

# VIRGIN PLUS MOVING CHECKLIST.



## BEFORE YOU MOVE:

- Take a picture of the back of your current modem setup with wiring plugged in.
- Pack up items from your old residence that you want to bring to your new residence. These will include:
  - Modem
  - Wires
- Package your modem and cables safely so that they are not damaged or lost during your move.

## AT YOUR NEW RESIDENCE:

- Place your modem and wires in the rooms where you want them connected. Unpack your modem and ensure your computer is connected to it and ready to use.
- Ensure your furniture is not blocking any outlets or internet jacks, as the technician will need access to them to install your services.
- If you have a landlord, you may have to ask their permission before any installation takes place. Our technicians may drill holes or staple wiring to the wall during installation.

## ON YOUR INSTALLATION DAY:

### For Members requiring an installation by a Virgin Plus technician:

- The account holder or designated representative (who has reached legal age of majority) should be on-site to authorize the installation and stay for its duration.
- Our technician will call you at the contact number you provided before arriving at your new residence.
- Have one of your devices ready so our technician can connect it to your Internet network and conduct any necessary testing.