

Mr A B Sample
Sample House
Sample Street
Sample Town
Sample County
ZX1 2AB

99995/99991

January 2007

Dear Mr Sample

Some really exciting news that we couldn't wait to tell you

We're bringing ntl, Telewest, Virgin.net and Virgin Mobile together to form a brand new company. It'll be called Virgin Media. You'll hear about it in the press and on TV as we launch our campaign to start a revolution in entertainment and communications. The division of the Virgin Media Group serving business customers will continue to be known as ntl:Telewest Business.

Your account and services will work in exactly the same way, and you will continue to receive communications from ntl:Telewest Business. However due to our company name change you may begin to notice reference to Virgin Media Payments Ltd in the small print of your invoices, bank statements and Direct Debit mandates. There is nothing you need to do. We'll take care of notifying your bank about any changes. However if you have any questions, please call Business Customer Services on 0800 953 1800 or contact your account manager.

People expect innovation and great service from a Virgin company and that's the same for ntl:Telewest Business. As part of Virgin Media, the UK's second largest fixed-line communications company we can deliver voice, data and internet solutions nationwide. And this year I'm really proud that during a time of great change within our business, you have voted us the "best performer for overall quality of customer experience" through research conducted by the Communications Management Association (CMA)†.

2007 will certainly be an exciting and busy time for ntl:Telewest Business and I hope that your year will be a happy and prosperous one.

Yours sincerely



Stephen Beynon
Managing Director
ntl:Telewest Business

† Communications Management Association (CMA) Communications in Business report, 2006.