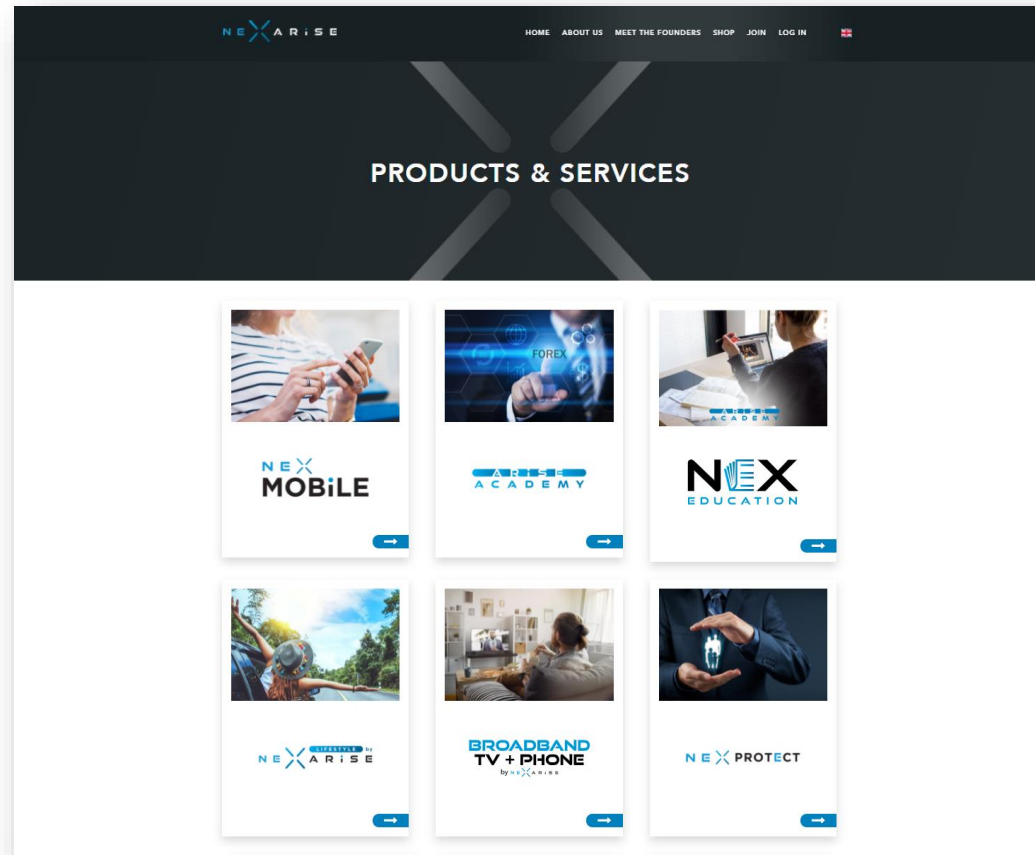


NeXarise Order Process Guide



Example Page (NeXarise to Complete)



- The Virgin Media tile will be present under the products and services section of each NeXarise IBO's website

Example Page (NeXarise to Complete)

The screenshot shows the NeXarise website interface. At the top, there is a navigation bar with links: HOME, ABOUT US, MEET THE FOUNDERS, SHOP, OPPORTUNITY, LOG IN, and a flag icon. Below the navigation bar is a large red banner featuring the NeXarise logo and the Virgin Media logo. The main content area is divided into two columns: 'DO'S' and 'DON'TS'. Each column contains a list of instructions, each preceded by a red circular icon with a white 'X' and a small 'by' icon. At the bottom of the page, there is a checkbox labeled 'I AGREE THAT I HAVE READ AND UNDERSTOOD THESE INSTRUCTIONS' and a red button labeled 'ORDER NOW'.

NE X A R I S E

DO'S

- Review all Virgin Media training materials, Direct Selling Policy, Sales Guidelines and Brand Guidelines thoroughly before contacting any prospective customers
- Ensure the customer completes the order process and submits their own order themselves
- Provide the correct customer contact information during the order process, not that of your own. Virgin Media will contact the customer to keep them informed of the progress of their order, or request additional information if required
- Explain to the customer what will happen next. For the full details, consult the Order Process Guide by clicking here.
- Advise the customer to only contact Virgin Media via the number contained within their order confirmation email
- Only use the Share It platform when promoting Virgin Media services on social media

DON'TS

- Contact Virgin Media customer services to place an order as this will lead to the order being placed directly with Virgin Media, and therefore, not credited to the NeXarise IBO. All orders must be placed through the Virgin Media Partners website
- Be an active Virgin Media employee and sell Virgin Media services through NeXarise (Virgin Media employees are prohibited from becoming or being recruited to become a NeXarise IBO)
- Use cold marketing sales techniques such as door knocking to acquire new Virgin Media customers
- Produce multiple orders for the same customer, as this is not permitted. Each order must be under a different account holder's name
- Allow your customers to cancel their existing Virgin Media contract to then sign up their partner/spouse as new customer at the same address

☐ I AGREE THAT I HAVE READ AND UNDERSTOOD THESE INSTRUCTIONS

ORDER NOW

- Once Virgin Media is selected, you must read and agree to the 'Do's and Don'ts' to ensure that you comply with the requirements to promote Virgin Media before proceeding

Virgin Media Landing Page & Serviceability Check

The screenshot displays the Virgin Media landing page. At the top, there is a dark header with the Virgin Media logo on the left and links for 'Back to postcode checker' and 'Contact us' on the right. Below the header is a navigation bar with five steps: 'Postcode' (active), 'Bundle', 'Personalise', 'Checkout', and 'Summary'. The main content area is a dark purple box with the heading 'Enter your postcode'. Below this is a search input field with the placeholder text 'Enter your postcode' and a red search button with a magnifying glass icon. Under the input field, a message states: 'Your postcode is safe with us. We'll only use it to show you our awesome offers.' Below the main content area is a red banner with the text 'lightn-ing fast broadband' and an image of a Virgin Media router. At the bottom of the banner is a link 'Take me back to the top' with an upward arrow icon. The footer is dark purple and contains the text 'In partnership with' followed by the NEXARISE logo and the Virgin Media logo.

- Virgin Media landing page - The customer is requested to enter their postcode to check if services are available in their area
- If the search is successful a drop-down list with addresses appears and the customer selects their address
- Important: Offer is available to new customers only

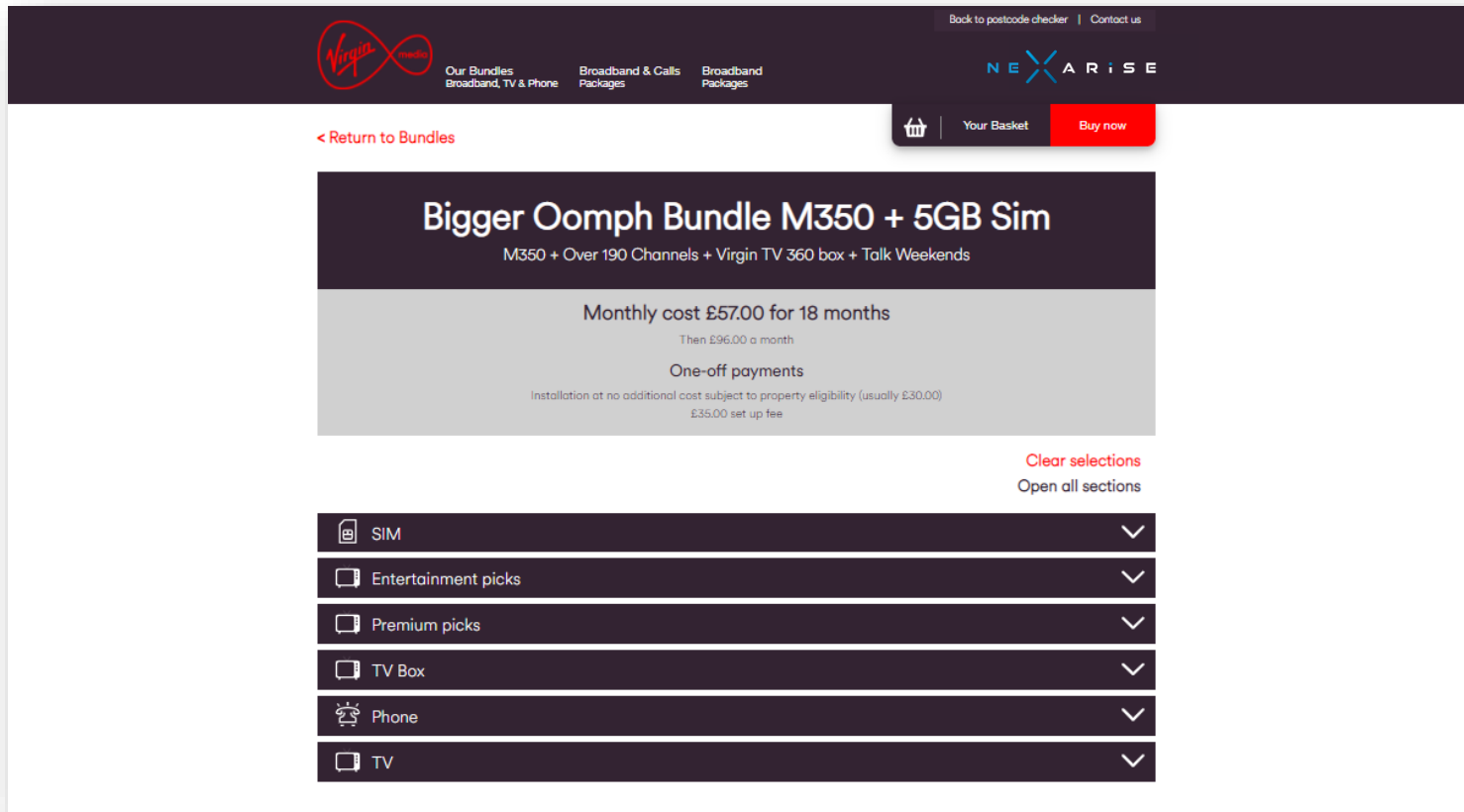
Bundle Carousel

The screenshot displays the Virgin Media website's bundle carousel. At the top, the Virgin logo is on the left, and navigation links for 'Our Bundles', 'Broadband TV & Phone', 'Broadband & Calls Packages', and 'Broadband Packages' are in the center. A 'Back to postcode checker' link and a 'Contact us' link are on the right. The main headline reads 'Mix it up! Big bundle + Picks' in large white text, followed by 'The same superfast broadband and Virgin TV360 experience, plus an extra 70+ channels!'. Below this, three bullet points list features: 'M100 Fibre Broadband', 'Mixit TV + Drama & Documentary Picks', and 'Talk Weekends'. A large white circle on the right shows the price '£37.99 a month'. Below the headline, a grey bar contains 'CF24 4GB' and a 'Change my postcode' link. The main content area features three bundle cards: 'Broadband and Phone M350 + 5GB SIM', 'Bigger Bundle - M200', and 'Ultimate Oomph - M600 - Unlimited SIM'. Each card shows a monthly price for 18 months, a 'Select' button, and a '18 MONTH CONTRACT' label. To the left of the cards are five category filters: 'SIM Card', 'Fibre Broadband', 'TV Channels', 'Home Phone', and 'See more'. Below the cards, a row of icons and text provides additional information: 'Check your terms & conditions on the checkout page', 'Get yourself set up with Virgin Go2Card TV', 'How is Virgin Go2Card delivered to your door', and 'How your self-install kit is delivered for free'.

	Broadband and Phone M350 + 5GB SIM	Bigger Bundle - M200	Ultimate Oomph - M600 - Unlimited SIM
Price	£39.00 a month for 18 months then £66.00 a month £35.00 set up fee	£49.00 a month for 18 months then £88.00 a month £35.00 set up fee	£79.00 a month for 18 months then £139.00 a month £35.00 set up fee
Action	Select	Select	Select
Contract	18 MONTH CONTRACT	18 MONTH CONTRACT	18 MONTH CONTRACT
SIM Card	SIM 5GB Data, Unlimited Minutes, Unlimited Texts	Add a SIM to this bundle to get a free Broadband speed boost Click Select to add a SIM	Truly Unlimited 4G data, Unlimited Minutes, Unlimited Texts
Fibre Broadband	Average speed 362Mbps	Average speed 213Mbps	Average speed 630Mbps
TV Channels		Maxit TV - Over 190 Channels	Maxit TV + Sky Sports HD + Sky Entertainment & Cinema Ultra HD +
Home Phone	Talk Weekends	Talk Weekends	Talk More Anytime

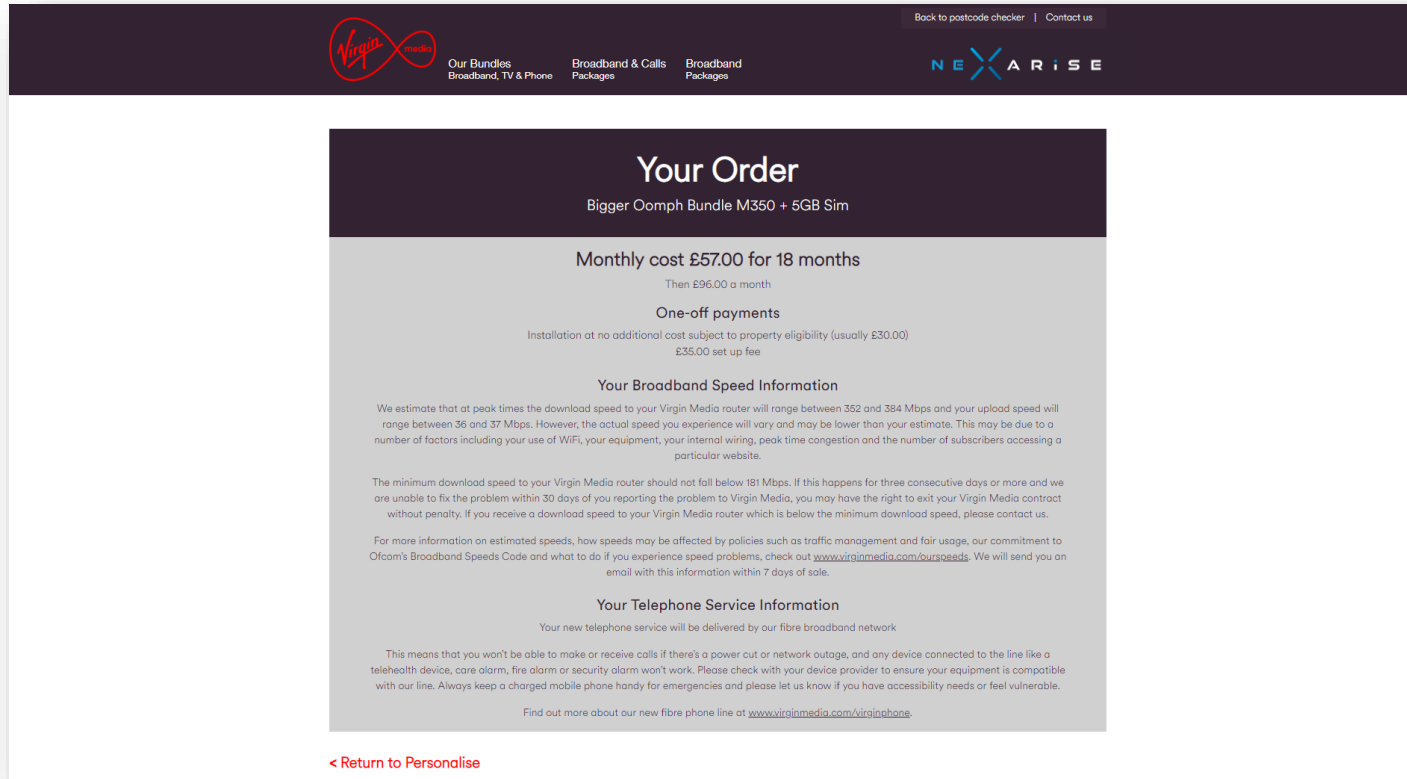
- The bundle carousel will display a variety of different offers for the customer to choose from
- Further information of each bundle is listed underneath including the broadband speed, inclusive TV channels etc.
- Once their decision has been made, the customer needs to click 'select' to move on to the next page

Upgrade / Personalise Options



- On this page the customer is able to select a number of upgrade options to personalise their order including increasing their broadband speed, adding an extra TV box etc.

Order Confirmation & Important Information



The screenshot shows the Virgin Media website's order confirmation page. The header features the Virgin Media logo, navigation links for 'Our Bundles', 'Broadband & Calls Packages', and 'Broadband Packages', and a 'NEXARISE' logo. The main content area is titled 'Your Order' and lists the 'Bigger Oomph Bundle M350 + 5GB Sim'. It details a monthly cost of £57.00 for 18 months, with a one-off payment of £35.00 set up fee. It also includes sections for 'Your Broadband Speed Information' and 'Your Telephone Service Information'. A red link '< Return to Personalise' is at the bottom.

Back to postcode checker | Contact us

Our Bundles
Broadband, TV & Phone

Broadband & Calls
Packages

Broadband
Packages

NEXARISE

Your Order

Bigger Oomph Bundle M350 + 5GB Sim

Monthly cost £57.00 for 18 months

Then £96.00 a month

One-off payments

Installation at no additional cost subject to property eligibility (usually £30.00)
£35.00 set up fee

Your Broadband Speed Information

We estimate that at peak times the download speed to your Virgin Media router will range between 352 and 384 Mbps and your upload speed will range between 36 and 37 Mbps. However, the actual speed you experience will vary and may be lower than your estimate. This may be due to a number of factors including your use of WiFi, your equipment, your internal wiring, peak time congestion and the number of subscribers accessing a particular website.

The minimum download speed to your Virgin Media router should not fall below 181 Mbps. If this happens for three consecutive days or more and we are unable to fix the problem within 30 days of you reporting the problem to Virgin Media, you may have the right to exit your Virgin Media contract without penalty. If you receive a download speed to your Virgin Media router which is below the minimum download speed, please contact us.

For more information on estimated speeds, how speeds may be affected by policies such as traffic management and fair usage, our commitment to Ofcom's Broadband Speeds Code and what to do if you experience speed problems, check out www.virginmedia.com/ourspeeds. We will send you an email with this information within 7 days of sale.

Your Telephone Service Information

Your new telephone service will be delivered by our fibre broadband network.

This means that you won't be able to make or receive calls if there's a power cut or network outage, and any device connected to the line like a telehealth device, care alarm, fire alarm or security alarm won't work. Please check with your device provider to ensure your equipment is compatible with our line. Always keep a charged mobile phone handy for emergencies and please let us know if you have accessibility needs or feel vulnerable.

Find out more about our new fibre phone line at www.virginmedia.com/virginphone.

< Return to Personalise

- Once the customer has finished customising and selects 'Buy Now' they will be presented with an order confirmation page
- This page confirms the details of their order and displays important information on broadband speeds and telephone services

Manage Your SIM (1/8)

You'll need to fill in every field, unless it's marked as optional

Manage your SIM - 1 of 8

We'll help you move over from your old provider and set your spending cap all in one place.

Adding a Spending Cap

You can cap how much you can spend outside of your normal monthly allowances by adding a spending cap to your mobile plan. We'll even send you a text when you are close to your cap, so you don't have to worry about checking yourself.

Don't add a spending cap

- Uncapped minutes, texts and data
- Spend freely outside your monthly allowances

Add a spending cap

- Peace of mind you won't overspend
- Text message when you're close to your cap

Switching to Virgin Media ? *

- ☐ No
- ☐ I want to bring my number with me
Use a PAC code
- ☐ I want to deactivate my old number
Use a STAC code

Back

Continue

About you - 2 of 8

Providing your telephone service over your broadband connection - 3 of 8

Delivery - 4 of 8

Installation - 5 of 8

Payment - 6 of 8

SIMO Payment - 7 of 8

Review & Buy - 8 of 8

- If the customer has a SIM included in their order then they are presented with the following page to complete
- The customer must choose whether or not they would like to add a spending cap
- They must also select if they are bringing their old number over to Virgin Media using a PAC or STAC code

About You (2/8)

About you - 2 of 8

Tell us about yourself!

IBO ID *

Title *

First Name *

Last Name *

Email Address *

Confirm Email *

Date of Birth *

Employment Status *

Main UK Number (e.g. your mobile) *

Back-up Number (non-UK numbers are ok)

Are you already a Virgin Mobile Customer? ☐ Yes ☒ No

Your Virgin Media Home Phone Number

We do our best to help you keep your current number, but we can't always guarantee it.

Would you like to keep your current homephone number? ☐ Yes ☒ No

Would you like to be listed in directory enquiries? ☐ Yes ☒ No

Do you use devices which connect to your home phone line like telehealth devices, care alarms, fire alarms or security alarms which need to work 24/7? * ☐ Yes ☐ No ☐ Not sure

Where you've lived

Please tell us where you've lived for the last three years so we can do a quick credit check.

Address *

- The customer is requested to complete some personal details
- The IBO Business ID should be pre-populated if the order is submitted via Storefront, otherwise they must enter manually
- These details including the password will be used whenever the customer contacts the Virgin Media support team

About You Continued... (2/8)

Years *

Number of years you lived at above address.

Months *

Number of months you lived at above address.

Residential Status *

Select

Choose your password

Please give us a phrase or memorable word. You will need to repeat this whenever you speak to our support team. It should be between 6 and 15 characters long, excluding special characters.

Password *

Don't miss out on the full Virgin Media experience

We want you to enjoy every moment with us. So, to make sure you don't miss out on our latest upgrades and offers, and get the best products and services from Virgin Media and our group companies, we'd like to stay in touch online and by phone, text message, post and email.

☐ Sounds good! Keep me up to date

We promise our communications will be relevant, and we won't bombard you.

Don't forget, you can change your mind any time by updating your marketing preferences in My Virgin Media. For mobile customers, simply visit Your Account.

We look after your details carefully. For more on how we treat your data and your data subject rights, please read our [Privacy Policy](#).

☐ As we keep ownership of your Virgin Media equipment, rather than make you buy it, we need to do a credit check.

I accept that I will undergo a credit check.

Back

Continue

- These details including the password will be used whenever the customer contacts the Virgin Media support team
- The customer can then decide on their marketing preferences and must select the box to give their consent to a credit check

Telephone Via Broadband (3/8)

Providing your telephone service over your broadband connection - 3 of 8

As we provide your telephone services over your broadband connection, we need to make you aware that in the unlikely event of an outage, your telephone service will stop working.

Let's talk about accessibility

We have measures to help you make contact with the Emergency Services in the unlikely event of an outage. That's why it's important to tell us if you or anyone in your household has accessibility needs.

[Find out more about why you might need help if your telephone service is unavailable.](#)

If you or someone in your household falls into any of the categories in the guidance, or you have other requirements that mean you could need extra help in an emergency, please answer 'yes' to the question below. Once we have received your order, we will contact you by telephone (or in writing if we can't reach you on your preferred contact number) to discuss your requirements.

Do you, or anyone in your household, have impairments or circumstances that would make you vulnerable in an outage?

- ☐ Yes
☒ No

Do you have a mobile phone?

i Why do we need to know this?

- ☒ Yes, I have a mobile phone to call Emergency Services
☐ No

As your phone service will not work in a power cut or network outage, we recommend you keep a charged mobile phone to hand so that you can make Emergency calls.

Back

Continue

Delivery - 4 of 8

Installation - 5 of 8

Payment - 6 of 8

SIMO Payment - 7 of 8

Review & Buy - 8 of 8

- The customer must select their accessibility settings regarding their telephone services

Delivery (4/8)

Delivery - 4 of 8

Please select your installation option

Click & CollectFREE

You can pick your QuickStart pack up from one of over 6,000 CollectPlus locations, usually local grocery stores, nationwide. You'll get to choose the store location and will be emailed the relevant barcode to complete the collection within 10 days.

Depending on the package you've chosen, your QuickStart pack can be up to 195mm x 220mm x 380mm – that's slightly larger than a shoebox. It can weigh up to 4.17 kg.

DeliveryFREE

You can select a date to have your QuickStart pack delivered directly to your home. It'll need a signature, so please make sure someone's going to be in on that day.

Engineer Installation£30.00

One of our expert engineers will come and get your services up and running and they'll show you how everything works.

Back

Continue

Installation - 5 of 8

Payment - 6 of 8

SIMO Payment - 7 of 8

Review & Buy - 8 of 8

- The customer is requested to select their preferred delivery option:
- Click & Collect
- Delivery
- Engineer Installation

Delivery Continued...Click & Collect (4/8)

Delivery - 4 of 8

Please select your installation option

Click & CollectFREE

You can pick your QuickStart pack up from one of over 6,000 CollectPlus locations, usually local grocery stores, nationwide. You'll get to choose the store location and will be emailed the relevant barcode to complete the collection within 10 days.

Depending on the package you've chosen, your QuickStart pack can be up to 195mm x 220mm x 380mm – that's slightly larger than a shoebox. It can weigh up to 4.17 kg.

DeliveryFREE

You can select a date to have your QuickStart pack delivered directly to your home. It'll need a signature, so please make sure someone's going to be in on that day.

Engineer Installation£30.00

One of our expert engineers will come and get your services up and running and they'll show you how everything works.

Choose where to pick up your free QuickStart pack

Here's the closest CollectPlus location to your postcode.
Want to collect somewhere else? Choose a different store below.

Premier

Address

99-101 North Road Cardiff CF14 3AD.
0.04 miles from your postcode.

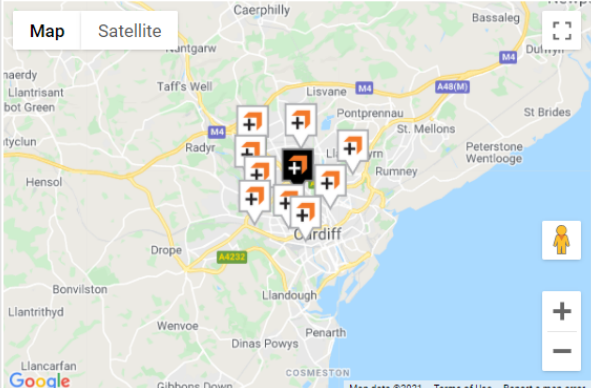
Opening hours

Monday: 00:00 - 23:59
Tuesday: 00:00 - 23:59
Wednesday: 00:00 - 23:59
Thursday: 00:00 - 23:59
Friday: 00:00 - 23:59
Saturday: 00:00 - 23:59
Sunday: 00:00 - 23:59

Disabled access

Good

MapSatellite



Map data ©2021 Terms of Use Report a map error

- Click & Collect - Pick up your QuickStart pack from a CollectPlus location
- The customer is requested to select one of the collection points from the drop down list
- The customer will get an e-mail including a barcode to complete the collection of their pack within 10 days
- This is a self installation

Delivery Continued...Home Delivery (4/8)

Delivery - 4 of 8

Please select your installation option

Click & Collect

FREE

You can pick your QuickStart pack up from one of over 6,000 CollectPlus locations, usually local grocery stores, nationwide. You'll get to choose the store location and will be emailed the relevant barcode to complete the collection within 10 days.

Depending on the package you've chosen, your QuickStart pack can be up to 195mm x 220mm x 380mm – that's slightly larger than a shoebox. It can weigh up to 4.17 kg.

Delivery

FREE

You can select a date to have your QuickStart pack delivered directly to your home. It'll need a signature, so please make sure someone's going to be in on that day.

Engineer Installation

£30.00

One of our expert engineers will come and get your services up and running and they'll show you how everything works.

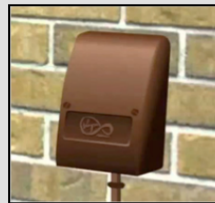
The condition of your sockets

Your existing cables and sockets inside and outside your home need to be secure and damage-free.

They may be labelled with a brand such as NTL or Telewest, which is fine, it's only a problem if it's BT or Sky as our cable are different from others



Check that the white inside socket is undamaged, securely fixed and that the silver connector is visible.



It's best to check that the outside socket is securely fixed too. It will be black, white, grey or brown. Don't worry if it can't be found though, it's probably fine!

If it can be found the cables need to be in good condition too with no metal bits sticking through the plastic.

Are they complete and free from damage?

- ☐ Yes
- ☐ Not sure
- ☐ No (An engineer is required)

- Home Delivery - Select a date to have your QuickStart pack delivered to your home address
- The customer will need to note if existing cables and sockets are complete and free from damage
- If 'Yes' or 'Not Sure' is selected an additional question appears
- This is a self installation

Installation (5/8)

Installation - 5 of 8

Please select your delivery date(s)

Delivery date *

Mar 2021						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

☐ 8am - 1pm

☐ 1pm - 6pm

Alternative delivery date *

Mar 2021						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

☐ 8am - 1pm

☐ 1pm - 6pm

Alternative delivery address

Back

Continue

- Engineer Installation - One of our engineers will visit your home address to install your services
- The customer must select a preferable delivery date and time slot as well as an alternative option
- They will be notified about the final date once the installation is booked with the Virgin Media engineer

Payment (6/8)

Payment - 6 of 8

Setting up a Direct Debit for your Virgin Media services

Instruction to your Bank or Building Society to pay by Direct Debit

To set up your Direct Debit instruction you will need to provide the name of the account holder, the bank or building society account number and sort code. If the amounts to be paid or the payment dates change Virgin Media payments Limited will notify you five working days in advance of your account being debited or as otherwise agreed.



Your payments are protected by the Direct Debit Guarantee. You can read more about this guarantee below.

Services user number 658981

Virgin Media Payments Limited Eagle Court 2, Coventry Road, Eagle Court,
Sheldon, Birmingham, West Midlands. B26
3RS

Account holder full name *

Bank/Building Society account number *

Bank/Building Society sort code *

Bank/Building Society name *

Bank/Building Society address *

☐ Switch to paper billing for £1.75 per month

Back

Continue

The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Virgin Media Payments Limited will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request Virgin Media Payments Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit by Virgin Media Payments Limited or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society
- If you receive a refund you are not entitled to, you must pay it back when Virgin Media Payments Limited asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

- When setting up a Direct Debit for Media services the customer must complete the following details

SIMO Payment (7/8)

SIMO Payment - 7 of 8

Setting up a Direct Debit for your Mobile products

We need to set up a separate Direct Debit for your Mobile products because Virgin Mobile and Virgin Media are two separate companies. You can use the same bank details as before (just type them in again) or enter different bank details. Whichever you choose, you'll get two separate bills - one for your Virgin Media services and one for your Virgin Mobile products.



Instruction to your Bank or Building Society to pay by Direct Debit

To set up your Direct Debit instruction you will need to provide the name of the account holder, the bank or building society account number and sort code. If the amounts to be paid or the payment dates change Virgin Mobile Telecoms Limited will notify you five working days in advance of your account being debited or as otherwise agreed.

Your payments are protected by the Direct Debit Guarantee. You can read more about this guarantee below.

Services user number	808213
Virgin Mobile Telecoms Limited	Eagle Court 2, Coventry Road, Eagle Court, Sheldon, Birmingham, West Midlands. B26 3RS
Account holder full name *	<input type="text"/>
Bank/Building Society account number *	<input type="text"/>
Bank/Building Society sort code *	<input type="text" value="00-00-00"/>
Bank/Building Society name *	<input type="text"/>
Bank/Building Society address *	<input type="text"/>

The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit **Virgin Mobile Telecoms Limited** will notify you 5 working days in advance of your account being debited or as otherwise agreed. If you request **Virgin Mobile Telecoms Limited** to collect a payment, confirmation of the amount and date will be given to you at the time of the request
- If an error is made in the payment of your Direct Debit by **Virgin Mobile Telecoms Limited** or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society
- If you receive a refund you are not entitled to, you must pay it back when **Virgin Mobile Telecoms Limited** asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

- When setting up a Direct Debit for Mobile products the customer must complete the following details

Review & Buy (8/8)

Review & Buy - 8 of 8

Your package

Bigger Oomph Bundle M350 + 5GB Sim

£57.00 a month
for 18 months then
£96.00 a month

Your box

Virgin TV TV 360 Box

Your Hub and main Virgin TV box need to sit next to each other and be connected by an Ethernet cable to work best.

Your Telephone service information

Your new telephone service will be delivered by our fibre broadband network

This means that you won't be able to make or receive calls if there's a power cut or network outage, and any device connected to the line like a telehealth device, care alarm, fire alarm or security alarm won't work. Please check with your device provider to ensure your equipment is compatible with our line. Always keep a charged mobile phone handy for emergencies and please let us know if you have accessibility needs or feel vulnerable.

Find out more about our new fibre phone line at virginmedia.com/virginphone.

Installation & set up

FREE QuickStart delivery

Collection date:
YLPP
Premier
99-101 North Road
Cardiff
CF14 3AD

£35.00 set up fee

The legal stuff

Here are all the terms and conditions around setting up your new services.
All you have to do is read them through and then tick the below box to let us know that you're happy with them.

Here's all the important legal stuff to do with your Virgin Media.

Virgin Media general terms and conditions

☐ I accept all of the terms and conditions.

I understand and accept that if there's ever a power cut or network outage, I won't be able to make or receive phone calls (including calls to 999 and 112). I also understand that any device connected to the phone line like a telehealth device, care alarm, fire alarm or security alarm won't work. I understand that it is my responsibility to check with my device provider that my equipment is compatible with Virgin Media's fibre phone line and if it can work independently in a power cut or network outage.

Back

Place your order

- After reviewing the details and accepting the terms and conditions the customer can continue to select ‘Place Your Order’ to complete the process

NeXarise Order Process Guide

