

2. S Non-Hub 3 & 4 (standard comms)

2.1 Inform

2.1.1 Letter (DM)

Account number: <account number>

Important changes to your home phone service

Hello <Name>,

On <date SED> your home phone service will be switched from the traditional phone line over to our fibre network. A technician will need to connect your home phone to a new WiFi Hub so you can make and receive phone calls over our fibre network.

What you need to do

Call us on 150 from a Virgin Media home phone or mobile, or 0345 454 1111 from any other phone to arrange a free technician appointment. You'll need to verify your account info, so make sure you've got it handy.

Frequently asked questions

What happens if I don't book a technician visit?

After <date CRD> you will only be able to receive inbound calls and dial 999. If you try to make an outbound call it will be diverted to our contact centre to book a technician visit. Any connected devices will no longer work. It's really important that you book an appointment to avoid disruption.

What if there's a power cut or a fibre network disruption?

In the unlikely event there's a power cut or a fibre network disruption, you won't be able to make or receive calls and most connected devices (such as a burglar alarm linked to a control centre, a telecare device, or other phones connected to extension sockets) will be affected.

You'll also need to contact your device provider and let them know about the switch to make sure they're compatible with a fibre service.

What will happen to my voicemail services?

Nothing at all – they'll stay as they are.

Will my contract/price change?

No, your contract and price will remain the same.

What should I do if I'm not sure about switching to fibre?

We're switching you to make sure your phone connection remains as future proof as possible.

If you'd rather change or cancel without paying an early disconnection fee, give us a call on 150 from a Virgin Media home phone or mobile, or 0345 454 1111 from any other phone by <date SED>.

Where can I find more info?

If you have any more questions we've got all you need on our help page at [virginmedia.com/fibrephone](https://www.virginmedia.com/fibrephone)

If you need to re-arrange the install date due to reasons relating to Covid-19 (for example, you are self-isolating), please call us on 150 from a Virgin Media home phone or mobile, or 0345 454 1111 from any other phone. If possible, please call us 48 hours before your original appointment date.

Kind regards,
The Virgin Media team

1. Hub 3 & 4

1.1 Inform

1.1.1 Letter (DM)

Account number: <account number>

Important changes to your home phone service

Hello <Name>,

On <date RSO> your home phone service will be switched from the traditional phone line over to our fibre network. This means your current phone will no longer be able to make or receive calls after the switch over date.

We will send you an adapter in the post which you'll need to use to connect your home phone to your WiFi Hub so you can make and receive phone calls over our fibre network.

What you need to do

Keep an eye out for the adapter. It'll come with simple step-by-step instructions to help you get it set up. You'll need to do this on or after <date RSO>.

Do you have any connected devices?

In the unlikely event there's a power cut or a fibre network disruption, you won't be able to make or receive calls and most connected devices (such as a burglar alarm linked to a control centre, a telecare device, or other phones connected to extension sockets) will be affected.

You'll also need to contact your device provider and let them know about the switch to make sure they're compatible with a fibre service.

Frequently asked questions

What happens if I don't set up the adapter?

In the future our network updates will mean that your current home phone services will no longer work, so it's really important you use the adapter to connect your home phone to your WiFi Hub on or after the specified date to avoid disruption.

How can I make emergency calls if there's service disruption?

If you rely on your landline for accessibility needs or don't have a mobile to make an emergency call we'll provide you with an emergency back up line so you're always able to call emergency services.

What will happen to my voicemail services?

Nothing at all – they'll stay as they are.

Will my contract/price change?

No, your contract and price will remain the same.

What should I do if I'm not sure about switching to fibre?

We're switching you to make sure your phone connection remains as future proof as possible.

If you'd rather change or cancel without paying an early disconnection fee, give us a call on 150 from a Virgin Media home phone or mobile, or 0345 454 1111 from any other phone by <date RSO>.

Where can I find more info?

If you have any more questions we've got all you need on our help page at virginmedia.com/fibrephone

Kind regards,

The Virgin Media team