

Got Virgin Media

Got broadband
with another supplier?

Some of your questions answered

How long will it take to have Sky Broadband activated once my BT line is installed?

You should be able to access Sky Broadband within just 20 days. To allow for your number to be registered on BT's systems you must wait 5 working days after your line is installed before calling us to place your Sky Broadband order. Once we have received your order it will take up to 15 days to activate your Sky Broadband connection.

How much does it cost to install a BT line?

In most cases a BT line should be free of charge, although it could cost up to £125. To find out how we can help call one of our advisors on the number below.

When will you be able to confirm exactly what broadband product I can get from Sky?

We can give you an indication of the product you can get from us right now. You just need to give us your postcode. Once your BT line is installed and registered on BT's systems, we'll be able to inform you of the Sky Broadband products available to you.

How long will I be without TV service/broadband/phone?

By following our simple steps, you will only be without service for a few hours on the day of switchover.

As a cable customer, do I need a MAC code?

No. As a cable customer all you need to do is join Sky TV and follow the steps inside. However if you are with another broadband provider you will need to contact them for your MAC code.

Do I have to pay an activation fee for Sky Broadband?

A one-off standard set-up cost of £30 applies to book Sky TV and Sky Broadband. If you have already booked Sky TV there is no additional charge if you book Sky Broadband within 6 weeks of your TV install date.

How much does it cost to install Sky Broadband?

You can easily install the Sky Broadband wireless router yourself, by following the instructions we send to you with the 'Get Started' kit. Alternatively, you can ask for a Sky engineer to come to your home and install it for you, at an additional cost of £50.

Switch to Sky Broadband today

call 08703 335 815

sky

SPFLUK10/07
Sky Broadband: Availability and speeds are subject to your location, compatible line, equipment and survey. Speeds may vary significantly, based on distance from local exchange and line quality. Minimum subscription to your chosen Sky Broadband product is 12 months. You must be a UK active residential Sky TV subscriber throughout your Sky Broadband subscription. If your PC/laptop is not wireless-enabled you can buy the necessary equipment from Sky. Mac users receive 12 months free McAfee Virus worth £29.99. **Sky Talk:** Sky Talk is only available to Sky digital subscribers paying their subscription by Direct Debit/continuous credit card mandate. Not available to BT Light Users or if outgoing calls are barred. Sky Talk Sales and Marketing Code of Practice can be found at sky.com/skytalk. **General:** Further terms apply. Prices subject to change. You must be 18 years or older. Information correct at print (XX/XX/07). Calls to Sky information cost up to 8p per minute plus a 6p connection fee for BT customers. Charges from other providers may vary.

surf

speak

Because switching
should be simple

sky

Believe in better

Our dedicated switching team will make
it easy to get Sky Broadband and Sky Talk

Welcome

We're pleased you're interested in Sky Broadband. Sky Broadband is the fastest growing broadband provider in the UK, and was recently voted number one for value by customers of uSwitch.com. Now you're well on the way to joining.

Choosing the right Sky Broadband

If you are in our network area we have a great range of broadband products for you to choose from – which makes Sky Broadband great-value, whatever your needs.

Base – For quick browsing, emailing friends and downloading photos

Mid – For faster downloading of music clips or short videos

Unlimited – For unlimited downloading of everything from music, to sports clips and games

If you're not yet in a Sky Broadband network area, you can still opt for 8Mb Sky Broadband Connect.

	DOWNLOAD SPEED	MONTHLY FEE	MONTHLY USAGE
Base	Up to 2Mb	Free	2GB
Mid	Up to 8Mb	£5	40GB
Max	Up to 16Mb	£10	Unlimited ¹
Connect	Up to 8Mb	£17	40GB

Reasons why you'll be glad to switch to Sky Broadband

- 1. Free Sky Wireless Router** worth over **£50** lets you surf anywhere around your home
- 2. Free 12 months' McAfee®** internet security worth **£49.99** helps keep your PC and family safe online
- 3. Free 24/7 technical support**

Saving with Sky Talk is easy

Find out which of our two Sky Talk products is right for you.

Sky Talk Freetime

Save with free evening and weekend calls to UK¹ landlines. UK Daytime call rates are less than 4p a minute, and all mobile and international call rates are 5% less than BT Together Option 1.

Sky Talk Unlimited

Enjoy unlimited calls to UK¹ landlines and 10 popular international destinations² day or night, weekdays or weekends.

Whichever option you choose, there's no need to change your number and no minimum term contract. Managing your account is straightforward too, as you simply pay BT for your line rental and any Sky Talk charges are added to your Sky statement.

Sky Talk and Sky Broadband are both exclusive to Sky TV customers.

When you call to order Sky Broadband, simply order Sky Talk at the same time.

¹ UK calls apply to 01 and 02 numbers only (excluding the Channel Islands). 'FREE' and 'UNLIMITED' calls last up to an hour, after which 0.8p per minute rates apply for UK calls (and standard international rates apply to international calls), or you can hang up and redial as often as you like. Subject to Acceptance Use Policy – see www.sky.com/skytalk
² Unlimited international landline calls to US, Ireland, Spain, Australia, Canada, France, Germany, New Zealand, Italy and Netherlands (also includes calls to international mobiles in Canada and USA). Subject to Acceptable Use Policy. See www.skytalk.com.

From Virgin Media

To help make the switch to Sky Broadband as simple as possible, just follow the steps below.

1. First book and install Sky TV

Your Sky equipment will need to be connected to a phone line – for the time being you will be able to use your cable line.

2. Then cancel your cable TV

Once you've ordered Sky TV, and if you have a cable TV contract, simply ask your provider to cancel your TV - there's usually a 30 day notice period.

3. Call BT on 0808 100 5152 to get a phone line installed or order online at www.bt.com

To order Sky broadband you will need an active BT line so you will need to contact BT to install or re-activate your line.

4. Give us a call to order Sky Broadband

Once your BT phone line's been activated, you'll need to wait 5 working days before calling us. We'll help you choose the right product and send you our 'Get Started' kit to help you get online.

5. Cancel your cable broadband and phone contract

To ensure that you have no interruption to your broadband service we recommend that you do this last. You will receive billing from both Sky and your cable company from the date your Sky Broadband goes live to the end of your cable notice period. But after that, you start making great savings with Sky Broadband.

From any other broadband providers

To help us make the switch to Sky Broadband as simple as possible, just follow the steps below.

1. First book and install Sky TV

Your Sky equipment will need to be connected to a phone line.

2. Contact your current provider to get a MAC code

You should be able to get this in 5 working days. Your MAC code will be 17-18 digits long and will look something like this: BBDS12345678/9AB12

3. Give us a call to order Sky Broadband

Once you have your MAC code call us as soon as you can as it expires in 30 days, then give us 14 days and we will set everything up for you.

4. We'll let you know you're Broadband will go live

To tell you when you're Sky Broadband will go live, we'll send you a letter. You should only be without internet access for about 30 minutes to 2 hours on the day of the switchover.

If you have any questions about switching to Sky Broadband, call our dedicated Switching Team on **08703 335 815**, from 8.30am to 11pm Monday to Saturday.

You'll find we've answered some of the questions you might have on the back page.

If you have any questions about switching to Sky Broadband, call our dedicated Switching Team on **08703 335 815**, from 8.30am to 11pm Monday to Saturday.

You'll find we've answered some of the questions you might have on the back page.