



A guide to your Virgin Mobile plan

**Charges for our Pay as You Go Starter,
Big Talk and Big Data and Text plans**

Charges effective from 1st Jan 2020

Tariff guide

We've put together this handy guide to give you all the information you need about the cost for services outside your Virgin Mobile Pay As You Go plan or rewards. This includes calls, texts, picture messaging and data in the UK, calls and texts to international numbers or whilst roaming.

If you have any questions, just call us for free on **789** from your Virgin Mobile phone or on **0345 6000 789** from any other phone (please check your provider's tariff guide for charges).

Your plan may include monthly rewards as a result of topping up or renewing your bundle. If you don't use all of your rewards, they won't roll over to the following month.

All charges include UK Value Added Tax (VAT) unless stated otherwise.

If you're on one of our older Pay As You Go plans please refer to virginmedia.com/paygplan this includes:

Addict

Simply 8p

Original Addict

Daily Plan

Flex - Original PAYG



Usage charges

UK call charges

There are certain types of calls within the UK not included within any rewards - these are detailed below. There's no difference between off peak or peak times. Calls are billed per second and charges are rounded up to the nearest penny. A one minute minimum call charge applies. The access charge for service numbers are charged per minute for the first 60 seconds (or part of) and per second after that and rounded up to the nearest penny.

| Standard UK Call Charges | Starter Tariff | Big Talk & Big Data and Texts | Included within reward? |
|---|--|-------------------------------|--------------------------------|
| Calls to UK Landlines ¹ including calls to Channel Islands and Isle of Man (starting with 01, 02, or 03) | 40p per minute | 35p per minute | Big Talk only |
| Calls to Virgin Mobiles and Other UK Network Mobiles | 40p per minute | 35p per minute | Big Talk only |
| Calls to Mobiles within Channel Islands and Isle of Man ² | 40p per minute | 35p per minute | No |
| Calls to Virgin Media Directory Enquiries (118180) | 150p per minute plus 36p per minute access charge | | No |
| Voice Retrieval | | 26p per call | No |
| Calls to Freephone numbers (beginning 116, 0800, 0808) | | Free | N/A |
| Calls to Virgin Media on 789 whilst in the UK (including pre-recorded Information) | | Free | N/A |
| Calls to 101 (Police non-emergency) | | Free | N/A |
| Calls to Emergency Services (999, 112) | | Free | N/A |
| Access charge for numbers beginning with 084, 087, 09 & 118 ³ | 36p per minute access charge plus service charge | | No |
| Text Relay Service to Landlines and Mobile | | 13p per minute | No |
| Calls to Satellite Phones | | 613p per minute | No |
| Video calls to UK Mobiles | | 52p per minute | No |
| Personal Numbers (numbers beginning 070) | | 75p per minute | No |
| Pagers (numbers beginning 076) | | 36p per minute | No |
| Texts to all UK Network Mobiles Excluding texts to Channel Islands and Isle of Man ² | 15p per text | 12p per text | Big Talk and Big Data and Text |
| Picture messages to UK Networks | 30p per message. The cost of sending an MMS is 30p, but if your handset settings are incorrect you may incur the daily rate for data if you do not have a data allowance | | No |

- ¹ Including calls to Channel Islands and Isle of Man
- ² Channel Islands and Isle of Man Mobile ranges: 07937/ 079240 / 079241/ 079242/ 079243/ 079244/ 079246 / 079247/ 079248/ 079249/ 074184/ 074520/ 074521/ 074522/ 074523/074524/ 074525/ 074526/ 077003/ 077007/ 077008/ 077810/ 077811/ 077812/ 077813/ 077814/ 077815/ 077816/ 077817/ 077818/ 077819/ 079111/ 079117/ 075090/ 075091/ 075092/ 075093/ 075094/ 075095/ 075096/ 075097/ 077977/ 077978/ 077979/ 078297/ 078298/ 078299/ 078391/ 078392/ 078397/ 07624/ 079788/ 078398
- ³ The cost of calling these numbers will be formed of a combined access and service charge: we set the access charge and the company you're phoning set the service charge. Your access charge for these numbers will be shown on your bill and is 36p per minute. The service charge will be advertised by the company that you are calling.
- ⁴ Mobile data is measured in Kilobytes (KB), Megabytes (MB) or Gigabytes (GB). A MB is 1024 KB, and a GB is roughly 1024 MB. If Data usage is less than 1KB it'll be rounded to the nearest Kilobyte(KB). If your plan includes a data allowance, once your allowance is used up you'll be charged for any extra data you use.

UK Mobile Data (3G)

If you exceed any data rewards you'll move onto the daily data rate:

| | |
|--|---|
| Using the internet outside any rewards | £2 per 200MB per day on days that you use data ⁴ |
|--|---|

Speed and availability of internet access within the UK and when abroad will depend on a number of factors, including the network you're roaming on and the services they have available. Other factors that may affect speeds include your distance from the nearest mast, where you are in a building, local geography and the device you are using.



PAYG Rewards

Customers on Big Talk and Big Data and Texts plan following top up can get reward calls, texts and data, applied from the 1st of the calendar month following their top up and last all month or until they use them up.

Big Talk

| | £10 top up | £15 top up |
|--------------|---|---|
| Airtime | £10 to use outside of your rewards | £15 to use outside of your rewards |
| Reward texts | - | 3000 |
| Reward calls | Unlimited minutes to UK landlines and 120 minutes to UK mobiles | Unlimited minutes to UK landlines and 120 minutes to UK mobiles |

Big Data and Texts

| | £10 top up | £15 top up |
|-------------------|------------------------------------|------------------------------------|
| Airtime | £10 to use outside of your rewards | £15 to use outside of your rewards |
| Reward texts | 3000 | 3000 |
| Reward 3G UK data | 1GB | 3GB |



International Costs (from UK to abroad)

Calls and texts to international numbers are not included within your allowance. The cost will depend on which country you are calling.

| Country | Charge |
|---|-----------------|
| European Union and The Republic of Ireland | 19p per minute |
| USA, Canada, Australia, New Zealand | 26p per minute |
| China, Hong Kong, Japan, Malaysia, Singapore, South Korea, Taiwan, Albania, Andora, Armenia, Belarus, Bosnia and Herzegovina, Faroe Islands, Macedonia, Moldova, Montenegro, San Marino, Serbia, Switzerland, Turkey. | 41p per minute |
| Rest of World | 82p per minute |
| Calls to Satellite Phones | 613p per minute |
| International Text Messages | |
| European Union and The Republic of Ireland | 6p per text |
| Rest of World | 20p per text |
| International Video Call | 52p per minute |

A minimum call charge of one minute applies to voice and video calls.
Applicable to calls made to international mobile and landline numbers

International Destinations

European Union

Austria, Belgium, Bulgaria, Croatia, Cyprus, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Monaco, Norway, Poland, Portugal, Reunion Island, Romania, Slovakia, Slovenia, Spain, Sweden, The Czech Republic, The Netherlands, Vatican City (Italy).

Rest of the World

Afghanistan, Algeria, Angola, Anguilla, Antigua and Barbuda, Argentina, Aruba, Australian External Territories, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belize, Benin, Bermuda, Bhutan, Bolivia, Bonaire/ Curaçao/ Saint Eustatius and Saba, Botswana, Brazil, British Virgin Islands, Brunei Darussalam, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Cayman Islands, Central African Republic, Chad, Chile, Colombia, Comoros, Congo, Cook Islands, Costa Rica, Cuba, Diego Garcia, Djibouti, Dominica, Dominican Republic, DR Congo, East Timor, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, Fiji, French Polynesia, Gabonese Republic, Gambia, Georgia, Ghana, Greenland, Grenada, Guam, Guatemala, Guinea, Guinea Bissau, Guyana, Haiti, Honduras, India, Indonesia, International Shared Code, Iran, Iraq, Israel, Ivory Coast, Jamaica, Jordan, Kenya, Kiribati, Kuwait, Kyrgyz Republic, Laos, Lebanon, Lesotho, Liberia, Libya, Macao, Madagascar, Malawi, Maldives, Mali, Marshall Islands, Mauritania, Mauritius, Mexico, Micronesia, Mongolia, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nauru, Nepal, New Caledonia, Nicaragua, Niger, Nigeria, Niue, North Korea, Northern Mariana Islands, Oman, Pakistan, Palau, Palestine, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia and Kazakhstan, Rwanda, Saint Helena, Ascension and Tristan da Cunha, Saint Kitts and Nevis, Saint Lucia, Saint Pierre and Miquelon, Saint Vincent and the Grenadines, Samoa, Sao Tome and Principe, Satellite, Saudi Arabia, Senegal, Seychelles, Sierra Leone, Solomon Islands, Somali, South Africa, South Sudan, Sri Lanka, Sudan, Suriname, Swaziland, Syria, Tajikistan, Tanzania, Telecommunications for Disaster Relief, Thailand, Togolese Republic, Tokelau, Tonga, Trinidad and Tobago, Tunisia, Turkmenistan, Turks and Caicos Islands, Tuvalu, Uganda, Ukraine, United Arab Emirates, United States Virgin Islands, Universal Personal Telecommunication Service, Uruguay, Uzbekistan, Vanuatu, Venezuela, Vietnam, Wallis and Futuna, Yemen, Zambia, Zimbabwe.



Roaming

When you arrive in a new country, we'll text you the roaming costs for the country you're in.

To help you stay in control of your data usage while roaming, we've set up a £51.50 per month data spend limit. If you want to carry on using data, you can remove the limit by texting 'No' to 23457.

| Roaming Destination | Making a call (Per Minute) | Texts (Per Text) | Data (Per MB) | Receiving calls (Per Minute) |
|---|----------------------------|------------------|----------------|------------------------------|
| Roam Like Home destinations | Roam Like Home | Roam Like Home | Roam Like Home | Roam Like Home |
| Channel Islands (Jersey, Guernsey) Isle of Man | 30p | 15p | 50p | Free |
| USA, Canada, Australia and New Zealand | 200p | 50p | 500p | 150p |
| Turkey, Switzerland | 100p | 50p | 50p | Free |
| Rest of World Zone 1 | 260p | 50p | 500p | 150p |
| Rest of World Zone 2 | 500p | 60p | 500p | 150p |
| Rest of World Zone 3 | 480p | 120p | 1250p | 150p |

Picture messaging while roaming 30p per message from any country.
Charges apply to calls and texts back to the UK.

With Roam Like Home, you can use your mobile wherever you go in the EU and pay no more for your texts, data and minutes than you would in the UK (subject to our fair usage policy).

On top of this, you'll pay nothing extra for calling and messaging other mobiles and landlines in the EU. And if you go over your rewards, or need a bit more data, you'll still pay no more for extra minutes, texts and data than you would back home.

Virgin Media Fair Use Policy will apply for data when roaming within our Roam Like Home Region – see [virginmedia.com/legalstuff](https://www.virginmedia.com/legalstuff) for more info.

Roam Like Home destinations

Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Norway, Poland, Portugal, Reunion Islands, Romania, Saint Barthelemy, San Marino, Slovakia, Slovenia, Spain, Sweden, The Czech Republic, The Netherlands, The French Antilles, Vatican City (Italy)



Rest of World Zone 1

Anguilla, Antigua, Argentina, Armenia, Bahamas, Barbados, Bermuda, Brazil, British Virgin Islands, Cayman Islands, Chile, China, Columbia, Costa Rica, Dominica, Dominican Republic, El Salvador, Grenada, Guam, Guatemala, Guyana, Haiti, Hong Kong, India, Indonesia, Jamaica, Japan, Malaysia, Mexico, Mongolia, Montserrat, Nepal, Pakistan, Panama, Papua New Guinea, Peru, Philippines, Puerto Rico, Russia, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Singapore, South Korea, Sri Lanka, Taiwan, Tajikistan, Thailand, Trinidad and Tobago, Uruguay, Venezuela, Vietnam.

Rest of World Zone 2

Cape Verde, Egypt, Israel, Kenya, Mauritius, Morocco, Nigeria, Oman, Qatar, Saudi Arabia, South Africa, Swaziland, Tanzania, United Arab Emirates.

Rest of World Zone 3

Afghanistan, Albania, Algeria, Andorra, Angola, Azerbaijan, Bahrain, Bangladesh, Belarus, Belize, Benin, Bhutan, Bolivia, Bosnia and Herzegovina, Botswana, Brunei, Burkina Faso, Burundi, Cambodia, Cameroon, Chad, Congo, Cook Islands, Cuba, Djibouti, Ecuador, Equatorial Guinea, Ethiopia, Falkland Islands, Faroe Islands, Fiji, Gabon, Gambia, Georgia, Ghana, Greenland, Guinea, Guinea Bissau, Honduras, Iran, Iraq, Ivory Coast, Jordan, Kazakhstan, Kuwait, Kyrgyz Republic, Laos, Lebanon, Liberia, Libya, Macau, Macedonia, Madagascar, Malawi, Maldives, Mali, Mauritania, Moldova, Montenegro, Mozambique, Namibia, Nicaragua, Niger, Paraguay, Rwanda, Senegal, Serbia, Seychelles, Sierra Leone, Sudan, Suriname, Syria, The State of Palestine, Togo, Tunisia, Uganda, Ukraine, Uzbekistan, Yemen, Zambia, Zimbabwe.

Other Roaming Charges:

| | |
|--|---|
| Retrieving Voicemail (in the EU) | 26p per call |
| Retrieving Voicemail (outside the EU) | Listening to voicemail will cost the same as the standard call rate for the region you're in |
| Our team on +447458333789 | Calls will cost the same as the standard call rate for the region you're in |
| Recording roaming information line +447458333202 | Free |
| Text Services Eg. 5 digit shortcodes | Local roaming rate for a standard SMS. UK charges will apply when the UK charge is greater than local roaming rate. |
| Calls to service numbers beginning with 084, 087, 09 & 118 | Local roaming rate for a standard call. UK charges will apply when the UK charge is greater than local roaming rate. |
| European Emergency service 112 (when roaming in the EU) | Free |
| Video Call whilst roaming | Local roaming rate will apply for a standard voice call. UK charges for video calls will apply when the UK charge is greater than local roaming rate. |
| Receiving Video Call whilst roaming | 150p per minute throughout all roaming regions |



International calling whilst roaming

| Roaming Destination | Making a call to: |
|--|--|
| European Zone | 19p per minute– Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Italy, Ireland, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Island, Romania, Slovakia, Slovenia, Spain, Sweden, Vatican City 120p per minute - Albania, Andorra, Armenia, Australia, Belarus, Bosnia and Herzegovina, Canada, China, Faroe Islands, Japan, Hong Kong, Macedonia, Moldova, Malaysia, Montenegro, New Zealand, San Marino, Serbia, Singapore, South Korea, Switzerland, Taiwan, Turkey, USA. 150p per minute - Rest of the world |
| Isle of Man, Jersey & Guernsey Turkey Switzerland | 120p per minute - Albania, Andorra, Armenia, Australia, Austria, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Canada, China, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Guadeloupe, Hong Kong, Hungary, Iceland, Ireland, Italy, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malaysia, Malta, Martinique, Moldova, Monaco, Montenegro, Netherlands, New Zealand, Norway, Poland, Portugal, Réunion Island, Romania, San Marino, Serbia, Singapore, Slovakia, Slovenia, South Korea, Spain, Sweden, Switzerland, Taiwan, Turkey, USA, Vatican City 150p per minute – Rest of the world |
| USA, Canada, Australia and New Zealand | 200p per minute – all international destinations |
| Rest of World Zone 1 | 260p per minute – all international destinations |
| Rest of World Zone 2 | 500p per minute – all international destinations |
| Rest of World Zone 3 | 480p per minute – all international destinations |

One minute minimum call charge applies; calls are billed per second thereafter.

International Texts

There is no extra charge for international texts when roaming – these will be charged at the local roaming rate

Roam Like Home Fair use

Our fair usage policy applies when roaming within the EU, if you exceed the fair usage limit we might need to charge you these fees:

- Making a call 3.3p per minute
- Sending a SMS 1p per message
- Data £3.62 per GB

For reference the current EU data wholesale rate is £3.01 (ex VAT) per GB.

For full Terms and Conditions go to: virginmedia.com/legalstuff

Miscellaneous

- Handset unlocking one off charge of £15.32
- SIM Replacement Fee £5.00
- Paper based billing £1.50 per month

