

**Need help with your mobile service?**

Feel free to get in touch:

**789** on your mobile phone

**0845 6000 789** from a landline

**virginmobile.co.uk**

This information is correct as of January 2011.  
Check out **virginmobile.co.uk** for our most  
up to date information.

MOB0063/1210 Virgin Media Ltd.



Pay As You Go

All about your  
Simply 8p tariff





# Welcome to Virgin Media

Lucky you. Since you've already got TV, broadband or phone from Virgin Media, you can help yourself to the Simply 8p tariff, exclusively for Virgin Media customers. Get set to enjoy more, for less.

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# 1. First up...

## Getting started

Using the Simply 8p tariff couldn't be easier. Follow these 5 simple steps to get started.

### 1. Swap your SIM card

- ▶ Your SIM card is the little postage stamp sized card that slots into your phone to connect it to the mobile phone network.
- ▶ To remove your old one, slide off the back cover of your phone, remove the battery and slip out your old SIM card.

- ▶ Then grab your new Virgin Media SIM card (included in this pack). Break it out of its holder and slip it into your phone.

### 2. Switch your phone on

- ▶ Can you see the word Virgin on your phone screen?
- ▶ If you can, everything's working perfectly. Skip to step 3.
- ▶ If you can't see the word Virgin that means you'll need to get your phone unlocked. It's easy to do. Just ask your previous mobile phone provider, they may ask you to pay a small fee. Or take it to any unlocking service on the high street. They'll do it while you wait for a small charge.

### 3. Top up

There are 4 easy ways to top up. Check them out in section 3.1

### 4. Want to keep your number?

You can! Just call your old network and ask for a PAC code (it lets you transfer your number from one network to another). Then pass it on to our team by calling **789** from your Virgin Mobile phone or **0845 6000 789** from any other phone line. You can transfer your number in as little as 2 working days.

### 5. Start enjoying your simple 8p rates!

Check out your simple, great value rates in section 2.1

Need to get in touch with your old network?

To unlock your phone, or get your PAC code, simply call:

**O2:** 0844 809 0222 or 4445 from your O2 phone.

**Orange:** 0797 310 0450 or 450 from your Orange phone.

**T-Mobile:** 0845 412 5000 or 150 from your T-Mobile phone.

**Vodafone:** 0870 077 6655 or 191 from your Vodafone phone.

**3:** 0843 373 3333 or 444 from your 3 phone.

**Tesco:** 0845 301 4455 or 4455 from your Tesco phone.

**Top tip:** Once you've removed your new SIM, keep your Virgin Media 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.

## Award winning help

When you're with us, you'll enjoy some of the best customer service in the business. We've even won awards for it.

## Need to get in touch?

Give us a call any time you like on **789** from your mobile phone. Calls cost just 10p – no matter how long you talk for. We're here to help 24 hours a day, 7 days a week. Or you can visit us online at **virginmobile.co.uk**

## 1.2 Stay safe

Have you already set up a PIN for your phone? If you haven't, it's a good idea to do it now. That way if your phone goes missing, all your details (and your airtime) are perfectly safe.

### Keep a note of the IMEI number

You might also like to register your phone's IMEI number with us. It's your phone's unique 15-digit identification code, usually found underneath the battery. 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.

## 1.3 Setting up your voicemail

### Voicemail costs just 8p a minute in the UK.

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.
- ▶ 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. Just visit

**virginmobile.co.uk** and click on **'How do I?'** to find out how.

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

### To set up your own voicemail greeting

Just choose option 2 in the first menu (change mailbox features), then follow instructions.

### Try out some other services

We've got loads of other great services, such as video and group calling – check them out online at **virginmobile.co.uk**



## 2. Your Simply 8p tariff

With your new Simply 8p tariff, you can relax. There's one simple tariff, with no hidden charges. It's only available to Virgin Media customers (with TV, broadband or phone) and it gives you some of the lowest rates around. That's 2 more reasons to feel pleased with yourself. Read on to find out about our Simply 8p tariff and the savings it can bring.



## 2.1 The Simply 8p tariff

### 8p calls, 8p texts – any time.

Here's what you, and your pocket, can look forward to:

#### One simple rate

8p calls. 8p texts. To any UK landline or mobile network, anytime you fancy. Our rates are simple and clear, so you'll always know what you're spending.

#### Stay in touch for less

It's easier – and cheaper – to stay in touch with your family on the Simply 8p tariff.

- ▶ On the move: Get 50 free minutes a month to other Virgin Mobile phones. To use them, you'll simply need to have some credit on your phone.
- ▶ At home: Calls from a Virgin home phone to your Virgin Mobile phone are included. Check out the details in the following table as some restrictions apply.

#### Go global. Get great value

Got friends and family around the world? Keeping in touch doesn't have to cost the earth. With the Simply 8p tariff, calls are just 16p a minute (any time, day or night). Texts are just as cheap – just 16p a message.

## What it costs

Calls to UK landlines and mobile networks*	8p/min
Texts to any UK network	8p
Voicemail	8p/min
Calls to other Virgin Mobile phones	50 free mins/month (Just 8p/min after that)
Calls to your Virgin Mobile phone from your Virgin home phone	Unlimited calls included**
International calls and texts	16p a minute 16p a text
Mobile Web	25MB for 30p a day
Calls to 0800, 080, 0870, 0871, 0844 & 0845	Up to 31p per min
Calls to 070 numbers	Up to £2.50/min

\*That's numbers beginning with 01, 02 or 03 and excludes call forwarding services.

\*\* Calls are aligned with your home phone talk plan. Calls to 'active' Virgin Mobile numbers are included. Re-dial before 60 mins to avoid call charges. To be "active", the Virgin Mobile number called must have originated a chargeable outbound event (call, text ,data session) within the previous 90 days. If you call a Virgin Mobile number that is roaming overseas, that number will still be charged any applicable roaming tariff, even though your part of the call may be free. To see our full list of call costs, just take a look at our price guide enclosed.

## 2.2 The web at your fingertips

Your mobile phone can do more than make calls and send texts. It lets you browse the web, read the news, check the weather, get travel info and check your email on the move. All up to 25MB for just 30p a day, whenever you choose to use it. And, if you don't use it, you don't pay.

### Virgin Media on your mobile

Make Virgin Media on your mobile your homepage. Then head there for:

- ▶ Up to the minute headlines
- ▶ Sports results

- ▶ Weather forecasts
- ▶ And more – updated up to 30 times a day.

Just text **MEDIA** to **80150** for free to get yourself set up.

### Explore more

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.

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

## 2.3 Your rewards

There are perks aplenty from Virgin Mobile, with money off your next phone and free airtime for recommending a friend.

### A swanky new phone – on us!

Every time you spend £100 on Pay As You Go calls, messages and bundles, we'll give you £10 towards your next Pay As You Go phone, up to a hefty £100\*.

\* Legal stuff applies. See separate leaflet enclosed with your joining pack.

## More money back

For every friend who joins as a Pay As You Go customer, we'll give you £10 of free airtime – up to £80 a year. They just need to call our team on **0845 6000 668** and quote your mobile phone number.



## 3. Ways to pay

### 3.1 Topping up

When you Pay As You Go, you can add airtime whenever you need to.

**Credit/debit cards** – Top up from £5. Just call us on **789** or visit **virginmobile.co.uk** to register your card.

**Cash point** – Simply enter your mobile number and top up from £10 at one of 50,000 nationwide.

**Vouchers** – £5, £10 and £20. Add credit by calling **789** or text the voucher PIN for free to **789111**. They can also make ideal gifts.

**E Top-Up Cards** – Top up from £5 wherever you see the green top up logo. That's over 100,000 outlets nationwide.

### **Top up by text using your credit/debit card**

Once you have registered your card details with us you can send a free text to **789222** with:

- ▶ the amount you'd like to top up (£5-£50 in £5 denominations).
- ▶ the last 4 digits of your card number.
- ▶ the last 3 numbers of the security number on the back (or the last 4 if you have an American Express card).

Make sure you leave a space between each detail, e.g. 10 9876 321.

### 3.2 How to check your balance

You can check how much airtime you've got left for free.

**By phone:** Simply call **789** from your mobile phone

**By text:** Text **BALANCE** to **789000**

**Online:** Visit **virginmobile.co.uk** and visit 'Your Account'

**On Mobile Web:** Just press the **Virgin key** or select the internet option on your phone. When you get to '**Virgin Media on your mobile**', click on '**Your Account**'.

#### Running low on airtime?

Don't worry, we'll text you when your credit reaches £2. Plus, you'll get 5 free Call Back texts a month, so if you run out of credit, you can ask people to call you back.

## 4. Let's round it off

### 4.1 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 Media, Willow Grove House,  
P.O. BOX 2692, Trowbridge, Wiltshire, BA14 0WX.

## 4.2 For help abroad

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

- ▶ Call **+44 7953 967 967**  
(£2 charge to call our team from abroad).
- ▶ Go to **virginmobile.co.uk** or email  
**theteam@virginmobile.co.uk**

## 4.3 Customer Satisfaction Guarantee

Our 14-day guarantee lets you exchange your joining pack 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.

However, if your 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.



#### 4.4 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 4.1 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 go to **virginmobile.co.uk**.

#### 4.5 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 joined us, 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**

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 terms and conditions of service are in a separate leaflet enclosed with this Joining Pack. Please take a moment to read them as we'll assume you've accepted them when you first

credit your account or use the services. Virgin Mobile Telecoms Limited 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](http://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](mailto: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.