Virgin Phone Evolution
Initial Migration Trials
IP Voice – Migration Trial Timeline: Consumer

**Initial Background Comms:**
- All Customers
- Local Authorities

**Sep 19**
- Initial Background Comms: All Customers Local Authorities

**Oct 19**
- Outbound calls and SMS follow up

**Oct/Nov 19**
- Letters with Migration plans and dates

**Nov 19**
- Follow up for non-responding customers: Home Visits + Comms

**Nov/Dec 19**
- Undertake final migrations as appropriate

**>Dec 19**
- Detailed Letters to customers with migration offer
# Trial Areas

Post Code Sectors containing trial customer type/volumes
(NB not all customers in sector will be within trial)

<table>
<thead>
<tr>
<th>Area</th>
<th>Post Code</th>
<th>Consumer</th>
<th>Business</th>
</tr>
</thead>
<tbody>
<tr>
<td>South West</td>
<td>EX2, EX4</td>
<td>~1200</td>
<td>n/a</td>
</tr>
<tr>
<td></td>
<td>PL2, PL6</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>TQ1, TQ3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Camden</td>
<td>NW1, NW5</td>
<td>~500</td>
<td>~20</td>
</tr>
<tr>
<td>Stockport</td>
<td>SK5</td>
<td>~40</td>
<td>n/a</td>
</tr>
</tbody>
</table>
IP Test Lab Update
Virgin Media - IP Voice Test Lab

- The Virgin Media IP Voice Test Lab is now open.
- It is conveniently located at Winnersh Triangle, near to Reading, and is just off the M4 by car a short walk [0.5km] from Winnersh Triangle rail station.
- Bookings can be made by emailing: IPVoice@virginmedia.co.uk