

# VMB Mobile - Pay Monthly SIM Only : Other Charges

Out of Bundle / International / Roaming & Bolt-ons

V2.0 (November 2017)



# BUSINESS

## ROAMING COSTS

A one minute minimum call duration applies.  
Calls are billed by per minute - unless otherwise stated  
All Roaming Destinations detailed as per Tariff Table below

**Roaming:** Our Services may be available to you in countries outside of the UK, if we or the partner who provides us with our Network have roaming arrangements in place. You may need to activate roaming on your account and handset by contacting the Team before you leave the UK. You may also need to pay us a Deposit as set out in our Terms & Conditions before you roam. The Charges for Roaming are set out in our Tariff Table below. Overseas network operators may bill us sometime after you use the Services – this can be as long as three months later. Please be aware that when you use your phone abroad that any incoming calls also incur a charge.

All charges in the tables below are detailed in Pence not Pounds, unless otherwise specified.  
All charges in the tables below are exclusive of VAT

International Destination	Making a call* (per minute charges)	Receiving a call** (per minute charges)	Sending an SMS per message	Sending an MMS per message	Data (per MB)
Belgium					
Bulgaria					
Croatia					
Cyprus					
Czech Republic					
Denmark					
Estonia					
Finland					
France					
French Antilles					
Germany					
Gibraltar					
Greece					
Hungary					
Iceland					
Ireland					
Italy					
Latvia					
Liechtenstein					
Lithuania					
Luxembourg					
Malta					
Monaco					
Netherlands					
Norway					
Poland					
Portugal					
Reunion					
Romania					
San Marino					
Slovakia					
Slovenia					
Spain					
Sweden					

**ROAM LIKE HOME (RLH) :**

when travelling within these EU countries.  
RLH means you can use your UK texts, minutes & data allowance and pay no more than you would in the UK\*

\*subject to the RLH fair use limits

However, if you exceed our fair use limits\*, we might need to charge you the following surcharges:

Making a call:	2.5p per minute (excl VAT)
Sending a text:	0.83p per message (excl VAT)
Data**:	£6.50per GB (excl VAT) and charged by KB

**EU Policy (as of 1st July 2017) :**

**EU data wholesale capped rate: £6.51 per GB (ex VAT)**

\*see below for further details & also in accordance with Virgin Media Business Acceptable Use Policy within our Mobile Terms & Conditions

\*\*see also Data Cap Limits & Inadvertent Roaming

### Inadvertent Roaming\*\*

If you are using your handset in a location in the UK, which is close to the border between the UK and another country, your phone may connect to a network in that other country. You will be charged at roaming rates for that usage. To prevent that occurring, you should take care to note the network to which your handset is connected when in those areas, before using the handset. Alternatively, you may be able to disable roaming on your handset or you may contact us and we can disable roaming for you.

### Data cap limits

We'll cap your data roaming usage at £36.00\* (unless you tell us otherwise), and text you when you've hit 80% of your roaming usage (£28.00\*), and another when you've hit your limit.

\*These figure above are ex-VAT.

### MMS

Sending an MMS (picture message) will cost 33.33p (excl VAT)

\*\*The same could also happen when abroad on the border of one country to another country. The network border issue is not just particular to the UK borders.

### Roam Like Home - Fair Use Policy

When we say EU\* we mean the 28 member states of the European Union (excluding the UK).

#### \*Countries in the European Union for RLH :

Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Antilles, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Ireland, Italy (including Vatican City), Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Island, Romania, Saint Barthelemy, San Marino, Slovakia, Slovenia, Spain (Including the Canary Islands), Sweden.

In any rolling 4 month period, you must use more data, SMS and calls in the UK than the EU – we call this "prevailing domestic consumption"; OR:

In any rolling 4 month period, you must spend more days in the UK than the EU – we call this "prevailing domestic presence" (we count each day you connect to our network in the UK as a day in the UK).

#### Inside the European Union

You can now use your UK data allowance with Roam Like Home. This means that while you're travelling in an EU country you'll be able to use data just as you would in the UK subject to fair use limits.

If you don't have a data allowance, or your allowance has run out, you can still use mobile Data wherever you are in the EU and pay no more than you would in the UK, subject to fair use limits.

Plus, we'll cap your roaming usage at £36 (excl VAT).

## ROAMING COSTS - Other destinations outside RLH countries

International Destination	Making a call* (per minute charges)	Receiving a call** (per minute charges)	Sending an SMS per message	Sending an MMS per message	Travel Pass - Data Add-on
Isle of Man	20.00p	0.00p	6.67p	33.33p	See travel pass - Data Pass Z1
Guernsey	20.00p	0.00p	6.67p	33.33p	See travel pass - Data Pass Z1
Jersey	20.00p	0.00p	6.67p	33.33p	See travel pass - Data Pass Z1

International Destination	Making a call* (per minute charges)	Receiving a call** (per minute charges)	Sending an SMS per message	Sending an MMS per message	Travel Pass - Data Add-on
Australia	150.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z1
Canada	150.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z1
New Zealand	150.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z1
USA	150.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z1

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### ROAMING COSTS - Other destinations outside RLH countries

International Destination	Making a call* (per minute charges)	Receiving a call** (per minute charges)	Sending an SMS per message	Sending an MMS per message	Travel Pass - Data Add-on
Angola	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Botswana	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Burkina Faso	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Burundi	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Cape Verde	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Chad	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Congo	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Djibouti	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Egypt	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Equatorial Guinea	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Gabon	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Guinea	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Guinea-Bissau	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Israel	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Ivory Coast	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Kenya	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Liberia	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Madagascar	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Malawi	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Mali	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Mauritius	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Morocco	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Namibia	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Niger	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Nigeria	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Oman	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Qatar	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Saudi Arabia	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Senegal	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Sierra Leone	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
South Africa	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Swaziland	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Tanzania	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Togo	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Tunisia	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Uganda	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
United Arab Emirates	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2
Zambia	400.00p	100.00p	50.00p	33.33p	See travel pass - Data Pass Z2

International Destination	Making a call* (per minute charges)	Receiving a call** (per minute charges)	Sending an SMS per message	Sending an MMS per message	Travel Pass - Data Add-on
Anguilla	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Antigua and Barbuda	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Argentina	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Armenia	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Bahamas	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Barbados	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Bermuda	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Brazil	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
British Virgin Islands	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Cayman Islands	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Chile	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
China	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Columbia	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Costa Rica	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Dominica	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Dominican Republic	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
El Salvador	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Grenada	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Guam	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Guatemala	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Guyana	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Haiti	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Hong Kong	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
India	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Indonesia	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Jamaica	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Japan	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Malaysia	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Maldives	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Mexico	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Mongolia	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Montserrat	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Nepal	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Netherlands Antilles	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Pakistan	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Panama	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Papua New Guinea	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Peru	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Philippines	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Puerto Rico	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Russia	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Saint Kitts and Nevis	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Saint Lucia	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Saint Vincent and the Grenadines	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Singapore	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
South Korea	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Sri Lanka	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Taiwan	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Tajikistan	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Thailand	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Trinidad and Tobago	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Turks and Caicos Islands	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Uruguay	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Venezuela	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2
Vietnam	200.00p	100.00p	30.00p	33.33p	See travel pass - Data Pass Z2

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**BUSINESS**

**ROAMING COSTS - Other destinations outside RLH countries**

International Destination	Making a call* (per minute charges)	Receiving a call** (per minute charges)	Sending an SMS per message	Sending an MMS per message	Travel Pass - Data Add-on
Afghanistan	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Albania	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Algeria	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Andorra	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Azerbaijan	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Bahrain	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Bangladesh	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Belarus	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Belize	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Benin	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Bhutan	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Bolivia	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Bosnia-Herzegovina	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Brunei	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Cambodia	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Cameron	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Cook Islands	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Cuba	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Ecuador	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Ethiopia	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Falkland Islands	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Faroe Islands	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Fiji	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Gambia	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Georgia	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Ghana	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Greenland	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Honduras	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Iran	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Iraq	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Jordan	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Kazakhstan	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Kuwait	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Kyrgyz Republic	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Laos	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Lebanon	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Libya	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Macao	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Macedonia	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Mauritania	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Moldova	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Montenegro	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Mozambique	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Nicaragua	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Palestine State	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Paraguay	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Rwanda	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Serbia	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Sudan	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Suriname	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Seychelles	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Syria	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Ukraine	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Uzbekistan	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Yemen	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3
Zimbabwe	400.00p	100.00p	100.00p	33.33p	See travel pass - Data Pass Z3

International Destination	Making a call* (per minute charges)	Receiving a call** (per minute charges)	Sending an SMS per message	Sending an MMS per message	Travel Pass - Data Add-on
Switzerland	75.00p	0.00p	25.00p	33.33p	See travel pass - Data Pass Z1
Turkey	75.00p	0.00p	25.00p	33.33p	See travel pass - Data Pass Z1

Note : Other call types not currently available : Aircraft, Maritime, Satellite, Other international Operators (not listed above) where there is no carrier agreement in place - calls are not guaranteed to be connected.

**ROAMING COSTS - Travel Data Passes**

International Destination	3MB	5MB	10Mb	25MB	50MB
Zone 1 Roaming / Travel Data Pass	Option not available	Option not available	416.67p	833.33p	1,666.67p
Zone 2 Roaming / Travel Data Pass	Option not available	1,250.00p	2,083.33p	Option not available	Option not available
Zone 3 Roaming / Travel Data Pass	1,666.67p	2,500.00p	Option not available	Option not available	Option not available

**ROAMING COSTS - Other charges**

Call Description	Charges
Pre-recorded information (+44 7953967202)	Recorded information is free
Premium Voice services	Standard call rate from the region you're in plus the advertised UK rate
Premium Text services	Rate for sending messages based on the region you're in plus the advertised UK rate

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# BUSINESS

### Out of Bundle Charges

#### UK Call / Text Charges

Call Description	Charges
Minimum call charge	A one minute minimum call duration applies
Access charge	41.67p (excl VAT) per minute access charge for calls to service numbers that begin 084/087/09/118
Calls to landlines <sup>1</sup> , Virgin Mobiles <sup>2</sup> , Other network mobiles, Channel Islands and Isle of Man <sup>3</sup>	41.67p (excl VAT) per minute
Calls to Virgin Media Directory Enquires (118180)	Calls to this number outside of your allowance are charged at 125.00p (excl VAT) per minute Service Charge plus 41.67p (excl VAT) per minute Access Charge.
Calls to Freephone numbers	Free
Text to all UK network mobiles <sup>4</sup>	12.50p (excl VAT) per text
Picture messages to all UK <sup>5</sup> networks	33.33p (excl VAT). *The cost of sending an MMS is 33.33p (excl VAT), but if your handset settings are incorrect you may incur the daily rate for data (250.00p excl VAT per day per GB) if you do not have a data allowance. Please check your settings or refer to handset manufacturers settings information.
Emergency services on 112	Free
Personal numbers :	From 41.67p (excl VAT) to 125.00p (excl VAT) per minute
(0700,0701,0702,0703,0704, 0705,0706,0707,0708,0709,0760,0762,0764,0766,0767,0768)	SMS to personal numbers - 12.50p (excl VAT) per message
UK premium rate numbers	208.00p (excl VAT) per minute from any region
Our team via 0800 052 0800	<b>Free within the UK.</b> Within a country, other than the UK - calls will cost the same as the standard call rate for the region you're in
Calls to satellite phones	500.00p (excl VAT) per minute
Voicemail retrieval	Included within your minutes allowance, free thereafter. Receiving voicemail messages is <b>free of charge in the EU only</b> . Outside of the EU you'll be charged for receiving a call, the voicemail deposit and listening to voicemail will be charged at the call rate for the region you're in.
Video calls	41.67p (excl VAT) per minute

The above are our costs for UK calls. There is no difference between off-peak or peak times, call rates always remain the same. After any minimum call charge that applies, our calls are billed per minute and our charges are rounded up to the nearest penny; except for calls to landlines and the access charge for service numbers, which are billed per second. Calls that use your monthly allowance are billed per minute.

Calls to service numbers: Calling numbers beginning 084, 087, 118 and 09. The cost of calling these numbers will be formed of a combined access and service charge: we set the access charge (listed in the table above) and the company you're phoning set the service charge. The service charge will be advertised by the company that you are calling. If any of these numbers are included in your bundle you will not be charged the access or service charge.

Calls to other non-geographic numbers: Freephone calls starting 0800 or 0808 are free. Calls to 070 numbers can cost you up to £2.08 (excl VAT) a minute in the UK.

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

<sup>2</sup> 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.

<sup>3</sup> Call forwarding services (which can include numbers starting with 07744 and 07755) are not included - excludes calls and texts to Guernsey, Jersey and the Isle of Man mobiles. Currently excludes calls to Truphone, Mundo, HAY Systems, TG Support and Cable & Wireless.

<sup>4</sup> Calls & texts to mobiles in Channel Islands & Isle of Man are not covered by your inclusive monthly usage allowance.

#### Other Charges

Charge Description	Charges
SIM replacement charge	£4.17 (excl VAT)
Paper billing charge (if applicable)	£1.25 (excl VAT) per month

#### Data Outside Data Allowance

If you exceed the data included in your tariff you will move onto our daily rate for data as set out above - £2.50 (excl VAT) for each 1GB of data you use that day (domestic UK usage only)

\* Above subject to Virgin Media mobile acceptable use policy

#### Data Add-ons

Data add-ons are available to all our Pay Monthly customers, including if you've got a Data only SIM.

Charge Description	Charges
1GB*	£8.33* (excl VAT)
3GB*	£16.67* (excl VAT)

#### Calling abroad from the UK\*

Call Description	Charges
The Republic of Ireland	50p per minute (excl VAT)
USA & Canada, Australia & New Zealand	75p per minute (excl VAT)
Europe <sup>1</sup> , China, Hong Kong, Japan, Malaysia, Singapore, South Korea & Taiwan	75p per minute (excl VAT)
Rest of the world <sup>2</sup>	125p per minute (excl VAT)
International text messages (free to receive)	25p per text (excl VAT)
International premium rate calls	511p per minute (excl VAT)
Minimum call charge	A one minute minimum call duration applies

\*Includes calls to foreign landlines and mobile phones. Our calls are billed per minute and our charges are rounded up to the nearest penny, except calls for landlines and the access charge for calls to service numbers which are billed per second. A minimum call charge of one minute applies.

#### Europe<sup>1</sup> comprises of :

Aland Islands, Albania, Andorra, Armenia, Austria, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Martinique, Mayotte, Moldova, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Vatican City State (Holy See)

Rest of World<sup>2</sup> : All other International Destinations not listed above.

#### Mobile Broadband - Costs within the UK (for 4G data plan)

Charge Description	Charges
Cost for out-of-bundle data usage	250p (excl VAT) for each 1GB of data you use that day
Text to UK mobiles and landlines	12.50p per text (excl VAT)
Text to overseas mobiles and landlines	25p per text (excl VAT)

#### Additional Notes

Tariffs, Destinations & charges may be changed and services may be modified, added or withdrawn from time to time.

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