

## **Virgin Media Business customer mailing – FAQs (Wholesale Markets)**

### **Why have you written to me?**

ntl:Telewest Business has become Virgin Media Business and we wanted to let you know about our new company name.

### **What does it mean for me?**

It is very much business as usual, so no changes for you. There is no change to your Master Services Agreement (MSAs). However, we'll use the name Virgin Media Wholesale Limited from now on.

### **Will this affect how my direct debit appears on my bank statements?**

No, this all stays the same.

### **What will change on my invoice?**

You will notice a new logo and Virgin Media Business will be the company name you see referenced on your invoices. All payee details remain the same as they are currently, in the name of Virgin Media Payments Limited.

### **When will the change take place?**

Our name change happened on Thursday 11<sup>th</sup> February 2010.

### **What happens next?**

Nothing – from this point onwards all our correspondence will be in the name of Virgin Media Wholesale Limited.

### **Why Virgin?**

We've been part of the Virgin Media Group for some time now and this simply brings us under the same banner.

### **Do I need to do anything?**

No.

### **Will contact telephone numbers and how we contact you change?**

All of our contact numbers will stay exactly the same, as we said it is business as usual.

### **Do I need to use a new email address?**

No – our email addresses are staying the same.

### **Will the details in my contract change?**

No, nothing will change.

### **Will there be an increase in service prices?**

No – we do not anticipate making a change to your current service prices.