

Virgin Media Business: Mobile Out Of Allowance & Other Charges

Out of Allowance / International / Roaming

Effective Date 1st January 2021



BUSINESS

Out of Allowance Charges

UK Call / Text Charges / Data Charges

Call / Charge Description	Charges
Minimum call charge	A one minute minimum call duration applies
Access charge	48.33p (excl VAT) per minute access charge for calls to service numbers that begin 084/087/09/118
Calls to landlines ¹ , Virgin Mobiles ² , Other network mobiles, Channel Islands and Isle of Man ³	48.33p (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 48.33p (excl VAT) per minute Access Charge.
Calls to Freephone numbers	Free
Text to all UK network mobiles ²	12.50p (excl VAT) per text
Picture messages to all UK ² networks	41.66p (excl VAT). *The cost of sending an MMS is 41.66p (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. <i>Please check your settings or refer to handset manufacturers settings information.</i>
Emergency services on 112	Free
Personal numbers :	From 48.33p (excl VAT) to 104.16p (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	Free within the UK. 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 free of charge in the EU only . 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	48.33p (excl VAT) per minute
Cost for out-of-allowance data usage	100p (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)

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 allowance 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.

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

² 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 (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.

³ Calls & texts to mobiles in Channel Islands & Isle of Man are not covered by your inclusive monthly usage allowance.

Virgin Media Business: Mobile Out Of Allowance & Other Charges



BUSINESS

Out of Allowance / International / Roaming

Effective Date 1st January 2021

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)
Austria	<p>ROAM LIKE HOME (RLH*) :</p> <p>when travelling within these European countries. RLH means you can use your UK texts, minutes & data allowance and pay no more than you would in the UK*</p> <p><i>*subject to the RLH fair use limits</i></p> <p>However, if you exceed our fair use limits*, we might need to charge you the following surcharges:</p> <p>Making a call: 58p per minute (excl VAT) Sending a text: 15p per message (excl VAT) Data** : £3.00 per GB (excl VAT) and charged by KB MMS Message: 50p per message (excl VAT)</p> <p>EU Policy (as of 1st January 2020) :</p> <p>EU data wholesale capped rate: £2.60 per GB (ex VAT)</p> <p><i>*see below for further details & also in accordance with Virgin Media Business Acceptable Use Policy within our Mobile Terms & Conditions</i> <i>**see also Data Cap Limits & Inadvertent Roaming</i></p>				
Belgium					
Bulgaria					
Croatia					
Cyprus					
Czechia					
Denmark					
Estonia					
Finland					
France					
French Guiana					
Germany					
Gibraltar					
Greece					
Guadeloupe					
Hungary					
Iceland					
Ireland					
Italy					
Latvia					
Liechtenstein					
Lithuania					
Luxembourg					
Malta					
Madeira					
Martinique					
Mayotte					
Monaco					
Netherlands					
Norway					
Poland					
Portugal					
Reunion Islands					
Romania					
Saint Barthelemy					
San Marino					
Slovakia					
Slovenia					
Spain					
Sweden					
The French Antilles					

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 £43.98* (unless you tell us otherwise), and text when you've hit 80% of your roaming usage (£35.18*), and another when you've hit your limit.

*These figure above are ex-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*

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 specified European Countries

You can now use your UK data allowance with Roam Like Home. This means that while you're travelling in an European country listed above 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 European countries listed above and pay no more than you would in the UK, subject to fair use limits. Plus, we'll cap your roaming usage at £43.98 (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	Data (per MB)
Isle of Man	25.00p	0.00p	12.50p	41.67p	41.67p
Guernsey	25.00p	0.00p	12.50p	41.67p	41.67p
Jersey	25.00p	0.00p	12.50p	41.67p	41.67p

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)
Australia	166.67p	125.00p	41.67p	41.67p	416.67p
Canada	166.67p	125.00p	41.67p	41.67p	416.67p
New Zealand	166.67p	125.00p	41.67p	41.67p	416.67p
USA	166.67p	125.00p	41.67p	41.67p	416.67p

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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	Data (per MB)
Angola	400.00p	125.00p	100.00p	41.67p	1,041.67p
Botswana	400.00p	125.00p	100.00p	41.67p	1,041.67p
Burkina Faso	400.00p	125.00p	100.00p	41.67p	1,041.67p
Burundi	400.00p	125.00p	100.00p	41.67p	1,041.67p
Cape Verde	400.00p	125.00p	100.00p	41.67p	1,041.67p
Chad	400.00p	125.00p	100.00p	41.67p	1,041.67p
Congo	400.00p	125.00p	100.00p	41.67p	1,041.67p
Djibouti	400.00p	125.00p	100.00p	41.67p	1,041.67p
Egypt	400.00p	125.00p	100.00p	41.67p	1,041.67p
Equatorial Guinea	400.00p	125.00p	100.00p	41.67p	1,041.67p
Gabon	400.00p	125.00p	100.00p	41.67p	1,041.67p
Guinea	400.00p	125.00p	100.00p	41.67p	1,041.67p
Guinea-Bissau	400.00p	125.00p	100.00p	41.67p	1,041.67p
Israel	400.00p	125.00p	100.00p	41.67p	1,041.67p
Ivory Coast	400.00p	125.00p	100.00p	41.67p	1,041.67p
Kenya	400.00p	125.00p	100.00p	41.67p	1,041.67p
Liberia	400.00p	125.00p	100.00p	41.67p	1,041.67p
Madagascar	400.00p	125.00p	100.00p	41.67p	1,041.67p
Malawi	400.00p	125.00p	100.00p	41.67p	1,041.67p
Mali	400.00p	125.00p	100.00p	41.67p	1,041.67p
Mauritius	400.00p	125.00p	100.00p	41.67p	1,041.67p
Morocco	400.00p	125.00p	100.00p	41.67p	1,041.67p
Niger	400.00p	125.00p	100.00p	41.67p	1,041.67p
Nigeria	400.00p	125.00p	100.00p	41.67p	1,041.67p
Oman	400.00p	125.00p	100.00p	41.67p	1,041.67p
Qatar	400.00p	125.00p	100.00p	41.67p	1,041.67p
Saudi Arabia	400.00p	125.00p	100.00p	41.67p	1,041.67p
Senegal	400.00p	125.00p	100.00p	41.67p	1,041.67p
Sierra Leone	400.00p	125.00p	100.00p	41.67p	1,041.67p
South Africa	400.00p	125.00p	100.00p	41.67p	1,041.67p
Tanzania	400.00p	125.00p	100.00p	41.67p	1,041.67p
Togo	400.00p	125.00p	100.00p	41.67p	1,041.67p
Tunisia	400.00p	125.00p	100.00p	41.67p	1,041.67p
Uganda	400.00p	125.00p	100.00p	41.67p	1,041.67p
United Arab Emirates	400.00p	125.00p	100.00p	41.67p	1,041.67p
Zambia	400.00p	125.00p	100.00p	41.67p	1,041.67p

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)
Anguilla	216.67p	125.00p	41.67p	41.67p	416.67p
Antigua and Barbuda	216.67p	125.00p	41.67p	41.67p	416.67p
Argentina	216.67p	125.00p	41.67p	41.67p	416.67p
Armenia	216.67p	125.00p	41.67p	41.67p	416.67p
Bahamas	216.67p	125.00p	41.67p	41.67p	416.67p
Barbados	216.67p	125.00p	41.67p	41.67p	416.67p
Bermuda	216.67p	125.00p	41.67p	41.67p	416.67p
Brazil	216.67p	125.00p	41.67p	41.67p	416.67p
British Virgin Islands	216.67p	125.00p	41.67p	41.67p	416.67p
Cayman Islands	216.67p	125.00p	41.67p	41.67p	416.67p
Chile	216.67p	125.00p	41.67p	41.67p	416.67p
China	216.67p	125.00p	41.67p	41.67p	416.67p
Colombia	216.67p	125.00p	41.67p	41.67p	416.67p
Costa Rica	216.67p	125.00p	41.67p	41.67p	416.67p
Dominica	216.67p	125.00p	41.67p	41.67p	416.67p
Dominican Republic	216.67p	125.00p	41.67p	41.67p	416.67p
El Salvador	216.67p	125.00p	41.67p	41.67p	416.67p
Grenada	216.67p	125.00p	41.67p	41.67p	416.67p
Guam	216.67p	125.00p	41.67p	41.67p	416.67p
Guatemala	216.67p	125.00p	41.67p	41.67p	416.67p
Guyana	216.67p	125.00p	41.67p	41.67p	416.67p
Haiti	216.67p	125.00p	41.67p	41.67p	416.67p
Hong Kong	216.67p	125.00p	41.67p	41.67p	416.67p
India	216.67p	125.00p	41.67p	41.67p	416.67p
Indonesia	216.67p	125.00p	41.67p	41.67p	416.67p
Jamaica	216.67p	125.00p	41.67p	41.67p	416.67p
Japan	216.67p	125.00p	41.67p	41.67p	416.67p
Malaysia	216.67p	125.00p	41.67p	41.67p	416.67p
Mexico	216.67p	125.00p	41.67p	41.67p	416.67p
Mongolia	216.67p	125.00p	41.67p	41.67p	416.67p
Montserrat	216.67p	125.00p	41.67p	41.67p	416.67p
Nepal	216.67p	125.00p	41.67p	41.67p	416.67p
Netherlands Antilles	216.67p	125.00p	41.67p	41.67p	416.67p
Pakistan	216.67p	125.00p	41.67p	41.67p	416.67p
Panama	216.67p	125.00p	41.67p	41.67p	416.67p
Papua New Guinea	216.67p	125.00p	41.67p	41.67p	416.67p
Peru	216.67p	125.00p	41.67p	41.67p	416.67p
Philippines	216.67p	125.00p	41.67p	41.67p	416.67p
Puerto Rico	216.67p	125.00p	41.67p	41.67p	416.67p
Russia	216.67p	125.00p	41.67p	41.67p	416.67p
Saint Kitts and Nevis	216.67p	125.00p	41.67p	41.67p	416.67p
Saint Lucia	216.67p	125.00p	41.67p	41.67p	416.67p
Saint Vincent and the Grenadines	216.67p	125.00p	41.67p	41.67p	416.67p
Singapore	216.67p	125.00p	41.67p	41.67p	416.67p
South Korea	216.67p	125.00p	41.67p	41.67p	416.67p
Sri Lanka	216.67p	125.00p	41.67p	41.67p	416.67p
Taiwan	216.67p	125.00p	41.67p	41.67p	416.67p
Tajikistan	216.67p	125.00p	41.67p	41.67p	416.67p
Thailand	216.67p	125.00p	41.67p	41.67p	416.67p
Trinidad and Tobago	216.67p	125.00p	41.67p	41.67p	416.67p
Turks and Caicos Islands	216.67p	125.00p	41.67p	41.67p	416.67p
Uruguay	216.67p	125.00p	41.67p	41.67p	416.67p
Vietnam	216.67p	125.00p	41.67p	41.67p	416.67p

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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	Data (per MB)
Afghanistan	400.00p	125.00p	100.00p	41.67p	1,041.67p
Albania	400.00p	125.00p	100.00p	41.67p	1,041.67p
Algeria	400.00p	125.00p	100.00p	41.67p	1,041.67p
Andorra	400.00p	125.00p	100.00p	41.67p	1,041.67p
Azerbaijan	400.00p	125.00p	100.00p	41.67p	1,041.67p
Bahrain	400.00p	125.00p	100.00p	41.67p	1,041.67p
Bangladesh	400.00p	125.00p	100.00p	41.67p	1,041.67p
Belarus	400.00p	125.00p	100.00p	41.67p	1,041.67p
Belize	400.00p	125.00p	100.00p	41.67p	1,041.67p
Benin	400.00p	125.00p	100.00p	41.67p	1,041.67p
Bhutan	400.00p	125.00p	100.00p	41.67p	1,041.67p
Bolivia	400.00p	125.00p	100.00p	41.67p	1,041.67p
Bosnia-Herzegovina	400.00p	125.00p	100.00p	41.67p	1,041.67p
Cambodia	400.00p	125.00p	100.00p	41.67p	1,041.67p
Cameroon	400.00p	125.00p	100.00p	41.67p	1,041.67p
Cook Islands	400.00p	125.00p	100.00p	41.67p	1,041.67p
Cuba	400.00p	125.00p	100.00p	41.67p	1,041.67p
Ecuador	400.00p	125.00p	100.00p	41.67p	1,041.67p
Ethiopia	400.00p	125.00p	100.00p	41.67p	1,041.67p
Faroe Islands	400.00p	125.00p	100.00p	41.67p	1,041.67p
Fiji	400.00p	125.00p	100.00p	41.67p	1,041.67p
Gambia	400.00p	125.00p	100.00p	41.67p	1,041.67p
Georgia	400.00p	125.00p	100.00p	41.67p	1,041.67p
Ghana	400.00p	125.00p	100.00p	41.67p	1,041.67p
Greenland	400.00p	125.00p	100.00p	41.67p	1,041.67p
Honduras	400.00p	125.00p	100.00p	41.67p	1,041.67p
Iran	400.00p	125.00p	100.00p	41.67p	1,041.67p
Iraq	400.00p	125.00p	100.00p	41.67p	1,041.67p
Jordan	400.00p	125.00p	100.00p	41.67p	1,041.67p
Kazakhstan	400.00p	125.00p	100.00p	41.67p	1,041.67p
Kuwait	400.00p	125.00p	100.00p	41.67p	1,041.67p
Kyrgyz Republic	400.00p	125.00p	100.00p	41.67p	1,041.67p
Laos	400.00p	125.00p	100.00p	41.67p	1,041.67p
Lebanon	400.00p	125.00p	100.00p	41.67p	1,041.67p
Libya	400.00p	125.00p	100.00p	41.67p	1,041.67p
Macao	400.00p	125.00p	100.00p	41.67p	1,041.67p
Macedonia	400.00p	125.00p	100.00p	41.67p	1,041.67p
Maldives	400.00p	125.00p	100.00p	41.67p	1,041.67p
Mauritania	400.00p	125.00p	100.00p	41.67p	1,041.67p
Moldova	400.00p	125.00p	100.00p	41.67p	1,041.67p
Montenegro	400.00p	125.00p	100.00p	41.67p	1,041.67p
Mozambique	400.00p	125.00p	100.00p	41.67p	1,041.67p
Nicaragua	400.00p	125.00p	100.00p	41.67p	1,041.67p
Palestine State	400.00p	125.00p	100.00p	41.67p	1,041.67p
Rwanda	400.00p	125.00p	100.00p	41.67p	1,041.67p
Serbia	400.00p	125.00p	100.00p	41.67p	1,041.67p
Sudan	400.00p	125.00p	100.00p	41.67p	1,041.67p
Suriname	400.00p	125.00p	100.00p	41.67p	1,041.67p
Seychelles	400.00p	125.00p	100.00p	41.67p	1,041.67p
Syria	400.00p	125.00p	100.00p	41.67p	1,041.67p
Ukraine	400.00p	125.00p	100.00p	41.67p	1,041.67p
Uzbekistan	400.00p	125.00p	100.00p	41.67p	1,041.67p
Yemen	400.00p	125.00p	100.00p	41.67p	1,041.67p

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)
Switzerland	83.33p	0.00p	41.67p	41.67p	41.67p
Turkey	83.33p	0.00p	41.67p	41.67p	41.67p

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.

Data cap limits

For peace of mind we'll cap your data roaming usage at £43.98* (unless you tell us otherwise), and text you when you've hit 80% of your roaming usage (£35.18*), and another text will be sent when you've hit your limit.
*These figure above are ex-VAT.

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

Virgin Media Business Mobile : Other Charges

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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 - £1.00 (excl VAT) for each 1GB of data you use that day (domestic UK usage only)

* Above subject to Virgin Media mobile acceptable use policy

Calling abroad from the UK*

Call Description	Charges
The Republic of Ireland	50p per minute (excl VAT)
USA & Canada, Australia & New Zealand	100p per minute (excl VAT)
Europe ¹ , China, Hong Kong, Japan, Malaysia, Singapore, South Korea & Taiwan	100p per minute (excl VAT)
Rest of the world ²	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.

Europe¹ 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 World² : All other International Destinations not listed above.

Virgin Media Business Mobile : Other Charges

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Additional Notes

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

Issued by Virgin Media Business Limited on behalf of associated companies authorised to provide communications services.

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