



Swap to a great new tariff today for more chat, texts and web than ever before.



Sign in to get started

Your Virgin Mobile number

Your PIN



[I don't have my PIN](#)

[Sign in](#)



FAQs

Not sure about something? FAQs is the place for you.

[Take me there](#)



Your Virgin Mobile account

Manage all things Virgin Mobile in My Account.

[Sign in](#)



always looks better for Virgin Media customers.





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 Oops, something doesn't look quite right. Just double check the phone number and PIN, then try again.



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Your Virgin Mobile number


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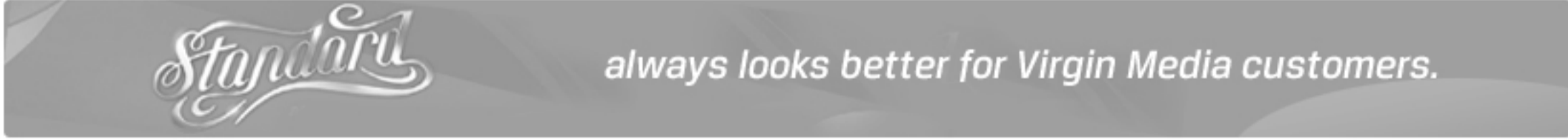


[I don't have my PIN](#)

[Sign in](#)

 **FAQs**
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 **Your Virgin Mobile account**
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! Five tries and it looks like something's still not right. To try again you'll need to type in the text below.



Sign in to get started

Your Virgin Mobile number

Your PIN ?

[I don't have my PIN](#)

crescent *learn* **reCAPTCHA™**
 What's this?

Type the two words

Sign in

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Frequently Asked Questions

Signing in

I don't have my PIN, can you send it to me again? 


I've tried signing in and it's not working. What's going on? 

What if I have more than one Virgin Mobile contract? 


We'll send you a separate PIN for each one. Just sign in with the phone numbers and PINs to update your tariffs. You can choose different tariffs for each phone to get the best deals across the board.

Tariffs


Why do I have to choose a new tariff? 


When do I have to decide by? 

Can you help me choose a new tariff? 

Once I've switched, can I change my mind? 

Am I signing up for another 12/18/24 months? 


How long will it take for my new tariff to activate? 

I've been told my tariff has already been changed. Why? 


I got an SMS telling me my contract has been cancelled. Why? 

Billing

Will my bill still come at the same time? 

When will my minutes, texts and data renew each month? 

Phones

Will I keep my phone number? 

Can I upgrade my phone? 

My Blackberry's not working, what do I do? 



Your Virgin Mobile account

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We've updated your tariff for you

Since we didn't hear from you we've chosen the best new tariff for you, based on what you already had on your {07xxx xxx xxx} mobile.

What next?

We'll send you two text messages over 24 hours. One to confirm your old tariff has been cancelled and another when the new tariff's up and running. We'll also send you all the details in a letter or email.

Blackberry users

You'll lose BBM and email for up to 24 hours while we set you up (calls and texts will be fine). After that, switch your phone off, pop the battery out and back in, then switch on again and you're good to go.

Got another phone?

To change the tariff of a different phone, sign in again with the PIN for that phone. [Don't have a PIN?](#)



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Your Virgin Mobile account

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[Sign in](#)

Standard

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Whoa there, you've already updated your tariff

You should have already had a text message on {07xxx xxx xxx} confirming that your old tariff has been cancelled.

Once the new one's up and running, we'll send a second text and your new tariff will pop up in **your Virgin Mobile account**. It should take about 24 hours.

Blackberry users

While we're setting you up, you'll lose BBM and email for up to 24 hours (calls and texts will be fine). After that, switch your phone off, pop the battery out and back in, then switch on again and you're good to go.

Got another phone?

Just **sign out** and back in again with the PIN for the other phone. **Don't have a PIN?**



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Need a PIN?

We're on it! Just give us your Virgin Mobile number and we'll send one over in a text, quick smart.

Your Virgin Mobile number

[Send my PIN](#)



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Your Virgin Mobile account

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[Sign in](#)

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Swap to a great new tariff today for more chat, texts and web than ever before.

! You've already asked us to send your PIN five times today so you'll need to type in the text shown in the picture below.



Need a PIN?

We're on it! Just give us your Virgin Mobile number and we'll send one over in a text, quick smart.

Your Virgin Mobile number

crescent

beam



What's this?

Type the two words



Send my PIN



FAQs

Not sure about something? FAQs is the place for you.

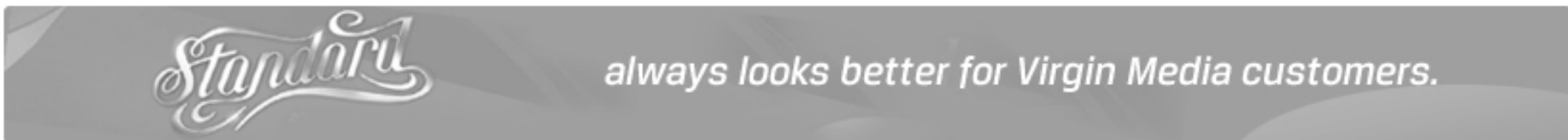
[Take me there](#)



Your Virgin Mobile account

Manage all things Virgin Mobile in My Account.

[Sign in](#)





Choose your tariff

As a quick reminder, here's what you're getting at the moment and how much you're paying.

{Current tariff name} – {07xxx xxx xxx}

xx minutes
xxxMB
xxx texts

£xx a month

To see what you've used lately, [sign in to your Virgin Mobile account](#).

Decisions, decisions

We've picked out the best tariffs for you, with the cheapest at the top. All you have to do is pick one. Simple.

Not sure yet?

We'll send you a text when you've only got 30 days left to choose. If you've not picked one after that, we'll move you over onto **{best match tariff name}**.

Classic

xxx minutes
xxxMB
xxx texts

£xx a month

[Pick me](#)

Essential

xxx minutes
Unlimited data
Unlimited texts
Unlimited calls to Virgin Mobile numbers
xxx minutes to landline numbers
xx mins International calls

£xx a month

[Pick me](#)

Premium

xxx minutes
Unlimited data
Unlimited texts
Unlimited calls to Virgin Mobile numbers
xxx minutes to landline numbers
xx mins International calls

£xx a month

[Pick me](#)

[View our call charges](#)



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xxxMB
xxx texts

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Not sure yet?

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Classic

xxx minutes
xxxMB
xxx texts

£xx a month

[Pick me](#)

Essential

xxx minutes
Unlimited data
Unlimited texts
Unlimited calls to Virgin Mobile numbers
xxx minutes to landline numbers
xx mins International calls

£xx a month

[Pick me](#)

Premium

xxx minutes
Unlimited data
Unlimited texts
Unlimited calls to Virgin Mobile numbers
xxx minutes to landline numbers
xx mins International calls

£xx a month

[Pick me](#)

[View our call charges](#)



Did someone say 'upgrade'?

You've been with us for a while, so now's your chance to get your hands on a shiny new phone. Call us on xxxx xxx xxx to see what's on offer.



FAQs

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Your Virgin Mobile account

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[Sign in](#)

Standard

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Choose your tariff

As a quick reminder, here's what you're getting at the moment and how much you're paying.

{Current tariff name} – {07xxx xxx xxx}		
xx minutes xxxMB xxx texts	£xx a month	To see what you've used lately, sign in to your Virgin Mobile account.

Decisions, decisions

We've picked out the best tariffs for you, with the cheapest at the top. All you have to do is pick one. Simple.

Not sure yet?

We'll send you a text when you've only got 30 days left to choose. If you've not picked one after that, we'll move you over onto **{best match tariff name}**.

Classic

xxx minutes xxxMB xxx texts	£xx a month	Pick me
-----------------------------------	--------------------	-------------------------

Essential

xxx minutes Unlimited data Unlimited texts Unlimited calls to Virgin Mobile numbers xxx minutes to landline numbers xx mins International calls	£xx a month	Pick me
---	--------------------	-------------------------

Premium

xxx minutes Unlimited data Unlimited texts Unlimited calls to Virgin Mobile numbers xxx minutes to landline numbers xx mins International calls	£xx a month	Pick me
---	--------------------	-------------------------

Hide call charges ▲

These are our costs for UK calls. There is no difference between off-peak or peak times, call rates always remain the same. We will not charge for the freephone numbers of charities and helplines listed on our website. After any minimum call charge that applies our calls are billed per second and our charges are rounded up to the nearest penny.

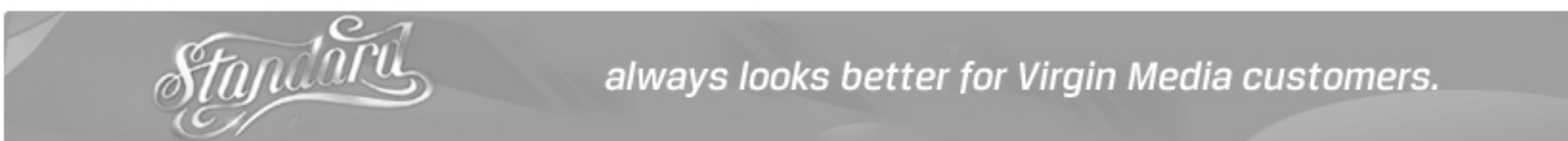
Calls to landlines ¹ , Virgin Mobiles ² , Other network mobiles and Groupcall	40p per minute
Calls to Freephone numbers	21p per minute
Text to all UK network mobiles ²	15p per text
Minimum call charge	A one minute minimum call duration applies

Hide call charges ▲

Voicemail retrieval	Included within your minutes allowance, free thereafter.
Personal numbers (0700,0701,0702,0703,0704, 0705,0706,0707,0708,0709, 0760,0762,0764,0766,0767,0768)	Calls to personal numbers - Please note that some personal numbers carry a 75p minimum call charge - this relates to any duration up to 1 minute SMS to personal numbers - 15p per message
Pre-recorded information (789 from a Virgin Mobile phone)	free
Our team via 789	free
Directory enquiries ³ via 118 918	From 75p per minute
National toll rate numbers (0870, 0871, 0844) ⁴ , 6	41p per minute
Pre-recorded information (789 from a Virgin Mobile phone)	free
Our team via 789	free
Directory enquiries ³ via 118 918	From 75p per minute
National toll rate numbers (0870, 0871, 0844) ⁴ , 6	41p per minute

FAQs
Not sure about something? FAQs is the place for you.
[Take me there](#)

Your Virgin Mobile account
Manage all things Virgin Mobile in My Account.
[Sign in](#)





Nearly there...

Here's what you've picked for your phone {07xxx xxx xxx}. Just a few more clicks and you'll be done.

Classic

xxx minutes
xxxMB
xxx texts

£xx a month

What next?

If everything looks good, just confirm you've read the legal stuff and go, go, go.

It'll take 24 hours for the new tariff to kick in, but we'll text you when everything's ready.

Blackberry users

Remember that you'll lose BBM and email for up to 24 hours while we set you up (calls and texts will be fine). After that, switch your phone off, pop the battery out and back in, then switch on again and you're good to go.

Yes, I've read **the legal stuff**.

Go Back

Let's go

(Changed your mind?)

(Sure? Once you click there's no going back)



FAQs

Not sure about something? FAQs is the place for you.

[Take me there](#)



Your Virgin Mobile account

Manage all things Virgin Mobile in My Account.

[Sign in](#)

Standard

always looks better for Virgin Media customers.



Hurrah, you're all set!

We're setting up the new tariff for your phone {07xxx xxx xxx} for you now.

Here's a quick reminder of what you went for.

Classic

xxx minutes

xxxMB

xxx texts

£xx a month

What next?

Look out for two text messages over the next 24 hours. The first one will confirm that your old tariff has been cancelled (that's meant to happen), the second will let you know when the new tariff is up and running.

Blackberry users

You'll now lose BBM and email for up to 24 hours (calls and texts will be fine). After that, switch your phone off, pop the battery out and back in, then switch on again and you're good to go.

Any more for any more?

If there's anything else you'd like to know, [check out the FAQs](#).

Happy new tariff!

More than one phone?

No problem. Just sign in again with the PIN for that phone.

[Update another phone](#)



FAQs

Not sure about something? FAQs is the place for you.

[Take me there](#)



Your Virgin Mobile account

Manage all things Virgin Mobile in My Account.

[Sign in](#)

Standard

always looks better for Virgin Media customers.





Choose your tariff

As a quick reminder, here's what you're getting at the moment and how much you're paying.

{Current tariff name} – {07xxx xxx xxx}		
xx minutes xxxMB xxx texts	£xx a month	To see what you've used lately, sign in to your Virgin Mobile account.

Decisions, decisions

We've picked out the best tariffs for you, with the cheapest at the top. All you have to do is pick one. Simple.

Not sure yet?

We'll send you a text when you've only got 30 days left to choose. If you've not picked one after that, we'll move you over onto **{best match tariff name}**.

Tariff 1		
xxx minutes xxxMB xxx texts	£xx a month	Pick me

Tariff 2		
xxx minutes xxxMB xxx texts	£xx a month	Pick me

Tariff 3		
xxx minutes xxxMB xxx texts	£xx a month	Pick me

Classic		
xxx minutes xxxMB xxx texts	£xx a month	Pick me

Essential		
xxx minutes Unlimited data Unlimited texts Unlimited calls to Virgin Mobile numbers xxx minutes to landline numbers xx mins International calls	£xx a month	Pick me

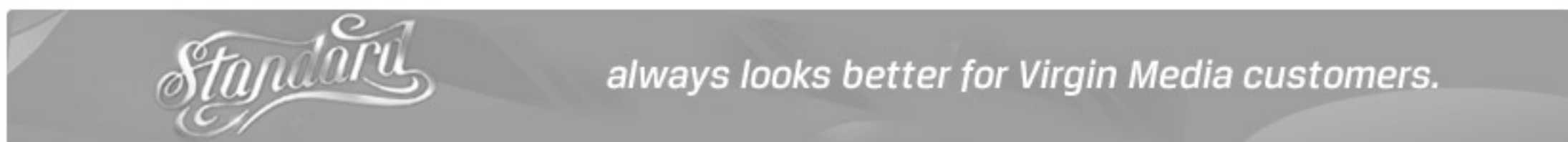
Premium		
xxx minutes Unlimited data Unlimited texts Unlimited calls to Virgin Mobile numbers xxx minutes to landline numbers xx mins International calls	£xx a month	Pick me

VIP		
xxx minutes Unlimited data Unlimited texts Unlimited calls to Virgin Mobile numbers xxx minutes to landline numbers xx mins International calls	£xx a month	Pick me

[View our call charges](#) ▼

FAQs
Not sure about something? FAQs is the place for you.
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Sign in to get started

Your Virgin Mobile number

Your PIN

[I don't have my PIN](#)

[Sign in](#)



FAQs

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Your Virgin Mobile account

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[Sign in](#)



Swap to a great new tariff today for more chat, texts and web than ever before.



Oops, something doesn't look quite right. Just double check the phone number and PIN, then try again.



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Your Virgin Mobile number

Your PIN

[I don't have my PIN](#)

[Sign in](#)



FAQs

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Five tries and it looks like something's still not right. To try again you'll need to type in the text below.



Sign in to get started

Your Virgin Mobile number

Your PIN

[I don't have my PIN](#)

erudly

between

Type the two words



[Sign in](#)



FAQs

Not sure about something? FAQs is the place for you.

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Your Virgin Mobile account

Manage all things Virgin Mobile in My Account.

[Sign in](#)



We've updated your tariff for you

Since we didn't hear from you we've chosen the best new tariff for you, based on what you already had on your **{07xxx xxx xxx}** mobile.

What next?

We'll send you two text messages over 24 hours. One to confirm your old tariff has been cancelled and another when the new tariff's up and running. We'll also send you all the details in a letter or email.

Blackberry users

You'll lose BBM and email for up to 24 hours while we set you up (calls and texts will be fine). After that, switch your phone off, pop the battery out and back in, then switch on again and you're good to go.

Got another phone?

To change the tariff of a different phone, sign in again with the PIN for that phone. **Don't have a PIN?**



FAQs

Not sure about something? FAQs is the place for you.

[Take me there](#)



Your Virgin Mobile account

Manage all things Virgin Mobile in My Account.

[Sign in](#)



Whoa there, you've already updated your tariff

You should have already had a text message on **{07xxx xxx xxx}** confirming that your old tariff has been cancelled.

Once the new one's up and running, we'll send a second text and your new tariff will pop up in **your Virgin Mobile account**. It should take about 24 hours.

Blackberry users

While we're setting you up, you'll lose BBM and email for up to 24 hours (calls and texts will be fine). After that, switch your phone off, pop the battery out and back in, then switch on again and you're good to go.

Got another phone?

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Need a PIN?

We're on it! Just give us your Virgin Mobile number and we'll send one over in a text, quick smart.

Your Virgin Mobile number

[Send my PIN](#)



FAQs

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Your Virgin Mobile account


Manage all things Virgin Mobile in My Account.

[Sign in](#)



Swap to a great new tariff today for more chat, texts and web than ever before.

You've already asked us to send your PIN five times today so you'll need to type in the text shown in the picture below.

 Need a PIN?

We're on it! Just give us your Virgin Mobile number and we'll send one over in a text, quick smart.

Your Virgin Mobile number

Your PIN

erndly

between

Type the two words



[Send my PIN](#)



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Your Virgin Mobile account

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[Sign in](#)

Choose your tariff

As a quick reminder, here's what you're getting at the moment and how much you're paying.

{Current tariff name}

– {07xxx xxx xxx}

xx minutes

xxxMB

xxx texts

£xx a month

To see what you've used lately, [sign in to your Virgin Mobile account](#).

Decisions, decisions

We've picked out the best tariffs for you, with the cheapest at the top. All you have to do is pick one. Simple.

Not sure yet?

We'll send you a text when you've only got 30 days left to choose. If you've not picked one after that, we'll move you over onto {best match tariff name}.

Classic

xx minutes

xxxMB

xxx texts

£xx a month

[Pick me](#)

Essential

xxx minutes

Unlimited data

Unlimited texts

Unlimited calls to Virgin Mobile numbers

xxx minutes to landline numbers

xx mins International calls

£xx a month

[Pick me](#)

Premium

xxx minutes

Unlimited data

Unlimited texts

Unlimited calls to Virgin Mobile numbers

xxx minutes to landline numbers

xx mins International calls

£xx a month

[Pick me](#)

[View UK call charges](#)



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xxxMB

xxx texts

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Not sure yet?

We'll send you a text when you've only got 30 days left to choose. If you've not picked one after that, we'll move you over onto **{best match tariff name}**.

Classic

xx minutes

xxxMB

xxx texts

£xx a month

[Pick me](#)

Essential

xxx minutes

Unlimited data

Unlimited texts

Unlimited calls to Virgin Mobile numbers

xxx minutes to landline numbers

xx mins International calls

£xx a month

[Pick me](#)

Premium

xxx minutes

Unlimited data

Unlimited texts

Unlimited calls to Virgin Mobile numbers

xxx minutes to landline numbers

xx mins International calls

£xx a month

[Pick me](#)

[View UK call charges](#)



Did someone say 'upgrade'?

You've been with us for a while, so now's your chance to get your hands on a shiny new phone. Call us on xxxx xxx xxx to see what's on offer.



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We'll send you a text when you've only got 30 days left to choose. If you've not picked one after that, we'll move you over onto **{best match tariff name}**.

Classic

xx minutes

xxxMB

xxx texts

£xx a month

[Pick me](#)

Essential

xxx minutes

Unlimited data

Unlimited texts

Unlimited calls to Virgin Mobile numbers

xxx minutes to landline numbers

xx mins International calls

£xx a month

[Pick me](#)

Premium

xxx minutes

Unlimited data

Unlimited texts

Unlimited calls to Virgin Mobile numbers

xxx minutes to landline numbers

xx mins International calls

£xx a month

[Pick me](#)

Hide UK call charges

These are our costs for UK calls. There is no difference between off-peak or peak times, call rates always remain the same. We will not charge for the freephone numbers of charities and helplines listed on our website. After any minimum call charge that applies our calls are billed per second and our charges are rounded up to the nearest penny.

Calls to landlines¹, Virgin Mobiles², Other network mobiles and Groupcall

40p per minute

Calls to Freephone numbers

21p per minute

Text to all UK network mobiles²

15p per text

Minimum call charge

A one minute minimum call duration applies

Hide other call charges

Voicemail retrieval

Included within your minutes allowance, free thereafter.

Personal numbers (0700,0701,0702,0703, 0704, 0705, 0706, 0707, 0708, 0709, 0760, 0762, 0764, 0766, 0767, 0768)

Calls to personal numbers - Please note that some personal numbers carry a 75p minimum call charge - this relates to any duration up to 1 minute SMS to personal numbers - 15p per message

Pre-recorded information (789 from a Virgin Mobile phone)

free

Our team via 789

free

Directory enquiries³ via 118 918

From 75p per minute

Pre-recorded information (789 from a Virgin Mobile phone)

free

Our team via 789

free

Directory enquiries³ via 118 918

From 75p per minute



FAQs

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[Sign in](#)



Nearly there...

Here's what you've picked for your phone {07xxx xxx xxx}. Just a few more clicks and you'll be done.

Classic

xx minutes

xxxMB

xxx texts

£xx a month

What next?

If everything looks good, just confirm you've read the legal stuff and go, go, go.

It'll take 24 hours for the new tariff to kick in, but we'll text you when everything's ready.

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Yes, I've read [the legal stuff](#).

[Go back](#)

(Changed your mind?)

[Let's go](#)

(Sure? Once you click there's no going back)



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Hurrah, you're all set!

We're setting up the new tariff for your phone {07xxx xxx xxx} for you now.

Here's a quick reminder of what you went for.

Classic

xx minutes

xxxMB

xxx texts

£xx a month

What next?

Look out for two text messages over the next 24 hours. The first one will confirm that your old tariff has been cancelled (that's meant to happen), the second will let you know when the new tariff is up and running.

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