

## What it costs

Here are our call charges for making and receiving calls while you're abroad. Prices shown are for calls and messages made to mobile phones and landlines, both locally and anywhere in the world, as well as for receiving calls while you're there. Remember: it's free to receive standard texts and picture messages

Country/Region	Making a call (per minute)	Receiving a call (per minute)	Sending a text	Sending a picture message	Receiving a picture message or text whilst abroad	Mobile Web
Channel Islands and Isle of Man*	43p	19p	11p	30p	free	£5 per MB
Iceland, Norway and Liechtenstein*	43p	19p	11p	30p	free	£5 per MB
European Union*	43p	19p	11p	30p	free	1 hour: £4† 24 hour: £6††
Rest of Europe	60p	30p	25p	30p	free	£5 per MB
Australia and New Zealand	60p	30p	25p	30p	free	£5 per MB
USA and Canada	£1.00	80p	25p	30p	free	£5 per MB
Middle East and Africa	£1.00	50p	25p	30p	free	£5 per MB
Asia and Pacific	£1.20	50p	25p	30p	free	£5 per MB
Latin American and Caribbean	£1.50	80p	25p	30p	free	£5 per MB

\* A 30 second minimum call charge applies.

† With a 3MB limit

†† With a 5MB limit

Calls are billed by the second. A one minute minimum charge applies.

Text and picture message prices are per message.

Information is correct as of 01/03/2010. Go to [virginmobile.co.uk](http://virginmobile.co.uk) for the most up to date costs.

## Other call charges

### Access voicemail

Call charge from the region you're in.

### Calls to our team on

+44 7953 967 967

Call charge from the region you're in.

### Text services

Rate for sending message based on the region you're in, plus the advertised UK rate.

### Virgin Mobile voice service calls

Call rate from the region you're in, plus the advertised UK rate.

### Directory enquiries

£2.00 per minute, from any region.

### UK Premium rate numbers

£2.50 per minute, from any region.

### Calls to a satellite phone

£6 per minute, from any region.

### Emergency services 112

Free.



## International dialling codes

Country	ID code	Country	ID code	Country	ID code
UK	+44	Netherlands	+31	Thailand	+66
Spain	+34	Portugal	+351	Hong Kong	+852
France	+33	Belgium	+32	Iceland	+354
Italy	+39	Switzerland	+41	Norway	+47
Germany	+49	USA	+1	Leichtenstein	+423
Ireland	+353	Australia	+61		
Greece	+30	South Africa	+27		

## Problem?

Call +44 7953 967 967 or visit [virginmobile.co.uk](http://virginmobile.co.uk)

Calls to this number from a Virgin Mobile phone will be charged at the rate from the region you're in.

### If you lose your phone or it's stolen

Call us on +44 845 6000 789 as soon as you can and we will put a block on your SIM card – this will stop anyone else from using it. Until then, you'll be liable for any calls made. Remember to report any theft to the local police, if you have insurance ask us for a claim form.

### In case of emergency

Dial 112 from your mobile phone. Calls are free.

### For help or to find out more when you're abroad

Call +44 7953 967 967 either from a fixed line or your Virgin Mobile phone, or click onto [virginmobile.co.uk](http://virginmobile.co.uk)

Disclaimer: The information in this guide is correct at the time of going to print, but we may change it and services may be modified, supplemented or withdrawn. Updated information is available at [virginmobile.co.uk](http://virginmobile.co.uk)

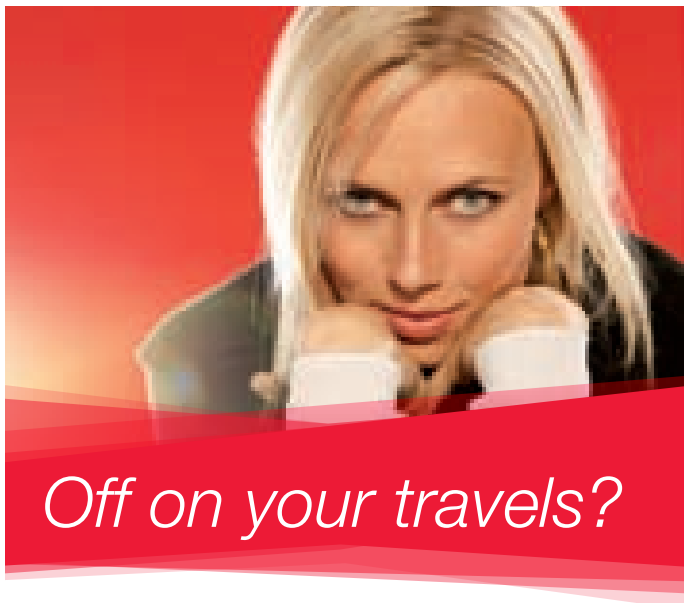
## Pay Monthly

# Mini guide to the world

Don't forget to take me with you!

- Everything you need to know about using your Virgin Mobile phone abroad
- Phone coverage in over 190 countries worldwide
- Great prices on calls to Europe





## Off on your travels?

*This is your Virgin mobile mini guide to using your Pay Monthly phone abroad. It's packed with useful bits of info for when you're out of the country. Just remember to take it with you when you go!*

With easy to understand charges, and no hidden extras, you can use your Virgin Mobile phone in over 190 countries worldwide. So send a picture of the sunshine home to make them jealous, keep up to date on the gossip by text, or call to let mum know you got there okay.

### Coverage checker

Look at the list of countries below to see whether your Pay Monthly phone will work in the country you're travelling to. Can't see the country you're travelling to? We're adding new countries all the time, for full coverage details click onto [virginmobile.co.uk](http://virginmobile.co.uk) or call the team on 789.

**Channel Islands and Isle of Man** – Channel Islands, Isle of Man.

**European Union** – Andorra, Austria†, Belgium†, Bulgaria†, Cyprus, Czech Republic†, Denmark†, Estonia, Finland†, France (inc. Monaco)†, Germany†, Greece†, Hungary†, Ireland (Republic of)†, Italy (inc. San Marino & Vatican)†, Latvia, Lithuania, Luxembourg, Malta†, Netherlands†, Poland†, Portugal†, Romania†, Slovak Republic, Slovenia†, Spain†, Sweden†.

**Rest of Europe** – Albania, Belarus, Bosnia and Herzegovina, Croatia†, Faroe Islands, Greenland, Iceland, Kosovo, Liechtenstein†, Macedonia, Moldova, Norway†, Switzerland†, Turkey†, Ukraine†.

**Australia and New Zealand** – Australia†, New Zealand†.

**Middle East and Africa** – Afghanistan, Algeria, Egypt†, Israel†, Kenya, Kuwait, Mauritius†, Morocco†, Nigeria†, Saudi Arabia†, South Africa†, Tunisia, Uganda.

**Asia and Pacific** – India\*, Maldives, Russia\*, Thailand†.

**Latin America and Caribbean** – Aruba†, Barbados†, Brazil†, Cayman Islands†, Dominican Republic†, French Guyana, French West Indies, Grenada†, Jamaica†, St Lucia†, St Vincent & the Grenadines†.

**USA and Canada** – USA††.

\*Triband phone required.

†Indicates GPRS coverage in that country. Not all partners in each country offer GPRS. To find out which partners do visit [virginmobile.co.uk](http://virginmobile.co.uk). You may need to manually select this network when abroad.  
\*Coverage in India and Russia is limited to certain regions. For more details check coverage maps on [virginmobile.co.uk](http://virginmobile.co.uk)

### Our top phone travel tips

#### 1. Update your phonebook

Save time when making calls back to the UK. Simply insert the UK international country code in front of your numbers (+44) and knock the first zero off the telephone number e.g. +44 7953 967 967.

#### 2. Protect your phone

If you've taken out Virgin Mobile Insurance, your phone will be covered for loss ('Extra' policies only) and theft, even when you're abroad\*. To get in touch with LSG (the people we work with to provide your mobile insurance), call +44 149 528 1272. You'll also need to report the loss or theft to the local Police within 24 hours of discovering it. Visit [www.lifestylegroup.co.uk/virgin](http://www.lifestylegroup.co.uk/virgin) for full details about your policy.

#### 3. Choose your Travel Pass

You can use your Travel Pass anywhere in the EU. If you're travelling outside of the EU and want to use your mobile internet, it costs £5 for every 1MB.

#### 4. Don't forget your travel adaptor and charger

\*Subject to terms and conditions.

### You've arrived, so keep connected

#### Switch on

Your phone will automatically find one of our partner networks. This may take longer than in the UK, but once located, the network name will appear on your phone screen. You may receive a network message called 'pers'. Just ignore this as it's us ensuring you get on the best network.

#### Making calls and sending messages when abroad

Whoever you're calling or texting, always dial the international code, followed by the local number minus the first zero, even if you're calling the UK e.g. +44 7953 967 967.

#### Voicemail

Access your voicemail in exactly the same way as in the UK. Interrupt your greeting by pressing # and enter your voicemail PIN (set this up before you leave home). Your voicemail symbol won't appear in some countries, so check it now and again if you're expecting a message. If you haven't set up voicemail diverts and someone calls you and is diverted to your voicemail; you'll be charged for the cost of routing the call to the country you're in and back to the UK.

#### How people call you

*From the UK* –

They should just dial your number as normal – their call will be charged at the standard UK rate.

*From another country* –

They should dial your number – minus the first zero – preceded by the UK international country code e.g. +44 7953 967 967.

#### Credit limits

While you're away, we'll apply a credit limit to your account. We'll try to contact you when you're near your limit, when you reach it and if you exceed it. However, there is a delay in receiving charges from foreign networks and therefore we won't always be able to do this so you should not use your credit limit for budgeting.

As soon as we are aware that you have exceeded your credit limit, we may suspend your account temporarily. If you think you'll spend more than your limit, contact us before you go – though you'll need to make at least three Direct Debit payments before we can raise your credit limit. If you'd like to set a lower limit, we can do that for you too.

#### Mobile Web at your fingertips

While you're abroad, you can check the internet on your phone too. Twitter from the beach, email by the pool, or check the Spanish for something on the go. Everything is set up and ready to go. Outside the UK, the price you pay to check the web is different. If you'd like to keep track of what you're spending, just visit our website for some tips. It's at [virginmobile.co.uk](http://virginmobile.co.uk)

#### How to add a Travel Pass while you're away

It's simple. Just text us with the details of the pass you want, from anywhere in the EU. To add a 24 hour Travel Pass text 'BUY 24HR' to 23456. For a 1 Hour Travel Pass text 'BUY 1HR' to 23456. Need some help? Call our team on +44 7953 967 967.