

Bundle terms and conditions



Version 1

About the way we'll work together

This document tells you about our bundle. These bundle terms and conditions, along with our standard terms and conditions and any special terms that apply, explain exactly how we'll work with you. We've done our best to cover everything, but if there's anything you'd like to check, just call our Customer Services team on 0800 052 0800.

1. Definitions and interpreting this document

1.1 In these **bundle terms and conditions**, words and terms mean the same as they do in our **standard terms and conditions** unless these terms and conditions give a different meaning.

1.2 Where the following words are printed in bold in the **agreement**, they have the meanings set out below.

agreement means the agreement between you and us, which is made up of:

- these **bundle terms and conditions**;
- the **special terms** (which for our **voice service** includes the business telephony special terms and for the **internet service** includes the MIA special terms or the business broadband and superfast and ultrafast business broadband special terms, as appropriate);
- the **standard terms and conditions**;
- the **service level agreement** that applies to the service;
- the **order form**;
- the **price guide**; and
- the **data sheet** that applies to the service.

internet service means our **managed internet service** (as described in our MIA **special terms** and MIA **service literature**) or our business broadband service (as described in our business broadband and superfast and ultrafast business broadband **special terms** and **service literature**), as appropriate.

off-net service has the meaning set out in the business broadband and superfast and ultrafast business broadband **special terms**.

on-net service has the meaning set out in the business broadband and superfast and ultrafast business broadband **special terms**.

bundle means any advertised package, made up of our **internet service** and our **voice service**, as described in these terms and conditions and any **service literature**.

bundle terms and conditions means these terms and conditions.

voice service means our business telephony service, whether provided to you as an on-net service, an off-net service, or both.

1.3 Any reference to **service** means our **internet service** or our **voice service**, or both.

2. Ordering the bundle

2.1 To order the **bundle** you must fill in our standard **order form** or give us the information and permission we need to fill in our standard **order form** for you.

2.2 If we fill in the **order form** for you, based on the information you gave us, we will send you a copy of the **order form** by email.

3. Period of the agreement

3.1 The **agreement** will come into force:

3.1.1 on the date we receive a signed **order form** from you or 48 hours after we have emailed you an **order form** which we have filled in for you, in line with clause 2; or

3.1.2 when you click the 'accept' (or equivalent) button, or complete any other acceptance procedure, after loading the internet software;

3.1.3 when you start using any service within the **bundle**; or

3.1.4 when we make any service within the **bundle** available to you; whichever is earlier.

3.2 Unless you or we end the **agreement** early (in the way allowed under the **agreement**), it will stay in force for the minimum period (see clause 3.3 below) and then continue until you or we end it by giving the other at least 90 days' notice in writing. If you or we do not want the **agreement** to continue beyond the minimum period, written notice must be given at least 90 days before the end of the minimum period.

3.3 The minimum period for each service in the **bundle** is the period stated on the **order form**, starting on the **service start date** of the last service in the **bundle** to be installed.

3.4 If a service involves installing equipment at more than one site, the minimum period will start on the **service start date** of the last **site** equipment is installed at.

4. Cancelling a service

4.1 You cannot cancel an individual service or part of a service which makes up the bundle unless you end the entire **agreement** in line with clause 17 of the **standard terms and conditions**. If you want to end the whole **agreement**, you may have to pay **cancellation charges** for both services provided under the **bundle** in line with clause 9.17 of the standard terms and conditions.

4.2 If you end a service under clause 17.2.1 or 17.2.2 of the **standard terms and conditions**, the **agreement** will stay in full force for the services within the **bundle** which are not directly affected by our failure.

5. Add-ons

5.1 If you want to buy any additional features or functions (add-ons) to improve or extend a service (for example, additional telephone lines) we will provide these from the **service start date** of the relevant add-on until the **agreement** ends, unless you cancel the add-on in line with clause 5.2 below.

5.2 You may cancel an add-on by giving us at least 30 working days' notice in writing. You will not have to pay cancellation charges for any add-on cancelled in line with this clause 5.2.

6. Billing

6.1 We will invoice **charges** on or after the dates set out below.

6.1.1 **Connection charges** (our charges for installing and connecting **service equipment** and **purchased equipment**) or other one-off charges – the **service start date** of the last of the services in the **bundle** to be installed

6.1.2 **Rental** or other recurring charges – the **service start date** of the last of the services in the **bundle** to be installed and then monthly in advance (for the month ahead)

6.1.3 **Call charges** – monthly in arrears (for the previous month) from the **service start date** of the voice service.

6.2 Unless we have agreed otherwise in writing, you must pay us (or any of our **group companies** appointed by us) all charges within 30 days of the date of the relevant invoice.

6.3 Regardless of any other term or condition in the **agreement**, we may delay sending invoices, or bring forward the date we send invoices, to coincide with our billing cycles. The first and last invoice relating to the **services** may include charges due for more or less than one complete billing cycle depending on when the services start or end.

7. Miscellaneous

7.1 This document is not an offer for services and we may reject your order for a **bundle** (even if such the order is in line with these **bundle terms and conditions**).

7.2 If there are any inconsistencies between any documents making up the agreement, unless we state otherwise, the documents will take priority in the order set out at clause 1.2 above, with the **bundle terms and conditions** taking overall priority.

7.3 You can get the standard terms and conditions, special terms, and service level agreement for each service from our website at www.virginmediabusiness.co.uk/Legal/terms-and-conditions or by calling our service desk on 0800 052 0800.



Thanks for your business – we're looking forward to working with you. If you have any questions, we'd love to hear from you. Please call our Customer Services team on 0800 052 0800.