

All things



Virgin Media offer our customers a huge range of products, services and technology. To get you up to speed, we've broken down what you need to know into 5 main topics:



Fibre Broadband – What sets us apart from the competition



TV – A look at all the fantastic channels we offer our lucky customers



Home phone – What phone plans are available to those who love a good old natter



Bundles – Which packages are which, and what kind of surprises are inside them



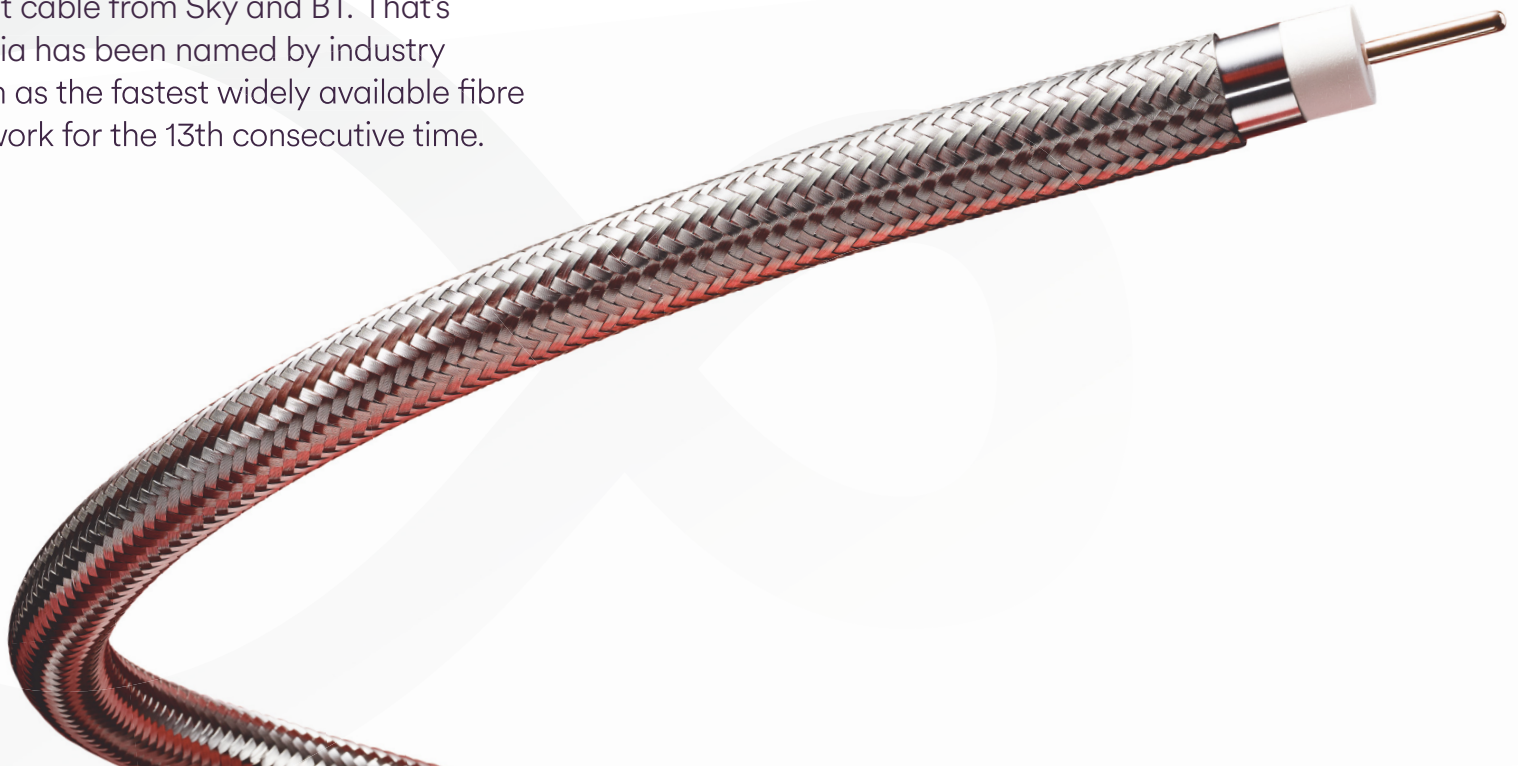
Extras – How we go the extra mile to show we're no. 1 for entertainment

Our **products**



The magic in our cables: DOCSIS® 3 tech

Our blistering speeds are possible because we use a totally different cable from Sky and BT. That's why Virgin Media has been named by industry regulator Ofcom as the fastest widely available fibre broadband network for the 13th consecutive time.






The right speed for everyone:

<div>VIVID</div> <div>OUR NEXT GENERATION OPTICAL FIBRE</div>				
	VIVID 50	VIVID 100	VIVID 200	VIVID 350
How fast?	Average speed 54Mbps	Average speed 108Mbps	Average speed 213Mbps	Average speed 362Mbps
How much data?	Unlimited downloads	Unlimited downloads	Unlimited downloads	Unlimited downloads
How many devices?	1-4 devices	4-10 devices	10+ devices	10+ devices
Album downloads:	Under 16 seconds	Under 8 seconds	Under 4 seconds	Under 3 seconds
HD movie downloads:	Under 19 minutes	Under 10 minutes	Under 5 minutes	Under 2 minutes

With our amazing Hub 3.0 your customers get superfast WiFi speeds (that stay fast) across loads of devices.

Our typical download speeds for 2019

	Average download speed at peak times (8pm-10pm)	Average upload speed at peak times (8pm-10pm)
	108Mbps	6Mbps
	213Mbps	12Mbps
	362Mbps	21Mbps



Being up front and honest about fibre broadband speeds is critical to us. Your job as an ACN IBO is to make sure customers know that the advertised speeds are not necessarily what they will get.

We advise that the following statement is read to each customer:

Honesty Statement:

“Just so you know, the actual speed of your Virgin fibre broadband might vary from the speed advertised, especially during peak times. For more info on fibre broadband performance, traffic management policies and other reasons why speeds may vary please check out the FAQs on our website www.virginmedia.com/speeds”



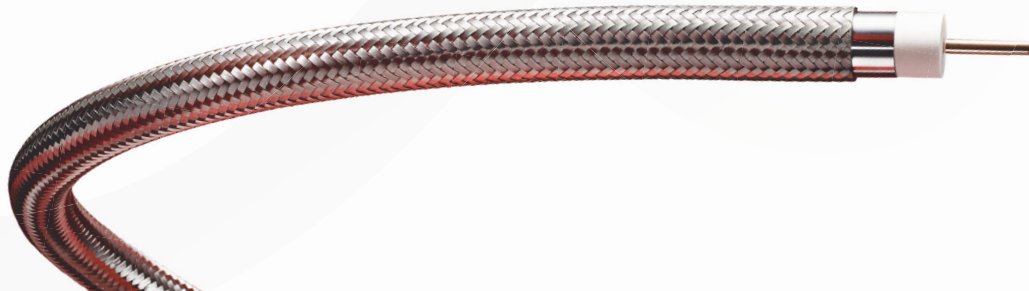
In the past, broadband providers (including us) advertised broadband as being available 'up to' a certain speed.

Now however, we advertise Virgin Fibre broadband speed tiers detailing the average speed achievable by 50% of customers during peak times (8pm-10pm, Monday to Sunday). We use the busiest bit of the day for our network because everyone tends to be at home and online.

Based on our most recent data, our average peak-time speeds actually sit above the numbers we use in the names of our broadband package (VIVID 50, 100, 200 and 350).

The speed is based on a sample of our customers and not averaged out between all customers. This is the same methodology used by Ofcom in its annual speed reports and is also accepted by the ASA.

Just bear in mind that this an average, not a guaranteed speed.



VIVID 350 is the perfect connection for gamers who want it all in online play.



VIVID
350



An average download speed of 362Mbps – so you can get your game updates with ultrafast speed



Average upload speed of 21Mbps – to help you enjoy online play, chat, and stream gameplay footage, 24/7



Totally unlimited fibre broadband – so you can play as much as you like



No traffic management – to help you stay in the game

- **Over 245 channels** at home, including the much-loved Sky channels. Over 120 of those are 'on the go' too.
- **Box Sets galore!** Plus, the best way to watch Netflix on your TV – with our V6 box (subscription required). Virgin TV Exclusives are also available for all Full House bundle customers.

More telly on the go

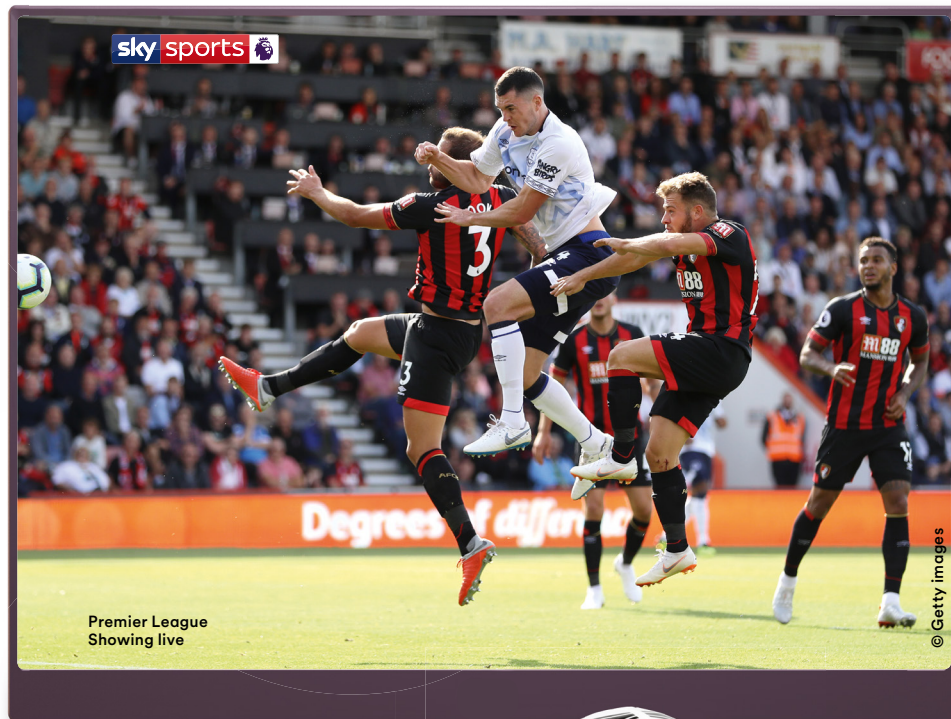
With our award-winning Virgin TV Go app, plus Sky Cinema and Sky Sports apps, your customers have access to over 120 live TV channels on their laptop,



- The only place your customers can get **Sky Sports** and **BT Sport** in one place.
- This means your customers can watch all of the live action from the **Barclays Premier League** and **UEFA Champions League** with our Full House Sports 100 Bundle.

sky sports

BT Sport



We've brought together the TV that kids love along with fun games and books, in an easy to use, child-friendly app.

Here are the main features:

- Watch on a mobile, tablet, laptop or on your TV, wherever there's WiFi, 3G or 4G.
- All the kids' favourite shows in one place, including Nick Jr, Cartoonito and Milkshake.
- The only kids' app that offers extra entertainment including fun games and books.
- Download shows to watch later offline, perfect for journeys with the kids.
- Security settings that give parents total control.



Enjoy movies offline with the Sky Cinema App

- Full House and VIP customers with the Sky Cinema add-on can now download and enjoy their silver-screen favourites offline on their phone or tablet.
- Simply choose a movie and tap to start the download. The film stays on the device for 30 days and customers have 48 hours to finish watching it once they've started (ideal to allow for life's little interruptions).
- There are 11 live TV channels to choose from and over 1000 on demand titles, from old favourites to brand new blockbusters.
- Remember that if the customer is downloading via 3G or 4G, network charges may apply and you can only download a movie on two devices.



The Virgin TV V6 Box is here

Powered by TiVo®

Our smallest, smartest, fastest box yet.



The power of six

Record 6 shows while you watch a 7th recorded earlier.



A remote with superpowers

Even if the V6 box is tucked away inside a fancy cabinet, the new remote still works brilliantly!



Huge recording storage

Record up to 500 hours of programmes or 100 hours in High Definition.

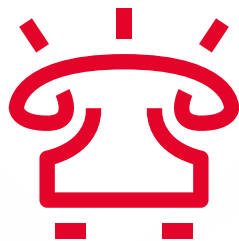


Finders keepers

Make the remote beep so it can be easily found if it's been lost down the back of the sofa.

The TV you love, the way you want it.

Now your customers can enjoy a good long natter on their home phone...



Talk Weekends

Inclusive weekend calls to UK landlines, Virgin Media mobiles and 0870 numbers (other numbers incur an access charge). *Included with: the Player, Mix, Full House, Full House Sports, Full House Movies and Full House Sports & Movies bundles.*

Talk Evenings & Weekends

Inclusive evening and weekend calls to UK landlines, Virgin Media mobiles and 0870 numbers (other numbers incur an access charge). *Included with: the VIP bundle.*

Talk Unlimited

Inclusive anytime calls to UK landlines, Virgin Media mobiles and 0870 numbers.

International home phone packages

For more details head to the Virgin Media sales portal in your back office.

Check out our bundles

	1 Player bundle	2 Mix bundle	3 Full House bundle	4 Full House Movies 100 bundle	5 Full House Sports 100 bundle	6 Full House Sports and Movies 100 bundle	7 VIP bundle
Top TV channels included	<p>70 channels</p>	<p>1 +</p> <p>Over 150 channels</p>	<p>1 + 2 +</p> <p>Over 240 channels</p>	<p>1 + 2 + 3 +</p> <p>Over 240 channels</p> <p>All the Sky Cinema channels in HD</p>	<p>1 + 2 + 3 +</p> <p>Over 240 channels</p>	<p>1 + 2 + 3 + 4 + 5 +</p> <p>Over 230 channels</p>	<p>1 + 2 + 3 + 4 + 5 + 6 +</p> <p>Over 260 channels</p> <p>All the Sky channels in HD</p>
HD channels	5	5	17	17	24	36	36
Catch Up TV	✓	✓	✓	✓	✓	✓	✓
Virgin TV Go	✓	✓	✓	✓	✓	✓	✓
Netflix access (subscription required)	✓	✓	✓	✓	✓	✓	✓
BOX SETS	✗	✗	✓	✓	✓	✓	✓



Why we **stand out**
from the crowd

Our way of giving our customers even more, for no extra cost.



Service and repairs



It's a peace-of-mind guarantee that if something does go wrong, your customers can relax knowing we'll sort it out – and that they won't pay a penny more (unlike other providers).



TV on the go



With our Virgin TV Go, Sky Cinema and Sky Sports* apps, your customers have more ways to watch their favourite TV when out and about.

*Sky Sports and Sky Cinema content are only available to subscribers.



Internet security



F-Secure SAFE™ protects up to 5 devices from viruses, identity theft and dodgy websites. And whether your customers are at home or on the go, they're covered.



WiFi on the tube



For no extra cost, your customers can quickly check emails and feeds with superfast WiFi at 250+ London Underground stations.



Snapfish prints



We'll deliver up to 100 free frameable photo prints to your customers, every month. Tell them to get snapping!

It's our nifty bit of kit that lets eligible customers set up their solus, dual or triple services within 4 days, without having to wait for an engineer.

How'd you get it? It's as easy as **1, 2, 3... 4**

1

Enter your customer's postcode to check if they are eligible.



2

Choose click and collect for free or add £5 for home delivery.



3

Once the customer has their pack all they have to do is follow the simple instructions to set it up.



4

Put the kettle on and get browsing!



The key information...

- QuickStart Self-Install is available to all customers who've previously had cable at their property.
- If their home isn't ready for QuickStart Self-Install, they'll get a free engineer installation.
- If they are eligible, but choose an engineer installation, there'll be a charge of £40.
- And, if they wanted it moved, then an engineer fee of £40 will apply.
- Don't forget, customers can choose click and collect for free to get online quicker, or add £5 for home delivery.



1

We're the fastest, it's official!

So says Ofcom.

And now VIVID 350 lets customers experience average speeds of 362Mbps.



2

We have the V6 box and it's amazing

It's our smallest, smartest, fastest box yet, allowing customers to record up to 6 shows while they watch a 7th recorded earlier and bringing together all their viewing apps like Netflix, YouTube and BBC iPlayer.



3

Our Service Promise

Lifetime tech support, engineer visits, repairs and replacements at no extra cost – unlike Sky.



4∞

We're on the go

Customers can stream 120 live channels, catch the footy on BT Sport and control their V6 box wherever they are using our Virgin TV Go app.



5∞

We're weather-proof

Satellite services are vulnerable to extreme weather, but our underground fibre optic cables aren't.



6∞

Our TV On Demand is truly on demand

We're the only ones to be truly on demand, which means less buffering and shorter waiting times for downloads.





uSwitch
BEST RETAILER
FOR CUSTOMER
SERVICE
WINNER 2018



uSwitch
FASTEST
BROADBAND
PROVIDER
WINNER 2018



**“I already have
fibre broadband
and Virgin Media is
too expensive!”**

How many connected devices do you own?
Can your household get online at once
without any slow-down? The average
UK home has 8 devices and the average
ADSL speed for Sky & BT is 10Mbps.
That's only 1.25Mbps per device!

**“But Virgin Media
don't have
Sky Atlantic”**

That's true, but we do carry every other Sky
channel and at an extra cost you can get
Game of Thrones and loads of other shows
at the Virgin Store. Plus, with our ultrafast
362Mbps fibre broadband, downloading
anything you're missing takes no time at all.

**“I'm not good
at handling
new technology”**

No problem, Virgin Media will send an
engineer to set up your new equipment.
They will then show you how to connect to
your new fibre broadband network and
explain how to use your new V6. Nobody
likes change but we make it hassle-free.

