

Mobile SIM for Business

Version 1.5

Inclusive Calls

Plans include UK calls to UK landlines (01, 02, 03) & UK mobile networks. Jersey, Guernsey and Isle of Man mobiles and premium rate telephone services or numbers are excluded from any call allowances. Inclusive text message and data allowances are for use in the UK only. We've set all the legal stuff out in black and white and we've done our very best to be fair and clear. If there's anything you'd like to check through, please phone our Customer Services team on 0800 052 0800.

Data Rollover

Any data included in your plan that is not used in any calendar month will be added to your data allowance for the next calendar month.

Rolled-over data is used first before your regular data allowance.

Data can only be rolled-over once and any unused rolled-over data will expire at the end of the calendar month in which it is rolled over to.

Data-free messaging on WhatsApp, Facebook Messenger and Twitter

Tweets, messages, pictures and videos sent through the above applications on any smartphone will not count towards your monthly data allowance.

Calling functions (voice or video) on these applications will continue to count towards your monthly data allowance, as will live video streaming on Twitter.

Once your monthly data allowance has been reached any further use of data that month including any use of WhatsApp, Facebook Messenger and Twitter, will be charged at a daily rate of £3 per 1GB or part thereof (rounded up to the nearest gigabyte and resetting at midnight each day).

When roaming outside of the UK use of data for these services will be charged in line with our normal roaming charges which can be viewed at virginmediabusiness.co.uk/mobileroaming.

Mobile Handsets

Your agreement does not cover any mobile handset or other device (each now referred to as a Device) that you may receive as part of a promotional package offered with the service.

If you purchase the service online or by phone, any Device you receive will belong to you at the point of delivery.

From the moment a Device belongs to you, you are responsible for any loss, theft or damage and we recommend that you ensure appropriate insurance is in place from this time. If something goes wrong with your Device it may be covered by our warranty, details of the warranties we offer are available on our website www.virginmediabusiness.co.uk/mobilewarranty

If you stop using a Device you must continue to pay for the service as set out in your agreement.

Mobile handsets are subject to availability; if we are not able to provide the handset selected we may offer you an alternative.

Our 14 day Customer Satisfaction Guarantee

Under the 14 day Customer Satisfaction Guarantee you may exchange your Device for a different Device. The make and model of any replacement Device will be at our discretion and may depend on the service agreement you have with us. If you terminate the agreement in accordance with clause 12.2 of the agreement, you must return the Device to us as 'new' in its original packaging.

Should you wish to exchange your Device, call our team on 0800 052 0800 Option 4 to discuss what replacement Devices are available to you. When we have confirmed the replacement Device we will send you a prepaid envelope to use when you return your original Device. You must return your original Device 'as new' in its original packaging.

Our 14 day Customer Satisfaction Guarantee is only available on Devices supplied directly by Virgin Media Business and is not available where you have received an insurance replacement. Our 14 day Customer Satisfaction Guarantee is an additional benefit, separate from your agreement and does not affect your statutory rights.

Thank you

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Registered in England and Wales No. 01785381



BUSINESS