

Mr A.B. Sample
23 Road Street
Sample Town
Sampleshire
AB1 2CD

Date:
Account Number:
Case Ref:

Dear [name]

We're writing to you about downloading and sharing of copyrighted files on the Internet. That's because we've received a report that copyrighted music has been shared using a computer linked to your Virgin Media Internet account. Please allow us to explain.

As we're sure you'll know, many files that can be saved on your computer (like music and videos) are protected by copyright. While it may be okay to store them for personal use, it's unlawful to download or share them without the permission of the copyright owner – for example, the record company or film studio that released them. Otherwise it's a 'copyright infringement', which can lead to legal action being taken against the person responsible.

It's one of the jobs of the BPI, which represents British record labels (www.bpi.co.uk), to make sure that copyrighted music files aren't unlawfully shared over the Internet. They wrote to let us know that they believe your Internet connection is being used to share files.

We understand you may be concerned about this, and you might be unsure how it happened. One possible answer is that other people in your household have used your computer and/or Internet connection, and they might have shared these files with others by using 'peer-to-peer/P2P' filesharing networks like 'BitTorrent' or 'Limewire' without the permission of the copyright owner.

However, you need to make sure that these files aren't downloaded or shared from your Virgin Media internet connection in future – for example, making sure they're not being made available through the use of file sharing networks, and securing any wireless router that you have. We encourage all our customers to use appropriate security solutions to safeguard their computers whilst online, and therefore we recommend that you use PCGuard, our suite of security services, which can be found at: www.virginmedia.com/pcguard. This can also help to prevent the spread of computer viruses which are sometimes disguised as illegal music files. All this will help make sure that no further steps are taken against you.

We've included a summary of the BPI report below, we hope that this and the enclosed BPI letter helps explain how to prevent unauthorised downloading and filesharing and how to enjoy music safely online. If you'd like details of any further technical information supplied to us by the BPI or if there's anything else you'd like to know, just call our Internet Security team on 0845 454 1098. Please note we have not shared any of your account or personal information with the BPI as part of this communication.

- **Timestamp of report:**
- **Track(s) details:**
- **Username (if applicable):**
- **IP Address:**
- **Protocol Used:**

Yours sincerely

[Name]
Internet Security Team
Virgin Media

enc.