

Voom Fibre

What are your options?

Virgin Media Business offers one of the highest UK download speeds out there – and for Voom Fibre customers that means up to 500Mbps.¹

Upload speeds start at 20Mbps and go right up to 50Mbps. And by adding Bolt-ons, you can customise your package to your business needs.

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

Voom Fibre – it changes your everything.

Our products

	OPTION ①	OPTION ②	OPTION ③	VOOM 500
Download (Mbps)	Up to 350Mbps	Up to 350Mbps	Up to 350Mbps	Up to 500Mbps
Upload (Mbps)	Up to 20Mbps	Up to 30Mbps	Up to 40Mbps	Up to 50Mbps
Install charge	£50	£50	£50	£50
IP address options	Dynamic	Dynamic or single static	Dynamic, single static or 5 static IP addresses	Dynamic, single static or 5 static IP addresses
Contract (months)	24	24	24	24
Fault response time (working hours)	48	24	24	12
Allow Bolt-ons	NO ²	YES	YES	YES
SOLUS PRICE	£32 PCM ³	£47 PCM ³	£50 PCM ³	£62 PCM ³
BUNDLE PRICE with a dedicated landline⁴	£39 PCM ³	£54 PCM ³	£57 PCM ³	£69 PCM ³

¹Virgin Fibre areas only.

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

³PCM – per calendar month. Pricing is ex VAT and for a 24-month contract.

⁴Plans 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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Bolt-ons and additional services

		OPTION ①	OPTION ②	OPTION ③	VOOM 500
Voom Fibre Bolt-ons	12 month contract	n/a	£10/month	£5/month	£5/month
	12 working hour fault response time	n/a	£7.50/month	£5/month	n/a
	IP address options	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
Additional services	Additional BEL*	£27.50 for line and inclusive call package £17.50 for line with PAYG tariff			
	4G Back up	We'll give you a 4G dongle to plug into your Hub, if there's ever a broadband issue, you'll be able to keep working as normal on a 4G connection from £7 p/m.			

*Phone lines – Terms and conditions apply regarding phone calls, see [here](#) under legal stuff.

**SIM Only – Terms and conditions apply regarding SIM offers (data rollover, data messaging, calls), see [here](#) under legal stuff.

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Option details and Bolt-ons

Download Speed

Voom Fibre gives you the fastest business broadband speeds we can offer in your area. Depending on your location this may be up to 200Mbps, 350Mbps or a maximum of 500Mbps. Prior to entering into an Option with us, we will confirm 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 500Mbps), we will inform you on when we can make this faster speed available to you.

Fault response time Bolt-on

This is the timeframe during which we aim to resolve faults during working hours. 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
Standard Option response time (working hours)	48	24	24
Increase to 12 working hours	n/a	£10/month	£5/month

WORKING DAYS	WORKING HOURS
Monday-Friday	8am to 6pm
Saturday (not applicable for 4G Start-up Service and 4G Back-up Service alerts or additional data requests)	8am to 4pm

⁴ 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 ⁵	OPTION 2 ⁶	OPTION 3 ⁷	VOOM 500
Dynamic	n/a	Included	Included	Included
Single Static IP address	n/a	Included	Included	Included
5 Static IP addresses	n/a	£5	Included	Included
13 Static IP addresses	n/a	£10	£5	£5

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

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

⁷ 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 Voom 500 for an additional £5 a month. This can only be taken out at the point of purchase for Option 3 and Voom 500.

Install Cost

The Installation fee (£50) is payable in full at the point of purchase of each Option.

Phone and Calls

You can bundle in a single phone line and call package to your Option 1, Option 2, Option 3, and Voom 500. 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.

Cancellation 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.