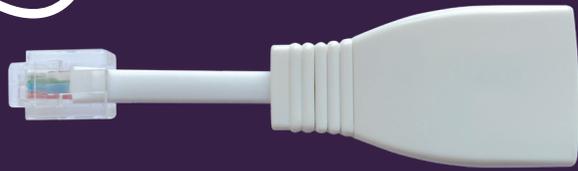




In this pack - Hub adapter



Your phone service will be switched to our fibre network. We'll be sending you more details on the date soon, so keep an eye out. It's really important you follow the instructions so that your phone service isn't disrupted.

Enjoy a host of great inclusive features:



**3-Way
Calling**

Natter with 2 other people at once.



**Call
Waiting**

A bleeping noise will let you know someone else is trying to call.



**Anonymous
Caller Rejection**

Anyone withholding their number won't get through.



**Quick
Dial**

Save your favourite numbers and dial them with a few taps.

To find out more about the switch and what it means for you, head to virginmedia.com/fibrephone

Your old phone service will stop working soon as we're switching your home phone service to our fibre network remotely. To get up and running you'll need to connect your home phone to the back of our Virgin Media Hub.

We'll let you know when to plug in the adapter.

Follow the step-by-step instructions on the back of this leaflet to use your new phone service.

Things to note

- You can keep your number and you won't pay any more for the service.
- If there's a power cut or fibre network disruption, you won't be able to make or receive calls.
- If you have accessibility needs, call us on **0345 454 1111** and we'll give you a free Emergency Backup device that allows 999 calls during power and network outage.
- Any devices connected to your phone, like care, fire or burglar alarms will stop working if there's power or network disruption.
- Some connected devices might not be compatible with our fibre phone service. Please check with the device manufacturer.
- Devices connected to extension wiring will stop working after your home phone service has been switched.
- Please keep our Hub switched on 24/7, even overnight, or you won't be able to make or receive calls.
- As this is a new service, you may need to reset your setup and activation codes, as well as your personalised feature settings. For more information visit: virginmedia.com/fibrephone



- 1** On the day of your switchover, unplug the phone cable of your main phone (or base station if it's a cordless phone), from the wall socket.
! If you have any other devices connected to this socket, or you use internal phone sockets around your home, please give us a call on **0345 454 1111**
- 2** Grab the adapter we provided with this leaflet and plug it in to the top grey port, Port 1, on the back of our Hub.
- 3** Now, plug the end of the telephone cable you unplugged from the wall socket in to the adapter.
- 4** Wait a couple of minutes for a dial tone, then make a test call. If your phone is working, your new services from Virgin Media are all set up and ready to use!

Can't make calls?

Your service won't work until your switchover date – so you'll need to check the date shown in the letter we're sending you. Make sure the phone cable and adapter are all connected securely.

HUB 3: A green phone icon  should flash showing the phone is set up. If the phone light is red or not showing, check the connections to our Hub, reboot by turning off then on at the back and try again.

HUB 4: If the Hub's light ring flashes red for a couple of minutes, check the connections to the Hub, reboot by turning off then on at the back and try again.