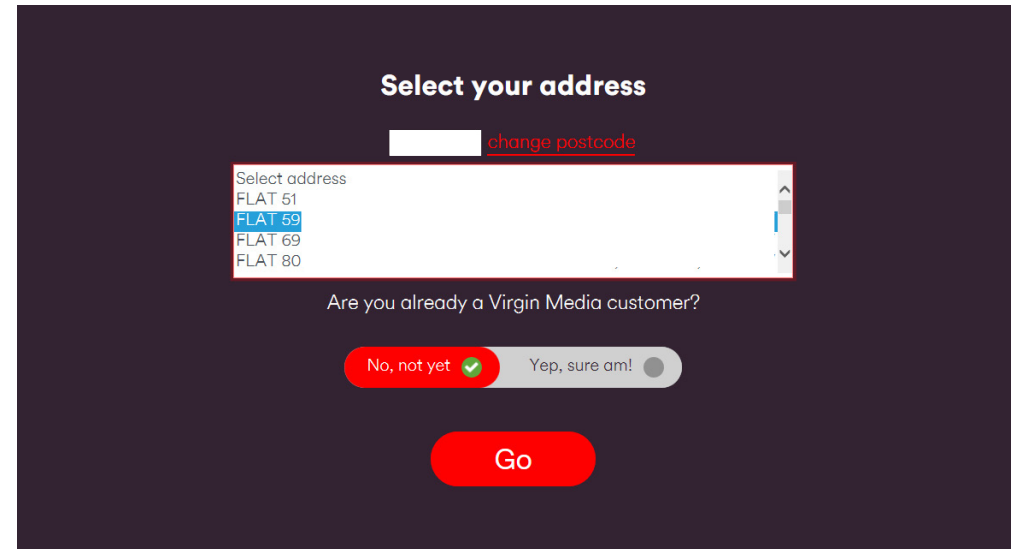
## Important:

Offer is available to **NEW CUSTOMERS ONLY**

If the search is successful, the drop-down list with addresses appears. Customer selects their address.



The screenshot shows the top of the Virgin Media website with the logo and ACN® branding. Below the header, there is a dark blue box with the text "Let's get started!". Inside this box, there is a white input field labeled "Enter your postcode" with a red search icon to its right. Below the input field, a message states: "Your postcode is safe with us. We'll only use it to show you our awesome offers."



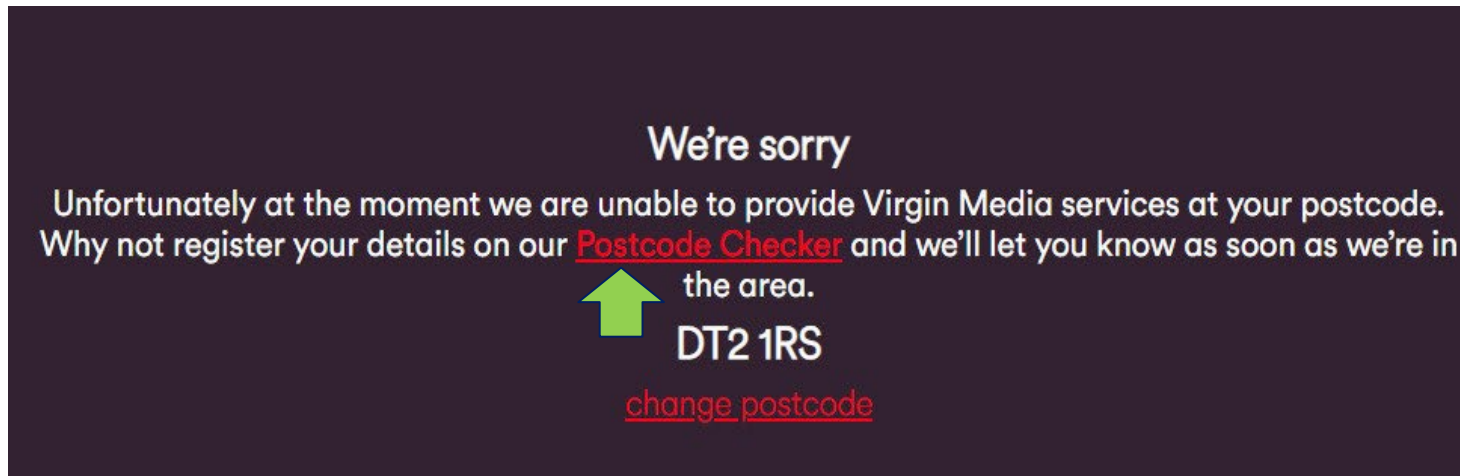
The screenshot shows the "Select your address" dropdown menu. The dropdown is open, displaying a list of addresses: "FLAT 51", "FLAT 59" (highlighted in blue), "FLAT 69", and "FLAT 80". Above the dropdown, there is a "change postcode" link. Below the dropdown, there is a question: "Are you already a Virgin Media customer?". There are two radio button options: "No, not yet" (selected) and "Yep, sure am!". At the bottom, there is a red "Go" button.



## Step 4 – Service availability check & order submission

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If service eligibility fails, the below message appears:



### Important:

**DO NOT** use 'Postcode Checker' to check service availability of your customers. To be sure that your order will be compensated, perform the service availability check on the partnership website that you can access through your ACN Online Shop.



# Step 5 – Service availability check & order submission

If the property is showing as already having had Virgin Media services before the customer will see the below message explaining how they are eligible for Quickstart. This page will also show if your customer is already a Virgin Media customer, as well as if there is an active account at this address from a previous customer.

Postcode

Bundle

Personalise

Checkout

Summary

## Great news!

is in a Virgin Media area.

Here is the QuickStart information for this address

This Property has had Virgin Media service before making it **eligible for QuickStart**. This means we can send the equipment straight to your door or to a click & collect address.

QuickStart allows you to set services up yourself without the need to wait for an engineer.

Let's go!

Postcode

Bundle

Personalise

Checkout

Summary

## Great news!

is in a Virgin Media area.

Here is the QuickStart information for this address

This Property has had Virgin Media service before making it **eligible for QuickStart**. This means we can send the equipment straight to your door or to a click & collect address.

QuickStart allows you to set services up yourself without the need to wait for an engineer.

Active Virgin Media account present at this property.

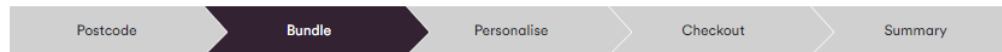
Let's go!





# Step 6 – Service availability check & order submission

**OFFER SELECTION** – if service is available then the customer is redirected to the page with the list of offers and conditions. When offer is selected, **'Buy'** needs to be clicked:



Get exclusive benefits when you have Virgin Media broadband and O2 Pay Monthly.

When you're with both of us, you'll enjoy double the mobile data on every eligible O2 Pay Monthly plan in your household, a broadband speed boost to the next available level (if you aren't already on the fastest speeds you can get in your area), and supercharged connectivity at home or on the move. All on top of the lightning-fast speeds, reliability and rewards you'd expect.

**Volt M250 Fibre Broadband + Phone + 10GB SIM**

**£29.99\* a month for 18 months**  
then £63.00\* a month (£12.00\* O2 sim)  
£35.00 set up fee  
18 MONTH CONTRACT

[Select](#) [More Info](#)

**Big Bundle M250**

**£33.00 a month for 18 months**  
then £65.00 a month  
£35.00 set up fee  
18 MONTH CONTRACT

[Select](#) [More Info](#)

**Bigger Volt bundle M500 + 10GB SIM**

**£49.00\* a month for 18 months**  
then £103.00\* a month (£12.00\* O2 sim)  
£35.00 set up fee  
18 MONTH CONTRACT

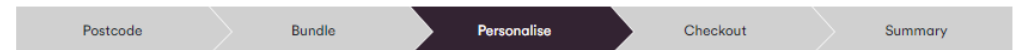
[Select](#) [More Info](#)

**Pop up for adding Volt**  
– speed upgrade added for existing O2 members

**Volt M250 Fibre Broadband + Phone + 10GB SIM**

**£29.99\* a month for 18 months**  
then £63.00\* a month (£12.00\* O2 sim)  
£35.00 set up fee  
18 MONTH CONTRACT

[Select](#) [More Info](#)



**M125 Fibre Broadband + Phone**  
M125 Broadband + Weekend chatter

**Monthly cost £26.00 for 18 months**  
Then £51.00 a month

**One-off payments**  
Installation at no additional cost subject to property eligibility (usually £30.00)  
£35.00 set up fee



# Step 7 – Service availability check & order submission

**OFFER SELECTION** – if the customer hasn't taken one of the amazing SIM options, the order will begin with the entering of their information (About you).

**Manage your sim - 1 of 7**

We'll help you move over from your old provider and set your spending cap all in one place.

**Adding a Spending Cap**

You can cap how much you can spend outside of your normal monthly allowances by adding a spending cap to your mobile plan. We'll even send you a text when you are close to your cap, so you don't have to worry about checking yourself.

Plus out of allowance cap of \*

Will you be using an iPhone? \* ☐ Yes ☐ No

Is your device 5g ready? \* ☐ Yes ☐ No

Switching to O2 ? \* ☐ No ☐ I want to bring my number with me  
Use a PAC code ☐ I want to deactivate my old number  
Use a STAC code

[Back](#) [Continue](#)

**About your customer - 2 of 7**

**Delivery - 3 of 7**

**Installation - 4 of 7**

**Payment - 5 of 7**

**Sim only Payment - 6 of 7**

**Review & Buy - 7 of 7**



# Step 8 – Service availability check & order submission

**PERSONAL DETAILS** – the customer is requested to enter the IBO business ID (pre-populated if order submitted via Storefront), personal details and password that will be used whenever the customer contacts the Virgin Media support team. At the end the customer has to give their consent to be credit checked.

**Your Order**  
M100 Fibre Broadband + Phone

Monthly cost £24.00\* for 18 months  
Then £10.00\* a month

One-off payments  
Installation at no additional cost subject to property eligibility (usually £30.00)  
£30.00 set-up fee

**Your Broadband Speed Information**

We estimate that at peak times the download speed to your Virgin Media router will range between 10 and 11 Mbps and your upload speed will range between 10 and 11 Mbps. However, the actual speed you experience will vary and may be lower than your estimate. This may be due to a number of factors including your use of Wi-Fi, your equipment, your internet usage, peak time congestion and the number of subscribers accessing a particular website.

The minimum download speed to your Virgin Media router should not fall below 14 Mbps. If this happens for three consecutive days or more and we are unable to fix the problem within 30 days of you reporting the problem to Virgin Media, you may have the right to exit your Virgin Media contract without penalty. If you receive a download speed to your Virgin Media router which is below the minimum download speed, please contact us.

For more information on estimated speeds, how speeds may be affected by policies such as traffic management and fair usage, our commitment to Openreach Broadband Speeds Code and what to do if you experience speed problems, check out [gaming.virginmedia.com/broadband](#). We will send you an email with this information within 7 days of sale.

**Your Telephone Service Information**

Your new telephone service will be delivered by our fibre broadband network.

This means that you won't be able to make or receive calls if there's a power cut or network outage, and any device connected to the line is a telehealth device, care alarm, fire alarm or security alarm won't work. Please check with your device provider to ensure your equipment is compatible with our line. Always keep a charged mobile phone handy for emergencies and please let us know if you have accessibility needs, feel vulnerable or do not have access to a mobile phone.

Find out more about our new fibre phone line or [www.virginmedia.com/voip](#)

[Return to Personalise](#)

you'll need to fill in every field, unless it's marked as optional

## About you - 1 of 5

The information you give here will be used to run some credit, fraud and security checks, and to contact you to process your order and set up your accounts. Virgin Media will carry out a credit check and if you've chosen an O2 sim, we'll share the results with O2 too.

We'll share your information with credit reference and fraud prevention agencies. If fraud or money laundering is detected you could be refused certain services, finance, or employment.

Check out the [Virgin Media Privacy Policy](#) and [O2 Privacy Policy](#) for more info.

Tell us about yourself!

IBO ID \*

Title \*

First Name \*

Last Name \*

Email Address \*

Confirm Email \*

Date of Birth \*  day  mo  ya

Employment Status \*

Main UK Number (e.g. your mobile) \*

Back-up Number (non-UK numbers are ok)

**Your Virgin Media Home Phone Number**

We do our best to help you keep your current number, but we can't always guarantee it.

Would you like to keep your current home phone number? ☐ Yes ☒ No

Would you like to be listed in directory enquiries? ☐ Yes ☒ No

Do you use devices which connect to your home phone line like telehealth devices, care alarms, fire alarms or security alarms which need to work 24/7? ☐ Yes ☐ No ☐ Not sure

**Where you've lived**

Please tell us where you've lived for the last three years so we can do a quick credit check.

Address \*

Years \*

Months \*

Residential Status \*

**Do you have accessibility needs?**

Do you or anyone in your household have accessibility needs which mean you require communications in an alternative format? ☐ Yes ☒ No

☒ You will receive communications about our services in our standard formats of text, email and print.

☐ Switch to paper statements for £1.75 a month

**Choose your Virgin Media security word. If you've chosen an O2 sim you can set up your O2 account separately**

Please enter a memorable security word that is 6-16 characters long using only letters and numbers. We may ask for this to verify your identity if you call us.

Security Word \*

**Don't miss out on the full Virgin Media experience**

To make sure you don't miss out on things like the latest news, upgrades and offers, and get the best products, and services upgrades, perks and offers from Virgin Media we'd like to stay in touch online, by phone, text message, post and email. We promise our communications will be relevant, and we won't bombard you.

☒ I'm happy for Virgin Media to keep me up to date

We also don't want you to miss out on things like the latest products, upgrades, perks and offers from our group companies like O2.

☐ Sounds good! I'm happy for Virgin Media to keep me up to date on this too

For more on how we treat your data and your data subject rights check out [Virgin Media's Privacy Policy](#). You can change your marketing preferences from Virgin Media's website.

**Identity, fraud prevention and credit checks.**

Some of the personal information we collect today will be shared with fraud prevention agencies like CIFAS. If fraud or money laundering is detected, you could be refused certain services, finance, or employment.

As we keep ownership of your Virgin Media equipment, rather than make you buy it, we need to do a credit check using agencies like Equifax. Without performing these checks we will not be able to progress your order. If you take an O2 sim we will share the results with O2.

☐ I accept that I will undergo a credit check.

Providing your telephone service over your broadband connection - 2 of 5

Installation - 3 of 5

Payment - 4 of 5

Review & Buy - 5 of 5

A minimum of **3 years of address history** is required  
(additional fields with address appear if less than 3 years)



# Step 9 – Service availability check & order submission

## NEW LEGAL REQUIREMENTS:

### Providing your telephone service over your broadband connection - 3 of 9

As we provide your telephone services over your broadband connection, we need to make you aware that in the unlikely event of an outage, your telephone service will stop working.

*Let's talk about accessibility*

We have measures to help you make contact with the Emergency Services in the unlikely event of an outage. That's why it's important to tell us if you or anyone in your household has accessibility needs.

[Find out more about why you might need help if your telephone service is unavailable.](#)

If you or someone in your household falls into any of the categories in the guidance, or you have other requirements that mean you could need extra help in an emergency, please answer 'yes' to the question below. Once we have received your order, we will contact you by telephone (or in writing if we can't reach you on your preferred contact number) to discuss your requirements.

Do you, or anyone in your household, have impairments or circumstances that would make you vulnerable in an outage?

☐ Yes

☐ No

Back

Continue

Do you use a text relay device that is connected to your landline?

- ☒ I use a landline text relay device that may be known as TextDirect, Typetalk, or Textphone
- ☐ I use the Next Generation Text Lite app on my mobile or tablet.

#### Just so you know

In the unlikely event of a power cut or network outage, your Text Relay services will continue to work over a 3G or 4G connection.

If you do ever decide to switch to a landline only Text Relay device, you should let us know straight away.

#### Your Emergency Back-Up device

Good news! You're eligible for our Emergency Back-Up device for free, because you've told us that you have accessibility needs, or don't have access to a mobile at your home.

The Emergency Back-Up device allows you to make calls to the Emergency Services (999/112) in the event of a power outage or broadband failure, which would disrupt your voice services.

As part of the installation we'll provide you with the Emergency Back-Up device, which we'll install along with your other equipment. The Emergency Back-Up device will need to be kept plugged into the mains socket at all times. You'll also need a corded handset connected to it, which will be provided if you don't already own one.

Are you happy for our Emergency Back-Up device to be supplied and installed?

☐ Yes

☒ No

You have opted out of having an Emergency Back-Up device fitted as part of your installation. Without an Emergency Back-Up device you won't be able to make calls to 999/112 in the event of a power cut or network outage. You should ensure you have a charged and working mobile phone available at home at all times. If you change your mind and wish to have an Emergency Back-Up device installed in future, please let us know.

☐ I accept and understand that I have opted out of having an Emergency Back-Up device

Back

Continue



# Step 10a – Service availability check & order submission

**DELIVERY**– the customer is requested to select one of the delivery options:

- Click &Collect – picking up from CollectPlus location (the customer will get an e-mail with barcode to complete collection within 10 days) – self installation
- Home delivery – self installation
- Installation by technician

With the VIP bundle the customer gets an additional set top box as part of the bundle so a 2 man install is required. In the case of a 2-man installation, Virgin Media do not offer a QuickStart.

Manage your sim - 1 of 7

About your customer - 2 of 7

Delivery - 3 of 7

Installation - 4 of 7

Payment - 5 of 7

Sim only Payment - 6 of 7

Review & Buy - 7 of 7

Please select your installation option

If you have not ordered in a store and taken your sim away with you then your sim will be delivered by Royal Mail between 1 to 3 working days after your order has been confirmed.

<b>Click &amp; Collect</b> <b>FREE</b> You can pick your QuickStart pack up from one of over 6,000 CollectPlus locations, usually local grocery stores, nationwide. You'll get to choose the store location and will be emailed the relevant barcode to complete the collection within 10 days.  Depending on the package you've chosen, your QuickStart pack can be up to 195mm x 220mm x 380mm – that's slightly larger than a shoebox. It can weigh up to 4.17 kg.	<b>Delivery</b> <b>FREE</b> You can select a date to have your QuickStart pack delivered directly to your home. It'll need a signature, so please make sure someone's going to be in on that day.	<b>Engineer Installation</b> <b>£30.00</b> One of our expert engineers will come and get your services up and running and they'll show you how everything works.
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Back

Continue





# Step 10b – Service availability check & order submission

**DELIVERY**– if **Click&Collect** is selected then the customer is requested to select one of the collection points (drop down list with shops located close to the address that was provided).

Please note that there is usually a £5 charge for delivery of QuickStart kits.

Delivery - 4 of 9

Please select your installation option

<b>Click &amp; Collect</b> <b>FREE</b>	<b>Delivery</b> <b>FREE</b>	<b>Engineer Installation</b> <b>£30.00</b>
You can pick your QuickStart pack up from one of over 6,000 CollectPlus locations, usually local grocery stores, nationwide. You'll get to choose the store location and will be emailed the relevant barcode to complete the collection within 10 days.	You can select a date to have your QuickStart pack delivered directly to your home. It'll need a signature, so please make sure someone's going to be in on that day.	One of our expert engineers will come and get your services up and running and they'll show you how everything works.
Depending on the package you've chosen, your QuickStart pack can be up to 195mm x 220mm x 380mm – that's slightly larger than a shoebox. It can weigh up to 4.17 kg.		

Choose where to pick up your free QuickStart pack

Here's the closest CollectPlus location to your postcode.  
Want to collect somewhere else? Choose a different store below.


BP Airportway

**Address**  
Ponteland Road Cowgate Newcastle upon Tyne NE5 3HX.  
0.66 miles from your postcode.

**Opening hours**

Monday:	00:00 - 23:59
Tuesday:	00:00 - 23:59
Wednesday:	00:00 - 23:59
Thursday:	00:00 - 23:59
Friday:	00:00 - 23:59
Saturday:	00:00 - 23:59
Sunday:	00:00 - 23:59

**Disabled access**  
Good



# Step 10c – Service availability check & order submission

**DELIVERY– Click&Collect** – customer is requested to select collection date:

**Installation - 5 of 9**

Please select your collection date

Collection date \*

Aug 2020						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

[Back](#)[Continue](#)

**Payment - 6 of 9**

**SIMO Payment - 7 of 9**

**Review & Buy - 8 of 9**



# Step 10d – Service availability check & order submission

**DELIVERY– home delivery** – customer is requested to select the delivery date and alternative delivery address:

Delivery - 4 of 9

Please select your installation option

**Click & Collect** **FREE**

You can pick your QuickStart pack up from one of over 6,000 CollectPlus locations, usually local grocery stores, nationwide. You'll get to choose the store location and will be emailed the relevant barcode to complete the collection within 10 days.

Depending on the package you've chosen, your QuickStart pack can be up to 195mm x 220mm x 380mm – that's slightly larger than a shoebox. It can weigh up to 4.17 kg.

**Delivery** **FREE**

You can select a date to have your QuickStart pack delivered directly to your home. It'll need a signature, so please make sure someone's going to be in on that day.


**Engineer Installation** **£30.00**

One of our expert engineers will come and get your services up and running and they'll show you how everything works.


**The condition of your sockets**

Your existing cables and sockets inside and outside your home need to be secure and damage-free.

They may be labelled with a brand such as NTL or Telewest, which is fine, it's only a problem if it's BT or Sky as our cable are different from others



Check that the white inside socket is undamaged, securely fixed and that the silver connector is visible.



It's best to check that the outside socket is securely fixed too. It will be black, white, grey or brown. Don't worry if it can't be found though, it's probably fine!

If it can be found the cables need to be in good condition too with no metal bits sticking through the plastic.

Are they complete and free from damage?

☒ Yes

☐ Not sure

☐ No (An engineer is required)

Installation - 5 of 9

Please select your delivery date(s)

Delivery date \*

Jul 2020

Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

☐ 8am - 1pm

☐ 1pm - 6pm

Alternative delivery date \*

Jul 2020

Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

☐ 8am - 1pm

☐ 1pm - 6pm

Alternative delivery address

[Back](#) [Continue](#)





# Step 10e – Service availability check & order submission

**DELIVERY**– if **engineer installation** is selected the customer is redirected to the web where they can choose the preferable date of installation.

Delivery - 4 of 9

Please select your installation option

Click & CollectFREE

You can pick your QuickStart pack up from one of over 6,000 CollectPlus locations, usually local grocery stores, nationwide. You'll get to choose the store location and will be emailed the relevant barcode to complete the collection within 10 days.

Depending on the package you've chosen, your QuickStart pack can be up to 195mm x 220mm x 380mm – that's slightly larger than a shoebox. It can weigh up to 4.17 kg.

DeliveryFREE

You can select a date to have your QuickStart pack delivered directly to your home. It'll need a signature, so please make sure someone's going to be in on that day.

Engineer Installation£30.00

One of our expert engineers will come and get your services up and running and they'll show you how everything works.

Back

Continue



# Step 10f – Service availability check & order submission

**INSTALLATION** – the customer is requested to select their preferable installation date. They will be notified about the final date once the installation is booked with the Virgin Media engineer.

Installation - 5 of 9

Please select your installation date(s)

Please note that these dates are your preferred install dates and are not guaranteed. We will email you to confirm once the installation has been booked with one of our technicians.\*

Installation date \*

Jul 2020						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

☐ 8am - 1pm  
☐ 1pm - 6pm

Alternative installation date \*

Jul 2020						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

☐ 8am - 1pm  
☐ 1pm - 6pm

[Back](#) [Continue](#)



# Step 10g – Service availability check & order submission

**INSTALLATION** – if Quickstart isn't available at the property then the customer can select to have an engineer complete the install for free. You will be directed straight to the installation page.

**Installation - 3 of 5**

Please select your installation date(s)

Please note that these dates are your preferred install dates and are not guaranteed. We will email you to confirm once the installation has been booked with one of our technicians.\*

Installation date \*

◀ Jun 2022 ▶

Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

☐ 8am - 1pm

☐ 1pm - 6pm

Alternative installation date \*

◀ Jun 2022 ▶

Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

☐ 8am - 1pm

☐ 1pm - 6pm



# Step 11 – Service availability check & order submission

## DIRECT DEBIT

– setting up DD; the following data must be entered:

Payment - 6 of 9

Setting up a Direct Debit for your Virgin Media services

Instruction to your Bank or Building Society to pay by Direct Debit

To set up your Direct Debit instruction you will need to provide the name of the account holder, the bank or building society account number and sort code. If the amounts to be paid or the payment dates change Virgin Media payments Limited will notify you five working days in advance of your account being debited or as otherwise agreed.

Your payments are protected by the Direct Debit Guarantee. You can read more about this guarantee below.

DIRECT Debit

Services user number

658981

Virgin Media Payments Limited

Eagle Court 2, Coventry Road, Eagle Court,  
Sheldon, Birmingham, West Midlands, B26  
3RS

Account holder full name \*

Bank/Building Society account number \*

Bank/Building Society sort code \*

00-00-00

Bank/Building Society name \*

Bank/Building Society address \*

☐ Switch to paper billing for £1.75 per month

Back

Continue

The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Virgin Media Payments Limited will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request Virgin Media Payments Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit by Virgin Media Payments Limited or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society
- If you receive a refund you are not entitled to, you must pay it back when Virgin Media Payments Limited asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

If the customer has signed up to one of the SIM offers they will need to set up a second Direct Debit just for that elemen:

SIMO Payment - 7 of 9

Setting up a Direct Debit for your Mobile products

We need to set up a separate Direct Debit for your Mobile products because Virgin Mobile and Virgin Media are two separate companies. You can use the same bank details as before (just type them in again) or enter different bank details. Whichever you choose, you'll get two separate bills - one for your Virgin Media services and one for your Virgin Mobile products.

Instruction to your Bank or Building Society to pay by Direct Debit

To set up your Direct Debit instruction you will need to provide the name of the account holder, the bank or building society account number and sort code. If the amounts to be paid or the payment dates change Virgin Mobile Telecoms Limited will notify you five working days in advance of your account being debited or as otherwise agreed.

Your payments are protected by the Direct Debit Guarantee. You can read more about this guarantee below.

DIRECT Debit

Services user number

808213

Virgin Mobile Telecoms Limited

Eagle Court 2, Coventry Road, Eagle Court,  
Sheldon, Birmingham, West Midlands, B26  
3RS

Account holder full name \*

Bank/Building Society account number \*

Bank/Building Society sort code \*

00-00-00

Bank/Building Society name \*

Bank/Building Society address \*

The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Virgin Mobile Telecoms Limited will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request Virgin Mobile Telecoms Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit by Virgin Mobile Telecoms Limited or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society
- If you receive a refund you are not entitled to, you must pay it back when Virgin Mobile Telecoms Limited asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Back

Continue



# Step 12 – Service availability check & order submission

**ORDER SUMMARY** – after review and acceptance of terms and conditions the customer has to click **'Place your order'**. If delivery to collection point is selected, all details will be provided in the summary.

**Review & Buy - 5 of 5**

Your package

M100 Fibre Broadband + Phone	£24.00 <sup>†</sup> a month for 18 months then £51.00 <sup>†</sup> a month
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**Your Telephone service information**

Your new telephone service will be delivered by our fibre broadband network

This means that you won't be able to make or receive calls if there's a power cut or network outage, and any device connected to the line like a telehealth device, care alarm, fire alarm or security alarm won't work. Please check with your device provider to ensure your equipment is compatible with our line. Always keep a charged mobile phone handy for emergencies and please let us know if you have accessibility needs, feel vulnerable or do not have access to a mobile phone.

Find out more about our new fibre phone line at [www.virginmedia.com/landline](http://www.virginmedia.com/landline).

**Installation & set up**

Installation at no additional cost subject to property eligibility (usually £30.00)

£35.00 set up fee

**The legal stuff**

Here are the [Virgin Media Terms and Conditions](#) for setting up your new service and, if taking an O2 product, here are the [O2 Terms and Conditions](#).

☐ I agree to Virgin Media's terms and conditions and, if taking an O2 product, the O2's terms and conditions.

I understand and accept that if there's ever a power cut or network outage, I won't be able to make or receive phone calls (including calls to 999 and 112). I also understand that any device connected to the phone line like a telehealth device, care alarm, fire alarm or security alarm won't work. I understand that it is my responsibility to check with my device provider that my equipment is compatible with Virgin Media's fibre phone line and if it can work independently in a power cut or network outage.

Back

Place your order



# Step 13 – Service availability check & order submission

Order confirmation page:

Postcode

Bundle

Personalise

Checkout

Summary

Order Confirmation – The confirmation below has been sent to your email.

Virgin Media Order Reference Number: VM4359210640

Date of order: 23/05/2022, 13:18

Thanks for ordering Virgin Media services

Keep an eye on your inbox for further information confirming your account number and installation date.

Your package

M100 Fibre Broadband + Phone

£24.00† a month  
for 18 months then  
£51.00† a month

Your Telephone service information

Your new telephone service will be delivered by our fibre broadband network

This means that you won't be able to make or receive calls if there's a power cut or network outage, and any device connected to the line like a telehealth device, care alarm, fire alarm or security alarm won't work. Please check with your device provider to ensure your equipment is compatible with our line. Always keep a charged mobile phone handy for emergencies and please let us know if you have accessibility needs, feel vulnerable or do not have access to a mobile phone.

Find out more about our new fibre phone line at [www.virginmedia.com/landline](http://www.virginmedia.com/landline).

Emergency Backup Line

Opted Out

Close

The Virgin Media logo, featuring the word "Virgin" in a red script font and "media" in a red sans-serif font, both enclosed within a red infinity symbol.


The ACN logo, consisting of the letters "ACN" in a bold, grey, sans-serif font, with a registered trademark symbol (®) to the upper right.




# Step 14 – Service availability check & order submission

**SATISFACTION FEEDBACK** – when sent the customer is redirected to the beginning of the process (service availability check)

[Back to postcode checker](#) | [Contact us](#)



[Our Bundles  
Broadband, TV & Phone](#)[Broadband & Calls  
Packages](#)



Feedback

How likely is it that you would recommend our website to someone else?

1

2

3

4

5

6

7

8

9

10

Please provide further detail below

Submit

Thank you for your answer!



# Step 15 – Service availability check & order submission

## THE ORDER CONFIRMATION E-MAIL IS SENT TO THE CUSTOMER.

**From:** Virgin Media Partners <info@virginmediapartners.com>  
**Sent:** 23 May 2022 13:21  
**Subject:** Your Virgin Media Order

Hello Jamie,

Thanks again for choosing Virgin Media.

Please find below your confirmation of your order:

**M100 Fibre Broadband + Phone**

**£24 package price per month**

**£35 set-up fee applies**

**18 month contract**

**Online order reference: VM4359210640,**

The team will be in touch with you on a delivery date, however if you wish to speak to the team please contact us on  
0800 952 2298  
Mon - Fri  
9am - 5pm.

If you have taken an O2 sim we need to set up a separate Direct Debit for your Mobile products because Virgin Media and O2 are two separate companies. You'll get two separate bills – one for your Virgin Media services and one for your O2 products.

This is to confirm that you have opted out of having an Emergency Backup Line (EBUL) fitted as part of your installation. Without an Emergency Back-Up Line you will not be able to make calls to 999 / 112 in the event of a power cut or network outage. You should ensure you have a charged and working mobile phone available at your premise at all times. If you wish to change your mind and would like to have an Emergency Back-Up Line installed please let us know. By calling 150 from your Virgin Media phone or mobile, or 0345 454 1111\* from any other phone and select option 1. – We'll be happy to help sort this for you.

Please note :

Home phone calls to 0845/0870 numbers (11.25ppm access charge applies to service number calls outside of bundle). For more information please visit  
<https://www.virginmedia.com/callcosts>

Please note :

Home phone calls to 0845/0870 numbers (11.25ppm access charge applies to service number calls outside of bundle)  
<https://www.virginmedia.com/callcosts>

Registered office address:  
500 Brook Drive, Reading, RG2 8UU  
Registered in England and Wales No. 02591237



**Privacy About us**  
Remember, Virgin Media will never ask you for personal information via email.  
Please do not reply to this email.  
MBRVM01M

Online order reference number visible in the report as PortalLeadID – could be used by IBOs to claim missing customers

**In case of any questions the customer should call the number provided in the confirmation e-mail.** Calling the regular VM CS number might result in a direct sale and therefore not being compensated to the IBO.





# Step 16 – Service availability check & order submission

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## **IF VERIFICATION OK – DELIVERY / INSTALLATION**

### **IF CLICK AND COLLECT WAS SELECTED:**

reminder is sent to the customer to pick up the parcel. The customer has 10 days to do it (no other e-mail is sent on day 10). If not picked up the product is sent back to Virgin Media, and they attempt to contact the customer in order to reschedule the delivery day.

### **IF HOME DELIVERY WAS SELECTED:**

reminder is sent to the customer with delivery date. The pack will be left at a neighbour's house if they aren't in.

### **IF INSTALLATION WAS SELECTED:**

the customer receives a text reminder 24–48 hours before the installation. If customer would like to reschedule the visit, Virgin Media must be contacted via the e-mail they received.

### **INSTALLATION VISIT:**

- the presence of a person 18+ is required.
- the engineer must have an unobstructed access to the cable access point.



# ACN Broadband, TV and Phone in partnership with Virgin Media

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START TODAY

