

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. Call 789 to top-up.

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	95p	60p	35p	30p	free	£5 per MB
Australia and New Zealand	95p	60p	35p	30p	free	£5 per MB
USA and Canada	£1.40	80p	35p	30p	free	£5 per MB
Middle East and Africa	£1.70	80p	35p	30p	free	£5 per MB
Asia and Pacific	£1.70	80p	35p	30p	free	£5 per MB
Latin American and Caribbean	£1.70	80p	35p	30p	free	£5 per MB

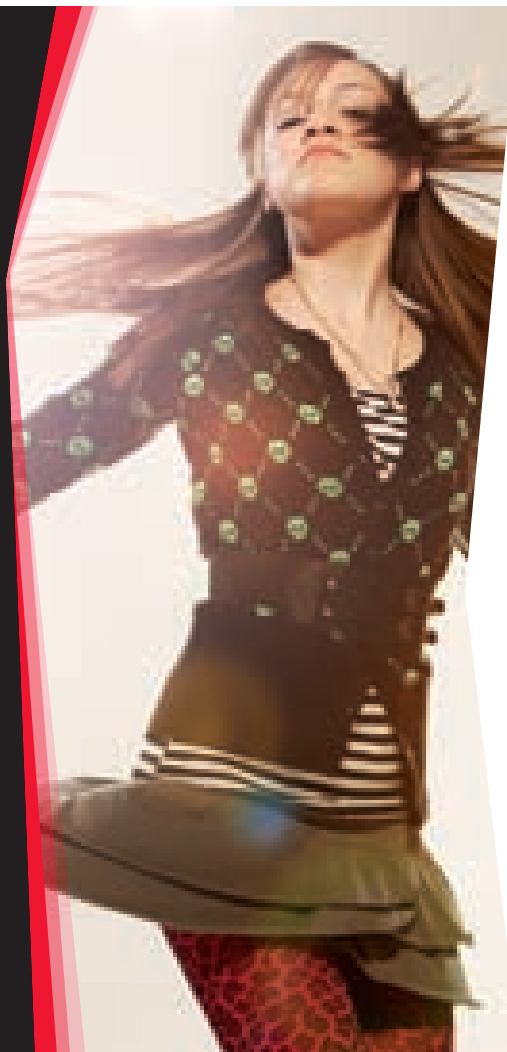
* A 30 second minimum call charge applies.

[†] 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.



Other call charges

Access voicemail

Call charge from the region you're in.

Top-up by text or via 789

Free if using vouchers or a registered credit/debit card.

Balance request via 789 000

Rate for sending a text message from the region you're in, plus the advertised UK rate.

Calls to our 789 help number in the UK

For recorded information, calls are free. To speak to our team, all calls cost £2.00 each.

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. Virgin Mobile recommends using **118 918** for UK enquiries and **118 899** for international enquiries. Directory enquiries are free for customers with disabilities on **+44 7953 966 195**.

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
UK	+44
Spain	+34
France	+33
Italy	+39
Germany	+49
Ireland	+353
Greece	+30

Country	ID code
Netherlands	+31
Portugal	+351
Belgium	+32
Switzerland	+41
USA	+1
Australia	+61
South Africa	+27

Country	ID code
Thailand	+66
Hong Kong	+852
Iceland	+354
Norway	+47
Leichtenstein	+423

Problem?

Call 789 or visit virginmobile.co.uk

For recorded information, calls are free. To talk to our team, all calls cost £2.00 each.

Call +44 7953 967 967

From a landline if you're unable to use your mobile phone. If you call this number from a Virgin Mobile phone you'll be charged at the rate for 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.

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

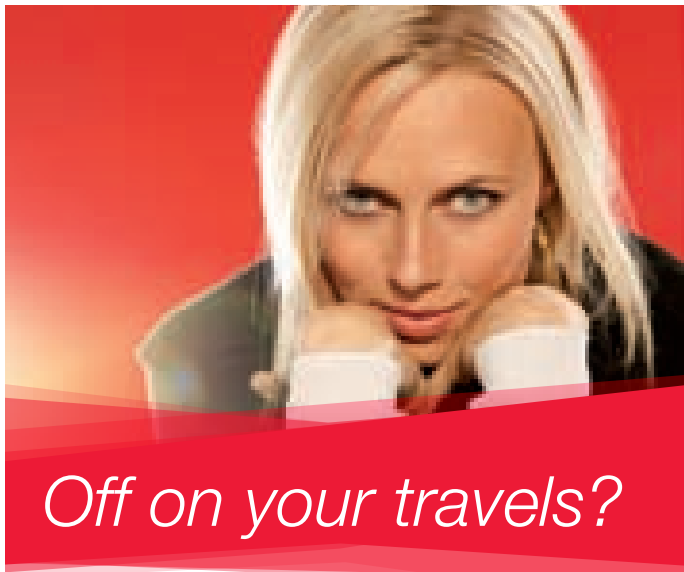
Pay As You Go

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 65 countries worldwide
- Great prices on calls to Europe





Off on your travels?

This is your Virgin Mobile mini guide to using your Pay As You Go 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 65 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. With texts from Europe costing just 11p, it's only slightly more than you'd pay from the UK!

Coverage checker

Look at the list of countries below to see whether your Pay As You Go 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 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 & 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 & 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. 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

Our top phone travel tips

1. Top-up your airtime

You can't buy UK Virgin Mobile vouchers abroad, so stock up on credit well in advance. Not that you need to because you can always check your balance with us by text and top-up the same way while you're abroad. Or register your credit/debit card with us before you go and top-up any time. Register at virginmobile.co.uk or call 789.

2. 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.

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.

Top-up your phone

To top-up by text using a registered credit/debit card send the amount (between £5–£50 in multiples of £5), the last 6 digits of your card number and the last 3 security digits on the back (or 4 for an American Express card) to 789 222. You can always check your balance with us and top-up by text while you're abroad. To see your balance, simply text 'balance' to 789 000. To top-up by text using a voucher, text the 16 digit voucher number to 789 111.

Share your holiday snaps

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. It costs £5 per megabyte, which is the equivalent of sending around 200 emails or viewing 10 web pages*. 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

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.