



**Order Form for Business Markets only**

**Managed Internet Access**

**1. Customer details** *Refer to section 1 in the Guide and Glossary if you have any queries*

Company name	London Borough of Redbridge	Customer PO number	
Company Reg. No.		Existing account number*	Redacted
Correspondence address	17-23 Clements Road		
Town	Ilford	Postcode	IG1 1AG
Fax			
Invoice address (if diff from above)	As above		
Town		Postcode	
Fax			
<b>Virgin Media Business contacts</b>			
Account Manager	Nikki Lewis	Phone	07817 889056
Email	<a href="mailto:nikki.lewis@virginmedia.co.uk">nikki.lewis@virginmedia.co.uk</a>		
<b>Customer contacts</b>			
Role	Name	Phone	Email
Correspondence	Scott Howell	7538355853	<a href="mailto:Scott.Howell@redbridge.gov.uk">Scott.Howell@redbridge.gov.uk</a>
Invoicing			
Project Manager			
Technical contact			
Out of Hours contact			

\* Only use if you have other Virgin Media Business services.

**2. Installation details** *Refer to section 2 in the Guide and Glossary if you have any queries*

<b>First connection</b>			
Install address	1ST FLOOR	Redacted	
Town		Postcode	
Fax			
Floor	Ground Floor Comms Room	Room	
Rack			
Site Contact name	Scott Howell	Phone	7538355853
Email	<a href="mailto:Scott.Howell@redbridge.gov.uk">Scott.Howell@redbridge.gov.uk</a>		
<b>Second connection</b>			
Install address (if diff from above)	Redacted		
Town	Ilford	Fax	
Floor	Ground Flor Comms room	Room	
Rack			
Site Contact name	Scott Howell	Phone	
Email	<a href="mailto:Scott.Howell@redbridge.gov.uk">Scott.Howell@redbridge.gov.uk</a>		

**Note:** where the second connection is for a Dual-homed service and is to be provided at a different site to the first connection, a Layer 2 connection between the two sites is required to be in place and will not be provided as part of this service, please ask for details.

### 3. Service requirements

Refer to section 3 in the Guide and Glossary if you have any queries

Request Type

Required by date

**Note** Virgin Media Business work to the standard lead times set out below. If you require the service in advance of this then the Required by date will give us an indication of your requirement. We will take this into account whilst planning the service delivery but we are unable to commit to this date at this stage. The actual delivery date will be confirmed following acceptance of a completed Order Form and upon completion of a survey.

#### First connection - new

Service type	Dual homed	Description	<input type="text"/>
Bearer	<input type="text" value="1Gbit/s"/>	Management level	<input type="text" value="Partial management, no Router"/>
Bandwidth (Mbit/s)	<input type="text" value="200"/>	LAN presentation	<input type="text" value="Not applicable"/>
Standard lead time	65 working days	Resilient configuration	<input type="text" value="Active"/>

#### Second connection - new

Service type	Dual-homed	Service Description	<input type="text"/>
Bearer	<input type="text" value="1Gbit/s"/>	Management level	<input type="text" value="Partial management, no Router"/>
Will ADSL be provided via an existing phone line?*	<input type="text" value="Please select"/>	If yes, existing ADSL phone no.	<input type="text"/>
Bandwidth (Mbit/s)	<input type="text" value="200"/>	Router configuration	<input type="text" value="Not applicable"/>
Standard lead time	65 working days	LAN presentation	<input type="text" value="RJ45"/>
		Resilient configuration**	<input type="text" value="Active"/>

\*Note For ease of installation and support for the service, it is recommended that Virgin Media Business provide the exchange line for this second connection. However, if you have an existing exchange line that you wish to use then you must ensure that the location of the telephone socket is within 1.5 metres of the location of the access router.

\* Note Our standard Resilien service does not guarantee full diversity so please ensure you are aware of any single points of failure in the solution.

#### Managed Security

Item	Requirements	Additional Information
Firewall	<input type="text" value="Please select"/>	<input type="text"/>
Firewall Man Level	<input type="text" value="Please Select"/>	<input type="text"/>
CPE configuration type	<input type="text" value="n/a"/>	<input type="text"/>
Integrated Feature 1	<input type="text" value="Please Select"/>	<input type="text"/>
Integrated Feature 2	<input type="text" value="Please Select Feature 1"/>	<input type="text"/>

### 4. Additional information

Refer to section 4 in the Guide and Glossary if you have any queries

#### IP addressing

What IP addresses will be used on the services?

**Note:** If you require us to provide new IP addresses for use with the service then we will allocate six usable addresses by default. If you require a larger allocation then you are required to complete and submit an IP Address request form. Please note that additional IP addresses are subject to availability and may be chargeable. If your request is approved, Virgin Media Business will confirm the size of the IP address allocation and any additional charges, where applicable.

**Note:** Where existing IP addresses will be used, it is not possible to transfer IP addresses belonging to other ISPs. If this is the case then new IP addresses will need to be allocated for use with your service.

#### Border Gateway Protocol (BGP)

Do you require BGP?

If 'Yes', do you have an existing AS number?

If 'Yes', what is it?

If 'Yes', do you have existing Provider Independent IP address space?

If 'Yes', what is it?

What routing updates will be required?

**Note:** The routing of multiple AS numbers is not supported with this service. If this is something you will require then please ask for details.

#### Domain names

Do you have existing domain name(s) that you wish to transfer to us?

Do you want us to register a new domain name(s) for you?

**Note:** Virgin Media Business does not guarantee the transfer or registration of any domain name(s)

#### Simple Mail Transfer Protocol (SMTP) backup

Do you want to use our mail backup facility?

What domain name do you want to backup?

Will an existing service be Ceased as a result of this request?

Briefly describe the existing service and billing account details

### 5. Associated orders

Refer to section 5 in the Guide and Glossary if you have any queries

Is this order part of a supported migration?

Briefly describe the existing service and billing account details

### 6. Notes and comments

Refer to section 6 in the Guide and Glossary if you have any queries

Upgrade of two existing circuits to 200Mb/1Gb. Existing 100Mb/100Mb circuits at C  
200Mb/1Gb  be upgraded to

**Note** Nothing written in this box shall vary any provision of the terms and conditions of Virgin Media Business Limited, which shall prevail.

### 7. Billing requirements

Refer to section 7 in the Guide and Glossary if you have any queries

Minimum Period

Invoicing interval

Connection	Bearer	Bandwidth	Item Connection	Item annual Rental	Total invoicing interval Rental
First connection	1Gbit/s	200 Mbit/s	<input type="text" value="£0.00"/>	<input type="text" value="£15,000.00"/>	£0.00
Second connection	1Gbit/s	200 Mbit/s	<input type="text" value="£4,000.00"/>	<input type="text" value="£10,000.00"/>	£0.00
BGP			<input type="text" value="£0.00"/>	<input type="text" value="£0.00"/>	£0.00

Managed Security		Item Connection	Item annual Rental	Total invoicing interval Rental
Firewall	None	<input type="text" value="£0.00"/>	<input type="text" value="£0.00"/>	£0.00
Firewall Man Level	Not Required	<input type="text" value="£0.00"/>	<input type="text" value="£0.00"/>	£0.00
Integrated Feature 1	Not Required	<input type="text" value="£0.00"/>	<input type="text" value="£0.00"/>	£0.00
Integrated Feature 2	Not Required	<input type="text" value="£0.00"/>	<input type="text" value="£0.00"/>	£0.00

Domain suffix	Quantity	Item Connection	Item annual Rental	Total invoicing Connection	Total invoicing interval Rental
<input type="text" value="Please select"/>	<input type="text"/>	<input type="text" value="£0.00"/>	<input type="text" value="£0.00"/>	£0.00	£0.00
<input type="text" value="Please select"/>	<input type="text"/>	<input type="text" value="£0.00"/>	<input type="text" value="£0.00"/>	£0.00	£0.00
<input type="text" value="Please select"/>	<input type="text"/>	<input type="text" value="£0.00"/>	<input type="text" value="£0.00"/>	£0.00	£0.00

Bill new service with existing service?  If 'Yes', please enter exist

Payment method

Billing method

Please provide an email address for Online Billing

Do you require Unified Billing?  If 'Yes', please complete the details below:

Please enter Unified Billing date

Please enter Unified Billing account number

Virgin Media Business would like to contact you with details of other products and services that we offer which may be of interest.  
Please select if you do not wish to be contacted.

## 8. Data protection

Refer to section 8 in the Guide and Glossary if you have any queries

Please select if you do not want your information to be passed to third parties for such purposes.

## 9. Signature and declarations

Refer to section 9 in the Guide and Glossary if you have any queries

Service is provided subject to our Standard Terms and Conditions and Special Terms which have been provided to You.

Standard T&Cs version number

Special Terms version number

PLEASE NOTE THAT ALL ORDERS ARE SUBJECT TO SURVEY

Customer signature

Date

Print name

Position

Virgin Media Business Limited  
signature

Date

Print name

Nikki Lewis

Position

09/01/2014

## 10. Internal use only

Does the Company name match the name in FORCE?

Please select

Does this customer have any existing Virgin Media Business service?

Please select

Do either connections run over a Data Centre Module?

Please select

If 'Yes', please specify

Please select

For pre 2000 buildings, is the customer aware that an asbestos report will need to be available prior to any planning visit?\*

Please select

Does this replace an existing order?

Please select

If yes, specify order to be cancelled

Approximate date of existing order

Is this order a change to an existing service?

Please select

If 'Yes', specify existing circuit number

Existing service billing reference

FORCE ID ref

AIM number

BPT quote ref

### Connection specifics

#### 1st Connection

#### 2nd Connection

Region (N/T)

Please select

Please select

Delivery type

Ethernet

Please select

PoP Address

Distance to PoP

On-net?

Please select

Please select

Provider

Please select

Please select

Capacity checked?

Please select

Please select

NTU required?

Please select

Please select

Router type

Please select

Please select

If other please specify

If other please specify

Wayleave form attached?

Please select

Please select

OLO Questionnaire attached?

Please select

Please select

\* Please note failure to provide an asbestos report for pre 2000 buildings may result in a delay to the installation of their service.

Thank you for your business – we're looking forward to working with you. If you have any questions, we'd love to hear from you. Please call our Customer Services team on 0800 052 0800.

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