

# Customer Portal

## Making light work of quotes and orders



*We want to make it as fast and easy as possible to do business with us – so we've developed a Customer Portal. Take a look online. You'll find it's the simplest and easiest way to get a quote and place an order with us when you're buying connectivity.*

### *How does it help?*

If you're looking for quotes on National Ethernet, Ethernet Extensions, Ethernet Extensions+ and Leased Lines, the Portal has everything you need. You can order your circuits directly, get a quote and save it for later, or simply seal the deal by completing your order there and then. The Portal's also good for storing hubs and sites and checking which sites are Points Of Interconnect (POI).

On the service front, you can also use the Portal to check your Master Services Agreement (MSA) and look up useful contacts in service management, billing and faults.

All you have to do is log on to  
<https://portal.virginmediabusiness.co.uk>

### Key facts

- Get instant written quotes for National Ethernet, Ethernet Extensions, Ethernet Extensions+ or Leased Lines connectivity.
- Go straight from quote to order – in seconds.
- Check relevant documents online and make sure we keep to our service levels.
- Access our pricing tool from your own pricing systems – by using XML.

## Get quotes

You can receive your quotes in two different ways. Decide which is best for you and then store it on the Portal for up to 30 days, making any amends you want during that time.

### 1. Address level quotes

You can get a quote for connectivity from one site to another (site-to-site), or from one site to many sites (site to multi-site).



The screenshot shows the Virgin Media Business portal interface. At the top right, there is a navigation bar with the URL 'virginmediabusiness.co.uk', a phone number '1822655666A', and buttons for 'My profile' and 'Log out'. Below this is a breadcrumb trail: 'Home > Site > Home'. The main content area is titled 'Get address-level quotes' and includes a sub-header 'Please choose a quote type:'. Two options are listed: 'Address-level quote: site to site' and 'Address-level quote: site to multi-site'. A left-hand navigation menu contains links such as 'Customer portal home', 'Get address-level quotes', 'Site to site', 'Site to multi-site', 'Get quick quotes', 'Manage account', 'My broadband', 'My saved orders', 'My saved quotes', 'My sites', and 'My useful info'. At the bottom, there is a copyright notice for 2016 and a 'Get in touch' link.

### 2. Quick quotes

A quick quote gives you a number of quotes at a postcode level – ideal when you're looking at several different circuits.



The screenshot shows the 'Postcode to postcode quick quote' page. The top navigation bar is identical to the previous screenshot. The main content area is titled 'Postcode to postcode quick quote' and includes a sub-header 'Step 1: configuration - Step 2: circuit - Step 3: results'. A list of bullet points explains the quick quote process: 'Quick quote uses postcodes, it involves fewer steps than a premise level quote. Also, you can enter multiple full ends, eg by pasting from a spreadsheet', 'A quick quote is more accurate than a premise level quote. To get an accurate quote, you can convert any quick quote into a premise level quote', and 'If you choose to enter a quote name here, you can optionally use the Check button to see whether you've used it before to save quotes. (This check contains a while)'. Below the text, there is a form with a 'Choose quote name' field containing 'London Street 5th Feb' and a 'Check' button. The 'Contract term' section has radio buttons for 1 year, 2 years, 3 years, 4 years, and 5 years, with 3 years selected. The 'Select product' dropdown menu is set to 'National Ethernet/Managed Extension'. A 'Next' button is located at the bottom right of the form.

### My saved quotes

The Portal makes it easy to order once you're happy with your quote. It'll automatically populate your order form based on the information you've already entered, saving you lots of time. Place your order, and we'll get to work on it.

From: 29/12/2009 [GO]  
To: 10/2/2010 [All] [All]

Quote Name	Quote ID	Order	Status	User Name	Date Raised	Product	Quote Quote
Clothes Machine 8th Feb 001 ME 1	200172	N1035A	N1050A	10228tamtha	06/02/2010	National Ethernet	QQ
Hairdry Clothes 004 3	200171	N08PT	N028YA	10228tamtha	06/02/2010	Ethernet Education	QQ
Hairdry Clothes 004 1	200170	N08PT	N028YA	10228tamtha	06/02/2010	Ethernet Education	QQ
Hairdry Clothes 003 3	200169	N1040Q	N028YE	10228tamtha	06/02/2010	Ethernet Education	QQ
Hairdry Clothes 003 1	200168	N1040Q	N028YE	10228tamtha	06/02/2010	Ethernet Education	QQ
Hairdry Clothes 002 3	200167	N08FB	N028YD	10228tamtha	06/02/2010	Ethernet Education	QQ
Hairdry Clothes 002 1	200166	N08FB	N028YD	10228tamtha	06/02/2010	Ethernet Education	QQ
Hairdry Clothes 001 3	200165	N1035A	N1050A	10228tamtha	06/02/2010	Ethernet Education	QQ
Hairdry Clothes 001 1	200164	N1035A	N1050A	10228tamtha	06/02/2010	Ethernet Education	QQ
Flores London LA 001 1	200162	W0241D	E0210U	10228tamtha	06/02/2010	Leased Line	QQ
Jaxx Services 003 3	200026	E1903E	S0288B3	10228tamtha	06/02/2010	National Ethernet	
Jaxx Services 001 1	200020	E1903E	S0288B3	10228tamtha	06/02/2010	National Ethernet	
Jaxx Services 001 1	200024	E1903E	S0288B3	10228tamtha	06/02/2010	National Ethernet	
London Shores 8th Feb 2010 001 3	200022	E192AA	E0210N1	10228tamtha	06/02/2010	National Ethernet	QQ
London Shores 8th Feb 2010 001 1	200021	E192AA	E0210N1	10228tamtha	06/02/2010	National Ethernet	QQ

### My saved orders

Keep track of your orders by searching on order name, order ID, user name, status, date raised and product information. Using Advanced Search lets you get your results back even more easily.

From: 29/12/2009 [GO]  
To: 10/2/2010 [All] [All]

Order Name	Order ID	Order ID	Order	Status	User Name	Status	Date Raised	Product
London Flores 8th Feb 1	0246CT	200169	W0241D	E0210U	10228tamtha	Submitted	06/02/2010	Leased Line
London Shores 8th Feb 3	0246	200026	E192AA	W1903E	10228tamtha	Submitted	06/02/2010	National Ethernet

### My documents

Visit the Portal when you need to look something up – like product user guides, network diagrams or Master Service Agreements.

### Easy end-to-end quotes

If you like, you can opt for our BPT web service, a direct XML interface that works with the Portal. The benefit of this is that it saves you time by letting you get into our pricing tool directly from your own system. You can get a quote and turn it into an order – more quickly, simply and easily than ever before.

virginmediabusiness.co.uk  
0322615100A [My profile] [Log out]  
[Search] [Help] [Home]

My Documents

Please find below documents that relate to your account with Virgin Media Business.

My Documents:  
No documents found

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Get us today on call 01256 793 401  
Monday to Friday 9am - 5pm



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