

The Inclusives

Sales Reference Toolkit



THE INCLUSIVES

at a glance



SERVICE & REPAIRS

It's a peace of mind guarantee that if something does go wrong, you can relax knowing we'll sort it out – and that you won't pay a penny more.



TV ON THE GO

With the Virgin TV Anywhere, Sky Movies and Sky Sports apps, you've got more ways to stream your favourite TV when you're out and about (or the main TV is busy).



F-SECURE SAFE

F-Secure SAFE protects up to 5 of your devices from viruses, identity theft and dodgy websites. And whether you're in the house or on the go, you're covered.



WEBSAFE

Web Safe cleverly blocks sites that are fraudulent, contain viruses or aren't suitable for little ones, and helps to protect any device connected to your home network.



SMARTCALL

Our free SmartCall app lets you make the unlimited calls you get with your Virgin Phone talk plan on your iOS or Android mobile, anywhere there's WiFi.



WIFI UNDERGROUND

Going underground? Quickly check your emails and feeds with superfast WiFi at no extra cost in 150 stations (and counting) on London's Tube network.



WIFI BUDDY

WiFi Buddy effortlessly auto-connects Virgin Media Mobile customers to over 150,000 WiFi hotspots. No more sign ups, no more logging in – just the speedy WiFi you need, in a jiffy.



VM MAIL

Sign up to Mail and the whole family can have one each. And a powerful spam filter means you don't need to worry about junk emails filling up your inbox.



VM CLOUD

Virgin Media Cloud is the safe, simple way to store, access and share files from your computer, phone and tablet.



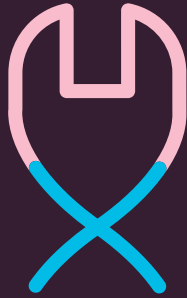
GADGET RESCUE

Pain in the tech? From tablets and mobiles to cameras and computers – we solve 99% of digital hiccups without the need for a home visit.



SNAPFISH

We've teamed up with Snapfish to offer Virgin Broadband customers up to 100 free photo prints every month.



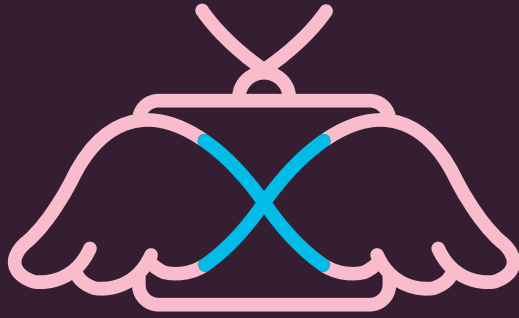
No charges for service and repairs

Superhero service and repairs as standard

Unlike some, we won't charge you a bean extra to keep your equipment and services in tip-top condition. It's a peace of mind guarantee that if something does go wrong, you can relax knowing we'll sort it out – and that you won't pay a penny more.

Competitor info:

Sky charge £65 for a service and repair whilst BT charges up to a whopping £129.99 call out fee. For customers on a budget it's great to know that there aren't hidden costs to worry about.



TV on the GO

Stream the TV you love, wherever you are

With the Virgin TV Anywhere, Sky Movies and Sky Sports apps, you've got more ways to stream your favourite TV when you're out and about (or the main TV is busy). On your computer, tablet or phone, TV on the go means up to 120 channels of free-roaming telly wherever there's WiFi.

Example benefits:

Fancy breakfast TV in the bath? Or catching up on your soaps in the shed? TV on the go from Virgin Media puts telly gold on tap. And because we've got more live channels on the go than any other UK provider (120 if you count Sky Sports and Sky Movies), there's always something to watch wherever there's WiFi.



F-Secure Safe

Award-winning internet security for your gadgets

F-Secure SAFE protects up to 5 of your devices from viruses, identity theft and dodgy websites. And whether you're in the house or on the go, you're covered – it works on everything from PCs and Macs to your mobiles and tablets. Plus, it's free for a whole year – saving you £79.99.

Example benefits

It's reassuring to know you're in safe hands. It's even better to know you're in the best. F-Secure SAFE's protection beat all the industry's big guns – including Norton and McAfee – to scoop the Which? Best Buy award for security software (March 2014) and four and half stars from PC Advisor. Just a little extra peace of mind for you and your gadgets.



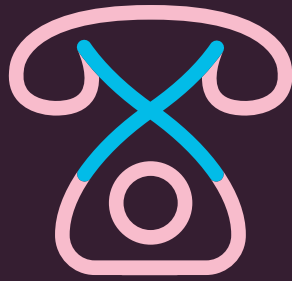
Web Safe

Protecting your family online at home

Web Safe cleverly blocks sites that are fraudulent, contain viruses or aren't suitable for little ones, and helps to protect any device connected to your home network. And because Web Safe comes with Virgin Broadband, it couldn't be easier to set up.

Example benefits:

Combine Web Safe with F-Secure SAFE for the ultimate protection for your family and your gadgets in and out of the home.



Smartcall

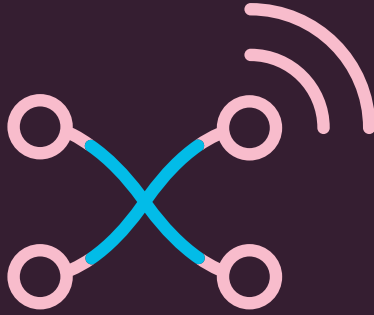
**Chat away on your mobile with
your home phone minutes**

Our free SmartCall app lets you make the unlimited calls you get with your Virgin Phone talk plan on your iOS or Android mobile, anywhere there's WiFi. Whether you're at home with patchy reception, or abroad and want to dodge roaming charges, it's the smarter way to use your smartphone.

Example benefits:

Wave goodbye to those hefty roaming charges with SmartCall. Now you can use the same calls you get with your home phone while you're abroad, so you can catch up with friends and family without worrying about a nasty bill when you get home.

If your mobile reception's patchy at home, or you've escaped to a country cottage for the weekend and can't get any signal, a WiFi signal's all you need to use SmartCall. Get connected and get chatting with your unlimited inclusive minutes – it's really that easy.



WiFi on the Underground

Stay connected in the capital at no extra cost

Going underground? Quickly check your emails and feeds with superfast WiFi at no extra cost in 150 stations (and counting) on London's Tube network. Waiting on the platform, going up the escalators or heading through ticket halls? You'll feel right at home with us.

When you're delayed on the Tube platform, at least you'll stay connected. With WiFi on the Underground, you can get service updates – and fire off a few emails to say you might be a little bit late. You could even download a whole Spotify playlist, so you're entertained all the way to your destination. Plus, with SmartCall, it's easier to make those important calls while you wait.

Competitor info:

For non-Virgin Media customers a monthly pass costs £15 every month!



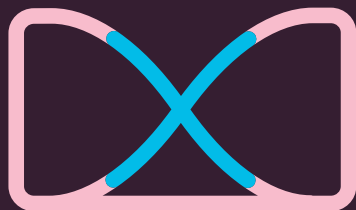
WiFi Buddy

The easier way to enjoy reliable WiFi on the move

WiFi Buddy effortlessly auto-connects Virgin Media Mobile customers to over 150,000 WiFi hotspots including access to 22,000 hotspots from The Cloud in popular places like cafes, bars, restaurants, plus more than 20 million hotspots worldwide. No more sign ups, no more logging in – just the speedy WiFi you need, in a jiffy.

Example Benefits:

WiFi Buddy works quietly in the background and automatically connects you to the nearest hotspot, which you can also find on the handy Hotspot Map. Surf the web and give your wallet a rest by avoiding using your mobile data allowance and see how much data you've saved. Plus, easily connect to your home network with our Quick Connect feature and see just how fast your connection is with our Signal Meter button.



VM Mail

**Now with 10 addresses for you
and everyone in your household**

Sign up to Mail and the whole family can have one each. And a powerful spam filter means you don't need to worry about junk emails filling up your inbox. Why not set yours up now? Or if you already have one, check your mail.



VM Cloud

Safe storage for your digital valuables

Virgin Media Cloud is the safe, simple way to store, access and share files from your computer, phone and tablet. And with the new Virgin Media Cloud TiVo app, you can play your tunes and show off those holiday snaps and videos on the big screen.

Example benefits:

Filled your phone with Instagram shots from your big adventure? Upload everything to your Cloud account, and you'll have bags of space again. Cloud accepts media from any device – so you can safely keep everything from your household in one place.



Gadget Rescue

The UK's best value 24/7 tech support service

Pain in the tech? From tablets and mobiles to cameras and computers – we solve 99% of digital hiccups without the need for a home visit. Peace of mind starts from just £5 a month, or get a one-off fix for £35. Plus, all our broadband customers are entitled to download and use our free PC healthcheck to keep their machines running smoothly.

Example benefits:

Between advanced troubleshooting and ridding your gear of nasty viruses, we help to fix all kinds of kit over the phone or online, which means you don't have to book a home visit. And because we know you use your gadgets and gizmos at all hours of the day, we're there for you right around the clock.



Snapfish

Free photo prints, delivered direct

We've teamed up with Snapfish to offer Virgin Broadband customers up to 100 free photo prints every month. So instead of keeping your favourite shots on your hard drives, you can now share frameable photos with your gran in three simple steps: upload, edit, and order.

When you've filled your phone with snaps of your family adventures (and freed up a little space with Virgin Media Cloud), Snapfish gives you a great way to keep and share your favourite shots— for free.



your cut out and keep guide

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Over to you

With a life on the move and an ever evolving, technically rich social environment, our customers deserve a holistic digital experience that supports, protects and enhances each and every day for themselves and their families.

Having a thorough understanding of each of The Inclusives and their individual merits means that you will be able to better understand the needs of the customer and sell a richer and more rewarding package than just our services alone. With something for everyone, The Inclusives really are the perfect closer for every sale.

