



## We're right up your street.

Hello,

In the next few weeks, we'll be connecting your street to Virgin Media's expanding network. When we're done, you and your neighbours will have access to our award-winning entertainment services – including ultrafast up to 200Mbps fibre broadband and Virgin TV. We'll also let you know if we're planning to roll out a home phone service to your street.

### Keeping things simple

As we own our network, we have a say in how cable installation work gets done. To minimise disruption, we use techniques to excavate only part of the road and install our cables simply and efficiently. This way, we won't be near your house for any longer than we need to be.

It's also worth knowing that we're doing this work in coordination with your local authority's Highways Department, and in line with the New Roads & Street Works Act.

On top of this, we'll be working safely. Before we start, we'll mark out all the utilities in the area (gas, electricity, water etc.) using a biodegradable product that fades in time.

### Access to your property while we work

The only other thing to say is that on the day we actually pass your property, there might be limited access between 8am and 6pm. There's also a chance our contractors will ask you to move your car if it's parked on the street at certain times.

Thanks in advance for your understanding and cooperation. We're going to do our best to get things finished up quickly, and leave things nice and tidy.

If you have any questions or concerns about our network expansion work near you, please feel free to call **0870 888 3116**. And if you're interested in our services, simply follow the steps below.

Kind regards,

**The Virgin Media team**

**Interested in our services and hearing about our welcome discounts?  
Pop your details in a message and text BOLT to 80011 now and  
someone from our friendly team will call you back.**

