



WiFi is just a text away

3 months free on selected bundles



Get a load of this...

Your home is already cabled, the Hub has been installed and is ready to go. Soon you will have the power to stream away with lightning fast broadband and experience everything entertainment has to offer.



Broadband

Buckle up for blow-your-mind broadband speeds

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7x Lightning fast broadband

Our fastest widely available average speeds are 7x faster than BT and Sky's.

Ultra reliable

We're the UK's leading major provider for streaming Netflix*.

WiFi you can rely on

Intelligent WiFi adapts to the number of people and devices online.

Award-winning broadband

Winner of Uswitch's Fastest Broadband provider 11 years running.

TV

The best tv, brought together for you

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Telly's best bits

Top dramas, documentaries and movies in one place including Sky Cinema in glorious HD.

TV box sets

Want access to Netflix and Prime Video on your telly? Go for it.

Watch sport in HD

Enjoy all the action from Sky Sports and BT Sport in one handy subscription.

4K Virgin TV V6 box

Watch in mesmerising 4K through our Virgin TV V6 box.



How to get connected

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Text **80011** with the following details:

CONNECTME

(+)

YOUR NAME

(+)

CONTACT
NUMBER

(+)

HOUSE/FLAT
NUMBER

(+)

POSTCODE

(TO)

80011

You'll then receive an automated response and we'll get you online in no time.



This is an exclusive offer for your new home, you won't be able to find it online



Choose your deal

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We'll give you a call (Mon – Friday, 9am-5pm) to walk you through your package and deal options and then get you connected.

To save time, please have your **CM MAC** address ready. You can find it on the base of the Hub, above the barcode.



Once your account is set up, we'll send a signal to the Hub and get you online.





Check your set up

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Plugged in & powered up?

Check the Hub's power supply is plugged in to the mains socket and to the back of the Hub, then switch on using the power button on the back.



Cables connected?

Make sure the white cable is plugged in to the back of the Hub and to the Virgin Media socket on your wall, it'll look like the one shown here.



Power light solid white?

Various lights will flash when the Hub is first activated, once the power light is solid white the Hub is ready to use.

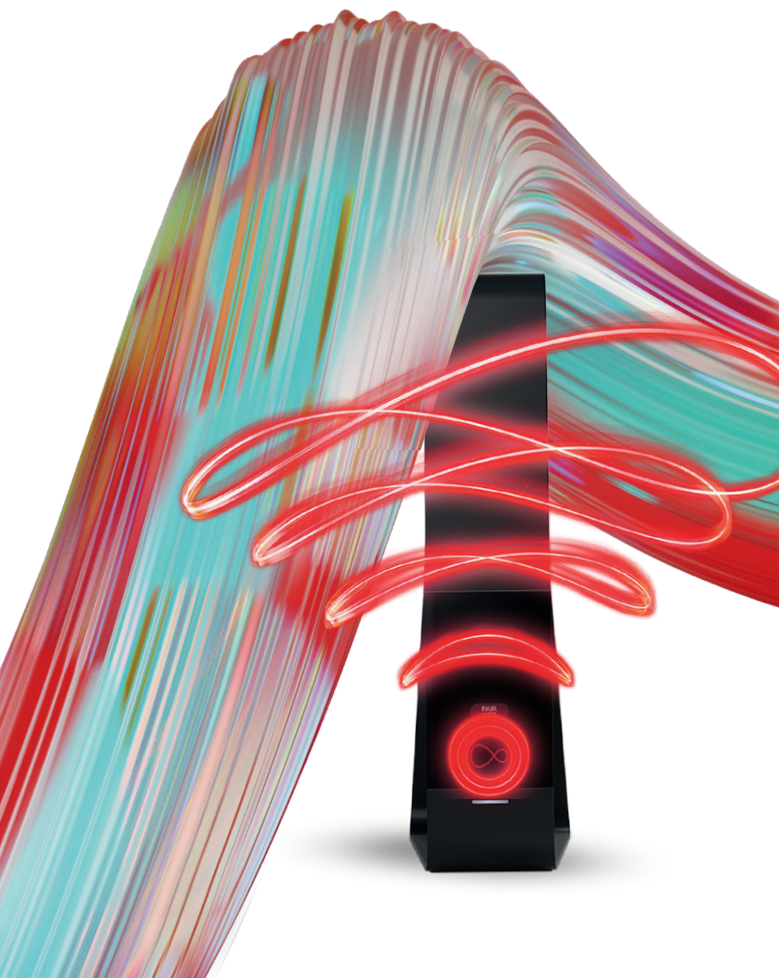


Power light flashing green?

If the power light is still flashing after 30 mins, check the Virgin Media connection panel plug in your cupboard or utility room is switched on**.



Once your account is set up, you will receive an email with your account details and additional benefits





If you don't love me, this is how to return the box...

Simply email FieldCollections@virginmedia.co.uk and ask for a CollectPlus returns package.

On the email please add your name, address and postcode and we will get one straight out to you.

Return to CollectPlus store for free

- Return to your local CollectPlus store in over 7,000 locations across the UK, so you're never far from a drop off point
- Find your nearest CollectPlus drop off or collection point go to www.collectplus.co.uk/store-locator

Prices may change at any time during the contract. **VIRGIN FIBRE AREAS ONLY.** New customers only. Free engineer installation (usually £30). £35 set up fee includes £35 activation fee + delivery to store via Click & Collect. For optional home delivery, add £5. Availability subject to survey, network capacity, status and credit check. Standard prices apply after 18 months. If you cancel during your minimum term an early disconnection fee will apply. You may choose to receive a paper bill instead. If you choose a paper bill, we may charge you an additional amount for this service, which we will tell you about when you request the change. Standard pricing applies to upgrades. We may withdraw or amend the discount if you change any part of your package including downgrading a bundle service. Virgin Media reserves the right to withdraw this offer at any time. Offer may not be used in conjunction with any other offer unless stated by Virgin Media. **Broadband:** Home environment, device limitations, number of users and time of day may affect WiFi performance. Our ultrafast speeds are anything over 100Mbps. Speeds referred to are download speeds. Speed assumes equipment is at optimum speed & capacity, device limitations apply. External factors may impact speed. Acceptable use policy applies. Speed achievable by 50% of customers at peak times (8pm–10pm, Monday–Sunday). Actual speeds may vary. **TV:** Content available depends on TV package and third party subscriptions. Box remains property of Virgin Media. Further Legal Stuff applies – visit virginmedia.com. **4K enabled TV/ device and V6 box required to watch content in 4K/UHD. Seven times faster:** Based on fastest widely available advertised average download speeds (average speed 516Mbps vs average speed 67Mbps for BT Superfast Fibre 2 Unlimited and 59Mbps for Sky Fibre Max). **Prime Video:** Subscription required. Prime Video terms apply. **Netflix:** Streaming subscription required. ***Netflix streaming:** <https://isp-speed-index.netflix.com>. The Netflix ISP Speed Index lists the average prime time bitrate for Netflix content streamed to Netflix members during a particular month. Virgin Media ranked no.1 in October 2019. Reliability: 99.96% network uptime as of June 2019. For further details see <http://www.virginmedia.com/shop/broadband/speeds.html>. Remote activation of broadband is subject to a Virgin Media Hub being installed within the premises. Additional equipment may need to be sent/installed at premises. If you don't require the pre-installed Hub email your address details to fieldcollections@virginmedia.co.uk and we will send you a prepaid CollectPlus returns package. **3MF:** Applies to BB Solus 50Mbps, Dual 50Mbps & Big Bundle 50Mbps packages. Available to first occupant only. First three months of 18 month minimum term free of charge. Not transferable. No cash alternative. Legal Stuff Applies. **General:** If you'd like to know more about how we treat your data please read our Privacy Policy at virginmedia.com/privacypolicy. To unsubscribe from future addressed mailings please visit virginmedia.com/mailoptout. Calls may be monitored. Your first bill includes charges for the month you join (from the day you join), plus one month in advance. Payment/deposit may be required in advance. All information and prices correct at 22.04.20 and are subject to change. Virgin Media Limited registered in England (no. 02591237). Registered office: Bartley Wood Business Park RG27 9UP. Further Legal Stuff applies. Go to virginmedia.com/legalstuff for details. ****Not applicable in all buildings.**