



## Web Messaging

Customer has joined the chat

Customer

Sent at 10:00

Starting a conversation

Terri BOT

10:00



👋 Thanks for contacting us.

You're being connected to the Virtual Assistant so that we can help. This will take a few seconds.

Customer

Sent at 10:00

Hello

Terri BOT

10:00



Great, could I start off by taking your first name?

Customer

Sent at 10:00

Zekarias

Terri BOT

10:00



Thanks Zekarias. Okay let me know what area you're focusing on today? 📍

1. Broadband 📺📶

2. Mobile 📱

3. Business 📁

Customer

Sent at 10:01

1

Terri BOT

10:01



Cheers Zekarias!

Terri BOT

10:01

Just to check, are you an existing customer? 📌

1. Existing customer
2. Looking to join
3. Recently ordered



Customer

Sent at 10:01

2

Terri BOT

10:01



Okay, I'm going to pass you through to an expert advisor to support here 👍

Terri BOT

10:01



We may call you about this conversation. We won't use your number for anything else. For more info, check out our Privacy Policy.

Terri BOT

10:01



If we need to contact you, what's the best number? If you don't want a possible call, just type 'skip'

Customer

Sent at 10:02

skip

Terri BOT

10:02



Perfect Zekarias

Terri BOT

10:02



Let's see what we can do to help.

Terri BOT

10:02



So that the agent can help you as quickly as possible, please can you type a brief description of your query?

Customer

Sent at 10:03

I am moving to a new house at 53 Strathmore Avenue, Leeds, LS9 6AY. I need broadband service for my house.

Terri BOT

10:03



Perfect, let's get you through to the team now, please stay with us so we can assist you with your request...

Mateo Gabriel has joined the chat

Mateo Gabriel

10:04



Hi Zekarias. Thanks for getting in touch, just give me a few minutes to look at your query. 👍

Customer

Sent at 10:04

Sure

Mateo Gabriel

10:04



Thanks for waiting! Congratulations on your new home!

Mateo Gabriel

10:04



Let's work together to find the right package for you. To start, are you switching from a different provider?

Customer

Sent at 10:05

Well, I am totally a new customer. I do not know if the house has a registered broadband provider before

Mateo Gabriel

10:06



Got that.

Mateo Gabriel

10:06



Thanks for letting me know. Would you like to get broadband only or would you like to include TV and landline service too? 😊

Customer

Sent at 10:07

I need broadband for now

Customer

Sent at 10:07

if possible I will upgrade later

Mateo Gabriel

10:08



Yes no worries, you can do upgrades for later.

Mateo Gabriel

10:08



How do you normally use your broadband? Is it like for streaming, gaming or general browsing etc.

Customer

Sent at 10:12

general browsing and possibly streaming

Mateo Gabriel

10:13



Thanks. We also have exclusive SIM bundle deals with O2. So may I know are you currently with O2?

Customer

Sent at 10:13

I have Voxi actually

Mateo Gabriel

10:14



Thanks! Please bear with me while I check.

Mateo Gabriel

10:15



Thanks for waiting!

Mateo Gabriel

10:15



Appreciate you answering all those questions. 😊 Here's what I got Zekarias. Customers with similar needs like yours usually go for M350 Fibre Broadband, as it offers such great value. Here are the details.

Mateo Gabriel

10:15

M350

- You can connect via our superfast broadband with an average download speed of 362mbps and an average upload speed of 36mbps 📶
- Best for streaming and browsing!



Mateo Gabriel

10:15



This is for only £27.99/mo. for 18 months with set-up fee at no cost.

Mateo Gabriel

10:15



Or you can get our Supercharged package, we'll boost your broadband speed from 362 mbps up to 516 mbps with a 6GB data O2 sim.

Mateo Gabriel

10:16



This also includes O2 Travel Inclusive Zone and Tech Treats such as Wifi booster pods! All for only £33.99 per month. Which do you prefer Zekarias? 😊

Customer

Sent at 10:18

I see

Customer

Sent at 10:19

I can see some promotional bill credit as well. Do you have that

Customer

Sent at 10:19

?

Mateo Gabriel

10:20



May I ask where you have seen this offer?

Customer

Sent at 10:20

[www.uswitch.com](http://www.uswitch.com)

Customer

Sent at 10:21

<https://www.uswitch.com/broadband/results/>

Mateo Gabriel

10:21



Oh that is a good catch.

Mateo Gabriel

10:21



No worries, I understand you want the partner offer, you can go ahead and secure the package today and the bill credit offer.

Mateo Gabriel

10:22



Just select the bundle or package that you want to get and proceed with the link.

Mateo Gabriel

10:22



It is still Virgin Media so I can assist you with the process.

Mateo Gabriel

10:22



The Virgin Media bill credit will be applied to your first bill as a discount. Any remaining balance will be applied to subsequent bills until the credit is used. Sounds good? 😊

Customer

Sent at 10:22

Okay, once I do that, how will I be connected with the service?

Customer

Sent at 10:22

I just wanted to know

Mateo Gabriel

10:23



Not a problem. Based on your address, you are eligible for self-installation wherein it typically takes 3-4 working days for the delivery of equipment.

Mateo Gabriel

10:23



It's really easy and simple. Once you received the equipment, all you must do is plug and play. We'll deliver everything you need, with a video tutorial in your own time. 📺 No fuss and no waiting in for engineers.

Mateo Gabriel

10:23



Shall we start your order now Zekarias? 😊

Mateo Gabriel

10:24



By the way. You can choose your preferred date for delivery just before you submit the order online.

Mateo Gabriel

10:24



The last page will show you the order summary. Simply click on "change delivery date" and select your preferred date.

Customer

Sent at 10:25

Okay, but I think the current fiber has some problem ... how can I fix that...

Mateo Gabriel

10:26



No worries. You can request an engineer and that would take 7-14 working days from the order date but still depends on the availability. You can see the earliest available dates whilst you place the order. The sooner you book the order, the best chance to get a date that will suit you because this is first come, first serve basis.

Mateo Gabriel

10:26



There would be a one-time £30 engineer installation fee that will be added to your first bill. 🙋  
Happy to check the earliest dates available?

Mateo Gabriel

10:26



The £30 fee will be covered with bill credit offer from the partner website.

Customer

Sent at 10:28

Oh, okay!

I thought no setup fee means no installation fee

Mateo Gabriel

10:29



Yes that is the initial offer.

Mateo Gabriel

10:30



However, since your address already had Virgin Media service before and need some repair with the cables or lines.

Mateo Gabriel

10:30



We need to send experts to installation the service and that is one time £30.

Customer

Sent at 10:30

And I have 2 final questions:

1. Any requirement for contract?
2. If I choose a broadband plan and if I need to upgrade it later, will there be cost for that?

Mateo Gabriel

10:30



If you want to we have other option.

Mateo Gabriel

10:30



To ensure we're connecting customers quickly and safely, we'll send you the simple self-install kit with instructions at no cost. Plus, we have very helpful instructional videos over at the Installation section of <https://www.virginmedia.com/shop/broadband/quickstart/about-quickstart>. Then if you require help with socket quality, positioning, or anything else then feel free to give us a call on the dedicated number within the pack and we'll aim to have an engineer with you soon and at no extra cost.

Mateo Gabriel

10:31



No any other requirements for the contract just a UK mobile number and UK direct debit to set it up.

Mateo Gabriel

10:31



All clear so far?

Customer

Sent at 10:33

yes thank you

Read

Mateo Gabriel

10:34



Alright. So I recommend to do self installation first/

Mateo Gabriel

10:35



And if you still need an engineer you can contact us back to schedule one free of charge. Happy to proceed?

Customer

Sent at 10:36

Okay thank you  
Is there any form that I can fill and submit later. I just wanted to check these information

Customer

Sent at 10:36

I will apply later

Delivered