
Date :16-12-21

Order Number :0000000319

Sales Agent:Laura Behan B2B

Dear Contact Name

Thank you for placing an order with Virgin Media Business.You will find the details of your order below.

Section 1: Company Details

Company Name : SAMPLE NAME

Main Company Address: MACKEN HOUSE 39-40 MAYOR STREET UPPER NORTH WALL DUBLIN 1 D01C9W8

Contact Name: Contact Name

Contact Number: 012458100

Contact Email: cablefulfilment@virginmedia.ie

Section 2: Billing Details

Billing Address: MACKEN HOUSE 39-40 MAYOR STREET UPPER NORTH WALL DUBLIN 1

D01C9W8

Billing Contact Name: Contact Name

Billing Contact Number: 012458100

Billing Contact Email: cablefulfilment@virginmedia.ie

Section 3: Service Details

Below are the details of the services you ordered

Service Address: MACKEN HOUSE 39-40 MAYOR STREET UPPER NORTH WALL DUBLIN 1
D01C9W8

Product	Install	Monthly After Offer	Monthly During Offer	Term	Discount
Business 1000	€80.00	€85.00	€85.00	12 Months	
1 Static IP Address		€10.00			
2 Telephone Lines		€0.00			
Call Pack Lite		€15.00			

Some points to note:

- All prices quoted exclude VAT
- All discounts on Broadband and TV are valid for a period of 12 months only or for the specific period indicated
- Standard Call Pack includes 1500 local, national & UK Landline Minutes plus 200 Irish Mobile Minutes
- Unlimited Call Pack includes 1500 local, national & UK Landline Minutes plus 1500 Irish Mobile Minutes

Unused minutes cannot be carried into the following month at the end of each month and additional minutes will be charged at rates located [here](#)

The Term refers to the Minimum Period that Customer agrees to receive and pay for the Services. Cancellation within the Minimum Period will result in cancellation charges becoming due in accordance with the Virgin Media Business Terms and Conditions.

Recurring charges shall be the monthly rental charges for the Services at the rates set out above and the where applicable the usage based charges as per the current price list located [here](#)

Prices for activation are provided at the rates set out above and include installation of Services Equipment and for the commissioning and configuration of Services. Installation charges and/or reconfiguration charges for additional or changed services or locations will be priced separately and provided at the time of the Customer's request under the Virgin Media Business Terms and

Conditions.

Marketing Preferences

Below are the Marketing preferences we currently hold for you. If you wish to change your marketing preferences in the future please contact our B2B Care Team b2bcare@virginmedia.ie.

Contact by Phone : No

Contact by Email : No

Contact by SMS : No

Contact by POST : Yes

Virgin Media may use any personal information provided by the Customer for the purposes of administering the Customer's account, providing the Customer with Services and providing information about its services.

Virgin Media may also contact the Customer to tell the Customer about new products or services that may be of Interest to them.

Your Contract

Your new Business services contract is effective from the date of installation and valid for a minimum period as shown in the Service Details Section.

Installation Appointment

Once your order has been approved and processed, a Virgin Media Business Engineer will be in contact with you shortly to arrange your installation date and time.

Preparation for Install

In advance of our Engineers arrival we would be grateful if you could decide on the location for your new Virgin Media equipment. Please make sure there will be an available power socket and space to place your new equipment. If you have ordered Broadband, Phone and TV from us, we will complete the installation on the same day.

Number Porting

If you are ordering phone lines and you want to keep your numbers, you can port the numbers over to Virgin Media after installation. Please follow the link [here](#).

First Bill Information

Your first bill will be higher because we charge for the month in advance along with the current month. This only happens on your first bill or when you make any changes.

Direct Debit

All accounts must be paid by Direct Debit. No need to worry though, we have already confirmed these details with you.

Terms and Conditions

The Customer hereby agrees to accept and use the Services subject to Virgin Media Business terms and conditions which have been sent to you with this contract and are available upon request.

Please note: All applicants are subject to credit checks by our Credit Management Team. If the contract is cancelled before the end of term, cancellation fees may apply. 30 days written notice is required for cancellation of services. Note that if moving provider you must notify Virgin Media and normal cancellation procedures apply. All services are billed monthly. All broadband and phone bundles are subject to an €80+ VAT installation fee unless stated otherwise in the service table. Fair usage policy and minute rounding applies.

See [here](#) for details . Please click [here](#) for the Terms & Conditions of your contract

Virgin Media does not provide a minimum level of quality of service. Where a service level agreement is provided as part of the Service, the remedies as set out in the service level agreement will be made available to Customer in accordance with the Virgin Media Business Terms and Conditions.

If you are unhappy about any aspect of your Services, please contact 1800 941 941. Complaints will be resolved in accordance with our standard complaints procedure.

Charges for calls made can be viewed at this [link](#)

Virgin Media have a duty to protect information entrusted by its customers and third parties. This is achieved by security Policies based on ISO27001, that provide guidance on how legislative and regulatory obligations are met.

In line with requirements, VM have a clearly defined Security Incident Management Standard document, which outlines principles for reporting, detecting, managing and restoring services following a security incident.

If there is a limited call pack on your account. We will send you a notification if the usage limit has been exceeded.

Customer acknowledges that it has a right to receive contract summary information from Virgin Media regarding the provision of electronic communications services in accordance with Article 102(3) of the European Electronic Communications Code. By signing this Order Form, Customer hereby expressly waives such right and Virgin Media shall have no liability to Customer as a result of this waiver.

Customer acknowledges that it may enter into a contract for the provision of electronic communications services for a term beyond 24 months and by signing this Order Form, it hereby expressly waives its right to a lesser term contract in accordance with Article 105(1) of the European Electronic Communications Code and Virgin Media shall have no liability to Customer as a result of this waiver.

Order Queries

If you have any questions or need a helping hand with your order, just get in touch with our Business Sales Team on 1800 941 941 between 9am and 5.30pm Monday – Friday. Alternatively you can email them at commercialsales@virginmedia.ie

Agreement by Customer

The Customer hereby agrees to accept and use the Services subject to Virgin Media Business standard terms and conditions which have been provided to the Customer and which are available on request. Services supplied subject to Status, Site Survey, Wayleave and Network Availability.

Virgin Media Ireland Limited, Macken House, 39/40 Mayor Street Upper, Dublin 1

Registered in Ireland number 435668. Directors: Tony Hanway, Max Adkins, Peter McCarthy.