Terms and Conditions.

(Sorry, even we couldn’t make this exciting.)
TERMS AND CONDITIONS

Terms and conditions of your residential customer service agreement for Virgin Media television, Virgin Broadband and Virgin Phone services

These terms and conditions set out the agreement between (i) you ('you' or 'your'); (ii) Virgin Media Limited, whose registered address is Media House, barley Wood Business Park, Hook, Hampshire, RG27 9UP ("we", "us" or "our"); and (iii) Virgin Media Payments Limited, (Company Number 06024841), whose registered address is Media House, barley Wood Business Park, Hook, Hampshire, RG27 9UP ("Virgin Media Payments").

Your use of the services will be governed by these terms and conditions, the additional terms set out in your customer contract, any service change receipt and the "Legal Stuff". Please read through these terms and conditions carefully, as they apply to all residential customers who take services from us.

The words highlighted in bold throughout these terms and conditions have special meanings which can be found in the Glossary at the end of these terms and conditions. Also, where we say "include" or "including" in these terms and conditions and then give examples, it does not mean that these are the only examples of what we are referring to.

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Summary of Terms

Below is a summary of the full terms and conditions. These terms and conditions (and the additional terms set out in your customer contract, any service change receipt and the "Legal Stuff" on our website) form your agreement with Virgin Media and Virgin Media Payments. When referring to "agreement" we mean all of these things. The agreement is larger than this summary, so please read it all to see what it says about the services we provide and how you are permitted to use those services.

It is important that you read and understand these full terms and conditions before you order and start using our services. Just in case this summary and the full terms and conditions seem to say different things, the terms in the full terms and conditions will be the terms that apply.

Your right to cancel during the cooling off period

See Section M

• If you have ordered the services online, by telephone or from an agent attending at your home, and have entered into a new contract, you have the right to cancel those services within your 14 day cooling off period. You can cancel immediately during this time without having to pay an early disconnection fee.

• Your cooling off period will begin from the date your Virgin broadband service is activated.

• Cooling off rights do not apply to certain digital content, for example Pay-Per-View movies, that we provide to you as part of the television service.

How long does your agreement last?

The minimum period

• This agreement will continue for a minimum amount of time (the minimum period). We will explain the length of your minimum period to you before you start using any services or offers, and your minimum period will also be set out in your order confirmation. The minimum period will typically be 12 months from when we activate your Virgin broadband service but we may offer services with other minimum periods e.g. 30 days or 6, 12, 18 or 24 months.

• If you want us to stop providing the services at the end of your minimum period you will need to give us at least 30 days notice as set out in Section O.

What happens after the minimum period?

• Once your minimum period ends, if you haven't asked us to stop providing the services or asked us to change your services as mentioned above, we will continue providing you with the same services (as described in more detail below) on the then current standard monthly price for your services.

• Some of the offers or discounts we provide from time to time may last longer than the minimum period and this will have been discussed with you at the time you took up that offer or discount. After the end of the discount or offer your price will increase to the current price for those services.

• If the offer or discounted rate lasts for the same time as your minimum period, your price will increase when the minimum period ends.

• Also, please note that whilst we will have told you the standard monthly price at the time you entered the agreement, you will pay the current price at the end of the minimum period, as the price may have increased during your minimum period. Please check on the Virgin Media website or call us on 150 from a VM landline or 0345 454 1111 from any other phone for the updated pricing.

Paying for your service – See Section J

• You will receive two bills for your services as follows:

  • Virgin Services Bill – includes your monthly recurring charges, any charge to bill charges and additional fees for Pay-per-View programmes or third party content and services. You must pay Virgin Media Payments.

  • Virgin Mobile Usage Bill – includes the charges for any add-ons, additional services and other out of allowance charges that are not included in your airtime plan. You must pay Virgin Mobile. Call rates that are applicable from time to time may be viewed in our tariff guides posted on this section of the Virgin Media website and virginmedia.com/priceguides.

This may mean that you will receive two separate bills and each one will be collected by direct debit.

All charges for the services as set out in our price guides and tariff guides, or as set out in your order summary and/or your bill.

• You need to make sure you pay your bills so that both Virgin Media Payments and Virgin Mobile receive payment before the due date shown on your bills.

• If you do not pay your bills on time, you may need to pay interest or other charges for your default, such as the late payment charge and/or any charges levied by your bank or building society against us (or Virgin Media Payments or Virgin Mobile) for failed payments and direct debits. Please see our price guides for details, which can be found at www.virginmedia.com/priceguides.

How do I end my agreement? – See Section O

• You can switch your mobile service to another provider using your PAC code at any time. You can also cancel any other service or this agreement entirely at any time by giving 30 days’ notice.

• If you cancel a service or this agreement entirely before the minimum period has finished (and not during the cooling off period) you may have to pay an early disconnection fee. We will tell you how much this will be before you cancel. You can find out more details on the early disconnection fee and process by visiting the Legal Stuff section of https://www.virginmedia.com/the-legal-stuff.

What if I move home during my minimum period? – See Section P

Moving within the Virgin Media network area

• When you take our services you agree to take these at or from your home address. If you move home the following sections tell you how this will impact your services other than your mobile services (which you can take with you if you move home within the UK). If you are unable to take your other services we may need to change your airtime plan as described in Section L.6.
If you move house during your minimum period and we have agreed to provide you with this service at your new address then your minimum period will continue for (except where your services are provided over a traditional copper network) the remaining months of your minimum period. If you give notice to end your agreement before the minimum period has expired, this may apply.

If there are insufficient capacity on our network (or a survey reveals complications with connecting your new property) to transfer your agreement, we will discuss what options might be available to you. If we are unable to provide these services to you at your new address, or where a minimum period applies to the service we have provided to you at your previous address, then you will need to keep making payments under that agreement. If you settle your loan agreement early, you may need to pay an early disconnection fee.

If you have purchased a mobile handset from Virgin Media Mobile-Freefone Limited this will have been through a Freefone Loan Agreement. This agreement will continue even if you cancel your airtime or end your contract for any reason. You will need to keep making payments under that agreement. If you or a family member who is entitled to receive free calls use this service, you will need to continue making payments under that agreement. If you settle your loan agreement early, you may need to pay an early disconnection fee.

If you experience a delay in the activation or repair, or a missed appointment because of a fault with the equipment we provide to you, you can do so on 30 days’ notice but your contract for other services (e.g. broadband, home phone) may be chosen to end that contract during the minimum period then you may have to pay a disconnection fee.

Moving outside of the Virgin Media Network during your minimum period
The Virgin Media network area does not cover all of the UK – please use our post code checker available on our website to check availability. If you are moving to a property outside of our network we will no longer be able to provide broadband services, television services and landline phone services to you. If this is during your minimum period it will mean that you will be asked to end your services early, so you may need to pay an early disconnection fee. Please visit the early disconnection fees area of the Virgin Media website for further information.

If you move house you can take your mobile services with you if you pay your bills by direct debit. If you are unable to take your other services we will automatically move you to a different airtime plan. If we are unable to do this, we will let you know and we will keep your service under that agreement. Where you have broken our acceptable use policy or where content or a service is made available to us by a third-party provider, then we will automatically move you to a different airtime plan.

Changes to prices, terms and conditions and the services we provide to you – See Sections L and Q
We may increase our charges under this agreement at any time. We may also change these terms and conditions and the services we provide to you if we consider it necessary.

If we do so of any of these things and the changes are likely to materially disadvantage you, then we will give you 30 days’ notice by giving your landline phone number. In Section A of this agreement we provide for you to end your agreement by giving 30 days’ notice in accordance with Section L. If the terms and conditions of the services and the services we provide to you are adversely affected we may give you an early disconnection fee.

Suspended and ending Services – See Sections M and Q
Where you have broken our agreement in a serious way, then we may suspend or end any of our services under this agreement. This will include if you are not making your payments in full. We will let you know the details of your new airtime plan if you have a landline phone number. If your services are suspended you can do so on 30 days’ notice but your contract for other services (e.g. broadband, home phone) may be chosen to end that contract during the minimum period then you may have to pay a disconnection fee.

Ending this agreement – See Section O
If you have entered into a new contract you can cancel those services under the new contract by giving 30 days’ notice whether or not paying any early disconnection fee as described above.

You also have the right to cancel your agreement without paying an early disconnection fee where we have:

• made changes described above to prices, terms and conditions or any services that you are entitled to receive.
• failed to provide you with the minimum guaranteed download speeds or upload speeds for which you are paying;
• or provided you with the minimum guaranteed download speeds or upload speeds for which you are paying.

No service will be disconnected until you have received written confirmation that the new service is available, and if appropriate, we will try to replace content with similar or equivalent content.

We may not be able to show some content or enable some functions on your equipment, such as iPhones or Android phones, as the third party we have provided will not provide all of the services we provide for the TV service.

It is up to you to make sure that if minimum age recommendations apply to any or all of your TV services we have agreed to provide to you.

3. We may not be able to show some content or enable some functions on your equipment, such as iPhones or Android phones, as the third party we have provided will not provide all of the services we provide for the TV service.

4. Any example we have given of any content on the television service (including in our help & support sections, via our online or on our mobile phone) is only an example of content that may be available as part of the tariff guide and the tariff guide may be subject to change. If the example may not always be on the television service throughout the minimum period you may need to pay an early disconnection fee.

5. You may need to provide a copy of your new ID and address if you transfer your phone number to the television service provider.

6. Except for Virgin TV Go and Virgin TV Control apps (and any updated or similar versions of these services), you may use in accordance with their terms and conditions you may not be able to use all of the services we provide to you.

7. We provide software and equipment that the equipment we provide to you can be moved and use the agreed retail price for the service.

8. There may be legal considerations that the equipment we provide to you may be able to be made to work in all situations. If you need to make sure that the equipment we provide to you can be used in line with your preferences, for the purpose of enabling those telecommunications services.

9. We will not continue to provide you with the television service if we find out that you do not have a valid television licence.

C. Virgin Phone
1. If you keep an existing phone number but take a phone line from us as part of the services, you authorise us to cancel that part of your agreement with your old provider which relates to renting that line. However, we cannot cancel any other agreements you may have with your old provider, for example, for renting equipment or for extra lines. Although we are usually able to arrange for you to keep your mobile number when you transfer your line to us, we cannot guarantee this.

2. If we provide you with a phone line and you do not ask us to transfer your existing number, we will allocate a number to your phone line. The number we allocate will be the number currently associated with your phone line in your previous home phone account. You cannot change this number but you may not will in order to transfer the number to any other person.

3. You agree that you will be responsible for any address and phone number to the emergency service providers.

4. We will provide details of how to contact the emergency service providers. This is so your phone will always work in an emergency, even if the phone number is used by your old provider.

5. You agree that your phone number must not be advertised in or used on public telephone boxes. If this happens, we may immediately suspend the service. You agree to pay any costs we incur in relation to this.

6. Your phone package fees and call rates that are applicable from the date you sign up to our agreement will be as set out in the tariff guide.

7. In the event that a tariff rate changes, we will notify you in writing. Rates set out in the tariff guide are inclusive of Value Added Tax (where applicable). You agree that you will be liable for all costs that may arise in connection with your use of this service.

8. We reserve the right to change the terms and conditions, on notice, of any or all of your services provided to you by us.

9. You agree that if you are no longer entitled to receive any of the services we provide to you, then we will notify you of this. You agree that if you are no longer entitled to receive any of the services we provide to you, then we will notify you of this. You agree that if you are no longer entitled to receive any of the services we provide to you, then we will notify you of this. You agree that if you are no longer entitled to receive any of the services we provide to you, then we will notify you of this. You agree that if you are no longer entitled to receive any of the services we provide to you, then we will notify you of this. You agree that if you are no longer entitled to receive any of the services we provide to you, then we will notify you of this.
3. If the SIM is lost or stolen and you notify the team within 24 hours so that we can take action to prevent unauthorized use, we will not be liable for any financial loss that occurs (including your mobile airtime charge) relating to your services until the end of your minimum period.

4. The agreement for the mobile handset or any other device you might receive as part of your promotional package is only for the purpose of delivery, if your application is online or by phone, or when it is purchased in store. You will be responsible for any loss, theft or damage from this point.

5. The usage and services of the mobile handset are subject to the conditions of their validity (including any limits or restrictions that are applicable from time to time) as set out in our tariff guide, or as otherwise may apply to your mobile handset. Normally, you may be able to find the information on our website at http://store.virginmedia.com/the-legal-stuff/virgin-media-mobile.html. As a mobile handset owner, you must report any loss, theft or damage forthwith to us.

6. Some content or services are age restricted. If you are under the specified age that may apply to any age restricted services you are not permitted to access them. If you are the specified age or over and you are accessing the service, you must be in the presence of anyone under the specified age. If you are not under the specified age, you must not access the age restricted services. If you are accessing any age restricted services before doing so, we will be entitled to request you to provide the number of the third party content provider that you are 18 years of age.

7. The mobile services are available to you for access where you are situated in the United Kingdom (whether on our network or a public communications provider’s network). The availability of the mobile services varies depending on where you are situated in the United Kingdom and whether you are on our network. If you do not receive any mobile services, you can check the telecommunications regulator Ofcom’s coverage checker for more details on network coverage which is available at https://www.ofcom.org.uk/phones/network-coverage/check-coverage/information-check.

8. Mobile handsets may not be able to receive our services; this is due to a number of reasons such as whether a mobile handset is locked to a different network. Our mobile services will continue to be available and supported by us but we may not be able to use our services.

9. You agree that:
   a. only use the mobile handset with the mobile handset and SIM we provide to you; and
   b. use the SIM and mobile handset in accordance with their user guides.

10. You agree that you or a person authorised by you (who is 18 or over) will receive and activate within 45 days of ordering the mobile services.

11. We will try to provide any maintenance or repair service that we are responsible to purchase for the mobile services (or additional services) you have agreed to the additional services. They will also be available on our website or by contacting our call centre.

12. Services and Equipment

   12.1 We will agree with you a date for installation of delivery of equipment or activation of your services, as applicable. This may not be the date we expect to do so, but we may have to change this, at your or our request. You must provide us with your and the room of the person who will use the equipment. The team will attempt to install your equipment within 10 working days of the agreed date but this may not be possible due to technical or other reasons. If this is the case, you may either change the agreed date or agree to proceed without a survey. If you do not confirm your agreement in writing to us, we will cancel any installation date that we have given you and terminate this agreement.

   12.2 All mobile services are provided on a free of charge basis (excluding your mobile handset). You will not be charged a rental charge for your mobile service (or additional services). If you do not agree to the installation of that equipment or provision of the service, you may not use any Internet Protocol (IP) address that we have not assigned to you.

   12.3 You agree that you or a person authorised by you (who is 18 or over) will receive and activate within 45 days of ordering the mobile services.

   12.4 You agree to pay the team or a representative for any loss, theft or damage from this point. We will not be liable to you for any loss or damage caused by the installation of your installation of the equipment or additional equipment, unless caused by our negligence.

   12.5 Where we have recommended to you that those equipment are necessary for you to use our services, we will not be under any liability whatsoever to you for any failure to provide you with the service or any failure to get in touch. In many circumstances it may be possible for us to correct the problem. However, if the technician thinks you will be able to correct the problem, we will send a technician to try to do that.

13. You and we are not responsible for any use of the services that are your responsibility (whether you agree to it or not) or the actions of any public communications provider’s network (where applicable).

14. We supply you with the services to you via your connection to another public communications provider’s network (for example, Virgin Media Broadband) but we shall not be responsible for any failure to provide you with the service if such failure arises as a result of any interruption to or disconnection from the public communications provider’s network or because of failure or inaccuracy in any equipment for which we are not responsible.

15. If you are responsible for either the public communications provider’s network or for those connected to it, we shall not be responsible for any failure to provide you with the service or any failure to get in touch.

H. Using the services

16. You may only use the equipment and services we are responsible for installation of that equipment and provision of the service. If you are responsible for installation of that equipment and provision of the service, you may not use any Internet Protocol (IP) address that we have not assigned to you.

17. cause annoyance, nuisance, inconvenience or needlessly worry to or in any way contravene any restriction prescribed by your own public communications provider’s network (for example ‘Virgin Media Broadband’).

18. upload, post, publish, make available or transmit any information, content, material or software that is protected by copyright, database rights or any other intellectual property rights or any other proprietary rights of any third party or not have obtained the necessary permission of the owner of such material or software.

19. You are responsible for taking all reasonable steps to ensure that any communications equipment that you purchase from them. If any additional services are purchased from our recommended partner, we will not be liable to you for any failure to provide you with the service or any failure to get in touch.

20. You are responsible for making sure your equipment works properly. You agree to provide and pay for suitable facilities and all necessary electrical and other installations and fittings (including power outlets or sockets) for the equipment.

21. Where we need to set up any services on your equipment you authorize us to have access to your equipment to perform such set-up (which may include the installation of software) and to check that those services are working properly. You confirm that you will have prepared your equipment, and will follow our reasonable instructions (if required) to prepare your equipment, so that we can perform the set-up or check. It is your responsibility to keep back-up copies of any data or software that you wish to preserve. In many circumstances it may be possible for us to correct the problem. However, if the technician thinks you will be able to correct the problem, we will send a technician to try to do that.

22. We may upgrade and update the network, equipment and the services, and will be responsible for any disruption to service or change to your services before doing so, if:
   a. you have not paid your minimum period, unless and until you change your installation of the equipment or additional equipment, unless caused by our negligence.

23. We undertake to provide you with any additional services that we have approved for use on the services if we receive any mobile handset; and for the remainder of your airtime plan to a different allowance that we had available at the time that you notified us, regardless of whether the services were working properly. You confirm that you will have prepared your equipment, and will follow our reasonable instructions (if required) to prepare your equipment, so that we can perform the set-up or check. It is your responsibility to keep back-up copies of any data or software that you wish to preserve. In many circumstances it may be possible for us to correct the problem. However, if the technician thinks you will be able to correct the problem, we will send a technician to try to do that.

24. Where we supply the services to you via your connection to another public communications provider’s network (for example ‘Virgin Media Broadband’) we shall not be responsible for any failure to provide you with the service if such failure arises as a result of any interruption to or disconnection from the public communications provider’s network or because of failure or inaccuracy in any equipment for which we are not responsible.
I. Using the equipment

7. You agree to tell us as soon as you can about any loss or damage to any part of our equipment. You should do this by contacting our customer services team with your Virgin Media number and the serial number of the equipment. We will then replace the equipment and charge you for the replacement cost or reasonable recovery costs if we are unable to be satisfied with the issue you have.

8. If we or you end this agreement, if you decide to disconnect from some of our services, or if you wish to take up an offer to upgrade the equipment we provide to you, we will inform you of our charges (e.g. if we stop offering the replacement equipment, for example where we need to upgrade our service equipment). As we need to charge you for the replacement cost or reasonable recovery costs of the equipment, if we hold any of your money we may use that money towards the cost of replacing or replacing the equipment. If you have any additional equipment, we encourage you to dispose of it responsibly if you’re no longer using it so please contact us for further information about donating your additional equipment.

9. Please see our price guide for more information on non-rental equipment and the charges we may apply.

2. We provide you with access to your account and to reveal information on your payment history to any third parties. We may also retain payment details for account administration purposes. In particular, you agree that we will give your details, including mobile telephone number(s), to Asurion Europe Limited (Asurion) in order to administer your mobile insurance policy, validate claims and for fraud protection purposes. We have the right to charge you for the replacement cost or reasonable recovery costs if we are unable to be satisfied with the issue you have. The equipment we provide to you may also be accompanied by separate software licence code form and solely in conjunction with the equipment. You must only install such licence code form onto the equipment, and as such you must accept and be acting on behalf of or in our instructions.

b. We and other organisations may also access and use information. We and other organisations may also access and use information. Law enforcement agencies may access and use this information to prevent fraud and money laundering, for example, when checking whether there is evidence of pay-out or other matters, managing credit and credit-related accounts and facilities, recovering debt, checking details of proposals and claims for all types of insurance, checking details of job applications and credit references, recovering debt, checking details of proposals and claims for all types of insurance, checking details of job applications and claims for all types of insurance, checking details of job applications and claims for all types of insurance, checking details of job applications and claims for all types of insurance, checking details of job applications and claims for all types of insurance, checking details of job applications and claims for all types of insurance, checking details of job applications and claims for all types of insurance, checking details of job applications and claims for all types of insurance, checking details of job applications and claims for all types of insurance, checking details of job applications and claims for all types of insurance, checking details of job applications and claims for all types of insurance, checking details of job applications and claims for all types of insurance, checking details of job applications and claims for all types of insurance, checking details of job applications and claims for all types of insurance, checking details of job applications and claims for all types of insurance, checking details of job applications and claims for all types of insurance, checking details of job applications and claims for all types of insurance, checking details of job applications and claims for all types of insurance, checking details of job applications and claims for all types of insurance, checking details of job applications and claims for all types of insurance, checking details of job applications and claims for all types of insurance, checking details of job applications and claims for all types of insurance, checking details of job applications and claims for all types of insurance, checking details of job applications and claims for all types of insurance, checking details of job applications and claims for all types of insurance, checking details of job applications and claims for all types of insurance, checking details of job applications and claims for all types of insurance, checking details of job applications and claims for all types of insurance, checking details of job applications and claims for all types of insurance, checking details of job applications and claims for all types of insurance, checking details of job applications and claims for all types of insurance, checking details of job applications and claims for all types of information. 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If you cancel your mobile service by using your PAC code to switch to a new mobile service provider your SIM will stop working and we will not be able to provide you with any of your mobile services. Depending on the services you have in your package we will:

1. automatically move your other services to the nearest equivalent service with a similar range of options of those services we provide;
2. where there is no equivalent service we will send you a new SIM with a new number as soon as possible to enable you to continue using your service as usual.

If you end your mobile service your other services will continue and your minimum period will be unaffected.

If we have to send you a new SIM in accordance with Section L.2 we may need to run a credit check on your account. If your account is in arrears, or if your payment history is poor, you may be required to clear your balance before we can send you a new SIM.

If you cancel all or any of the services within your minimum period, you may have to pay an early disconnection fee. If you cancel one or more of the services you have already paid for within 30 days of cancelling your services we may not give you a new agreement, even if you agree a new minimum period.

If you cancel your mobile service by using your PAC code to switch to a new mobile service provider your SIM will stop working and we will not be able to provide you with any of your mobile services. Depending on the services you have in your package we will:

1. automatically move your other services to the nearest equivalent service with a similar range of options of those services we provide;
2. where there is no equivalent service we will send you a new SIM with a new number as soon as possible to enable you to continue using your service as usual.

If you end your mobile service your other services will continue and your minimum period will be unaffected.

If we have to send you a new SIM in accordance with Section L.2 we may need to run a credit check on your account. If your account is in arrears, or if your payment history is poor, you may be required to clear your balance before we can send you a new SIM.

If you cancel all or any of the services within your minimum period, you may have to pay an early disconnection fee. If you cancel one or more of the services you have already paid for within 30 days of cancelling your services we may not give you a new agreement, even if you agree a new minimum period.
3. If you move to an address that is outside of our service area during the minimum period, you may need to pay for the early disconnection fee described in Section G.10.

If you move away from your current service area, you may ask to be disconnected.

For a set term, you must use the services at your new address. You may ask to be disconnected at any time during this period, subject to the minimum payment described in Section G.10.

If you move to an address within our service area, we cannot guarantee that the services will be available all the time unless we are the party to whom the premises are transferred.

In the event of any service disconnection, we and our employees, agents or contractors may enter your home.

We understand that your circumstances might change or a fault may occur in your services.

We cannot guarantee that the services will be available all the time and you may have to pay an early disconnection fee.

We will not be liable in any way for any loss, costs or expenses you may have to pay for the early disconnection fee.

1. If you become insolvent or bankrupt, you enter into any agreement

2. If you or anyone acting on your behalf acts in a serious and non-minor way

3. If you move to an area that where there is not sufficient capacity on any network, we may move to a service that we reasonably consider to be more appropriate.

4. We will only be liable for the failure of security, safety or other alarm systems or monitors due to:

5. If we agree to provide the equipment or services, we will normally be required to provide you with the equipment.

6. For information on these rights

7. We are not eligible to such credits under the Virgin Media Automatic Compensation Scheme, available to view at https://www.virginmedia.com/content/virginmedia/compensation. If you experience faults with your Virgin Phone or Virgin broadband service please visit https://www.advisewebsite.co.uk/ or call 03454 04 05 05.

8. For information on these rights

9. If you or anyone acting on your behalf acts in a serious and non-minor way.

10. If you have a fault or other performance issue with your broadband service please visit https://www.advisewebsite.co.uk/ or call 03454 04 05 05.

11. For information on these rights

12. If you have a fault or other performance issue with your broadband service please visit https://www.advisewebsite.co.uk/ or call 03454 04 05 05.

13. For information on these rights

14. If you have a fault or other performance issue with your broadband service please visit https://www.advisewebsite.co.uk/ or call 03454 04 05 05.
add-on
A product (for example a data add-on) that allows you to obtain access to our mobile services when you are outside your airtime plan, for example, by purchasing a specific time limited allowance of the mobile service.

The use of add-ons will be covered by this agreement and any other terms that we make available to you at that time.

additional services
Optional services (for example roaming outside of the EU, access to services charged at premium rates, content or applications) which are available in addition to your existing services and which may be charged at premium rates (including under any existing recharge card). Any prices for optional services will be charged at the rates set out in our tariff table.

agreement
The terms and conditions set out in this document, together with your contract terms, terms in any service change receipt and the Legal Stuff, apply to the services you have ordered including any new, extra or substitute services.

airtime plan
the agreed allowance of minutes, texts and data that we provide to you for an agreed monthly or other periodic payment – also referred to as a “tariff”. For example your tariff might have an allowance of 250 minutes, unlimited text messages and $20MB of data a month.

artificially inflate traffic
calls that result in a calling pattern or patterns that are disproportionate to the overall type, amount, duration and/or extent of calls which would be expected from good faith usage of our mobile network or mobile services in accordance with our acceptable use policy.

broadband service
providing internet access by way of high-speed connection through our head network.

charge to bill
charges for access to third party content and services (for example a subscription you may have to access an organisation’s TV streaming service) that you pay for via your bill for the services.

content
the television channels, on demand programmes, Pay-Per-View programmes, and any other content (including any new, extra or substitute content which we agree to supply you at a later date) which we make available to you from time to time, including on the television service and the mobile service.

cooling off period
where you have entered into a new contract with us, the 14 day period from the activation of your broadband service.

equipment
the equipment will be our property at all times and includes any telecommunications or other equipment we supply to you in an essential part of providing the services (including upgrades and replacements). This may include any broadband modem (hub), set top box, cables and ducts. This does not include additional equipment. This does not include your mobile handset.

home
the residential property where you or you install equipment, and to which we agree to supply the services.

Legal Stuff
as well as the terms and conditions set out in this document, there are additional terms and conditions which apply to the supply of the services as published by us on the Virgin Media website or can be requested from our customer services team. Our contact details are 0345 454 1111 or 150 online at www.virginmedia.com/callcosts and for the Virgin Mobile call rates and charges, you can request a copy by calling us.

matters beyond our reasonable control
matters beyond our reasonable control, including the actions of third parties which we have no reasonable control over, lightning, flood or severe weather conditions, fire or explosion, civil disorder, damage or vandalism to our network or equipment, terrorist activities, war, actions of local or national governments or other authorities, or industrial disputes.

messaging services
any email, voicemail, text (SMS) and multi-media messaging services (MMS), personal information management and other messaging or communication facilities which let you communicate with others and also includes the voicemail storage and retrieval service and/or any other type of message storage and retrieval service that we may offer from time to time.

minimum guaranteed download speed
The minimum guaranteed download speed is 50% of the advertised speed on our service on the date that you picked the order, and is set out in the speeds table in your contract or service change receipt.

minimum period
The minimum period that you have agreed to allow us to supply you with and charge you for the services, starting from the service start date. Unless you are told otherwise by us, the minimum period will be 12 months from the service start date.

mobile handset
your handset, manufacturer’s charger and any ancillary equipment such as headphones supplied with the handset obtained from us when you signed up to receive the mobile services.

network
the electronic communications systems or networks that we use to provide our services.

Pay-Per-View programme
a programme or service which is offered for sale to you as an individual purchase either at specific start times or on demand.

price guides
the current list of charges as set out at www.virginmedia.com/shop/the-legal-stuff/priceguides.

public communications provider
a public communications provider as set out in section 151 of the Communications Act 2003.

roam like home
the use of your inclusive minutes, texts and data allowance in your airtime plan while roaming in the EU. Fair Use Policy applies https://store.virginmedia.com/the-legal-stuff.

service start date
the date the broadband services are activated.

tariff guide
the fees and call rates for your Virgin Phone (home phone), available online at www.virginmedia.com/shop/the-legal-stuff/priceguides.

team
The customer service team. Our contact details are 0345 454 1111 or 150 from your Virgin Mobile.

television service
the television service that we may make available to you, including, interactive services, so-called “red button” services, apps and any other services and/or features and is accessible through the equipment provided by us and connected to a television set. Content will be made available on the television service.

total loss of service
this definition is set out in Virgin Media Automatic Compensation Scheme

Virgin Media website
the website at www.virginmedia.com or any other website address we may tell you about.

your equipment
equipment belonging to you or that you provide (for example, your mobile handset, television set, projectors, display monitors, computer interface card, printer and so on), including additional equipment.