

**Pay Monthly**

Need help with your phone? No problem. Just get in touch with the store or website you bought it from. If you need a hand with your mobile service, one of our team will be happy to help.

**789** on your mobile phone  
**0845 6000 789** from a landline  
**virginmobile.co.uk**

This information is correct as of 1 February 2011. But sometimes things change, so for our most up to date information, visit [virginmobile.co.uk](http://virginmobile.co.uk)

MOB0064/02/11 Virgin Media Telecoms Ltd.

# It starts like this...



# **Welcome to Virgin Media**

This joining pack contains all the essentials for setting up your phone and your new account, a few ways to have a little fun and where to get help, if you ever need it.

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# 1. First up...

## 1.1 Getting started

All ready to go? Simply charge up your phone, pop in the SIM card and you're set. Keep your SIM card holder safe – it has your PUK (Personal Unblocking Key) on it. You'll need this if you ever have to unblock your phone.

Need more help?

Your phone user guide should have the answers, otherwise give us a call on **789** from your mobile phone.

## 1.2 Keeping your number

Whether you're a brand new customer or an existing one, it's a good idea to keep your number. It saves you telling everyone a new one. Besides, it's yours to keep so why change it? As a new customer it's really simple to do:

- ▶ Ask your current provider for a Port Authorisation Code (PAC).
- ▶ Call us on **789** from your Virgin Mobile phone
- ▶ We'll transfer your number in as little as two working days.

### 1.3 Setting up your voicemail

#### To use it for the first time:

- ▶ Dial **222** and listen to the full message.
- ▶ Keep your phone on for 20 minutes.  
If you get a text reading PERS, ignore it.
- ▶ Then turn your phone off and back on again.

You can store up to 10 messages for up to three days.

You can also pick them up from a fixed line, and set up a Voicemail PIN for extra security – visit **virginmobile.co.uk** and click on ‘**How do I?**’ to find out how.

### To set up your own voicemail greeting

Call your voicemail and choose option 2 in the first menu (change mailbox features), then follow the simple instructions.

Your voicemail will be deactivated after 90 days if not used. Dial **789** to reactivate.

### 1.4 Other services

We’ve got loads of other great services, such as video and group calling. To find out more or get set up, check out **virginmobile.co.uk** or call **789** from your mobile phone.

## 2. Stay safe

### 2.1 Set up a phone PIN

Your new phone comes with the default PIN number – 7890 – but it's a good idea to set up your own personal PIN. Your phone manual will tell you how.

### 2.2 Keep a note of the IMEI number

The IMEI number is your phone's unique 15-digit identification code, usually found on the phone box and underneath the battery. Make a record of it, then if your phone is lost or stolen, we can block anyone else from using it. Just call us on **0845 6000 789** from any landline.

**IMMOBILISE**   
**PHONE CRIME**

## 3. A few essentials

### 3.1 Paying for your calls

Your Pay Monthly service has these great benefits:

- Keep in touch with friends and family abroad with some of the best rates available – remember, international calls aren't included in your monthly package.

Check out the separate tariff information enclosed for details of all the costs. Or keep an eye on our website for the most up-to-date tariff info and pricing.

### Receiving and paying your bill

You'll receive your bill every month before we debit your account. You'll be given the opportunity to choose whether you'd prefer to receive your monthly bill by post<sup>†</sup> or view it online. If we don't receive payment from your bank, we may disconnect you.



<sup>†</sup> Paper bills cost £1.25 per month.

### 3.2 Keeping track of your spending

Managing your account online is an easy and convenient way to:

- ▶ Remind yourself what tariff you're on
- ▶ See what's left in your monthly package of airtime.
- ▶ Check your most recent calls.
- ▶ See a record of the payments you've made.

Just go to **virginmobile.co.uk** and click '**Your Account**'.

Or, to check it out on your mobile, press the **Virgin key** on your phone or go to your mobile internet browser to get to Virgin Media on your mobile and '**Your Account**'.

### 3.3 Changing your monthly package

Need more minutes or texts? You can change your tariff once a month. Take your pick of any higher tariff that was available when you chose your current tariff and we'll look after the rest. If you'd like to find out what tariffs are available, just give our team a call on **789** from your Virgin Mobile phone.

Any changes will take effect from the next billing month.



### 3.4 What can you use your airtime for?

You can use the airtime in your package to make calls and send texts from within the UK to any UK mobile network, at any time. And it's not just mobile networks, landlines are included too (that's numbers beginning with 01, 02 & 03). You can also use it to pick up voicemail messages. Just so you know, calls to call forwarding services, 070, 08 and 09 numbers and some other numbers are not included in your monthly allowance, so check out the enclosed tariff table for more details.

Plus, if you're a Virgin Media customer with broadband, TV or home phone, you may also get minutes to other Virgin Mobile phones in the UK included in your package.

And remember, all of our 'unlimited' tariffs are subject to fair use policies. Our fair use policies usually give you heaps more minutes and texts than you need. Check out the details on our website.

### 3.5 What happens if you use up your monthly package?

Nothing to worry about there. If you use all of your package before the month's over or if you make calls, send texts or use services that are not included in your monthly package, you'll benefit from our great value Pay Monthly rates – you can see the most up to date costs on our website. Just go to **virginmobile.co.uk/paymonthly** and click on **Pay Monthly tariff**.

### 3.6 Where can you use your phone?

You can use your phone abroad in over 190 countries! Before you leave, just call **789** from your mobile to get your international roaming switched on. If you haven't already paid three monthly bills, you might need to add £50 credit to your account, which you can use to pay for your calls while you're away and when you get home. For full details on coverage, call costs and more, go to **virginmobile.co.uk** and click on '**Going abroad**'.

## 4. The good stuff

**You probably already know you'll get a pretty amazing service from Virgin Media – you chose us after all – but you might not know just how good it's going to get.**

For starters, with us the more services you take, the cheaper it gets. Add top TV, the fastest broadband or a flexible phone service and you can help yourself to even better value mobile tariffs – only available to Virgin Media cable and National customers. These exclusive mobile tariffs might even include minutes that are specially for calls to other Virgin Mobile phones. It's just our way of saying thanks to our biggest fans.

### **It doesn't stop there**

For just 30p a day you get Virgin Media on your mobile and 25MB of Mobile Web. What a deal! At this great price you can be the first to know about pretty much everything – all at the touch of a button.

**Check out section 4.1 for details on how to get set up.**

### **And there's more**

When you've got a mobile with Virgin Media, you can snag all sorts of exclusive treats, like V Festival tickets before everyone else and the chance to trade in your phone for a younger model.

**Check out section 4.2 for all the juicy details.**

## 4.1 25MB Mobile Web for just 30p a day in the UK



Addicted to gossip? Get all the breaking news, laughs and sport stories you'll ever need with Virgin Media on your mobile.



It's available any time, anywhere, and it's updated 30 times a day, so you'll always be bang up to date. Check out the wonderful world of Virgin Media on your mobile and get access to all your favourite websites, wherever, whenever, without having to worry about the cost. Just text Media to **80150** for free to get yourself set up.

## Browse the Mobile Web for 30p a day in the UK

Virgin Media on your mobile is the place to go for:

- ▶ Up to the minute headlines, sports results and weather forecasts.
- ▶ Who's doing what, where and when with celeb gossip and music news.
- ▶ Over 2,500 videos to download and watch whenever you like.
- ▶ 1,000s of tones, pics and games.

As well as getting the latest from Virgin Media on your mobile, you can explore the rest of the web for the

same great price. Lots of our tariffs include a Mobile Web allowance, so check out yours to see if you've got it too. If not, no worries. You can check out all your favourite sites for just 30p any day you use Mobile Web in the UK.

Feed your addiction:

- ▶ Keep tabs on your favourite sites.



- ▶ Visit any site you want, from Amazon to eBay.
- ▶ Check emails on the move.
- ▶ Get travel info, directions, train times and maps.

## 4.2 Exclusive treats

Now that you're with Virgin Media, you can get special perks and privileges that'll make your mouth water. Just register online at **virginmobile.co.uk/youraccount** and start reaping the rewards.

### Trade in your phone and get more

If you've got an old phone lying around, trade it in, help the planet and get up to £100 of airtime, depending on the phone.

You can also use this scheme to recycle any old phones, even if they don't qualify for trade-in.

### Golden tickets

A chance to jump the queue for V Festival tickets.

## 5. Let's round it all off

### 5.1 Help in the UK

For help at home, 24/7:

- ▶ Go to **virginmobile.co.uk**
- ▶ Email **theteam@virginmobile.co.uk**
- ▶ Call **789** from your mobile phone or **0845 6000 789** from a landline.
- ▶ Write to:  
The Team at Virgin Mobile, Willow Grove House,  
P.O. BOX 2692, Trowbridge, Wiltshire, BA14 0WX

### If your phone's not working

See the troubleshooting section in your phone manual – you never know, it might be something pretty basic. So please check before you give us a call.

Still not working? Call us on **789** from your mobile phone – or **0845 6000 789** from a landline – and talk to one of our team.

### A copy for keeps

You can always download a copy of this handy little guide online at **virginmobile.co.uk/joining**



## 5.2 For help abroad

For 24/7 help when you're out of the country:

- ▶ Call **789** (automated services are free, and it's just £2 to call one of our team)
- ▶ Call **+44 7953 967 967** (standard call rate from the region you're in)
- ▶ Go to **virginmobile.co.uk** or email **theteam@virginmobile.co.uk**

## 5.3 Customer Satisfaction Guarantee

Our 14-day guarantee lets you exchange your joining pack or phone for one of the same value or get a full refund (less any airtime you have used or bought). We'll even send you prepaid packaging to post it back. For a full refund, return it 'as new', in its original packaging, with proof of purchase. This does not affect your statutory rights. Check out our website for full details.

However, if your phone or joining pack was bought from a shop (other than a Virgin Media store), you'll need to take it back there and a different returns policy may apply. Please check direct with the store.

## 5.4 Our full 12 month warranty

If your new phone goes wrong in that period and it's covered by the warranty, we'll do all the legwork for you to get it fixed. If you do need a replacement phone, we'll provide you with one that's 'as new'. If your phone's not covered, we'll advise you on what to do. If you bought your phone from a different store (any shop other than a Virgin Media store) a different policy might apply, so check with the store first.

Full terms and conditions can be found in the separate sheet enclosed with your joining pack.

## 5.5 Our service commitment

We're committed to providing you with great service every time but if you have a problem or complaint, ring **789** from your mobile phone or see Section 5.1 for our contact details. Virgin Mobile is a member of CISAS, an approved independent dispute resolution service set up to help resolve any problems with your service. For more information, please visit our website.

## 5.6 How we do things at Virgin Media

### Always upfront and honest

Here at Virgin Media, we're committed to making things simple and easy, so we just tell you everything up front, in the relevant places.

Now that you've bought your new phone and joining pack, you should already have a good idea about who we are and what we can do for you. However, if there's anything else you need to know about, check out our website at **virginmobile.co.uk**. It's all there.

Or get in touch with us directly – our team's here for you 24 hours a day, 7 days a week. Just give us a call

on **789** from your mobile phone or send an email to **theteam@virginmobile.co.uk**

### The Legal Stuff

Our full terms and conditions of service are in a separate sheet enclosed with this joining pack. Please take a moment to read them. Your mobile services are provided by Virgin Mobile Telecoms Ltd, which is a member of the Virgin Media group of companies.

## Being responsible

We take our responsibilities seriously, to you and to the environment, so for information on mobile phones and health, how to stop your phone from being used if it gets stolen, how we protect minors against adult content and what to do if you're getting unwanted text messages, visit **virginmobile.co.uk** and click '**About Us**' and then '**Corporate Responsibility**'.

## Getting information in other ways

We're pleased to be a member of the Disability Action Forum. We can provide you with any piece of our literature in alternative formats such as large print – just call **789** from your mobile phone or **0845 6000 789** from a landline, or send an email to **theteam@virginmobile.co.uk**. We also subscribe to Typetalk.

If English isn't your first language, call us on **789** from your mobile phone, or **0845 6000 789** from a landline and we can try to arrange for one of our bilingual team members to speak to you.