

You're in!

Welcome to Mobile Broadband



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The world
is yours

**It's time to cut yourself loose from those wires.
Experience total freedom with Virgin Mobile Broadband.**

Now, wherever you go, the internet's yours. Send an email from the train, catch up on Facebook from the park – there's no getting tied down.

And your new mobile broadband lets you download hundreds of music tracks or even a bunch of music videos!

Just plug it into your laptop and off you go.

First things first

You're obviously raring to go! Don't worry, getting set up only takes ten minutes or so.

- ▶ First you need to push your SIM card out of its holder.
- ▶ Now you need to insert it into your Mobile Broadband modem.

Please refer to the quick start guide contained in your pack for full details.

What happens when I use up my allowance?

Don't worry, once you've used up your allowance you can just keep on going! You'll just be charged less than 2p per MB (for a page or 2) or £15 per extra GB you use – and that's for use in the UK. There's more about this over the page.

How do I check my allowance?

It's simple, and it's free to check. Just go to **virginmobile.co.uk** and visit 'Your Account'. Or you can text **BALANCE** to **789789** from your Virgin Mobile phone. You can also check by clicking 'My Details' on your Mobile Broadband Home.

Want to add parental control?

No problem. We can restrict access to a whole range of sites. Just call us on **0845 6000 789**.

What it costs

If you use all your allowance before the month's over, or use things that aren't included in your monthly package, these charges will kick in.

And remember, if you're anywhere outside the UK, it costs just 25p to send a text.

Costs within the UK (outside of monthly allowance)

2p per 1MB

£15 per 1GB

Costs within the EU

1 day Travel Pass	10MB	£10
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3 day Travel Pass	15MB	£15
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7 day Travel Pass	30MB	£30
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30 day Travel Pass	60MB	£60
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Costs outside the EU

£5 per 1MB

While you're abroad

Just pick up a Travel Pass before you go and there's no need to worry about what you're spending while you're there!

I need a pass for...	How much is it?	How much MB does it include
1 day	£10	10MB
3 days	£15	15MB
7 days	£30	30MB
30 days	£60	60MB

You can use a Travel Pass anywhere in the EU. Travelling outside of the EU? It costs £5 for every 1MB.

What if I use up all my MB allowance?

First up, we'll send you a text to let you know when you've used 80% of your total allowance. Once you've used it all, your pass will expire and you'll need to buy another one. For example: If you bought a 1 day Travel Pass (but used your 10MB allowance before 24 hours is up) you'll need to buy another pass to keep on using mobile internet broadband abroad.

How do I add a Travel Pass while I'm away?

You can add a pass from anywhere in the EU. To do it, just send us a text using your Mobile Broadband dashboard, telling us the details of the pass you want. For example: To add a 1 day Travel Pass you just need to text BUY 1DAY to **23456**.

Need some help? Call our team on **+44 7953 967 967**.

Satisfaction guaranteed

Our 14 day Customer Satisfaction Guarantee lets you exchange your Mobile Broadband USB modem for a different one of the same value or get a full refund, less any data access you've bought. We will even send you prepaid packaging to post it back.

You will be charged for any data access within the UK prior to return at a rate equivalent to your monthly payment. Any texts sent or out of bundle use will be charged at the standard rates applicable.

Our 14 day Customer Satisfaction Guarantee is an additional benefit and does not affect your statutory rights.

12 month warranty

If your Mobile Broadband modem 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 modem, we may provide you with one that's 'as new'. If your mobile broadband modem is not covered, we'll advise you on what to do.

Get in touch

Go online at virginmobile.co.uk,
email theteam@virginmobile.co.uk
or call **0845 6000 789**

Write to:

The team at Virgin Mobile,
Willow Grove House,
P.O. BOX 2692,
Trowbridge,
Wiltshire,
BA14 0WX

Need some help?

If your Mobile Broadband modem is not working see the troubleshooting section in your manual – you never know, it might be something pretty basic, so please check before you give us a call.

If it's still not working call us on **0845 6000 789** to talk to one of our team.

Calls to **0845** numbers will be charged at your local call rate.