

# Voom Fibre

## What are your options?

Virgin Media Business offers you the highest download speed we can offer – and for Voom Fibre customers that means up to 350Mbps.<sup>1</sup>

Upload speeds start at 7Mbps and go right up to 20Mbps. And by adding Bolt-ons, you can customise it to your business needs.

Inspired by our desire to help you #VOOM, it's an entirely different proposition. Do more online, faster.

**Voom Fibre – it changes your everything.**

### Our products

	OPTION ①	OPTION ②	OPTION ③	OPTION ③+
<b>Download (Mbps)</b>	Up to 350Mbps	Up to 350Mbps	Up to 350Mbps	Up to 350Mbps
<b>Upload (Mbps)</b>	Up to 7Mbps	Up to 15Mbps	Up to 20Mbps	Up to 20Mbps
<b>Install charge</b>	£50	£50	£50	£50
<b>IP address options</b>	Dynamic	Dynamic or single static	Dynamic, single static or 5 static IP addresses	Single static or 5 static IP addresses
<b>Contract (months)</b>	24	24	24	24
<b>Fault response time (hours)</b>	48	24	24	12
<b>Allow Bolt-ons</b>	NO <sup>2</sup>	YES	YES	YES
<b>Mobile SIMs</b>	n/a	As a Bolt-on	As a Bolt-on	32GB
<b>SOLUS PRICE</b>	£32 PCM <sup>3</sup>	£45 PCM <sup>3</sup>	£52 PCM <sup>3</sup>	n/a
<b>BUNDLE PRICE with a dedicated landline with unlimited calls<sup>4</sup></b>	£42 PCM <sup>3</sup>	£55 PCM <sup>3</sup>	£60 PCM <sup>3</sup>	£69 PCM <sup>3</sup>

### Bolt-ons and additional services

	OPTION ①	OPTION ②	OPTION ③	OPTION ③+
<b>Voom Fibre Bolt-ons</b>				
<b>Upload speed</b>	n/a	£10/month 20Mbps	n/a	n/a
<b>12 month contract</b>	n/a	£10/month	£5/month	£5/month
<b>12 hour fault response time</b>	n/a	£7.50/month	£5/month	n/a
<b>IP address options</b>	n/a	£5/month for 5 static IP addresses or £10/month for 13 static IP addresses	£5/month for 13 static IP addresses	£5/month for 13 static IP addresses
<b>Additional services</b>				
<b>Additional BEL</b>		£27.50 for line and inclusive call package £17.50 for line with PAYG tariff		
<b>Mobile SIMs (per SIM per month)**</b>	n/a	£5 bundle discount SIMs start at £11.67	£5 bundle discount SIMs start at £11.67	No discount Additional SIMs start at £11.67
<b>Added benefits as a Virgin Media Business customer</b>				
<b>Business Applications discount – Microsoft Office 365</b>	0%	10%	15%	15%

**Affinity** A whole range of special offers from Virgin Media and other Virgin brands available for you and all your staff

<sup>1</sup> Virgin Fibre areas only.

<sup>2</sup> Bolt-ons are only available for in-life Option 1 customers at the discretion of Virgin Media.

<sup>3</sup> PCM – per calendar month. Pricing is ex VAT and for a 24 month contract.

<sup>4</sup> Plans include UK calls to UK landlines (01, 02, 03) & UK mobile networks. Jersey, Guernsey and Isle of Man mobiles excluded. UK texts and data only. Fair Use policy applies.

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## Option details and Bolt-ons

### Download Speed

Our Voom Fibre product gives you the fastest speed that we can offer in your area. Depending on your location this may be up to 200Mbps, up to 300Mbps or up to a maximum of 350Mbps. Prior to entering into an Option with us, we will confirm to you the actual download speed available to you, based on your postcode.

If during the term of your Option, upgrades to our network mean faster speeds become available in your area (up to the maximum of 350Mbps) then we will write to you when we can make this faster speed available to you.

### Upload Speed Bolt-on

Upload speeds for Voom Fibre vary according to the Option that you select. You can increase the Upload speed by adding a Bolt-on.

	OPTION ① <sup>4</sup>	OPTION ②
<b>Increase to 15Mbps</b>	£10/month	N/A
<b>Increase to 20Mbps</b>	£20/month	£10/month

### Fault response time Bolt-on

This is the timeframe during which we aim to resolve faults. More details are set out in the Business Broadband SLA. You can reduce the timeframe by adding a Bolt-on.

	OPTION ①	OPTION ②	OPTION ③
<b>Standard Option response time</b>	N/A	12 hours	24 hours
<b>Bolt-on</b>	N/A	£20/month	£10/month

### Mobile SIMs

We are currently not able to port a mobile number from Virgin Mobile to Virgin Mobile Business.

If you terminate all services that make up the SoHo & SME bundle, then the entire agreement shall be terminated and the SoHo & SME bundle shall cease.

Terminating any service element from your SoHo & SME bundle will result in the loss of any SoHo & SME bundle discount(s) applied to your account or any remaining service, and you shall be liable to pay all charges for such services without any deduction or discount applied under the SoHo & SME bundle.

	OPTION ①	OPTION ②	OPTION ③	OPTION ③+
<b>Mobile SIMs (per SIM per month)</b>	n/a	£5 bundle discount SIMs start at £11.67	£5 bundle discount SIMs start at £11.67	No discount Additional SIMs start at £11.67

<sup>4</sup> Bolt-ons for Option 1 are only available at the discretion of Virgin Media once your service is up and running.

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## Option details and Bolt-ons

### IP Addresses Bolt-on

Customers can upgrade their IP address feature using a Bolt-on for an additional charge per month. Please note any movement between different levels of static IP addresses will result in changes in the IP address number range issued for your use.

If you already have static IP addresses from another provider, these can't be transferred, so we will have to allocate new static IP addresses for your use.

	OPTION 1 <sup>5</sup>	OPTION 2 <sup>6</sup>	OPTION 3 <sup>7</sup>	OPTION 3+
<b>Dynamic</b>	Included	Included	Included	Included
<b>Single Static IP address</b>	£10	Included	Included	Included
<b>5 Static IP addresses</b>	£15	£5	Included	Included
<b>13 Static IP addresses</b>	£20	£10	£5	£5

<sup>5</sup> Bolt-ons for Option 1 are only available at the discretion of Virgin Media once your service is up and running

<sup>6</sup> You can choose between a dynamic or a single static IP address within the basic cost of Option 2

<sup>7</sup> You can choose between a dynamic, a single static or 5 Static IP addresses within the basic cost of Option 3

### Contract Term Bolt-on

The standard contract term for all Options is 24 months. A Bolt-on reducing the term to 12 months is available for Option 3 and Option 3+ only for an additional £5 a month. This can only be taken out at the point of purchase for Option 3 and Option 3+.

### Install Cost

The Installation fee is payable in full at the point of purchase of each Option.

### Business Applications Discount

When you take out an Option with us, we automatically open a Business Applications account for you. You don't have to use it, but it allows you to buy business cloud applications with the discount associated with your chosen Option applied automatically. Our standard terms for Business Applications will apply to all purchases.

### Phone and Calls

You can bundle in a single phone line and call package to your Option 1, Option 2 and Option 3. If these are not added on the date you start your Option, then your Phone and Calls contract will continue after the date your Option terminates (unless you choose to re-sign your Option contract with us). Our standard SMB Telephony and SOHO/SME Bundle Terms and Conditions will apply.

### Early termination charge

If you terminate your Option before the end of the minimum term, in addition to the standard cancellation charges you will pay to us an amount equal to the sum of:

- A** If you are cancelling an associated phone and call package, the remaining minimum amount payable under the terms of your phone contract
- B** (Without double counting) an amount equal to the Rental for each of the Bolt-ons you have selected for the rest of the Minimum Term, less any payments you have already made for that period.