



BUSINESS

COSTESSY TOWN COUNCIL

DEDICATED INTERNET ACCESS

8 SEPTEMBER 2021

Why Virgin Media Business?

We believe that every business has the potential to disrupt their market place by embracing digital innovation. Consequently, we strive to deliver the digital platforms that act as both the backbone and nervous system of leading UK enterprises.

For more than 20 years, Virgin Media Business has been helping Public Sector organisations transform the way they serve their citizens. As a result, we connect more than 22,000 sites across the UK and more than 50% of emergency services organisations trust us with their critical infrastructure. At the core of our business are the PSN compliant solutions that help our customers turn complexities into opportunities at a cost that few of our competitors can match. Therefore, our customers are able to make meaningful improvements, increase efficiency and typically incur fewer expenses.

We aim to deliver collaboration, sharing and communication across regional boundaries whilst driving efficiency through consolidation of complex networks and services. We can do this because our team is part of the biggest business-to-business Virgin brand, running the largest nationwide fibre-optic network in the UK. Hence, we're big enough to deliver a wide range of relevant services and agile enough to offer what you need – no more, no less.

OUR PEOPLE

Dedicated Account Manager: I'm here to manage the day-to-day relationship between our two organisations, provide support and answer any queries you may have.

Service Desk: Our customer service team is there to help with anything from billing to general enquiries.

Business Solution Architects: Our technical team will help design your solution and act as a source of ongoing expertise and industry knowledge.

Dedicated Planners and Engineers: Our nationwide team co-ordinates and delivers your service utilising in-depth knowledge of your local area.

OUR SERVICE LEVEL AGREEMENT (SLA)

Customer Promise Date: Once we've taken your order and finished planning you will be given a customer promise date. If, for some reason, we are unable to deliver on this date, you will be able to claim back credits.

Availability Target: We have a 99.9% uptime for your new single-homed MIA

Fault Fix Time: We have a 6 hour fault fix time. Service credits are available should we be unable to get you back up and running within this timeframe.

Escalation Routes: If you experience a fault, please contact our Technical Support Centre on 0800 052 0800.

TERMS & CONDITIONS

<https://www.virginmediabusiness.co.uk/legal/terms-and-conditions/>

Dedicated Internet Access

Sites	Solution	Circuit Bandwidth/Bearer	Install	Rental PA	TERM
NR8 5AH	Dedicated Internet Acces	100/100Mb	Free	£3200	3 Years
		100/1Gb	Free	£3,300	3 Years
		200/1Gb	Free	£3900	3 Years

THE WHO, THE WHAT AND THE HOW

of the UK's largest nationwide fibre-optic network

WE'VE INVESTED

£13 BILLION TO BUILD AND OWN OUR NETWORK

85% OF UK BUSINESSES CAN ACCESS IT AND WE CURRENTLY POWER:



public sector sites



corporate businesses



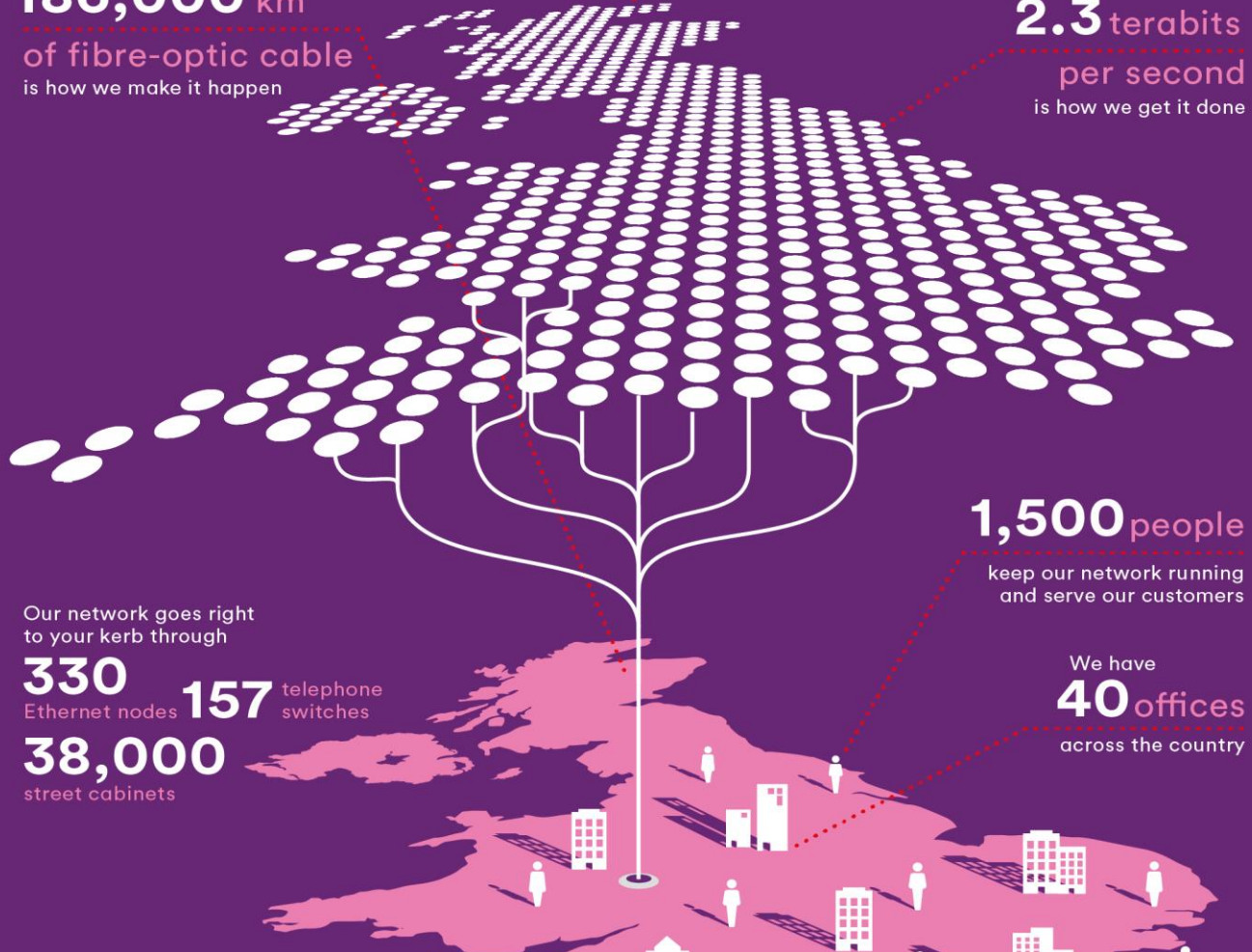
of the UK's mobile traffic



of the UK's broadband traffic

186,000 km of fibre-optic cable is how we make it happen

2.3 terabits per second is how we get it done



Our network goes right to your kerb through

330 Ethernet nodes **157** telephone switches

38,000 street cabinets

1,500 people keep our network running and serve our customers

We have **40 offices** across the country