



A guide to your Virgin Mobile Plan

Charges for our Pay Monthly plans

Charges effective from 1st August 2019

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 Monthly Plan, both within and outside your plan including calls, texts, picture messaging and data in the UK, calls and texts to international numbers or whilst roaming.

Should you have any questions then do not hesitate to call us for free on **789** from your Virgin Mobile or on **0345 6000 789** from any other phone (check your provider's tariff guide for charges).

Your plan will include a monthly allowance for Voice, Texts and Data for use within the UK (to standard UK landlines starting with 01, 02, 03 and UK Mobiles). Note that any unused Voice and Text allowance will not roll over to the following month. If you are on one of our fantastic 4G tariffs any unused data allowance will rollover to the following month.

Each July your Airtime Contract will increase in line with the Retail Price Index rate of inflation announced the April before and we will always give you 30 days' notice of the exact increase each year.

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



Usage charges

UK call charges

There are certain types of calls within the UK not included within your monthly allowance - these are detailed below. There is no difference between off-peak or peak times. After any minimum call charge that applies our calls are billed per minute and our charges are rounded up to the nearest penny. The access charge for service numbers and calls to Landlines 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	Cost of call made outside of allowance	Included within allowance?
Calls to UK Landlines ¹ Including calls to Channel Islands and Isle of Man (starting with 01, 02 or 03)	58p per minute	Yes
Calls to Virgin Mobiles & Other UK Network Mobiles	58p per minute	Yes
Calls to Mobiles within Channel Islands and the Isle of Man ²	58p per minute	No
Calls to Virgin Media Directory Enquiries (118180)	150p per minute plus 58p per minute access charge	No
Voicemail Retrieval	Free	Yes ⁴
Calls to Freephone numbers (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 - numbers beginning with 084, 087, 09 & 118 ³	58p per minute access charge plus service charge	No
Text Relay Service	Calls to UK landline and mobile numbers, made via the TextDirect service with the 18001 prefix, get a 50% discount.	
Calls to Satellite Phones	600p per minute	No
Video calls to UK mobiles	58p per minute	No
Personal numbers (numbers beginning 070)	75p per minute	No
Pagers (numbers beginning 076)	58p per minute	No
Texts to all UK Networks Mobiles excluding texts to Channel Islands and Isle of Man (up to 160 characters)	15p per text	Yes
Picture messages to UK Networks	50p per Message – The cost of sending an MMS is 50p, 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/ 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 58p per minute. The service charge will be advertised by the company that you are calling. If any of these numbers are included in your bundle you will not be charged the access or service charge.

⁴ Included in allowance for PAYM contracts taken out from 21st July 2010

⁵ 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 (4G)

If you exceed your data allowance you will move onto the daily data rate:

Using the internet outside any allowance	£3 per Gigabyte per day ⁵
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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.



International Costs (from UK to abroad)

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

International Destination	Charge
European Union and The Republic of Ireland	19p per minute
Albania, Andora, Armenia, Belarus, Bosnia and Herzegovina, Faroe Islands, Macedonia, Moldova, Montenegro, San Marino, Serbia, Switzerland, Turkey USA Canada, Australia and New Zealand, China, Hong Kong, Japan, Malaysia, Singapore, South Korea and Taiwan	120p per minute
Rest of the World	150p 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	30p per text
International Video Call	Same rate as a standard International Voice Call

Applicable to calls made to international Mobile and Landline numbers

International Destinations

European Union

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

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 Guiana, 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, Lao, 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 travelling abroad we will text you information on the costs for the country in which you are roaming upon arrival.

To help you stay in control of your data usage whilst roaming we have set up a £51.50 per month data spend cap. You can remove the cap if you wish to continue data use by texting 'No' to 23457.

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

Applicable to calls and texts to the UK

Picture messaging whilst roaming 50p per message from any country.

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 allowances, 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 Usage will apply for data when roaming within our Roam Like Home Region – see [virginmedia.com/legalstuff](https://www.virginmedia.com/legalstuff) for further detail.

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	EU - Free	Outside EU Calls 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	
Recorded 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 the 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 the local roaming rate.	
European Emergency service 112 (When roaming in EU):	Free	
International Calls whilst roaming – i.e. calling any country except the UK	Same rate as standard call from the country you are roaming in. Instances where a domestic rate is greater than roaming rate the domestic rate will prevail – per minute billing applies	
Video Call whilst roaming	Local roaming rate for a standard voice call. UK charges will apply when the UK charge is greater than the local roaming rate - per minute billing applies	
Receiving Video Call whilst roaming	150p per minute throughout all roaming regions – per minute billing applies	



International calling when abroad:

Roaming Destination	Making a call (Per Minute)
European Zone	<p>19p - 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</p> <p>120p - 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</p> <p>150p – Rest of World</p>
Channel Islands (Jersey, Guernsey) Isle of Man	<p>60p – Ireland</p> <p>120p - 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, Italy, Ireland, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malaysia, Malta, Martinique, Moldova, Monaco, Montenegro, Netherlands, New Zealand, Norway, Poland, Portugal, Reunion Island, Romania, San Marino, Serbia, Singapore, Slovakia, Slovenia, South Korea, Spain, Sweden, Switzerland, Taiwan, Turkey, USA, Vatican City.</p> <p>150p – Rest of World</p>
Turkey, Switzerland	<p>100p – Ireland</p> <p>120p - 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, Italy, Ireland, Japan, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malaysia, Malta, Martinique, Moldova, Monaco, Montenegro, Netherlands, New Zealand, Norway, Poland, Portugal, Reunion Island, Romania, San Marino, Serbia, Singapore, Slovakia, Slovenia, South Korea, Spain, Sweden, Switzerland, Taiwan, Turkey, USA, Vatican City.</p> <p>150p – Rest of World</p>
USA, Canada, Australia and New Zealand	200p – all international destinations
Rest of World Zone 1	260p – all international destinations
Rest of World Zone 2	500p – all international destinations

Mobile Broadband – cost for use within the UK:

4G Data Plan

- £3 a day for 1GB
- Texts – 15p a text
- Texts to international mobiles and landlines – 30p a text

3G Data Plan

- £15 per GB
- Texts – 10p a text
- Texts to international mobiles and landlines – 20p a text

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.

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 £4.65 per GB

For reference the current EU data wholesale rate is £3.88 (ex VAT) per GB.

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

Miscellaneous

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

