

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

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

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

SVC Request form - <https://forms.office.com/e/diPEEFz0ZP>

**New Install process:**

* Regional managers will use the SVC link to submit a new install request – *please state if equipment is needed and how many TV’s site will be using.*
* This will then be sent to ODs to check over and approve terms of agreement. *if rejected, an email will be returned to RM with reasoning.*
* Once approved, the new install request and a billing email will be sent to services inbox with recharge information.
* When all information is collated, Sky / BT will arrange a survey at site if required – *approval will be needed by RM if survey is above a standard install.*
* When Survey is complete, Sky/BT will arrange to visit site and install equipment.
* Viewing cards will be sent to site to activate. This can be done by calling Sky/BT direct. – *BT can be activated on Sky viewing cards.*

**Renewals process:**

* Regional Manager will use the SVC link to submit the renewal request
* Approval will be needed by OD’s - *if rejected, an email will be returned to RM with reasoning.*
* If approved, an email will be sent to Service inbox for renewal to be actioned.
* Once renewal is done, charge will be added.

**Cancellation process:**

* Regional managers will use the SVC link to submit a cancellation of subscription.
* Unless specified, standard cancellation notice is 3 months, unless site is coming to the end of their agreement.
* It is important that any removals are replaced ASAP by the RM to maintain subscription target number.

**PPV Events**

* CAM’S and RM’s will be sent relevant details for an upcoming PPV event. This is so discussions can be made with Publicans and nominations can be gathered.
* Publicans are sent texts with a sign-up link so they can nominate themselves.
* A nominations deadline will be given, any nominations after this date will need to be booked directly with Sky/BT.
* Nominations must go through the booking form to to avoid any email nominations being missed. [SVC PPV Booking form](https://forms.office.com/pages/designpagev2.aspx?auth_pvr=OrgId&auth_upn=Ella.King%40stonegategroup.co.uk&lang=en-US&origin=OfficeDotCom&route=Start&sessionid=66ae4df3-7f4c-40e4-b127-f136a578390e&subpage=design&id=S1ohiIBALEmxOGuzvUrMubNkhAwB2LxJtrqIeJ5cm3dUNTNIU1RKNFZGR1hMRFJPVVNLVk1QMVNEVy4u&analysis=false&topview=Preview)

**Frequently asked questions / queries:**

**How can I submit a new install, renewal, or cancellation for SVC?** All these requests can be submitted using the same form <https://forms.office.com/e/diPEEFz0ZP>

**What happens when a subscription is close to its end date?**

* When an SVC subscription is close to its end date, Regional Managers need to speak to Publicans about renewing
* Renewal form must be completed before the subscription end. If a renewal is not submitted 10 days after agreement end date, subscription will be cancelled.
* Services Team sends out an internal monthly renewals report detailing all SVC agreements that are due to expire in the next 3 months.

**Sports POS:** If a Publican is signed up to SVC they will automatically be signed up to Marketing’s Sports Membership package where monthly POS packs are sent out.

* Links for suppliers downloadable POS are below;

[Sky for Business - TV, Broadband & More For Businesses](https://skyforbusiness.sky.com/sb/portal/business/uk/campaigns/groups) (Sky Posters)

[Welcome to the Hub - BT Sport Business Portal (btsporthub.co.uk)](https://btsporthub.co.uk/) (BT Posters)

**Activating Viewing cards:** Publican needs to call Sky/BT direct, so they can pair sites viewing cards with their box.

**Who pays suppliers for the subscription:** Stonegate pays the suppliers direct for subscriptions. Stonegate then recharges Publicans the agreed subscription price.

**Recharging / credit queries:** Subscription charges and discount information is located at the top of SVC sign up link. Any site querying an SVC related charge (e.g., PPV, Subscription) needs to be directed to Credit Control in the first instance.

**SVC parameters & free periods:** As of January 2023, we have new SVC parameters in place**.**

* If the recharge submitted is giving more than 25% discount, this will need reasoning and BUD approval will be required before it can be actioned.
* Free periods must not be agreed outside of any promotional communicated centrally. Free periods will be queried with BUD and additional approval will also be required.
* All subscription concessions will be recharged to the RMs P&L.

**Technical issues:** If a site is experiencing any technical issues with Sky/ BT, please advise them to call Sky or BT direct. They will go through some troubleshooting to detect the issue. If this cant be resolved over the phone, Publican can arrange for an engineer to visit site and resolve.

**Independent agreements** If a Publican has decided to end their SVC subscription, they will have to wait 6 months until they can speak to Sky/ BT about a direct deal likewise if a site is leaving a direct deal for SVC. This is a supplier term; this is not driven by Stonegate/SVC.

We cannot get involved in any direct deal Publicans may have with Sky or BT.

**Who to contact if you need any further help with SVC:** Please e-mail [services@stonegategroup.co.uk](mailto:services@stonegategroup.co.uk)