

Your mobile guide

Let the good
times roll.



Checklist

How do I...?

Getting your new phone up and running is easy.

- Keep your old number.**
Ask your old network for a PAC, then call us on 789 from your Virgin Mobile phone to swap it over.
- Keep it safe.**
Write down your phone's IMEI number in the space below. You'll need it if it gets lost or stolen. The number's under your phone's battery and on the manufacturer's box. Or tap *0#06# into your phone to bring it up.
- Set up your online account.**
You can do pretty much everything there. Go to virginmobile.co.uk and click 'Your Account'.
- Activate picture messaging.**
You need to send one first to set it up. Take a snap, send it on and away you go.
- Use your phone abroad.**
Call 789 on your mobile and we'll get you set up. Check out virginmedia.com/discovermobile for countries and costs.
- Activate your Mobile Rescue app.**
If you've taken out insurance with us, activate this handy app straight away, and you can track and block your phone if it's lost or stolen. Genius. Look out for a text from us, telling you how.
- My IMEI number:**

Welcome

The fun starts here

Thanks for choosing Virgin Media! Now you're with us you can look forward to so much more than just a great mobile deal.

Nice little touches

We think you deserve a treat now and again. So to say thank you for being with us, you can get your hands on some exclusive perks. We're talking priority gig tickets, free nights out, mobile freebies and more nice surprises that will make your day.

App it up

Make your mobile your own with the latest apps and downloads. Go to virginmobile.co.uk to download our 'Your Account' app – then you'll be able to keep tabs on your mobile. Virgin Media customer? You'll also get Spotify Premium free for 3 months. Result!

Better coverage than ever

Virgin Mobile phones can now use Orange and T-Mobile's network too. That's bigger and better coverage for you, no matter where you are. If you see Orange pop up on your phone, don't worry – it just means your phone's using their network, and it's not costing you a penny more.

Fancy a quickie?

Don't get us wrong, we love having a chat. But you can do pretty much everything online in Your Account, in a jiffy.

Get set up right now, it's easy

Just go to virginmobile.co.uk, click 'Your Account' then follow the quick steps. To set up your account on your phone, press the Virgin key on your mobile and go to 'Your Account'.

Once you're set up, log in anytime to:

- Swap your tariff – remember, you can move up or down tariff, whenever you fancy.
- View your itemised bills, and see who you're calling and texting the most.
- Choose how you get your bill. We automatically set you up for online bills.
- Pay your bill, if you haven't set up a Direct Debit
- Keep tabs on your balance, and what you've got left of your allowance.
- Set up roaming for trips abroad
- Change your address details

Tariffs

What a lovely line-up

You've got your gorgeous new phone and picked your tariff, now see all the other great stuff you get.

It's all about you...

- Switch tariff, up or down, whenever you fancy
- Better coverage (you can use Orange and T-Mobile's network too)
- Free text alerts so there's no nasty surprises on your bill

Virgin Media customer? You lucky thing. You get to enjoy even more of the good stuff.

- £5 a month off the cost of your tariff
- Unlimited calls to Virgin Mobile phones
- Unlimited texts to Virgin Mobile phones
- 24-hour lost or stolen replacement phone with our insurance - worth £7.99, at no extra cost.
- 3 months free Spotify Premium on compatible mobiles

MB, GB... what's it all about, eh?

Our Premiere tariffs come with unlimited data, which means there's no caps or extra charges. So you don't need to think about how much you're using.

For the rest, here's how to keep track.

- 500MB of data – enough to view 5000 web pages, download 100 music tracks or send half a million emails
- 1GB of data – that's enough for 30 hours of data and to send and receive over 10,000 emails. Whoah.

Contact

Want to find out even more?

You'll find everything you ever wanted to know about your tariff, perks and more in our Discover Zone. To take a look go to virginmedia.com/discovermobile

Got any questions?

Visit us online:

virginmedia.com/discovermobile
virginmobile.co.uk

Give us a call:

789 from your Virgin Mobile phone
for free. 0845 6000 789* from any
other phone.

Legal stuff: Included in your tariff (subject to the allowance specified): UK calls to UK landlines (beginning 01, 02, 03) and UK mobile networks. Person to person texts within the UK. Mobile Web are within the UK only. Calls to 08, other than those included within the Platinum 08 allowance, and 070 numbers not included in your monthly allowance and cost up to 41p and £2.50 a minute respectively in the UK (see our website Tariff Table for details). Pay Monthly service terms apply. Tariff Movement: Applies to tariffs that were available on same handset at the same upfront cost at the commencement of your minimum term contract. The new allowance and price will apply from your next monthly package for remainder of the minimum term, unless you change your tariff again. Details at www.virginmobile.co.uk

*Please note standard charges apply please check with your network operator for rates. This information is correct as of July 2012. But sometimes things change, so for our most up to date information, visit virginmobile.co.uk

