



Virgin Media Trial Interpreters Live! Service in stores

At Virgin Media, we want everybody to enjoy our great products and services. That's why we're doing everything we can to make them accessible for everyone.

We recently extended the hours of our video relay service in our customer care centres so you can use our service Monday to Friday 9am until 8pm and Saturday and Sunday 9am until 4pm. If an interpreter isn't available immediately, simply hold or try again later. Outside of working hours you can leave your contact details in a video message and we will get back to you as soon as we can.

We are now extending this service to some of our retail stores, so anyone who uses British Sign Language (BSL) will be able to take advantage of our video remote interpreting service and talk to a member of our team in-store with the assistance an interpreter via video link.

We will be introducing this service from 15th August to our Newcastle, Bristol, Leicester and Norwich stores for a trial period until the end of 2017. During this time will evaluate how useful our BSL users found the service, with a view to rolling it out across more of our stores.

So, when you see the video relay symbol in the window of our store, come on in and our team will be happy to help you; discussing the great range of mobile and cable products we have on offer or by helping you out with your existing products or services.

We also provide a helpful text relay service, to find out more head over to our accessibility page: <http://www.virginmedia.com/corporate/sustainability/accessibility/virgin-phone.html>