

## **VMB Switching Process for Business Broadband/Fixed Line Voice Services to Small Businesses with 10 or less employees**

### **Ofcom Regulations: Switching Service Providers**

You have indicated to us that you are a small business with 10 or less employees and that you intend to switch your current broadband/and or fixed line voice service to Virgin Media Business.

We are required by Ofcom (industry regulator) to notify you of the process we will follow to switch your broadband and/or fixed line voice service from your current service provider (“Losing Service Provider” or “LSP” ) to Virgin Media Business (“VMB”) and to record your consent to VMB taking the necessary actions to affect the switchover on your behalf, including all necessary communications with the LSP.

### **Cancelling your current contract and switching service**

Following receipt of your consent (see Acknowledgment and Confirmation (below), we will contact your LSP and notify them of your application to switch your broadband and/or fixed line voice service (as applicable) to VMB. We will then work with the LSP to ensure your contract with them in respect of the relevant service is cancelled and switched to VMB by our planned migration date, which we will communicate to you.

As VMB will be managing the switchover process on your behalf you do not need to contact your LSP to cancel the relevant service, and your LSP should not contact you to discuss the cancellation of your contract with them. However, you may receive a letter from the LSP informing you of any implications of switching your services.

### **Service issues arising before the migration of your service**

The contract between you and the LSP in respect of the relevant service shall remain in force until that service has been successfully migrated to us. Therefore, until we have notified you that the relevant service has been migrated to us, any issue in respect of that service should be escalated to the LSP’s service desk for resolution in accordance with the terms of your contract with them.

Once the relevant service has been migrated to us, the LSP may send you a final bill for the services provided by them up to the date of migration. In such circumstances you will remain liable to the LSP for any outstanding amounts detailed in their final bill in accordance with your contract with them.

## Switchover process

### **Acknowledgment and Confirmation**

Please confirm your consent to VMB managing the switchover process on your behalf as outlined above by copying the following text into a return email to us:-

To: [ ]@virginmedia.co.uk

Subject: *Acknowledgment of consent to switching Service Provider*

Name: Address:

Target (Installation Address) [if different]:

Service: [Broadband]&[fixed Line Voice Service][delete as appropriate] Target "CLI (fixed line number)", if relevant:

*I have read the document entitled "VMB Switching Process for Business Broadband/Fixed Line Voice Services to Small Businesses with 10 or Less employees V.1" and consent to switching to VMB and managing the switchover process as set out therein in respect of the above service.*