



## IMPORTANT INFORMATION

# We're bringing ultrafast broadband to your street

Hello,

We'll soon be in your area to start work on bringing our ultrafast Virgin fibre broadband and Virgin TV network to your street.

### Here's what we think you should know in advance:

Our construction crews will initially be working on footpaths or roads within your area.

**The work near your home will only last a few days and will be carried out in the following stages:**



#### Stage 1:

For safety reasons we'll mark out existing utilities using a biodegradable crayon that will fade over time



#### Stage 3:

Resurface the reconstructed area using existing or closest material to the original surface



#### Stage 2:

Cut out and dig the applicable areas and prepare the ground for our cables



#### Stage 4:

We will tidy up the area ensuring it is cleaned as per national standards of reinstatement of highways

**Please note:** sometimes we need to work in phases, so we may need to do a temporary repair e.g. we'll use black tarmac in red tarmac areas until enough red tarmac is available. But fear not, we'll be back to do a permanent repair as soon as it's possible. If new tarmac is laid, it will fade and blend with the original surface over time.

Disruption will be kept to a minimum and if you experience any issues gaining access to your property, our construction teams are on hand to help you.

### Our contacts:

For more information at any point during the works please call our helpline on **0333 000 5925**, send us an email to [expansionworks@virginmedia.co.uk](mailto:expansionworks@virginmedia.co.uk) or look out for your Virgin Media community contact.

### Register today:

Go to [virginmedia.com/registerme](https://virginmedia.com/registerme) to register your interest and be the first to know when Virgin Media's great services are available.

Kind regards,  
The Virgin Media Team

SERVICE WILL BE AVAILABLE IN FIBRE AREAS ONLY. This letter is to notify you of disruption due to the works. While we aim to connect all premises on your street, this will not always be possible or practical, and we cannot guarantee your home/building will be able to receive our services when the works are complete, as access will depend on factors such as physical obstacles and permission from landowners. Phone calls may be monitored. Calls to 0333 numbers costs no more than the national rate. Registered office: 500 Brook Drive, Reading, RG2 6UU. Further Legal Stuff applies. Go to [virginmedia.com](https://virginmedia.com) for details.

# Here's a little taste of what we're bringing to your area



## Lightning fast broadband

- We provide the UK's fastest widely available broadband.
- 7x faster than BT's and Sky's fastest widely available average speeds.
- Ultra reliable – Intelligent WiFi automatically sorts WiFi issues.



## Amazing TV

- The best of the TV world in one place – Sky channels, YouTube, Netflix and Prime Video (if you subscribe).
- Search to find the telly you love – on live TV, streaming services, Box Sets and Catch Up.
- You're in control – switch your sport, movies and drama on and off every month.



## Peace of mind

- With our service and repairs, if something goes wrong we'll sort it out at no extra cost.

## How we stack up

	Virgin Media	Sky	BT	Talk Talk
UK's fastest widely available broadband, with average speeds of 516Mbps on our top tier	✓	×	×	×
99.89% fibre network reliability	✓	×	×	×
Truly Unlimited data with our Truly Unlimited SIM	✓	×	✓	×
and  ultimate in one package	✓	×	✓	×
UK's only dedicated Ultra HD entertainment channel	✓	×	×	×
Record 6 shows at once, while watching a 7th recorded earlier	✓	✓	×	×
Watch and record TV channels from your mobile, tablet or online	✓	✓	✓	✓
TV picture unaffected by extreme weather, like heavy rain^	✓	×	×	×
Peace of mind guarantee: inclusive repairs or call outs	✓	✓	×	×
	9/9	3/9	3/9	1/9

Register your interest today at [virginmedia.com/registerme](http://virginmedia.com/registerme)

**VIRGIN FIBRE AREAS ONLY.** Subject to survey, network capacity & credit check. **Broadband:** Our ultrafast speeds are anything over 108Mbps. Speeds referred to are download speeds. Acceptable use policy applies. Speed achievable by 50% of customers at peak times (8pm-10pm, Monday-Sunday). Actual speeds may vary. **M500:** M500 only available as part of a package. M500 has 92% availability on the Virgin Media network. Call us or use our availability checker at [virginmedia.com](http://virginmedia.com) to see if M500 is available in your area. If not, M200 is the highest speed available. **Inclusive Repairs:** Excludes misuse/mistreatment and accidental or wilful damage. Equipment remains property of Virgin Media. **Satellite signals** can be affected by extreme weather. **UKs fastest widely available broadband:** Virgin Media M500 (avg 516Mbps) vs widely available ISP download speeds, for verification see [virginmedia.com/fast](http://virginmedia.com/fast). M500 only available as part of Ultimate Oomph bundle. Terms apply. **Seven times faster than:** Based on fastest widely available advertised average download speeds (average speed 516Mbps for M500 vs. average speed 67Mbps for BT Superfast Fibre 2 Unlimited and 59Mbps for Sky Fibre Max). Based on measurement from customer homes across Virgin Media network. For further details see <http://www.virginmedia.com/shop/broadband/speeds.html>. **Ultra-Reliable:** Virgin Media is the only provider that can measure the reliability of your broadband to your home. And when we do, its 99.89% reliable. 99.89% network uptime as of October 2020. Based on 12 month average. Measurements from customer home across the Virgin Media network. For further details see <http://www.virginmedia.com/shop/broadband/speeds.html>.



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