

Pay As You Go

Need help with your phone? No problem. Just get in touch with the store or website you bought it from. If you need a hand with your mobile service, one of our team will be happy to help.

789 on your mobile phone
0845 6000 789 from a landline
virginmobile.co.uk

This information is correct as of January 2011. But sometimes things change, so for our most up to date information, visit virginmobile.co.uk

MOB0091/0111 Virgin Media Telecoms Ltd.

**It starts
like this...**



Welcome to Virgin Media

This joining pack contains all the essentials for setting up your phone and your new account, a few ways to have a little fun and where to get help, if you ever need it.

Contents

1. First up...

- 1.1 Getting started
 - 1.2 Stay safe
 - 1.3 Setting up your voicemail
-

2. The good stuff

- 2.1 The Addict tariff
- 2.2 The web at your fingertips
- 2.3 Your rewards

3. Ways to pay

- 3.1 Topping up
 - 3.2 Bundles
 - 3.3 How to check your balance
-

4. Let's round it all off

- 4.1 Help in the UK
- 4.2 For help abroad
- 4.3 Customer Satisfaction Guarantee
- 4.4 Our full 12 month warranty
- 4.5 Our service commitment
- 4.6 How we do things at Virgin Media

1. First up...

1.1 Getting started

All ready to go? Simply charge up your phone, pop in the SIM card, then top up your phone. There are 4 easy ways to add airtime. Flick to Section 3 to find out more.

Keep your 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.

Already with us?

Carry on using the SIM you've got. That way you can keep

your mobile number, any numbers you've saved on your SIM and any discount you've earned off your next phone. Then give the extra SIM in this pack to a mate so they can enjoy all the good stuff from Virgin Media, too.

Want to keep your number?

You can! Just call your old network provider 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 **0845 6000 789*** or **789** from your Virgin Mobile phone. You can transfer your number in as little as two working days.

*Please note standard charges apply please check with your network operator for rates.

Need to get in touch with your old network?

To 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 333 from your 3 phone

Tesco: 0845 301 4455 or 4455 from your Tesco phone

1.2 Stay Safe

Your new SIM card comes with the default PIN number **7890** but it's a good idea to set up your own personal PIN. Your phone manual will tell you how.

Keep a note of the IMEI number

The IMEI number is your phone's unique 15-digit identification code, usually found on the phone box and underneath the battery. Make a record of it and give it to us when you register – 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 26p per call 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 3 days. You can pick them up from a home phone line, and set up a Voicemail PIN for extra security – visit **virginmobile.co.uk** and click on ‘How do I?’ to find out how.

Your voicemail will be deactivated after 90 days if you don't use it. Dial **789** to reactivate.

To set up your own voicemail greeting

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

Try out some other services

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

2. The good stuff

You probably already know you're getting a pretty amazing service from Virgin Media (you chose us, after all), but here are just a few of the extras you can look forward to.

Read on to find out about our amazing tariff and how to get rewarded – just for using your mobile!

2.1 The Addict tariff

If your phone's your first love, you've chosen the right network. Our Addict Pay As You Go tariff is just right for phone fanatics. It lets you text to your heart's content with unlimited* free texts when you top up with £15 a month. Plus, talk 'til the cows come home with one simple rate for most of the calls you make. And, if you're addicted to Facebook, eBay or any other site, you can feed your addiction with 1GB Mobile Web web access on your mobile phone.

With the Addict tariff, you get:

When you top up with £15 a month	When you top up with £10 a month
Unlimited* free texts, to any UK network, any time	300 free texts, to any UK network, any time
1GB free Mobile Web	25MB Mobile Web for 30p a day
26p per min flat rate calls to any UK network	26p per min flat rate calls to any UK network

*Subject to fair use policy. See separate leaflet in your joining pack for details. Free texts, Mobile Web and call rates are for UK use only. Excludes premium rate services.

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 free allowance instantly as a welcome bonus and you'll get your normal allowance on the first day of the following month.*

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

How it works after that

- ▶ Simply top up with £10 or £15 by the end of the month and we'll add your free texts or 1GB Mobile Web on the first day of the following month.
- ▶ You don't have to top up in one go – we'll add all the top ups you've made in one month.
- ▶ Use them anywhere in the UK.
- ▶ Your unlimited* texts and 1GB Mobile Web last for one month or until you've used them up.

*Subject to fair use policy. Check out the leaflet enclosed for all the details.

What it costs

Calls to UK landlines and mobile networks†	26p / min
Texts to any UK network	10p / text
Voicemail	26p / call
Mobile Web	30p a day

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

2.2 The web at your fingertips



Addicted to gossip? Get all the breaking news, laughs and sport stories you'll ever need with Virgin Media on your mobile.



It's available any time, anywhere, and it's constantly updated throughout the day, so you'll always be bang up to date. Check out the wonderful world of Virgin Media on your mobile and get access to all your favourite websites, wherever, whenever, without having to worry about the cost. Go to **m.virginmedia.com** or text **MEDIA** to **80150** for free.

Browse the Mobile Web for 30p a day

Virgin Media on your mobile is the place to go for:

- ▶ Up to the minute news headlines, sports results and weather forecasts.
- ▶ Who's doing what, where and when with celeb gossip and music news.
- ▶ 1,000s of ring tones, pics and games and videos

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. You get 1GB free if you top up with

£15 or more in a month and it's just 30p a day if you top up with less than £15.

Feed your addiction:

- ▶ Keep tabs on your favourite sites.

facebook

twitter

ebay

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

2.3 Your rewards

There are perks aplenty with our mobile service. From money off your next Pay As You Go mobile, to money back for recommending us.

Trade in your phone and get more

If you've got an old phone lying around, trade it in, help the planet and get up to £100 of airtime, depending on the phone.

A swanky new phone – on us!

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

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 buy a Virgin Media SIM by calling our team on **0845 6000 668** and quote your mobile number.

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

3. Ways to pay

3.1 Topping up

If you Pay As You Go, be in control and buy airtime whenever you want. And when you top up with £15 you can get free texts and Mobile Web the following month (flick back to Section 2 for all the details.)

Credit/debit cards

- Top up from £5. Just call us on **789** or visit **virginmobile.co.uk** to register your card.

ATM

- 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 PIN on your voucher for free to **789111**. They can also make brilliant gifts.

E Top-Up Cards

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

Never run out of credit again – we'll now text you when your credit reaches £2.

Top up by text using your credit/debit card

Once you've 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 Bundles

Bundles are monthly packages of low-cost minutes, texts and picture messages to use to any UK network, any time.

If you've chosen a bundle with texts in it, they'll kick in once you've used up all your free Addict texts.

We've got a whole range of packages to choose from, so simply head over to **virginmobile.co.uk** to find out more.

3.3 How to check your balance

You can check how much airtime you've got left for free. To do this, simply call **789** from your mobile phone, text **BALANCE** to **789000** or go online at **virginmobile.co.uk** and visit '**Your Account**'.

You can also check your remaining mins/texts via your handset – just go to **m.virginmedia.com/accounts**.

4 Let's round it all 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 Mobile, Willow Grove House,
P.O. BOX 2692, Trowbridge, Wiltshire, BA14 0WX

If your phone's not working

See the troubleshooting section in your phone manual – you never know, it might be something pretty basic.

So, please check before you give us a call.

Still not working? Call us on **789** from your mobile phone – or **0845 6000 789** from a landline – and talk to one of our team.

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 with the store.

4.4 Our full 12 month warranty

If your new phone 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, we'll provide you with one that's 'as new'. If your phone's not covered, we'll advise you on what to do. If your phone was not bought directly from a Virgin Media store, a different returns policy may apply. Please check with the store.

Full terms and conditions can be found in the separate sheet enclosed with your joining pack.

4.5 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 visit **virginmobile.co.uk**

4.6 How we do things at Virgin Media

Always up front 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 sheet enclosed with this joining pack. Please take a moment to read them as you will be deemed to have accepted them when you first credit your account or use the services. Virgin Mobile Telecoms Ltd 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 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. We also subscribe to Type talk.

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.