

# Virgin Media Code of Practice for Residential Customers

## Introduction

These days, our residential customers can make more connections and access more information, entertainment and ideas than ever before. And Virgin Media is right at the heart of this digital revolution, which is changing everything about how our customers interact with each other – and with the world around them. We are proud to constantly set new standards in this bright new digital age through all the services we offer – Broadband, TV, Telephony and Mobile.

## Our Purpose

LET'S MAKE GOOD THINGS HAPPEN.

## Our Values

**Insatiable Curiosity:** We're always restless, always curious. We want to know what makes people tick and constantly ask 'what if?' and 'why the hell not?'

**Heartfelt Service:** We give heartfelt service. Our people are warm, honest and authentic. Everything we do says 'we give a damn'.

**Delightfully surprising:** We like to surprise and make people smile. We want to defy expectations, coming up with fresh ways of doing things and delivering those memorable little touches.

**Red Hot:** We create red hot brand experiences. Irresistible products and sensational services sealed with great value and fabulous quality.

**Smart Disruption:** We love to outsmart the competition. Challenging the status quo we side-step predictable thinking to punch above our weight.

**Straight Up:** We play it straight. Honest and decent, we want to do the right thing for the customer and believe that what is good for profit can be good for people and the world we live in.

## Empowering Our Employees to Help You Even More

We can only offer exceptional customer service through exceptional people. All of our employees are trained to the highest standards, which means they can respond to any query or provide information on the products that best suit your needs.

## We Listen to Our Customers

By listening carefully to our customers' feedback and experiences, we can continuously improve our services and offerings.

## Our Targets and Objectives

Virgin Media is committed to ensuring that all our customers receive 'best in class' customer service. And as part of this, we make the following formal promises to you:

- We'll always treat you with courtesy and respect.
- We'll listen carefully to your needs.
- We'll provide clear and accurate information on new products and pricing.

When you sign up for new products and services, our aim is to always:

- Install new services within five working days of your request.
- Turn up at the agreed appointment times or tell you in advance if there is any change to these.
- Make sure we capture all relevant contact details for you.
- Confirm appointments in advance of arrival in cases where contact details have been provided.



We promise that we will:

- Answer all sales and service-related calls quickly.
- Resolve any service-related call with you at your first point of contact. Where this is not possible, we'll investigate and resolve all reported faults within three working days.
- Resolve any faults requiring more substantial work within five working days.
- Agree a mutually acceptable resolution time for complex faults that will take longer than five working days.

In the event that we cannot meet the targeted service levels outlined above, we'll let you know promptly, and agree a mutually acceptable way forward.

## Our Payment and Credit Policy

All Virgin Media services are subject to the general terms and conditions of your service agreement. You can find these on the relevant product page on our website: virginmedia.ie We are committed to producing a bill that is correct and easy to understand, and that you'll receive promptly each month. You can access a copy of this bill via myvirginmedia on virginmedia.ie If you want to query your bill at any time, that's no problem. You can fill out our online query form, or chat live at <https://www.virginmedia.ie/contact/> - or just call us on 1908.

### 1. Your Billing and Payment Options

**eBilling** - Virgin Media offers a paperless eBilling service, which means that you can view your current and previous eleven bills online. To sign up, simply go to virginmedia.ie then follow the simple registration steps for 'myvirginmedia'. Once you're registered, you can also set up a Direct Debit, pay your bill by Credit or Laser Card or log simple bill queries.

**Direct Debit** - Direct Debit is one of the handiest and most efficient ways of settling your account, and guarantees that there's no interruption of service if there's a delay in payment of a bill. If you opt for Direct Debit, you will only receive a bill notification by paper or text if your bill amount changes. And remember that once you've registered for 'myvirginmedia', you can check your bills online anytime.

**Other Payment Options** - Customers who don't wish to pay by Direct Debit can choose from a range of payment options - Credit or Debit card, on our website or via our automated telephone service. For customers who prefer to pay with cash you can make a cash payment at any retail outlet displaying the Payzone logo.

### 2. Credit Terms

Virgin Media bills our customers for all products and services in advance, and all invoices are payable 14 days from the date of Invoice on the 'Payment Due Date' shown on your invoice. Accounts that are not paid in full by the Payment Due Date will exceed the Virgin Media Credit Terms.

## Suspension and Disconnection Policy

Accounts that exceed the Credit Terms risk having their service(s) suspended or even disconnected. Accounts that include our Voice service also risk having outbound calls barred. A Late Payment Fee may be charged if the amount payable is not received by the date set out on the bill. Virgin Media will look to remind customers of any outstanding balances that need to be settled if suspension of service is to be avoided.

If, after suspension of service, an account is still outstanding, unfortunately this will be scheduled for disconnection. When this happens, the customer will no longer be able to access any Virgin Media service and a final bill will be issued. We will continue to follow up on all outstanding balances after the final bill is issued. Subsequent reconnection of service may involve a reconnection fee, and the bill for arrears must be paid before reconnection can be completed.

## Voluntary Disconnection and Downgrade Policy

If you'd like to cancel one or more of your Virgin Media services, please call us on 1908 and an agent will advise you of the best course of action. All product cancellations require 30 days notice in advance of the anticipated date of disconnection. Customers will be charged a cancellation fee of up to €200 or the amount which would have been payable by the Customer up to the end of their Minimum Period, whichever is the higher amount.

## Sales and Marketing Policy

Virgin Media believes that our sales activity and our marketing and promotional material should be fair, honest and transparent. We also look to make all our communications as relevant as possible, and to give customers the option of receiving communications in a format that is most convenient to them. We only use personal information in accordance with the terms agreed with you, the customer. Any customer who wishes to opt out of future marketing promotions simply needs to register this with us by calling 1908 or by emailing [customer.support@virginmedia.ie](mailto:customer.support@virginmedia.ie).

## What is Virgin Media's code of practice for resolving your complaint?

Delivering exceptional customer service to you is our number one priority. And to help us keep our standards high, we'd ask you to let our customer care team know if we fail to meet your expectations at any time. We will work with you to resolve any query to your satisfaction. Our code of practice includes all Virgin Media services.

## How to Register a Complaint

You can register a formal complaint with our Customer Care Team in cases where we've been unable to solve a problem to your satisfaction. We prefer to resolve complaints over the phone, but if you'd prefer a response in writing, please ask and we'll be happy to oblige.

## Resolving your complaint

Where possible, we will try to resolve your complaint during our initial phone call. We aim to acknowledge your complaint within 2 working days, and will work with you to resolve your grievance as quickly as possible (and within a maximum of 20 working days). If we cannot resolve the matter within a reasonable time frame, we will then agree a mutually acceptable way forward. For your convenience, we have listed below the different ways you can contact us to register your complaint. And please provide your account number, address and phone number so that we can contact you as soon as possible.

### By Phone:

Freephone 1908

Customer Care. Opening hours: Monday - Sunday: 9am to 9pm

### Submit online query:

[Click here to submit a query through our secure online contact form.](#)

### By Post:

Write to us at Virgin Media Complaints Department, Virgin Media Ireland, Limerick Enterprise Development Park, Roxboro Road, Limerick.

### By Live Chat:

[Click here to chat live with a member of our customer care team through our live chat messenger.](#)

## Escalating your Complaint

Our goal is to resolve all complaints to your complete satisfaction, but if you are not satisfied with our progress, you can request an escalation of your issue to a team manager. A manager may be available to speak to you immediately, or may call you back at a time that suits you. We would appreciate it if you could let us know which daytime and evening contact numbers work best for you if a manager has to call you back. If you still feel that we have not fully dealt with your complaint after speaking to the team manager, a Senior Manager can intervene. He or she will review your grievance – and will also take your feedback on board so that we can learn how to solve such queries more efficiently and deliver even better customer experience in future.