

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

99992/99991

February 2007

Dear Mr Sample

**Important - changes to your Direct Debit information**

We're writing to let you know that there will be a very small change to your Direct Debit with us. When you take a look at your next bank statement, you may notice a different name on it.

By now, you've probably heard that we're bringing ntl, Telewest, Virgin.net and Virgin Mobile together to form a brand new company. It'll be called Virgin Media. The division of the Virgin Media Group serving business customers will continue to be known as ntl:Telewest Business.

So what does this mean? Well, your account and services will work in exactly the same way, including all the benefits of paying by Direct Debit - so nothing will change there. But from 14 February, you may notice that Virgin Media Payments Ltd will collect your Direct Debit, so this new name may appear on your bank statement.

We'll take care of notifying your bank about the changes, so you don't need to complete a new Direct Debit instruction. Your bank may contact you directly to let you know about this change. You may also see a comment on your bank statement advising you of the final payment under the old name and the first payment under the new name. But again, there's nothing you need to do.

You'll also continue to be protected by the Direct Debit Guarantee. We've included it below, so take a look to remind yourself how it works.

If you have any questions, please call us on 0800 052 0800.

Yours faithfully



Liz Lunn  
Head of Business Customer Services  
ntl:Telewest Business



**The Direct Debit Guarantee**

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change Virgin Media Payments Ltd will notify you 5 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Virgin Media Payments Ltd or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.