

Emma Freemantle

Subject: FW: case ref 02726640 / Wroughton Parish Council / Cloud Voice [ref:_00Db0Kdva._5003z2c7DOA:ref]

From: Oli Armstrong <deputyclerk@wroughton.gov.uk>

Sent: 24 November 2022 15:25

To: Emma Freemantle <clerk@wroughton.gov.uk>

Subject: FW: case ref 02726640 / Wroughton Parish Council / Cloud Voice [ref:_00Db0Kdva._5003z2c7DOA:ref]

Hi Emma,

Can you please note this at the next FGP meeting?

I will contact EHT and WCAT with an update on how they should proceed and cc you in. In terms of faster internet – it seems we are stuck with Openreach equipment until there are further upgrades in the area.

Kind regards,

Oliver Armstrong
Deputy Clerk



Wroughton Parish Council

Tel: 01793 814735

Web: www.wroughton.gov.uk

From: Virgin Media Enterprise <virginmediabusiness@virginmedia.co.uk>

Sent: 24 November 2022 13:55

To: Oli Armstrong <deputyclerk@wroughton.gov.uk>

Subject: RE: case ref 02726640 / Wroughton Parish Council / Cloud Voice [ref:_00Db0Kdva._5003z2c7DOA:ref]

Hi Oliver,

Thank you getting back to me. I understand this has been frustrating for you and I appreciate you taking the time to respond to me.

We deeply value your relationship with us and it's important that you know we are committed to providing you with the highest levels of service.

I can understand your frustration and once again I apologise that you have had to raise these concerns. We do not compensate for loss of earnings as stated in our terms and conditions. However I can offer a goodwill £237.60 inc VAT, this will cover your first invoice.

Feedback will be sent with regards to the broadband, as it should have been identified early in the survey that we were unable to provide this service, however some issues only come to light later on, or on the actual day of install.

I will await your response.

Kindest Regards

Emma

Emma Butcher | Direct Service Representative
Virgin Media O2 Business | Customer Excellence
Pronouns: She/her
Communication House, Chippingham Street, Sheffield, S9 3SE

You may receive a survey from my manager, via Medallia, on how you feel I have personally handled your case/query today. If you can spare a few moments to reply on my performance, it would be greatly appreciated as this goes towards my annual appraisal.

Need to talk to us about your service? Please call the team on 0800 052 0800 and enter your PIN.

If you don't have a PIN, don't worry, please use one of the following (depending on your business):

Public Sector: 8866

Corporate: 8855

Small-Medium Business: 2222

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Alternatively complete a '[contact us](#)' form [here](#).

----- Original Message -----

From: Oli Armstrong [deputyclerk@wroughton.gov.uk]

Sent: 24/11/2022 12:55

To: virginmediabusiness@virginmedia.co.uk

Subject: RE: case ref 02726640 / Wroughton Parish Council / Cloud Voice [ref:_00Db0Kdva._5003z2c7DOA:ref]

Hi Emma,

Thanks for your email.

That is correct, it has not been installed. I was only told this would not go ahead after 6 months because there is no CATV cable in the area. I had an onsite meeting with one of your sub-contractors, then civils work was completed outside our premises. The installation date kept being delayed and rearranged, at an inconvenience to me as one time I stayed late on the install date for no one to turn up or respond to my calls/emails.

I have inconvenienced the three business that operate from the centre, wasted much time when this should have been identified at the first visit – not 6 months down the line.

I have cancelled existing VOIP contracts at a cost, so we can have the entire broadband/telephone network with one supplier as it was sold as a package. This has been a major inconvenience and very disruptive and I am frustrated we only have the VOIP installed. In hindsight, we should have stayed with BT.

I would expect Virgin at the minimum apply a discount to our VOIP bill for the amount of frustration, inconvenience, time and money wasted on this issue.

I look forward to hearing from you.

Kind regards,

Oliver Armstrong

Deputy Clerk



Wroughton Parish Council

Tel: 01793 814735

Web: www.wroughton.gov.uk

From: Virgin Media Enterprise <virginmediabusiness@virginmedia.co.uk>

Sent: 23 November 2022 13:46

To: Oli Armstrong <deputyclerk@wroughton.gov.uk>

Subject: RE: case ref 02726640 / Wroughton Parish Council / Cloud Voice [ref:_00Db0Kdva._5003z2c7DOA:ref]

Hi Oliver,

I hope you are well.

I have been looking further into this and I have had confirmation from our delivery team that we were unable to provide the data service as the site is unservicable. I do apologise for any inconvenience this may have caused. The Cloud Voice service is up and running. So all should be fine with. Please advise if there is anything you require.

Kind Regards

Emma

Emma Butcher | Direct Service Representative
Virgin Media O2 Business | Customer Excellence
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Communication House, Chippingham Street, Sheffield, S9 3SE

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----- Original Message -----

From: Virgin Media Enterprise [virginmediabusiness@virginmedia.co.uk]

Sent: 22/11/2022 13:16

To: deputyclerk@wroughton.gov.uk

Subject: RE: case ref 02726640 / Wroughton Parish Council / Cloud Voice [ref: _00Db0Kdva._5003z2c7DOA:ref]

Hi Oliver,

I hope you are well.

I'm sorry for the delay in getting back to you. I have been awaiting a reply from our delivery team. I'm only able to see an order and an account for cloud voice services.

Do you have an order reference for the data services you refer to? Also can you confirm if you have had this installed?

Kind Regards

Emma

Emma Butcher | Direct Service Representative
Virgin Media O2 Business | Customer Excellence
Pronouns: She/her
Communication House, Chippingham Street, Sheffield, S9 3SE

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----- Original Message -----

From: Virgin Media Enterprise [virginmediabusiness@virginmedia.co.uk]

Sent: 16/11/2022 12:43

To: deputyclerk@wroughton.gov.uk

Subject: case ref 02726640 / Wroughton Parish Council / Cloud Voice [ref: _00Db0Kdva._5003z2c7DOA:ref]

Hi Oliver,

I email in respect of the complaint form you completed to us on 14th November relating to your cloud voice install. I do hope my email finds you safe and well.

Firstly please accept my sincere apologies that your issue has reached this point and you have felt it necessary to raise your concerns. I wanted to let you know that I will now be owning this issue and I am currently completing a full investigation into this matter to bring a mutual resolution where possible.

I aim to come back to you within the next 5 working days but if you have any questions or would like to discuss this further, please do let me know and I will happily give you a call at an arranged time.

In the meantime please feel free to review our code of practice via the following link that provides information on our general conduct and complaints procedure:

<https://www.virginmediabusiness.co.uk/legal/code-of-practice/>

Kind Regards

Emma Butcher | Direct Service Representative
Virgin Media O2 Business | Customer Excellence
Pronouns: She/her
Communication House, Chippingham Street, Sheffield, S9 3SE

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