



BUSINESS

Customer Contact Form Matrix

Option 1	Option 2	Description
My Services	Add/Remove Service	Select this if you want to add, remove or change a service from your active account
	Move My Access Point	If you need your phone or broadband access point moving within the same building
	Call Features	Select this if you want to add, change or remove call features like call waiting, call barring etc.
	Change Billing Name/Address	If you need to change the billing address or contact details that appear on your invoice
	Moving Premises	To move and transfer your service(s) to a new premise
	What Services Do We Have?	Not sure what services we provide to you? Select this and we can help.
	Thinking of Leaving	We're sorry to hear that but this is where you can let us know why and tell us the date that you'd like to end your service(s) with us
	Bill Enquiry	Request a Copy Bill
Query Bill/Charges		Need to better understand the charges on your bill? Simply tell us which charges you're querying and the bill date and we can help.
Statement of Account		Need to have reconciliation made on your account? Just let us know the period from and to and we can help.
Missing Payment		Made a payment but it's not showing on your bill? Let us know how much, when and how you made the payment and which Virgin Media Business account you paid it into.
My Payment Method		Need more information about payment methods , or want to set up a new one?
My Order	Track My Order	Want to know how your order is progressing?
	Amend My Order	Want to make some changes to your order?
	Query My Order	Want to know more about the order(s) you have placed?
	Cancel My Order	Want to cancel your order?
Technical Support	Service Not Working	Are you experiencing an issue with your service(s)? Let us know the detail here.
	IP Addresses	Do you need a static IP address solution, or perhaps you already have one that you wish to change? We can help you here.
	Domain Names	If you need help or advice relating to your Virgin Media Business domain name
	Help and Advice	Need some help with our Products or Services? Just let us know your query and we can assist.
	Help With an Online Virgin Portal	Click here if you need help with our online portals (Engage, My Bill or NPM)