

Sky - 08442 411 611/ [groupadmin@skybusinesssupport.sky](mailto:groupadmin@skybusinesssupport.sky)

TNT Sports - 0800 085 7000 / [btsport.groups@bt.com](mailto:btsport.groups@bt.com)

SVC Team - [service@stonegategroup.co.uk](mailto:service@stonegategroup.co.uk)

**What is SVC?** Sports Viewing Club is a subscription all L&T sites can sign up to. The subscription offers Sky Only, BT Only or Sky & BT.

**PPV Event process:**

* Once we are aware of an upcoming PPV event an email with all details will be sent to CCCteams1 for CAMS to promote to Publican over the phone.
* An attachment with all live SVC subscriptions will be included so CAM’s know which site target.
* If a publican is interested, they need to be signed up using the following link <https://forms.office.com/r/uXb0RrNtaN>.
* A PPV bookings tracker will be shared so nominations can be tracked by CAM’s.
* Any sites who are experiencing issues day before or day of PPV event, need to be directed to Sky/BT.

**Frequently asked questions and queries:**

* **Publican is interested in joining SVC:** If a publican calls to discuss joining SVC, an email should be sent to their Regional Manager. T&C’s and pricing will be discussed between the Publican and Regional Managed then the Regional Manager will submit an SVC request form.
* **Any issues with equipment/viewing screen:** Sites will need to call Sky/BT direct if they have anytechnical issues. Sky/BT will go through troubleshooting to detect the problem and if this can’t be resolved over the phone, an engineer visit will be arranged. *Please see top of the page for contact details.*
* **How can sites access POS:** Marketing Club is a weekly subscription that provides publicans with marketing materials for the 6 big football driving events for the year, a free website and digital support. Other key events covered are Six nations, St Patricks Day, Bank Holiday, Easter, Rugby World Cup, Halloween and Christmas.
* **Recharging queries:** Any site querying an SVC related charge (e.g., PPV, Subscription) need to be raised with by with their Regional Manager and Credit Control.
* **Internet issues:** If a site calls in and advises their Sky/BT isn’t working due to internet issues, Site will need to contact their internet provider direct to resolve any issue. We do not deal with any internet/mobile contracts Publicans may have with Sky/BT.
* **Who to contact if you need any further help with SVC:** Please send to [service@stonegategroup.co.uk](mailto:service@stonegategroup.co.uk)