

Get in touch

...face to face at a Virgin Media store

Try phones before you buy and we've got experts waiting to answer your questions.

...over the phone on **0845 234 4545**

There's a team of specialists just waiting for your call. They'll let you know about the latest deals, and they're here 24/7. Calls cost 10p from BT landlines, other networks may vary.

...or visit virginmobile.co.uk

Hop on to our website for the latest deals and next day delivery* too.



Introducing the Addict tariff

– New on Pay As You Go

No other network gives you unlimited texts
and web access for £20 a month.

* Delivery for Joining Packs is 99p, phone deliveries cost £4.88. Next day delivery is available 6 days a week, Monday to Saturday. There are no deliveries on Sundays or Bank Holidays. VM0100/0409 Virgin Mobile Telecoms Ltd.

Designed by Start Creative: 020 7269 0101, www.startcreative.co.uk
This catalogue is made from recycled paper and material from well managed forests.



Help yourself to more

The thing that makes us different is that we give you what you want.

Last year, we talked to loads of you and asked you what you wanted from your Pay As You Go phone.

You said you'd like to be in control of your bills, that you'd love to have more free texts and that you need web access for a fair price.

Consider it done. We've simplified things and there's now one great Pay As You Go tariff, the Addict tariff.

Turn to page 6 to find out more.

Our pleasure principles

We want you to have fun with your phone. Here's how we do it:

Choice – You're free to use your phone how you like

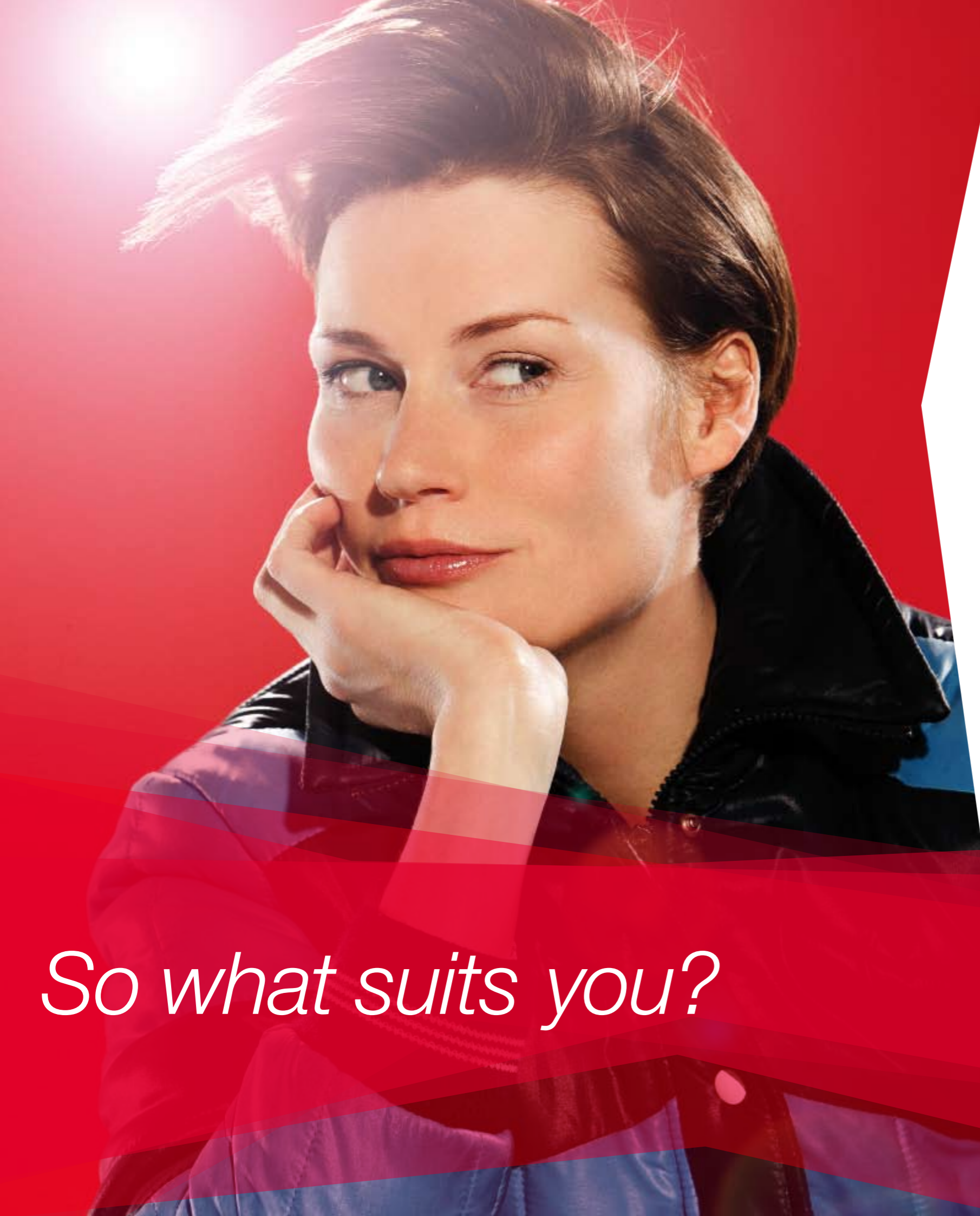
Respect – If it's not clear and simple, we won't do it

Appreciation – We make sure you feel valued for your loyalty

These three principles work a treat for our customers – we've been recognised at the Mobile Choice Consumer Awards eight years in a row.



Virgin Mobile received the highest numerical score among pre-pay and contract wireless providers in the proprietary J.D. Power and Associates 2007 awards. Proprietary study results are based on experiences and perceptions of consumers surveyed by phone in March-April 2007. Your experiences may vary. Visit jdpower.com



We love to keep things simple. And now we've made the choice even more straightforward by launching a new Pay As You Go tariff that's really generous and easy to use.

Pay As You Go

The new Addict tariff is perfect if you want free texts and web access when you top up with £20 a month. Plus 600 free texts when you top up with £15 a month or 300 free texts when you top up with £10 a month. There's a 20p a minute flat rate for calls to any UK network or landline too.

Pay Monthly

Finally a contract worth keeping. Get a free phone now and another one later when you sign up for an 18 month contract.

Liberty SIM

No tie-ins, keep the phone you love and choose from a selection of great value tariffs from £10 per month.

So what suits you?

Introducing the Addict tariff

No other network gives you unlimited texts and web access for £20 a month.

Here's what you get:

When you top up with £20 a month	When you top up with £15 a month	When you top up with £10 a month
Unlimited ¹ free texts to any UK network, anytime	600 free texts to any UK network, anytime	300 free texts to any UK network, anytime
Unlimited ² web access for free	Unlimited ² web access for just 30p a day	Unlimited ² web access for just 30p a day
20p per min flat rate for calls to any UK network or landline	20p per min flat rate for calls to any UK network or landline	20p per min flat rate for calls to any UK network or landline

Other costs

- 10p to text any UK network or other Virgin mobile
- Plus, just 20p to call your voicemail in the UK

Free texts, web access and call rates are for UK use only. Excludes premium rate services. Free texts or web access will be added on the first day of the month following the top up(s) and are valid for one month or until used.

¹Unlimited texts subject to a fair use policy of 3000 texts per month.

²Unlimited web access subject to a fair use policy of 25MB per day (for 30p) or 1GB per month (for £20 top up). See legal stuff for details.

Twice as much for free when you join

If your first top up is £10 or more, you'll get twice as much free stuff. We'll give you a month's free allowance instantly as a welcome bonus and you'll get your normal allowance on the first day of the following month.

Other network comparison correct as of 02/03/09. See legal stuff on page 18.

Take any other Virgin Media service and get even better value.

If you've got TV, Broadband or home phone with us, you'll get unlimited calls to other mobiles on Virgin Media when you top up with £20 too!

Here's what you get:

When you top up with £20 a month	When you top up with £15 a month	When you top up with £10 a month
Unlimited ¹ free texts to any UK network, anytime	600 free texts to any UK network, anytime	300 free texts to any UK network, anytime
Unlimited ² free minutes to other mobiles on Virgin Media	20p per min flat rate for calls to any UK network or landline	20p per min flat rate for calls to any UK
Unlimited ³ web access for free	Unlimited ³ web access for just 30p a day	Unlimited ³ web access for just 30p a day

Other costs

- 10p to text any UK network or other Virgin mobile
- Plus, just 20p to call your voicemail in the UK

Free texts, web access and call rates are for UK use only. Excludes premium rate services. Free texts or web access will be added on the first day of the month following the top up(s) and are valid for one month or until used.

¹Unlimited texts subject to a fair use policy of 3000 texts per month.

²Unlimited minutes are subject to a fair use policy of 3000 minutes per month.

³Unlimited web access subject to a fair use policy of 25MB per day (for 30p) or 1GB per month (for £20 top up). See legal stuff for details.

Pay Monthly

SIM only



One contract worth keeping

- A free phone – plus another when you renew your contract
- Unlimited* web access – for 30p a day
- Free voicemail – while you're in the UK

Monthly tariffs	12 months		18 months	
	Minutes	Texts	Minutes	Texts
Virgin £8.50	–	–	100	100
Virgin £14	–	–	150	250
Virgin £15	50	50	–	–
Virgin £18	–	–	200	500
Virgin £20 <small>Available from 6 April 2009</small>	–	–	400	Unlimited
Virgin £20	100	100	150	150
Virgin £25	200	200	300	300
Virgin £25 texter	100	500	150	750
Virgin £30	300	300	450	450
Virgin £30 texter	200	1000	300	1500
Virgin £35	400	400	600	600
Virgin £40	500	500	750	750

Virgin Media customer?

If you've got TV, Broadband or home phone with Virgin Media, you'll get even better value.

Monthly tariffs	12 months		18 months		
	Minutes	Texts	Minutes	Texts	Minutes to other Virgin mobiles
Virgin £8.50 <small>Available from 6 April 2009</small>	–	–	100	100	100
Virgin £12	100	100	150	250	–
Virgin £15	150	150	200	500	–
Virgin £20	300	300	400	Unlimited	Unlimited

You'll need a credit or debit card handy as proof of ID when you apply for a contract. Subject to UK credit check and payment by Direct Debit. You can use the airtime to make calls and send messages to any UK mobile network you like, at any time you choose! And it's not just mobile networks – UK landline calls (that's to numbers beginning 01, 02 and 03) are included too. Call forwarding services (that's numbers beginning with 07744 and 07755) are not included. Prices shown are at the old VAT rate of 17.5%. The VAT saving will be applied when you shop online, by phone or in our shops. If you Pay Monthly, the VAT reduction on call charges will be credited on your bill. If you Pay As You Go, the VAT saving on call charges will be credited back in air time. *Unlimited web access is subject to a fair use policy of 25MB per day. See legal stuff on page 19 for details.

Freedom is yours at last

- Have complete freedom. There's no lengthy contract
- Keep your phone and number

Tariffs	Minutes	Texts	Monthly cost
Virgin £10	200	200	£10
Virgin £15 Talk	300	500	£15
Virgin £15 Texter	150	1000	£15
Virgin £20 Talk	450	450	£20
Virgin £20 Text	300	2000	£20
Virgin £25 Talk	600	600	£25
Virgin £30 Talk	750	750	£30

Calls and messages made outside the bundle of minutes and texts are charged at the rates for Liberty SIM tariffs – see [page 12](#).

Virgin Media customer?

If you've got TV, Broadband or home phone with Virgin Media, you'll get even better value.

Monthly tariffs	SIM only		
	Minutes	Texts	Minutes to other Virgin mobiles
Virgin £8.50 <small>Available from 6 April 2009</small>	100	200	200
Virgin £12	300	500	–
Virgin £15	400	700	–
Virgin £20	600	600	–
Virgin £25	800	800	–
Virgin £30	1000	1000	–

Subject to UK credit check and payment by Direct Debit. You can use the airtime to make calls and send messages to any UK mobile network you like, at any time you choose! And it's not just mobile networks – UK landline calls (that's to numbers beginning 01, 02 or 03) are included too. Call forwarding services (that's numbers beginning with 07744 and 07755) are not included. Prices shown are at the old VAT rate of 17.5%. The VAT saving will be applied when you shop online, by phone or in our shops. If you Pay Monthly, the VAT reduction on call charges will be credited on your bill.

To find out more on the best deals visit virginmobile.co.uk, call us on **0845 234 4545** or come and talk to us in a Virgin Media store.



We're firm believers in the spirit of giving, so as a Virgin Media customer with our mobile service you're entitled to a desirable list of privileges.

The good stuff

With Crave you'll get the chance to jump the queues to buy tickets to V Festival. You'll also get a host of exclusive benefits from some of our friends, and a load of discounts and freebies.

Give a little and get a lot

You'll get £10 for every £100 you use on calls and messages towards your next phone.* And if you trade in an old phone, you can get up to £100 back in airtime, or you can donate the money to charity.

More of where that came from

And that's all just the tip of the iceberg. There's a whole bunch of great stuff to come, so stick with Crave and reap the benefits.

All you have to do is register with our team at virginmobile.co.uk or 0845 234 4545.

* See page 19 for legal stuff on upgrades.



Crave – devilishly good rewards

Our Tariff Table

Pay As You Go – UK call charges

These are our costs for UK calls. There is no difference between off-peak or peak times, call rates always remain the same. Virgin Mobile will not charge for the free phone numbers of charities and helplines listed on our website. Our calls are billed per second and our charges are rounded up to the nearest penny.

Addict tariff

Calls to landlines ¹ , Virgin Mobiles ²	20p per minute
Calls to other network mobiles ²	20p per minute
Text to other Virgin Mobiles ²	10p per text
Text to other network mobiles ²	10p per text
Minimum call charge	20p per call

Mobile Web

Accessing mobile web	30p per day ³
Downloads	Prices indicated at point of sale

Other costs on the Addict tariff

Voicemail retrieval	20p per call
Picture messages to all UK ² networks	30p per message
Personal numbers (from 35p to £1.50 per min)	Call our team
Pre-recorded information (789 from Virgin Mobile phone)	Free
Our team via 789	10p per call
Directory enquiries ⁴ on 118 918	75p per minute
National toll rate numbers (0870, 0871, 0844) ^{5,7}	20p per minute
Local toll rate numbers (0845) ⁷	20p per minute
Premium rate calls ^{6,7} (from 50p to £2.25 per min)	Call our team
Calls to satellite phones	£6.00 per minute
Calls to charities and helplines listed on our website	Free
Calls to 0500 and 0800 free phone	20p per minute
Traffic (also via 1740)	35p per minute
Video calls to Virgin Mobiles	30p per minute
Video calls to other network mobiles	50p per minute
Handset unlocking fee	£15
Refundable deposit (if required)	£150
Paper billing charge (if applicable)	£1.25 per month

International call costs from the UK to:

The Republic of Ireland ⁸	20p per minute
USA & Canada, Australia & New Zealand ⁸	25p per minute
Europe, China, Hong Kong, Japan, Malaysia, Singapore, South Korea & Taiwan ⁸	40p per minute
Rest of the world ⁸	80p per minute
International text messages (free to receive) ⁹	20p per text
International premium rate calls	£6.00 per minute

1 This refers to numbers beginning with 01, 02 or 03 and landline calls to Guernsey, Jersey and Isle of Man.

2 Includes calls and texts to Guernsey, Jersey and Isle of Man. Many phones can send texts up to three times as long as normal. They'll be delivered as separate messages, so you'll be charged for each. Call forwarding services (that's numbers beginning with 07744 and 07755) are not included.

3 A Fair Use Policy of 25MB per day applies. Any use above this limit will be charged at £2 per MB. See our Fair Use Policy for details.

4 20p from every call goes to the charities Foyer and Kids Company (Foyer Federation registered charity number 1040482. Kids Company registered charity number 1068298). Calls to 118 918 cost just 75p per minute from your Virgin Mobile phone. Calls to Directory Enquiries are free for some disabled customers. Call 0121 623 6320 to see if you're eligible.

5 Please be aware that the following national toll rate numbers are charged at different rates: 0870180 and 0870182 at local toll rate. 0871320, 0871321, 0871322, 0871325, 0871525, 0871820, 0871821, 0871822 at 50p per call. These calls are not included in the monthly package for Pay Monthly or bundle customers.

6 Premium rate calls in the UK may be billed per call, minute, second or combination thereof.

7 For details about our commitment to giving clear information on premium rate, national rate and local and national toll rate numbers see our codes of practice, available online or by calling our team on 789 from your Virgin Mobile phone.

8 To selected foreign networks only (see virginmobile.co.uk). Subject to coverage. Includes calls to landlines and mobile phones.

9 Excludes premium rate text messages.

Prices shown are at the old VAT rate of 17.5%. The VAT saving will be applied when you shop online, by phone or in our shops. If you Pay Monthly, the VAT reduction on call charges will be credited on your bill. If you Pay As You Go, the VAT saving on call charges will be credited back in airtime. Prices correct as of April 2009.

Pay Monthly – UK call charges

Here are our standard charges for use within the UK. These charges kick in when you use all of your airtime before the month's over or if you use airtime that's not included in your monthly package. And a little bit extra – 20p from every directory enquiry call to 118 918 goes to charity.

Pay Monthly, Pay by Direct Debit and Liberty SIM

Calls to landlines¹, Virgin Mobiles², Freephone and Groupcall

First 5 minutes of calls each day ¹	15p per minute
Each minute after that ¹	5p per minute
Calls to other network mobiles ²	40p per minute
Text to other Virgin Mobiles ²	3p per text
Text to other network mobiles ²	12p per text
Minimum call charge	10p per call

[†] Build up of minutes. All calls count towards your daily build up of minutes except free calls, calls from abroad and flat rate calls e.g. a call to our team. This means that after 5 minutes of calls each day you will get down to your 5p/minute rate on landline, Virgin Mobile, Freephone and Groupcall.

Mobile Web

Accessing the mobile web	30p per day ³
Downloads	Pricing available at point of sale

Other common costs

Voicemail retrieval (provided you've got airtime left)	Free
Picture messages to all UK ² networks	30p per message
Personal numbers	(from 35p to £1.50 per min) Call our team
Pre-recorded information (789 from Virgin Mobile phone)	Free
Our team via 789	10p per call
Directory enquiries ⁴ on 118 918	75p per minute
National toll rate numbers (0870, 0871, 0844) ^{5,7}	15p per minute
Local toll rate numbers (0845) ⁷	10p per minute
Premium rate calls ^{6,7}	(from 50p to £2.25 per min) Call our team
Calls to satellite phones	£6.00 per minute
Calls to charities and helplines listed on our website	Free
Calls to 0500 and 0800 free phone	No more than 15p per minute
Traffic (also via 1740)	35p per minute
Video calls to Virgin Mobiles	30p per minute
Video calls to other network mobiles	50p per minute
Handset unlocking fee	£15
Refundable deposit (if required)	£150
Paper billing charge (if applicable)	£1.25 per month

International call costs from the UK to:

The Republic of Ireland ⁸	15p per minute
USA & Canada, Australia & New Zealand ⁸	20p per minute
Europe, China, Hong Kong, Japan, Malaysia, Singapore, South Korea & Taiwan ⁸	40p per minute
Rest of the world ⁸	80p per minute
International text messages (free to receive) ⁹	20p per text
International premium rate calls	£6.00 per minute

1 This refers to numbers beginning with 01, 02, 03 and landline calls to Guernsey, Jersey and Isle of Man.

2 Includes calls and texts to Guernsey, Jersey and Isle of Man. Many phones can send texts up to three times as long as normal. They'll be delivered as separate messages, so you'll be charged for each. Call forwarding services (that's numbers beginning with 07744 and 07755) are not included.

3 A fair use policy of 25MB per day applies. Any use above this limit will be charged at £2 per MB. See our fair use policy at virginmobile.co.uk for details.

4 20p from every call goes to the charities Foyer and Kids Company (Foyer Federation registered charity number 1040482. Kids Company registered charity number 1068298). Calls to 118 918 cost just 75p per minute from your Virgin Mobile phone. Calls to Directory Enquiries are free for some disabled customers. Call 0121 623 6320 to see if you're eligible.

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7 For details about our commitment to giving clear information on premium rate, national rate and local and national toll rate numbers see our codes of practice, available online or by calling our team on 789 from your Virgin Mobile phone.

8 To selected foreign networks only (see virginmobile.co.uk). Subject to coverage. Includes calls to landlines and mobile phones.

9 Excludes premium rate text messages.



Stay connected

With Virgin Media, you've got the web at your fingertips. Whether you want to browse, banter or just be entertained, you'll always be able to find what you're looking for – wherever you are.

Only 30p
a day for
unlimited
web access



Mobile web

We'll give you unlimited* web access for one simple price – just 30p a day. That's up to three times cheaper than most other networks. There's no subscription, you only pay for what you use.

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. So whether you want to surf the net, chat with friends or check out your local cinema listings, you can do it all from the comfort of your own phone. It's like having the internet in your pocket!



You can:

- Visit any site you want, from the BBC to Wikipedia, from Amazon to eBay
- Read emails on the move, whether you're with Hotmail, Gmail or Yahoo
- Find info fast with Yell, whether you want the closest pub or the nearest takeaway
- Get travel info, directions, train times and maps
- Keep tabs on your profile with Facebook, Bebo or MySpace
- Watch videos and download tones, pics and games
- Play to win with online gaming

Just press the Virgin key on your phone or go to internet options on your menu to get started.

Instant Messenger

With Windows Live Messenger on your mobile, you'll never be left out of the loop again. And it's completely free for the first six months in the UK.

You can hook up with anyone, anywhere, anytime. Live Messenger on your mobile works just like it does on your computer.

*A fair use policy of 25MB per day applies. Any use above this limit will be charged at £2 per MB. See our fair use policy for details. Not all features are available nationwide.



Broadband on the go

Fancy internet access that keeps pace with your life – even when you're out and about? Our new Mobile Broadband offers you broadband on-the-move – surf the net for hours and download all the music you want.

Your Mobile Broadband

£15 a month* will get you a 3GB allowance. There's no need for wires or a landline. We'll give you a USB modem to stick into your laptop. Every month you get all this:†

- Get stuck into 2,000 emails
- Browse the net for 100 hours
- Download 200 music tracks
- Download 100 two minute videos

Virgin Media customer?

If you've got TV, Broadband or home phone with Virgin Media, you'll get even more for your money.

Get 1GB Mobile Broadband for just £5 a month, when you take our 10Mb and 20Mb home broadband. Every month you get all this:†

- Send 700 plain text emails
- Surf the net for 33 hours
- Download 33 two minute videos
- Download 66 music tracks



Go for it all

Why stop the entertainment there? Move on to share our passion for digital TV, broadband and phone. Wherever you live, whoever you are, it's all coming together for you right now.

Your Virgin TV

All the channels you could ever want and packages to suit everyone, plus TV on demand and more.

Your Virgin Broadband

Want to go faster? Virgin Media is the only widely available fibre optic network supplying broadband, so it's unaffected by the weather, and no matter how far you live from the telephone exchange you'll still receive a solid, reliable connection. Plus you get unlimited downloads† and free internet security.

Your Virgin Phone

A phone service that fits your life, with two ways of paying for your calls.

National services

And don't think we're not in your area – we've got the whole country covered.

If you live in a national area, we'll deliver you a great service via your phone line. Everyone gets a piece of the pie.

Find out which Virgin Media services are available in your area, and learn more about them, at virginmedia.co.uk or call 0800 052 2525.



* 18 month contract. Legal stuff applies. See page 19.
† Usage amounts given as example only and are not guaranteed.

† Acceptable usage policy applies.
Further legal stuff applies. See page 19.
Secret Diary of a Call Girl © Tiger Aspect/ITV. Dexter FX and © & TM 20th Century FOX. All Rights Reserved.

Our commitment to excellent service

We've got the awards to prove it. Any problems, just call 789 and we'll be happy to help. We also belong to OTELO, an independent body set up to help resolve any issues with your service. See otelo.org.uk for more details. We can provide catalogues, bill statements and any other literature in alternative formats, such as large print. Call our team on 0845 234 4545 or 789 from a Virgin Media Mobile phone. If it's hard for you to use a voice phone, email us at theteam@virginmobile.com. We also subscribe to Typetalk. Calls to Directory Enquiries are free for some disabled users. To see if they're free for you, call 0121 623 6320. For details about our commitment to giving clear information on premium rate, national rate and local toll rate numbers see our codes of practice, available online and by calling our team on 789 from your Virgin Media Mobile phone.

Our 28 Day Customer Satisfaction Guarantee

Our 28 day Customer Satisfaction Guarantee lets you exchange your joining pack, phone or mobile broadband data device for a different one of the same value or get a full refund, less any airtime or data you've bought. We will even send you prepaid packaging to post it back.

Mobile phone: If you Pay As You Go you will be charged for any airtime you have used according to our Pay As You Go tariff. If you Pay by Direct Debit, you will be charged for any airtime you have used according to our Pay by Direct Debit tariff. If you are terminating a Pay Monthly contract you will be charged for any airtime you have used prior to termination according to our Pay Monthly tariff.

Mobile Broadband: 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.

However, if you didn't buy your joining pack, phone or mobile broadband data device directly from Virgin Media you'll need to take it back to the store where you bought it, and a different returns policy may apply. Please check direct with the store. Our 28 day Customer Satisfaction Guarantee is an additional benefit and does not affect your statutory rights.

Our full 12 month warranty

If your new phone or mobile broadband device 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 or mobile broadband device, we may provide you with one that's 'as new'. If your phone or mobile broadband device is not covered, we'll advise you on what to do. However, if your phone or mobile broadband device was not bought direct from Virgin Mobile, Virgin Media or a Zavvi store, you'll need to take it back to the shop where it was bought and a different returns policy may apply. Please check direct with the store.

Protect your pride and joy with Virgin Mobile insurance

Whether you Pay Monthly or Pay As You Go, Virgin Mobile has the insurance policy to suit you. You can get cover in case your phone is lost, stolen or even damaged accidentally – and you can cancel whenever you like. Plus, if you Pay Monthly we'll give you the first 3 months for free!* To find out more just ask any member of the team instore.

*Subject to entering into an insurance contract for £5.99 a month, which can be cancelled at any time.

Legal stuff – Addict tariff

Other network comparison correct as at 2 March 2009. The total value of top-ups in a month will determine the value of the reward. Free texts and web access will be added on the first day of the month following the top-up(s) and are valid for one month or until used. UK use only. Excludes premium rate services. Unlimited texts subject to fair use policy of 3000 texts per month. Unlimited web access for 30p per day is subject to fair use policy of 25MB per day or when free with £20 top-up is subject to fair use policy of 1GB per month. Does not include use for file sharing, making internet phone or video calls, roaming, or certain other uses. Excessive use will be charged. Other restrictions apply. See virginmobile.co.uk or call Virgin Mobile for full details.

Legal stuff – Addict double reward

Get a welcome bonus of free texts and web access dependent on your top up value within 48 hours of your very first top-up. Welcome bonus texts and web access will expire at the end of the month in which the top up occurs.

Legal stuff – Unlimited Virgin minutes on the Addict tariff

Unlimited minutes are subject to a fair use allowance of 3000 minutes per month. If your usage exceeds this amount then we reserve the right to charge you for the excessive element of your usage at the rate for calls to other mobile networks for your tariff outlined in our Tariff Table. Unlimited use is only for UK originating calls from the eligible Virgin Media mobile phone to other Virgin Media mobile phones in the UK. All other call types will be charged at the rates indicated in the Tariff Table and are not included in the free allowance of minutes. Unlimited minutes are for your personal, non-commercial use only.

Legal Stuff – Exclusive mobile tariffs or offers for Virgin Media customers

Some mobile tariffs or offers are only available to Virgin Media customers who subscribe to at least one of the following Virgin Media national or cable services: television, residential phone or broadband (the "Services"). If you no longer subscribe to any of the Services you will not be eligible to receive the exclusive tariffs or offers. You will then revert to the standard Virgin Media mobile tariff closest in value to your tariff the month after your Services end or at the end of any fixed term contract you have entered into for the mobile services.

Legal stuff – Upgrades

- Any registered Virgin Mobile UK customer that buys a new Virgin Mobile phone from Promoter will get a discount off the price of the phone (excluding a joining pack) equivalent to £10 for every £100 of Spend their Virgin Mobile number has at the time of redemption, up to a maximum discount of £100, provided that number used Promoter's chargeable services at least 3 months before redemption of discount and the user/number is not suspended or disconnected.
- 'Spend' is the total amount of airtime used by that single telephone number whilst on the Virgin Mobile UK network, including VAT and excluding airtime used as part of a Bundle or Fixed Bundle Voucher, over the lesser of the last 24 whole calendar months or the whole calendar months since the Spend for that telephone number was last used to obtain a discount. Spend incurred whilst abroad will form the Spend for the month in which Promoter receives the data, which may be different to when the Spend took place. Spend is updated monthly between the 6th and 15th day of each month.
- Only one discount may be used per phone. If more than one phone is bought, the discount will be used on the most expensive phone. Unless otherwise specified, the discount can be used with other offers or promotions except offers or promotions from affiliates. A discount is non-transferable and cannot be exchanged for cash. Any refunds will return the amount actually paid for the phone(s) and will redeem the Spend used by the redemption of the discount. Promoter may alter or end the promotion at any time and will give as much notice as Promoter is reasonably able. Employer's consent must be obtained if they pay the phone bill for the number used to redeem the discount. Promoter: Virgin Mobile Telecoms Ltd, 160 Great Portland Street, London W1W 5QA.

Legal stuff – Virgin Mobile's 12 month warranty

- If your new handset (including the battery and charger) or new modem data device (each referred to in these terms and conditions as the "Device") ceases to function correctly due to defective materials or workmanship within 12 months of connection to the Virgin Mobile service, we will repair the Device or, at our option, replace it free of charge with a Device which in our opinion is of equivalent specification provided that:
 - your Device has been used in accordance with the manufacturer's instructions and has not been subject to abnormal conditions of storage, use or neglect (damage due to normal wear and tear or malicious or accidental damage are not covered) and
 - any repairs which have been or are to be undertaken have been arranged by us or the manufacturer's accredited repair centre.
- You must provide reasonable assistance and information to us, including returning your original Device in its original packaging, if requested.
- The replacement Device may be reconditioned but will be fully tested and functional before despatch.

This warranty is given by Virgin Mobile Telecoms Ltd, and is in addition to and does not affect your statutory rights.

Legal stuff – Mobile Broadband

Virgin Mobile Broadband is subject to UK credit check and payment by Direct Debit, and Terms and Conditions for Virgin Mobile Pay Monthly Contract apply. Minimum contract term applies. Data bundle is for use within UK only. Access to Mobile Broadband and speeds are subject to network coverage. Virgin Mobile Broadband does not support Voice-over-Internet Protocol. Where your use exceeds your monthly allowance, you will be charged at the out of bundle rate of £15/GB. Roaming charges apply to your use outside UK. For full terms and conditions visit [www.virginmobile.com /legal](http://www.virginmobile.com/legal) stuff.

1GB Mobile Broadband Media exclusive

Offers: (1) 1 GB for £5 per month; and (2) 1 GB for £10 per month. Eligibility: Offer 1 available with either Virgin Media cable broadband size: L or XL or Non Cable Unlimited Broadband and Talk Anytime (Bundle 1). Offer 2 available with either Virgin Media cable broadband size: M or Non Cable Unlimited Broadband and Talk Evenings and Weekends (Bundle 2) or Non Cable Unlimited Broadband. Offers are subject to status and credit checks. Conditions: If within your Mobile Broadband contract term you downgrade cable broadband from size: L or XL to size: M, or downgrade Non Cable Unlimited Broadband and Talk Anytime (Bundle 1) to either Non Cable Unlimited Broadband and Talk Evenings and Weekends (Bundle 2) or Non Cable Unlimited Broadband, you will no longer be eligible for the £5 monthly tariff and your tariff will be increased to £10 per month for the remainder of the mobile broadband contract term. If during your mobile broadband contract term you terminate your Virgin Media home broadband service, you will no longer be eligible for the exclusive mobile broadband tariff and your 1 GB monthly payment will increase to £12 for the remainder of the 12 month term. General: 12 month mobile broadband contract applies. Offer not available with any other offer unless explicitly stated. Further legal stuff applies to Virgin Media home broadband, see www.virginmedia.com

Virgin Media Legal stuff

Services available in Virgin Media cabled streets only. Cable availability depends on area. Subject to network capacity, minimum term contract. Bundles are available to new customers or existing customers taking an additional cable service (subject to status and credit checks). You must, at a minimum, take all services included in a bundle for your minimum contract term. If you change any part of a bundle, standard prices apply. Not to be used in conjunction with any other offer. Broadband and Phone Bundles: Broadband prices are when you take Virgin Phone. Broadband Size: M and Phone Size: M bundle: Broadband Size: M (up to 2MB) is £4.50 a month and Phone Size: M is £11 a month for the first 12 months, which is £15.50 a month. After 12 months, the standard bundle price applies, which is Broadband Size: M (up to 2MB) for £9 a month and Phone Size: M for £11 a month, which is £20 a month. Offer ends 30th April 2008. TV: Once purchased, all chargeable On Demand content must be viewed within 24 hours. On Demand movies are pay-per-title. Catch Up TV content available for 7 days after broadcast. TV Size M: Free for as long as you remain a phone customer. Available to new customers and existing non-telephone customers taking up a phone service (subject to status and credit checks). Phone installation fee applies (starting from £30). V+ subscription is included with TV size: XL or £5 a month with TV size: M and L. Installation fee is £150 for new V+ customers. V/V+ box remains property of Virgin Media. BROADBAND: Minimum computer requirements apply. Speed of internet connection assumes components working at optimum speed and capacity. Both cable and ADSL broadband are affected by user volume. Speeds referred to are download speeds. Acceptable Use Policy applies. Security features not available to Mac users. Phone – Zero-rated tariff applies to the first hour of direct-dialled UK geographic voice calls only (numbers beginning 01, 02 or 03) starting with the weekend (all day Saturday and Sunday). You will be charged 3.25p per minute thereafter. Re-dial before 60 minutes to avoid call charges. Standard rates and connection fees apply to all other chargeable calls. See www.virginmedia.com for details. BEYOND CABLE: Broadband – Acceptable Use Policy applies. We'll make sure that you receive the highest broadband speed your phone line can handle, however the actual speed you receive can be affected by factors such as phone line quality or distance from your local exchange. This means you could actually receive up to 4 MB, 5 MB or 6 MB – basically anything up to 8 MB GENERAL: Installation charges apply (starting at £30). Payment handling charge of £5 for non Direct Debit. Payment may be required in advance. All prices include VAT. Calls may be monitored. Further Legal Stuff applies. Go to www.virginmedia.com. Correct as of 04/09.