



BUSINESS

NATIONAL ETHERNET / ETHERNET EXTENSIONS+

ORDER FORM FOR BUSINESS MARKETS ONLY

National Ethernet ▼

1. Customer details

Refer to section 1 in the Guide and Glossary if you have any queries

Company name	<input type="text" value="DVLA"/>	Customer PD number	<input type="text"/>
Company Reg. no	<input type="text"/>	Existing account number*	<input type="text" value="TC928962"/>
Correspondence address	<input type="text" value="Telecoms A, Ground South, DVLA, Longview Road, Morriston, Swansea,"/>		
Town	<input type="text" value="Swansea"/>	Postcode	<input type="text" value="SA6 7JL"/>
Contact name	<input type="text"/>	Phone	<input type="text"/>
Invoice address (if diff from above)	<input type="text" value="DVLA Shared Services Arvato, Sandringham Park, Swansea,"/>		
Town	<input type="text" value="Swansea"/>	Postcode	<input type="text" value="SA7 0EA"/>
Contact name	<input type="text"/>	Phone	<input type="text"/>
Account Manager name	<input type="text"/>	Phone	<input type="text"/>
Customer Project Manager name	<input type="text"/>	Phone	<input type="text"/>

Note: *Only add 'existing account number' for customers that take other Virgin Media Business services.

2. Service requirements

Refer to section 2 in the Guide and Glossary if you have any queries

Performance reporting required? ¹	<input type="text" value="Basic Network Reporting"/>	Class of service ¹	<input type="text" value="Please select"/>
Customer required date ²	<input type="text"/>	QoS classification	<input type="text" value="Dot1P"/>
Order type ³	<input type="text" value="Other"/>		

¹ Please note that performance reports and CoS are chargeable options and if selected then any chargeable amounts for these options will be included in the Charges set out in this order form. If multiple circuits are being ordered with different service requirements options then a separate form should be used for each order.

² This date will give an indication of your requirements. However, Virgin Media Business work to standard target lead times, please contact us for details. The delivery date will be confirmed following acceptance of the completed order form and will be subject to survey.

³ Note: If this is an amendment to an existing service, please provide circuit reference number(s) and current circuit speed (bearer) in the 'additional information' section.



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3. Circuit details

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

Circuit 1 details (A1 to B1)

Circuit bandwidth (EVC¹) required

1Gbit/s

Circuit speed (bearer)

Service presentation required

A1-end

1Gbit/s

Please select

B1-end

1Gbit/s

Please select

Do you require layer 2 control protocol tunnelling?

On (standard set)

Standard ethernet physical Interface

A1-end

Please select

B1-end

Please select

Does this circuit run over a Data Centre module?

Please select

If 'yes', please specify

Please select

A1-end installation address

DVLA Room DF1, Ty-felin

Town

Forestfach

Postcode

SA5 4AW

Fax

Floor

Room

DF1

Rack

Contact name

Phone

Email

Does this property have any existing Virgin Media Business services (excluding xDSL)*?

Please select

Is the service being installed on a new or existing NTU?

Existing

Alcatel B Port

NTU no.

Which port is to be used? Specify/Next available

Are you the freehold owner of this property?

Please select

B1-end installation address

Baskerville House, 2 Centenary Square

Town

Birmingham

Postcode

B1 2ND

Fax

Floor

4th

Room

Comms

Rack

Contact name

Phone

Email

Does this property have any existing Virgin Media Business services (excluding xDSL)*?

Please select

Is the service being installed on a new or existing NTU?

Existing

Alcatel B Port

NTU no.

Which port is to be used? Specify/Next available

Are you the freehold owner of this property?

Please select

Is resilience required?

No

If yes, please specify

Please select

Were any of the buildings built, or refurbished, pre 2000?

Please select

If 'Yes', is there an asbestos register on site?

Please select

Note: Failure to provide an asbestos register for pre 2000 buildings may result in a delay to the installation of the service. The asbestos register needs to be available on site for the survey.

Do you require more than one circuit?

Yes

If yes, please complete the 'additional circuits' tab

¹ Ethernet virtual circuit (EVC)



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3. Circuit details

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

Circuit 2 details (A2 to B2)

Circuit bandwidth (EVC¹) required

Circuit speed (bearer)

Service presentation required

A2-end

B2-end

Do you require layer 2 control protocol tunnelling?

Standard ethernet physical interface

A2-end

B2-end

Does this circuit run over a Data Centre module?

If 'yes', please specify

A2-end installation address

Town

Postcode

Fax

Floor

Room

Rack

Contact name

Phone

Email

Does this property have any existing Virgin Media Business services (excluding xDSL)*?

Is the service being installed on a new or existing NTU?

NTU type

NTU no.

Note: If you have an existing NTU that you wish to use, it must be specified on the order form.

Are you the freehold owner of this property?

B2-end installation address

Town

Postcode

Fax

Floor

Room

Rack

Contact name

Phone

Email

Does this property have any existing Virgin Media Business services (excluding xDSL)*?

Is the service being installed on a new or existing NTU?

NTU type

NTU no.

Note: If you have an existing NTU that you wish to use, it must be specified on the order form.

Are you the freehold owner of this property?

Is resilience required?

If yes, please specify

Were any of the buildings built, or refurbished, pre 2000?

If 'Yes', is there an asbestos register on site?

Note: Failure to provide an asbestos register for pre 2000 buildings may result in a delay to the installation of the service. The asbestos register needs to be available on site for the survey.

¹ Ethernet virtual circuit (EVC)

*If 'No' should Virgin Media Business service not exist at the installation address it may be necessary to carry out cabling work into the building.



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****Your install may be subject to any further wayleave requirements identified at survey regardless of the information provided above. Please also be aware that failure to provide accurate information at this point may result in delay in Virgin Media being able to acquire a wayleave should one be required.**

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Circuit 3 details (A3 to B3)

Circuit bandwidth (EVC¹) required

Circuit speed (bearer)

A3-end

B3-end

Service presentation required

Do you require layer 2 control protocol tunnelling?

Standard ethernet physical interface

A3-end

B3-end

Does this circuit run over a Data Centre module?

If 'yes', please specify

A3-end installation address

Town	<input type="text"/>	Postcode	<input type="text"/>	Fax	<input type="text"/>
Floor	<input type="text"/>	Room	<input type="text"/>	Rack	<input type="text"/>
Contact name	<input type="text"/>	Phone	<input type="text"/>	Email	<input type="text"/>

Does this property have any existing Virgin Media Business services (excluding xDSL)**?

Is the service being installed on a new or existing NTU? NTU type NTU no.

Note: If you have an existing NTU that you wish to use, it must be specified on the order form.

Are you the freehold owner of this property?

B3-end installation address

Town	<input type="text"/>	Postcode	<input type="text"/>	Fax	<input type="text"/>
Floor	<input type="text"/>	Room	<input type="text"/>	Rack	<input type="text"/>
Contact name	<input type="text"/>	Phone	<input type="text"/>	Email	<input type="text"/>

Does this property have any existing Virgin Media Business services (excluding xDSL)**?

Is the service being installed on a new or existing NTU? NTU type NTU no.

Note: If you have an existing NTU that you wish to use, it must be specified on the order form.

Are you the freehold owner of this property?

Is resilience required? If yes, please specify

Were any of the buildings built, or refurbished, pre 2000? If 'Yes', is there an asbestos register on site?

Note: Failure to provide an asbestos register for pre 2000 buildings may result in a delay to the installation of the service. The asbestos register needs to be available on site for the survey.

¹ Ethernet virtual circuit (EVC)

*If 'No' should Virgin Media Business service not exist at the installation address it may be necessary to carry out cabling work into the building.

**Your install may be subject to any further wayleave requirements identified at survey regardless of the information provided above. Please also be aware that failure to provide accurate information at this point may result in delay in Virgin Media being able to acquire a wayleave should one be required.

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Circuit 4 details (A4 to B4)

Circuit bandwidth (EVC¹) required

Circuit speed (bearer)

Service presentation required

A4-end

B4-end

Do you require layer 2 control protocol tunnelling?

Standard ethernet physical interface

A4-end

B4-end

Does this circuit run over a Data Centre module?

If 'yes', please specify

A4-end installation address

Town

Postcode

Fax

Floor

Room

Rack

Contact name

Phone

Email

Does this property have any existing Virgin Media Business services (excluding xDSL)**?

Is the service being installed on a new or existing NTU?

NTU type

NTU no.

Note: If you have an existing NTU that you wish to use, it must be specified on the order form.

Are you the freehold owner of this property?

B4-end installation address

Town

Postcode

Fax

Floor

Room

Rack

Contact name

Phone

Email

Does this property have any existing Virgin Media Business services (excluding xDSL)**?

Is the service being installed on a new or existing NTU?

NTU type

NTU no.

Note: If you have an existing NTU that you wish to use, it must be specified on the order form.

Are you the freehold owner of this property?

Is resilience required?

If yes, please specify

Were any of the buildings built, or refurbished, pre 2000?

If 'Yes', is there an asbestos register on site?

Note: Failure to provide an asbestos register for pre 2000 buildings may result in a delay to the installation of the service. The asbestos register needs to be available on site for the survey.

¹ Ethernet virtual circuit (EVC)

*If 'No' should Virgin Media Business service not exist at the installation address it may be necessary to carry out cabling work into the building.

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Circuit 5 details (A5 to B5)

Circuit bandwidth (EVC¹) required

Circuit speed (bearer)

Service presentation required

A5-end

B5-end

Do you require layer 2 control protocol tunnelling?

Standard ethernet physical Interface

A5-end

B5-end

Does this circuit run over a Data Centre module?

If 'yes', please specify

A5-end installation address

Town

Postcode

Fax

Floor

Room

Rack

Contact name

Phone

Email

Does this property have any existing Virgin Media Business services (excluding xDSL)*?

Is the service being installed on a new or existing NTU?

NTU type

Alcatel 8 Port

NTU no.

Note: If you have an existing NTU that you wish to use, it must be specified on the order form.

Are you the freehold owner of this property?

B5-end installation address

Town

Postcode

Fax

Floor

Room

Rack

Contact name

Phone

Email

Does this property have any existing Virgin Media Business services (excluding xDSL)*?

Is the service being installed on a new or existing NTU?

NTU type

Alcatel 8 Port

NTU no.

Note: If you have an existing NTU that you wish to use, it must be specified on the order form.

Are you the freehold owner of this property?

Is resilience required?

If yes, please specify

Were any of the buildings built, or refurbished, pre 2000?

If 'Yes', is there an asbestos register on site?

Note: Failure to provide an asbestos register for pre 2000 buildings may result in a delay to the installation of the service. The asbestos register needs to be available on site for the survey.

¹ Ethernet virtual circuit (EVC)

*If 'No' should Virgin Media Business service not exist at the installation address it may be necessary to carry out cabling work into the building.

**Your install may be subject to any further wayleave requirements identified at survey regardless of the information provided above. Please also be aware that failure to provide accurate information at this point may result in delay in Virgin Media being able to acquire a wayleave should one be required.

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Circuit 6 details (A6 to B6)

Circuit bandwidth (EVC¹) required

Circuit speed (bearer)

Service presentation required

A6-end

B6-end

Do you require layer 2 control protocol tunnelling?

Standard ethernet physical Interface

A6-end

B6-end

Does this circuit run over a Data Centre module?

If 'yes', please specify

A6-end installation address

Town

Postcode

Fax

Floor

Room

Rack

Contact name

Phone

Email

Does this property have any existing Virgin Media Business services (excluding xDSL)**?

Is the service being installed on a new or existing NTU?

NTU type

Alcatel 8 Port

NTU no.

Note: If you have an existing NTU that you wish to use, it must be specified on the order form.

Are you the freehold owner of this property?

B6-end installation address

Town

Postcode

Fax

Floor

Room

Rack

Contact name

Phone

Email

Does this property have any existing Virgin Media Business services (excluding xDSL)**?

Is the service being installed on a new or existing NTU?

NTU type

Alcatel 8 Port

NTU no.

Note: If you have an existing NTU that you wish to use, it must be specified on the order form.

Are you the freehold owner of this property?

Is resilience required?

No

If yes, please specify

Were any of the buildings built, or refurbished, pre 2000?

If 'Yes', is there an asbestos register on site?

Note: Failure to provide an asbestos register for pre 2000 buildings may result in a delay to the installation of the service. The asbestos register needs to be available on site for the survey.

¹ Ethernet virtual circuit (EVC)

*If 'No' should Virgin Media Business service not exist at the installation address it may be necessary to carry out cabling work into the building.

**Your install may be subject to any further wayleave requirements identified at survey regardless of the information provided above. Please also be aware that failure to provide accurate information at this point may result in delay in Virgin Media being able to acquire a wayleave should one be required.

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Circuit 7 details (A7 to B7)

Circuit bandwidth (EVC¹) required

Circuit speed (bearer)

Service presentation required

A7-end

B7-end

Do you require layer 2 control protocol tunnelling?

Standard ethernet physical interface

A7-end

B7-end

Does this circuit run over a Data Centre module?

If 'yes', please specify

A7-end installation address

Town Postcode Fax
Floor Room Rack
Contact name Phone Email

Does this property have any existing Virgin Media Business services (excluding xDSL)*?

Is the service being installed on a new or existing NTU?

NTU type

NTU no.

Note: If you have an existing NTU that you wish to use, it must be specified on the order form.

Are you the freehold owner of this property?

B7-end installation address

Town Postcode Fax
Floor Room Rack
Contact name Phone Email

Does this property have any existing Virgin Media Business services (excluding xDSL)*?

Is the service being installed on a new or existing NTU?

NTU type

NTU no.

Note: If you have an existing NTU that you wish to use, it must be specified on the order form.

Are you the freehold owner of this property?

Is resilience required?

If yes, please specify

Were any of the buildings built, or refurbished, pre 2000?

If 'Yes', is there an asbestos register on site?

Note: Failure to provide an asbestos register for pre 2000 buildings may result in a delay to the installation of the service. The asbestos register needs to be available on site for the survey.

¹ Ethernet virtual circuit (EVC)

*If 'No' should Virgin Media Business service not exist at the installation address it may be necessary to carry out cabling work into the building.

**Your install may be subject to any further wayleave requirements identified at survey regardless of the information provided above. Please also be aware that failure to provide accurate information at this point may result in delay in Virgin Media being able to acquire a wayleave should one be required.

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Circuit 8 details (A8 to B8)

Circuit bandwidth (EVC¹) required

Circuit speed (bearer)

Service presentation required

A8-end

B8-end

Do you require layer 2 control protocol tunnelling?

Standard ethernet physical interface

A8-end

B8-end

Does this circuit run over a Data Centre module?

If 'yes', please specify

A8-end installation address

Town Postcode Fax
Floor Room Rack
Contact name Phone Email

Does this property have any existing Virgin Media Business services (excluding xDSL)**?

Is the service being installed on a new or existing NTU?

NTU type

NTU no.

Note: If you have an existing NTU that you wish to use, it must be specified on the order form.

Are you the freehold owner of this property?

B8-end installation address

Town Postcode Fax
Floor Room Rack
Contact name Phone Email

Does this property have any existing Virgin Media Business services (excluding xDSL)**?

Is the service being installed on a new or existing NTU?

NTU type

NTU no.

Note: If you have an existing NTU that you wish to use, it must be specified on the order form.

Are you the freehold owner of this property?

Is resilience required?

If yes, please specify

Were any of the buildings built, or refurbished, pre 2000?

If 'Yes', is there an asbestos register on site?

Note: Failure to provide an asbestos register for pre 2000 buildings may result in a delay to the installation of the service. The asbestos register needs to be available on site for the survey.

¹ Ethernet virtual circuit (EVC)

*If 'No' should Virgin Media Business service not exist at the installation address it may be necessary to carry out cabling work into the building.

**Your install may be subject to any further wayleave requirements identified at survey regardless of the information provided above. Please also be aware that failure to provide accurate information at this point may result in delay in Virgin Media being able to acquire a wayleave should one be required.

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Circuit 9 details (A9 to B9)

Circuit bandwidth (EVC¹) required

Circuit speed (bearer)

Service presentation required

A9-end

B9-end

Do you require layer 2 control protocol tunnelling?

Standard ethernet physical interface

A9-end

B9-end

Does this circuit run over a Data Centre module?

If 'yes', please specify

A9-end installation address

Town Postcode Fax
Floor Room Rack
Contact name Phone Email

Does this property have any existing Virgin Media Business services (excluding xDSL)**?

Is the service being installed on a new or existing NTU? NTU type NTU no.

Note: If you have an existing NTU that you wish to use, it must be specified on the order form.

Are you the freehold owner of this property?

B9-end installation address

Town Postcode Fax
Floor Room Rack
Contact name Phone Email

Does this property have any existing Virgin Media Business services (excluding xDSL)**?

Is the service being installed on a new or existing NTU? NTU type NTU no.

Note: If you have an existing NTU that you wish to use, it must be specified on the order form.

Are you the freehold owner of this property?

Is resilience required? If yes, please specify

Were any of the buildings built, or refurbished, pre 2000? If 'Yes', is there an asbestos register on site?

Note: Failure to provide an asbestos register for pre 2000 buildings may result in a delay to the installation of the service. The asbestos register needs to be available on site for the survey.

¹ Ethernet virtual circuit (EVC)

*If 'No' should Virgin Media Business service not exist at the installation address it may be necessary to carry out cabling work into the building.

**Your install may be subject to any further wayleave requirements identified at survey regardless of the information provided above. Please also be aware that failure to provide accurate information at this point may result in delay in Virgin Media being able to acquire a wayleave should one be required.

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Circuit 10 details (A10 to B10)

Circuit bandwidth (EVC¹) required

Circuit speed (bearer)

A10-end

B10-end

Service presentation required

Do you require layer 2 control protocol tunnelling?

Standard ethernet physical interface

A10-end

B10-end

Does this circuit run over a Data Centre module?

If 'yes', please specify

A10-end installation address

Town Postcode Fax
Floor Room Rack
Contact name Phone Email

Does this property have any existing Virgin Media Business services (excluding xDSL)*?

Is the service being installed on a new or existing NTU?

NTU type

NTU no.

Note: If you have an existing NTU that you wish to use, it must be specified on the order form.

Are you the freehold owner of this property?

B10-end installation address

Town Postcode Fax
Floor Room Rack
Contact name Phone Email

Does this property have any existing Virgin Media Business services (excluding xDSL)*?

Is the service being installed on a new or existing NTU?

NTU type

NTU no.

Note: If you have an existing NTU that you wish to use, it must be specified on the order form.

Are you the freehold owner of this property?

Is resilience required?

If yes, please specify

Were any of the buildings built, or refurbished, pre 2000?

If 'Yes', is there an asbestos register on site?

Note: Failure to provide an asbestos register for pre 2000 buildings may result in a delay to the installation of the service. The asbestos register needs to be available on site for the survey.

¹ Ethernet virtual circuit (EVC)

*If 'No' should Virgin Media Business service not exist at the installation address it may be necessary to carry out cabling work into the building.

**Your install may be subject to any further wayleave requirements identified at survey regardless of the information provided above. Please also be aware that failure to provide accurate information at this point may result in delay in Virgin Media being able to acquire a wayleave should one be required.

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Circuit 11 details (A11 to B11)

Circuit bandwidth (EVC¹) required

Circuit speed (bearer)

A11-end

B11-end

Service presentation required

Do you require layer 2 control protocol tunnelling?

Standard ethernet physical interface A11-end B11-end

Does this circuit run over a Data Centre module? If 'yes', please specify

A11-end installation address

Town Postcode Fax
Floor Room Rack
Contact name Phone Email

Does this property have any existing Virgin Media Business services (excluding xDSL)**?

Is the service being installed on a new or existing NTU? NTU type NTU no.

Note: If you have an existing NTU that you wish to use, it must be specified on the order form.

Are you the freehold owner of this property?

B11-end installation address

Town Postcode Fax
Floor Room Rack
Contact name Phone Email

Does this property have any existing Virgin Media Business services (excluding xDSL)**?

Is the service being installed on a new or existing NTU? NTU type NTU no.

Note: If you have an existing NTU that you wish to use, it must be specified on the order form.

Are you the freehold owner of this property?

Is resilience required? If yes, please specify

Were any of the buildings built, or refurbished, pre 2000? If 'Yes', is there an asbestos register on site?

Note: Failure to provide an asbestos register for pre 2000 buildings may result in a delay to the installation of the service. The asbestos register needs to be available on site for the survey.

¹ Ethernet virtual circuit (EVC)

*If 'No' should Virgin Media Business service not exist at the installation address it may be necessary to carry out cabling work into the building.

**Your install may be subject to any further wayleave requirements identified at survey regardless of the information provided above. Please also be aware that failure to provide accurate information at this point may result in delay in Virgin Media being able to acquire a wayleave should one be required.

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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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OF-NE-0420



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4. Additional information

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

For any further information to help with the order, please write below

Circuit 1 details (A1 to B1)

Renewal of CAL0377729 WEF 14/2/25

Circuit 2 details (A2 to B2)

Renewal of CAL0377455 WEF 28/4/25

Circuit 3 details (A3 to B3)

Circuit 4 details (A4 to B4)

Circuit 5 details (A5 to B5)

Circuit 6 details (A6 to B6)

Circuit 7 details (A7 to B7)

Circuit 8 details (A8 to B8)

Circuit 9 details (A9 to B9)

Circuit 10 details (A10 to B10)

Circuit 11 details (A11 to B11)



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*If 'No' should Virgin Media Business service not exist at the installation address it may be necessary to carry out cabling work into the building.

**Your install may be subject to any further wayleave requirements identified at survey regardless of the information provided above. Please also be aware that failure to provide accurate information at this point may result in delay in Virgin Media being able to acquire a wayleave should one be required.

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5. Associated orders

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

6. Notes and comments

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

Please include any further details to help with the order such as specifying the VLAN range if required by you.

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

COVID-19 Special Terms

The safety of your and our staff, suppliers, and contractors is of paramount importance to us in delivering and installing the **service**. Any delays arising out of or connected with our staff, contractors and suppliers adopting safety precautions and measures to avoid contracting and/or preventing the spread of a pandemic such as COVID-19 (including but not limited to social distancing and self-isolation) or implementing any laws and guidance at our discretion which restrict our ability to deliver the **service** shall be deemed to be circumstances beyond our reasonable control and entitle us to extend the **customer promise date** in accordance with clause 4.5 of our **standard terms**. You acknowledge that deployment of the **service** may be subject to revised prioritisations of our service team due to continuing changes of circumstances arising from COVID-19.

7. Billing requirements

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

Circuit	Total connection charge £	Total Annual Rental charge £
Access circuit 1	£0.00	£8,049.50
Access circuit 2	£0.00	£8,049.50
Access circuit 3	£0.00	£0.00
Access circuit 4	£0.00	£0.00
Access circuit 5	£0.00	£0.00
Access circuit 6	£0.00	£0.00
Access circuit 7	£0.00	£0.00
Access circuit 8	£0.00	£0.00
Access circuit 9	£0.00	£0.00
Access circuit 10	£0.00	£0.00
Access circuit 11	£0.00	£0.00

Total ANNUAL rental charge



BUSINESS

NATIONAL ETHERNET / ETHERNET EXTENSIONS+

ORDER FORM FOR BUSINESS MARKETS ONLY

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BUSINESS

NATIONAL ETHERNET / ETHERNET EXTENSIONS+

ORDER FORM FOR BUSINESS MARKETS ONLY

7. Billing requirements continued

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

Minimum period	<input type="text" value="1 Year"/>	
Invoiced in advance as specified	<input type="text" value="Annually"/>	If other, please specify <input type="text"/>
Do sites require separate accounts?	<input type="text" value="No"/>	
Bill new service with existing service?	<input type="text" value="Please select"/>	If 'yes', please enter existing account no. <input type="text" value="TC928962"/>
Billing method	<input type="text" value="Online billing"/>	
Please provide an email address for online billing	<input type="text" value="[REDACTED]"/>	
Payment method	<input type="text" value="Please select"/>	
Do you require unified billing?	<input type="text" value="Please select"/>	If 'yes', please enter the details below:
Please enter unified billing date	<input type="text"/>	
Please enter unified billing account number	<input type="text"/>	

8. Data protection and PR

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

Virgin Media Business would like to contact you with details of other products and services that we offer which may be of interest to you.

Please select if you do not wish to be contacted. ☐

Virgin Media Business would like to pass your details to relevant third parties to enable them to supply you with information about their products and services which may be of interest to you.

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

We may ask you to be involved in press releases, promotional material or case studies relating to this agreement.

Please select if you do not wish to be involved. ☐

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 which have been provided to you.

Standard T&Cs version numbers

PLEASE NOTE THAT ALL ORDERS ARE SUBJECT TO SURVEY

Customer signature	<input type="text" value="DocuSigned by: [REDACTED]"/>
Print name	<input type="text" value="[REDACTED]"/>
Virgin Media Business Limited signature	<input type="text"/>
Print name	<input type="text" value="[REDACTED]"/>

Date	<input type="text" value="24/03/2025"/>
Position	<input type="text" value="Category Lead"/>
Date	<input type="text" value="3/10/2025"/>
Position	<input type="text" value="Account Manager"/>



BUSINESS

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ORDER FORM FOR BUSINESS MARKETS ONLY

Total charges £

£0.00

£16,099.00

£16,099.00



BUSINESS

NATIONAL ETHERNET / ETHERNET EXTENSIONS+

ORDER FORM FOR BUSINESS MARKETS ONLY

10. Internal use only

Does the company name match the name in FORCE?

Please select ▼

Has BSG reviewed this order form?

Please select ▼

Total number of forms with the order

Does this replace an existing order?

Please select ▼

If 'YES', please specify product to be cancelled

Approx. date of original order

		MetNet enabled?	PoP address		MetNet enabled?	PoP address
Circuit 1	A1-end	Please select ▼		B1-end	Please select ▼	
Circuit 2	A2-end	Please select ▼		B2-end	Please select ▼	
Circuit 3	A3-end	Please select ▼		B3-end	Please select ▼	
Circuit 4	A4-end	Please select ▼		B4-end	Please select ▼	
Circuit 5	A5-end	Please select ▼		B5-end	Please select ▼	
Circuit 6	A6-end	Please select ▼		B6-end	Please select ▼	
Circuit 7	A7-end	Please select ▼		B7-end	Please select ▼	
Circuit 8	A8-end	Please select ▼		B8-end	Please select ▼	
Circuit 9	A9-end	Please select ▼		B9-end	Please select ▼	
Circuit 10	A10-end	Please select ▼		B10-end	Please select ▼	
Circuit 11	A11-end	Please select ▼		B11-end	Please select ▼	

If "off-net",

If "off-net",

		Network delivery	Specify 'other'		Network delivery	Specify 'other' supplier name if required
Circuit 1	A1-end	Please select ▼	Please select ▼		B1-end	Please select ▼
Circuit 2	A2-end	Please select ▼	Please select ▼		B2-end	Please select ▼
Circuit 3	A3-end	Please select ▼	Please select ▼		B3-end	Please select ▼
Circuit 4	A4-end	Please select ▼	Please select ▼		B4-end	Please select ▼
Circuit 5	A5-end	Please select ▼	Please select ▼		B5-end	Please select ▼
Circuit 6	A6-end	Please select ▼	Please select ▼		B6-end	Please select ▼
Circuit 7	A7-end	Please select ▼	Please select ▼		B7-end	Please select ▼
Circuit 8	A8-end	Please select ▼	Please select ▼		B8-end	Please select ▼
Circuit 9	A9-end	Please select ▼	Please select ▼		B9-end	Please select ▼
Circuit 10	A10-end	Please select ▼	Please select ▼		B10-end	Please select ▼
Circuit 11	A11-end	Please select ▼	Please select ▼		B11-end	Please select ▼

OLO questionnaire attached?

Please select ▼

FORCE ID ref.

AIM² number (if applicable)

BPT ref number

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

² Appraisal investment model (AIM)



BUSINESS

NATIONAL ETHERNET / ETHERNET EXTENSIONS+

ORDER FORM FOR BUSINESS MARKETS ONLY

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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Classification – Confidential

OF-NE-0420

Guide & Glossary of terms

National ethernet / Ethernet extensions+

Order form for Business Markets only

Section 1 Customer details

- Company name – Full legal name of your business.
- Company PO number – This is the purchase order you wish us to reference.
- Company registration number – The number that is registered for your organisation at Companies House.
- Existing account number – If you already have an account with Virgin Media Business, please enter the existing account number(s).
- Contact name – The individual to whom Virgin Media Business should address any correspondence: letters, brochures, new promotions etc.
- Invoice address – The address to which our invoices should be sent. In some cases this will be different to the correspondence address, for example, an accounts department.
- Customer Project Manager name – If a Project Manager is not yet assigned, we will reference the contact name at your correspondence address.

Section 2 Service requirements

- Reporting and class of service (CoS) – Virgin Media Business will provide traffic shaping based on Dot1P as the default CoS identifier.
- Customer required date – This is the date you would like Virgin Media Business to install the service.
- Order type – Please indicate what type of order it is i.e. new, amend etc. If a cease of service is required then confirmation from you will be needed to enable the ceasing of the former service. Billing will continue for the former service until such confirmation is received.
- Resilience
 - Active/active single NTU – Shadow VLAN
 - Active/active dual NTU – Dual circuit option

Section 3 Circuit details

- Circuit bandwidth (EVC) – This is the actual bandwidth required for the circuit (5Gbit/s max).
- Circuit speed (bearer) – The physical bandwidth delivered to customer site will either be 10Mbit/s, 100Mbit/s, 1Gbit/s or 10Gbit/s.
- Service presentation – Select from the following options:
 - Port – Dedicated port for a single service.
 - VLAN – Service multiplexed (multiple services identified by C-VLAN).
- Standard ethernet physical Interface – For 10Mbit/s and 100Mbit/s circuits it is RJ-45 (electrical). The presentation for 1Gbit/s circuits may either be optical (single mode -LX or multi mode -SX) or electrical RJ45 1000BaseT. For 10Gbit/s interfaces, presentation may be either short haul optics, 10GBase-SR or long haul, LR.
- Data Centre module (DCM) – This is network infrastructure kit we put into data centres and is one method for delivering multiple connections into a single location. So it's important for us to identify which end(s) need(s) to be provisioned in this way.
- Installation address – The address where the service is to be installed.

- NTU Type – We offer a selection of NTUs to support your business better. Please consult your Virgin Media Business account team for guidance.
- Freehold owner of the property – If you do not own the property we will require the details of your landlord to gain consent to perform any works that may be required to install your service, this will be identified during the planning stages of your order.
- Asbestos – For any property built or refurbished pre 2000, it is a legal health and safety requirement that an asbestos register is available at site survey stage, if not the site survey cannot legally be conducted.

Section 4 Additional information

- Please supply us with additional information regarding the physical termination of the circuits.

Section 5 Associated orders

- If you are ordering more than one service from us or have more than two sites, your order requires multiple order forms. This will enable us to monitor these multiple orders within our business and co-ordinate our communication. This section may also be used if, by ordering multiple services, you are taking advantage of one of our promotions.

Section 6 Notes and comments

- Any additional information that we need to know in order to fulfil your order accurately and in a timely manner. For example, are there any special entry requirements to the building or people that we need to speak to out of normal working hours to gain entry to the site? Is special advance security clearance required or is the service needed urgently for an important project? This information should be listed here in order to enable us to provide you with an excellent service.
- VLAN range – (if required for VLAN presented circuits). VLANs are assigned numbers for identification within and between switches. Please let us know if you want us to allocate the VLAN range or if you would like to specify the range yourself.

Section 7 Billing requirements

- Total connection charge – The fixed one-off physical and CoS set-up charge.
- Total annual rental charge – Annual rental charge based on requested bandwidth and CoS.
- Invoicing interval – We invoice connection charges in arrears but national ethernet/ethernet extensions+ rentals are payable in advance. The total rental shown is for payment period selected. If you would like to be invoiced on a quarterly or monthly basis, Virgin Media Business standard surcharges will apply.
Note: The invoicing interval applies for the entire duration of the contract.

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 0500 074 0600.
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Guide & Glossary of terms

National ethernet / Ethernet extensions+

Order form for Business Markets only

- **Minimum period** – Please let us know the minimum contract term that you have elected. Remember, if it is in excess of 12 months you may be eligible for a term discount on the rental amount. The standard options are 12 months, 2 years, 3 years and 5 years. If you require something other than this please let us know.
- **Billing new service with existing service** – If you wish the new service to be billed on the same account as an existing service, please add the account number on which the existing service is held. Alternatively, please specify that you would like a new account.
- **Billing method** – Your invoice(s) will be provided to you electronically via online billing. Please provide an email address for online billing.
- **Payment method** – Please specify how you would like to pay your invoices.
- **Unified billing** – This is where all products and services on a single account are set to be billed on a specified annualised bill date.

Section 8 Data protection and PR

- This section relates to the protection of your contact details. If you do not want to be contacted by us (or where you are not the 'contact name' shown in section 1 and you believe such contact name would not want to be contacted by us) with regards to our products and services, please let us know by ticking the appropriate box. Also, please tick the appropriate box if you do not want to be contacted by a third party who may offer to supply you with services that may be of interest to you.
- Please tick the appropriate box if you do not wish to be involved in promotional material.

Section 9 Signature and declarations

- Please sign, where indicated in bold to confirm that you have seen, and are in receipt of, a copy of our terms and conditions. Please also indicate which version of these terms and conditions you hold. The version number is stated in the heading of the relevant terms and conditions.

Section 10 Internal use only

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 0900 052 9804.
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National Ethernet/Ethernet Extensions* (Business Markets) ROCO Checklist ** Internal Use Only**

Service required
Order form version code

National Ethernet
OF-NE-0420

Customer details	
Company name	DVLA
Company Reg. No	If Corporate customer - detail is missing
Customer PO number	
Existing account number (if applicable)	
Correspondence address	TC928962
Correspondence fax	Telecoms A Ground South, DVLA, Longview Road, Morriston, Swansea, , , Swansea, SA6 7JL
Corresp. contact name, phone, email	
Invoice address	DVLA Shared Services Arvato, Sandringham Park, Swansea, , , Swansea, SA7 0EA
Invoice fax	Same as correspondence fax
Invoice contact name, phone, email	Same as correspondence contact
Account Manager name, phone, email	
Customer Project Mgr name, phone, email	

Service Requirements	
Performance reporting required	Basic Network Reporting
Class of Service	
Customer required date	
QoS Classification	DotIP
Order type	Other

Please note that the Circuit speed must be greater than the sum of all EVC bandwidths

Circuit details	
Circuit 1 Details (A1 to B1)	
Bandwidth EVC required	1Gbit/s
Circuit speed (bearer)	1Gbit/s
Service Presentation required A1-end	
Service Presentation required B1-end	
Layer 2 Control protocol Tunneling?	On (standard set)
Std Ethernet Physical Interface A1-end	
Std Ethernet Physical Interface B1-end	
Does this circuit run over a DCM	
A1-end installation address	DVLA Room DF1, Ty-felin, , Forestfach, SA5 4AW
A1-end install. contact name, phone, email	DF1 &
A1-end floor, room & rack	
Existing VMB services at A1-end property?	
Is the service being installed on a new or existing NTU?	
A1-end Existing NTU	Existing
Do not remove this line	NTU Number
B1-end installation address	Baskerville House, 2 Centenary Square, , Birmingham, B1 2ND
B1-end install. contact name, phone, email	4th, Comms &
B1-end floor, room & rack	
Existing VMB services at B1-end property?	

OS6250-8M
Which port is to be used?

National Ethernet/Ethernet Extensions+ (Business Markets) ROCO Checklist ** Internal Use Only**

Service required
Order form version code

National Ethernet
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Is the service being installed on a new or existing NTU? B1-end Existing NTU Do not remove this line Is Resilience required? Were any of the buildings built, or refurbished, pre 2000? More than one circuit required?	Existing NTU Number	B-end NTU type	OS6250-8M Which port is to be used?
	No		
	Yes		

**** ADDITIONAL CIRCUITS DETAILED AT BOTTOM OF PAGE ****

Additional Information	
Circuit 1 Details (A1 to B1)	Renewal of CAL0377729 WEF 14/2/25
Circuit 2 Details (A2 to B2)	Renewal of CAL0377455 WEF 28/4/25
Circuit 3 Details (A3 to B3)	
Circuit 4 Details (A4 to B4)	
Circuit 5 Details (A5 to B5)	
Circuit 6 Details (A6 to B6)	
Circuit 7 Details (A7 to B7)	
Circuit 8 Details (A8 to B8)	
Circuit 9 Details (A9 to B9)	
Circuit 10 Details (A10 to B10)	

National Ethernet
OF-NE-0420

National Ethernet/Ethernet Extensions+ (Business Markets) ROCO Checklist ** Internal Use Only**

Notes and comments

COVID-19 Special Terms

The safety of your and our staff, suppliers, and contractors is of paramount importance to us in delivering and installing the service. Any delays arising out of or connected with our staff, contractors and suppliers adopting and/or preventing the spread of a pandemic such as COVID-19 (including but not limited to social distancing and self-isolation) or implementing any laws and guidance at our discretion which restrict our ability to deliver

Billing requirements

Circuit	Total Connection Charge £	Total rental charge £ ---	Annual
Access Circuit 1		£8,049.50	
Access Circuit 2		£8,049.50	
Access Circuit 3			
Access Circuit 4			
Access Circuit 5			
Access Circuit 6			
Access Circuit 7			
Access Circuit 8			
Access Circuit 9			
Access Circuit 10			
Access Circuit 11			
Total Charges		£16,099.00	
	Total ANNUAL rental charge	£16,099.00	
Minimum contract period	1 Year		
Involved in advance as specified	Annually		
Do sites require separate accounts?	No		
Bill new service with existing service?			
Billing method required	Online billing	Email address	TC928962
Payment method			
Unified Billing required?			

National Ethernet/Ethernet Extensions+ (Business Markets) ROCO Checklist ** Internal Use Only**

Service required
Order form version code

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Circuit 11 Details (A11 to B11)

Associated orders

National Ethernet/Ethernet Extensions+ (Business Markets) ROCO Checklist ** Internal Use Only**

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Order form version code

National Ethernet
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**** ADDITIONAL CIRCUITS****

Circuit details		Circuit speed B1-end	
Circuit 2 Details		1Gbit/s	1Gbit/s
Bandwidth EVC required	A2-end		
Circuit speed (bearer)	A2-end		
Service Presentation required	B2-end		
Service Presentation required	B2-end		
Layer 2 Control protocol Tunneling?			
Std Ethernet Physical Interface A2-end			
Std Ethernet Physical Interface B2-end			
Does this circuit run over a DCM			
A2-end installation address			
A2-end install. contact name, phone, email			
A2-end floor, room & rack			
Existing VMB services at A2-end property?			
Is the service being installed on a new or existing NTU?			
A2-end Existing NTU			
Do not remove this line			
B2-end installation address			
B2-end install. contact name, phone, email			
B2-end floor, room & rack			
Existing VMB services at B2-end property?			
Is the service being installed on a new or existing NTU?			
B2-end Existing NTU			
Do not remove this line			
Is Resilience required?			
Were any of the buildings built, or refurbished, pre 2000?			
Circuit 3 Details			
Bandwidth EVC required	A3-end		
Circuit speed (bearer)	A3-end		
Service Presentation required	B3-end		
Service Presentation required	B3-end		
Layer 2 Control protocol Tunneling?			
Std Ethernet Physical Interface A3-end			
Std Ethernet Physical Interface B3-end			
Does this circuit run over a DCM			
A3-end installation address			
A3-end install. contact name, phone, email			
A3-end floor, room & rack			
Existing VMB services at A3-end property?			
Is the service being installed on a new or existing NTU?			
A3-end Existing NTU			
Do not remove this line			
B3-end installation address			
B3-end install. contact name, phone, email			
B3-end floor, room & rack			

National Ethernet/Ethernet Extensions+ (Business Markets) ROCO Checklist ** Internal Use Only**

National Ethernet
OF-NE-0420

Service required
Order form version code

Internal use only		MetNet enabled?		A-end Pop Address		MetNet enabled?	
Does the company name match name in FORCE?							
Has BSG reviewed this order form?							
Total number of forms with the order							
Does this replace an existing order?							
Circuit 1 - A1-end						B1-end	
Circuit 2 - A2-end						B2-end	
Circuit 3 - A3-end						B3-end	
Circuit 4 - A4-end						B4-end	
Circuit 5 - A5-end						B5-end	
Circuit 6 - A6-end						B6-end	
Circuit 7 - A7-end						B7-end	
Circuit 8 - A8-end						B8-end	
Circuit 9 - A9-end						B9-end	
Circuit 10 - A10-end						B10-end	
Circuit 11 - A11-end						B11-end	
Network delivery						Network delivery	
Circuit 1 - A1-end						B1-end	
Circuit 2 - A2-end						B2-end	
Circuit 3 - A3-end						B3-end	
Circuit 4 - A4-end						B4-end	
Circuit 5 - A5-end						B5-end	
Circuit 6 - A6-end						B6-end	
Circuit 7 - A7-end						B7-end	
Circuit 8 - A8-end						B8-end	
Circuit 9 - A9-end						B9-end	
Circuit 10 - A10-end						B10-end	
Circuit 11 - A11-end						B11-end	
FORCE ID ref							
AIM number							
BPT ref no							
OLO Questionnaire attached?							

Service required
Order form version code

National Ethernet
OF-NE-0420

National Ethernet/Ethernet Extensions+ (Business Markets) ROCO Checklist ** Internal Use Only**

Existing VMB services at B3-end property? Is the service being installed on a new or existing NTU? B3-end Existing NTU			
Do not remove this line Is Resilience required?			
Were any of the buildings built, or refurbished, pre 2000?			
Circuit 4 Details			
Bandwidth EVC required		Circuit speed B1-end	
Circuit speed (bearer)			
Service Presentation required A4-end			
Service Presentation required B4-end			
Layer 2 Control protocol Tunneling?			
Std Ethernet Physical Interface A4-end			
Std Ethernet Physical Interface B4-end			
Does this circuit run over a DCM			
A4-end installation address			
A4-end install, contact name, phone, email			
A4-end floor, room & rack			
Existing VMB services at A4-end property?			
Is the service being installed on a new or existing NTU?			
A4-end Existing NTU		B-end NTU type	
		OS6250-8M	
		Which port is to be used?	
Do not remove this line			
B4-end installation address			
B4-end install, contact name, phone, email			
B4-end floor, room & rack			
Existing VMB services at B4-end property?			
Is the service being installed on a new or existing NTU?			
B4-end Existing NTU		B-end NTU type	
		OS6250-8M	
		Which port is to be used?	
Do not remove this line			
Is Resilience required?			
Were any of the buildings built, or refurbished, pre 2000?			
Circuit 5 Details			
Bandwidth EVC required		Circuit speed B1-end	
Circuit speed (bearer)			
Service Presentation required A5-end			
Service Presentation required B5-end			
Layer 2 Control protocol Tunneling?			
Std Ethernet Physical Interface A5-end			
Std Ethernet Physical Interface B5-end			
Does this circuit run over a DCM			
A5-end installation address			
A5-end install, contact name, phone, email			
A5-end floor, room & rack			
Existing VMB services at A5-end property?			
Is the service being installed on a new or existing NTU?			
A5-end Existing NTU		B-end NTU type	
		OS6250-8M	
		Which port is to be used?	
Do not remove this line			

