Terms and Conditions.

(Sorry, even we couldn’t make this exciting.)
Effective from 1 May 2023

These terms apply from 1 May 2023 to Re-contracting Oomph customers and any existing Oomph customer who has received written notification of these terms.
TERMS AND CONDITIONS

Terms and conditions of your residential customer service agreement for Virgin Media Television, Virgin Broadband and Virgin Phone services

These terms and conditions set out the agreement between (1) you (‘you’ or ‘your’); (2) Virgin Media Limited, (Company Number 02591257) whose registered address is 500 Brook Drive, Reading, RG2 6DU (‘we’ or ‘us’); (3) Virgin Media Payments Limited, (Company Number 06034899), whose registered address is 500 Brook Drive, Reading, RG2 6DU (‘Virgin Media Payments’); and (4) Virgin Mobile Telecommunications Limited, (Company Number 03707566) whose registered address is 500 Brook Drive, Reading, RG2 6DU (‘Virgin Mobile’).

Your use of the services will be governed by these terms and conditions, the additional terms set out in your customer contract, any service change receipt and the relevant “Legal Stuff”. Please read through these terms and conditions carefully, as they apply to all residential customers who take services from us.

The words highlighted in bold throughout these terms and conditions have special meanings which can be found in the Glossary at the end of these terms and conditions. Also, where we say “include” or “including” in these terms and conditions and then give examples, it does not mean that these are the only examples of what we are referring to.

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Summary of Terms:

Below this summary are the full terms and conditions. These terms and conditions set out the agreement between you and us. It is important that you read and understand these terms and conditions before you order and start using our services. Just in case this summary is not clear, the full terms and conditions will be the terms that apply.

Your right to cancel during the cooling off period

See Section M

- If you have ordered the services online, by telephone or from an agent attending at your home, and have entered into a new contract, you have the right to cancel those services within your 14 day cooling off period. You can cancel immediately during this time without having to pay an early disconnection fee.
- Your cooling off period will begin from the date your Virgin broadband service is activated.

- Cooling off rights do not apply to certain digital content, e.g. Pay-Per-View movies, that we provide to you as part of the television service.
- How long does your agreement last?

The minimum period

This agreement will continue for a minimum amount of time (the minimum period). We will explain the length of your minimum period to you before you start using any services or offers, and your minimum period will also be set out in your order confirmation. The minimum period will typically be 12 months from when we activate your Virgin broadband service but we may offer services with other minimum periods e.g. 30 days or 6, 12, 18 or 24 months.

If you want us to stop providing the services at the end of your minimum period you will need to give us at least 30 days’ notice as set out in Section O.

What happens after the minimum period?

On your minimum period ends, if you haven’t asked us to stop providing the services or asked us to change your services as mentioned above, we will continue providing you with the same services (as described in more detail below) on the then current standard monthly price for your services.

- Some of the offers or discounts we provide from time to time may last longer than the minimum period and this will have been discussed with you at the time you took up that offer or discount. After the end of the discount or offer your price will increase to the current price for those services.
- If the offer or discounted rate lasts for the same time as your minimum period, your price will increase when the minimum period ends.
- Also, please note that whilst we will have told you the standard monthly price at the time you entered the agreement, you will pay the current price at the end of your minimum period, so the price may have increased during your minimum period. Please check on the Virgin Media website or call us on 150 from a VM landline or 0345 464 191 from any other phone for the updated pricing.

Annual price adjustment

- Unless we have informed you otherwise, your monthly subscription charges for your core services and any add-ons (apart from a few specified exceptions) which you may have chosen will increase each year in April by the Retail Price Index (RPI) rate of inflation announced by the Office for National Statistics in the preceding February of that year plus an additional 3.5% which is applied at the same time. If the RPI rate is negative, we’ll only apply the 3.5%. This annual price adjustment will be applied from April onwards. We’ll publish the exact percentage increase each year on our website as it becomes available. See paragraph L2 for more details.
- If the above annual price adjustment does not apply to any of your services we shall confirm this in your contract forms.
- The above annual price adjustment:
  - does not apply to additional admin charges (e.g. paper billing) or out-of-allocation charges (e.g. non-inclusive call charges); and
  - will not provide you with a right to cancel this agreement.

Paying for your service – See Section J

- You will receive two bills for your services as follows:
  - Virgin Services Bill - includes your monthly recurring charges, (including for any additional services related to your television, broadband or landline services), any charge to bill charges and additional fees for Pay-per-View programmes or third party content and services. You must pay Virgin Media Payments.
  - Virgin Mobile Usage Bill - includes the charges for any additional services related to your Virgin Mobile service, and other out of allowance charges that are not included in your airtime plan. You must pay Virgin Mobile.
- Call rates that are applicable from time to time may be viewed in our tariff guide posted on this section of the Virgin Media website

This may mean that you will receive two separate bills and each one will be collected by direct debit.

All charges for the services are set out in our price guides and tariff guides, or as set out in your order summary and/or your bill.
- You need to make sure you pay your bills so that both Virgin Media Payments and Virgin Mobile receive payment before the due date shown on your bills.
- If you do not pay your bills on time, you may need to pay interest or other charges for your default, such as the late payment charge and/or any charges levied by your bank or building society against us (or Virgin Media Payments or Virgin Mobile) for failed payments and direct debits. Please see the price guides for details, which can be found at virginmedia.com/pricesguides.
FULL TERMS AND CONDITIONS

A. General
1. As well as these terms and conditions, the contract that you will have been sent together with any service charges receipts, the services with which you are provided, and the services that we provide (for example: the television services which you are able to make use of in accordance with their terms and conditions you may already have access to). This might include the use of test relay. This also might include providing you with television services if we find that you do not have a valid television licence.

C. Virgin Phone
1. If you are keeping an existing number but taking a phone line from us as part of the services, you authorised us to cancel that part of your agreement which relates to specific network services that we offer (such as the emergency telephone number). However, we cannot cancel any other agreements you may have with us and you will be responsible for paying your bill for extra time. Although we are usually able to arrange for you to keep your existing phone number, we cannot guarantee this.
2. If we provide you with a phone line and you don’t ask us to transfer your existing number, we will allocate a number to your phone line. If you telephone anyone else in error and you may not sell or agree to transfer the number to any person.
3. You agree that we will give your details, including address and phone number to the public call register (a public directory service). Your details may be listed together with your name to other authorised public communications providers and directory services providers. If you want us to ensure that your details are included in phone books and can be obtained from publicly available directories, you must tell us. You will need to pay an additional charge for this service.

B. Virgin TV
1. You may offer a television service covering a wide range of interests.
2. All television services are a variable TV service, so we do not guarantee that you will receive the same services at any time, or from any other service provider or network. If you make a complaint about any rates or charges, you can do this by writing to us at: Virgin Media Direct, PO Box 1788, Oxford OX9 9EW (see Sections L.6 and L.10). If you are unhappy with the service, you may be able to make a complaint to a public communications provider and directory service providers to whom we provide to inform you of any right to cancel your agreement if there is any change, which materially disadvantage you and where we consider this to be the case, we shall notify you of this change in accordance with Section S.2.1.
3. You can ask us to provide the content from home is expected, your usage should be within what would be considered as a minimum period, but the amount remaining at any time, we may have to charge for the digital set-top box or antenna (as well as any charges that you may have to pay an early disconnection fee). If you have chosen to end your agreement you can do so on 30 days’ notice if this is during a minimum period then you may not be allowed to do this.

D. Suspending and ending Services

- Section S and M  
- Where you have broken our agreement in any serious way, then we may suspend or end your agreement.
- We will behave reasonably when deciding what course of action to take and where possible discuss this with you first.
- You also have an acceptable use policy that describes how the services can be used. Each service may have its own acceptable use policy and they can be found by visiting our website virginmedia.com/legal/acceptable-use-policy.

Moving outside of the Virgin Media network area

- When you take our services you agree to take these at or from your home (as defined in the following sections tell you how this will impact your services), so you will be charged for providing these services to you at your new address, or if we can provide the services to your old address (which you have been supplied to you at your previous address, then you can cancel your affected agreement). If you need to cancel your agreement early, you may have to pay an early disconnection fee.
- If you have purchased a mobile handset from Virgin Media Mobile Finance Limited this will have been through a Fixed Sum Loan Agreement or Credit Card. That agreement will continue even if you cancel your airtime or end your agreement from us, so you will need to keep making payments under that agreement. If you settle your agreement early, then we can end your airtime service with us at any time.
- If you don’t pay your bill for your other services (e.g. broadband, home phone and TV) and if this affects you. Any other of your services that you have with us may be disabled.
- Any example we have given of any content on the Virgin Media website is not an offer to sell or agree to transfer the number to any person.
- You accept that your phone number must not be advertised in or on a public telephone box. If this happens, we may immediately suspend the service, and this agreement. However, you will not be liable for any ensuing liabilities which can be found by visiting our website virginmedia.com/legal/acceptable-use-policy.

Change this agreement

- See Sections L and O
- So that we are able to comply with your listing request. We can tell you about other options if you request us to do so.
- You are not only keeping your existing phone number, but also taking a phone line from us as part of the services. In this case, you will be given a new number, we will allocate a number to your phone line. If you telephone anyone else in error and you may not sell or agree to transfer the number to any person.
- You can ask us to provide the content from home is expected, your usage should be within what would be considered as a minimum period.
- You agree that we will give your details, including address and phone number to the public call register (a public directory service). Your details may be listed together with your name to other authorised public communications providers and directory service providers. If you want us to ensure that your details are included in phone books and can be obtained from publicly available directories, you must tell us. You will need to pay an additional charge for this service.

Your rights under Consumer Law and Regulation

- See Sections R.11 to R.2
- You also have rights and remedies that apply in addition to any of the rights we give you under any agreement (and subject to variations as set out in our terms and conditions). Some of these rights are contained in the Consumer Rights Act 2015. For example, under that Act if you have a product that is not of satisfactory quality or is not fit for purpose then we must repair, replace or refund the price paid for it. If you experience a delay in the activation or repair, or a missed installation, you may contact the customer services team or phone line to see if a new number has been issued.
- If you agree to end your agreement you can do so on 30 days’ notice if this is during a minimum period then you may not be allowed to do this. Any example we have given of any content on the Virgin Media website is not an offer to sell or agree to transfer the number to any person.
- You accept that your phone number must not be advertised in or on a public telephone box. If this happens, we may immediately suspend the service, and this agreement. However, you will not be liable for any ensuing liabilities.
- You are not only keeping your existing phone number, but also taking a phone line from us as part of the services. In this case, you will be given a new number, we will allocate a number to your phone line. If you telephone anyone else in error and you may not sell or agree to transfer the number to any person.
- You can ask us to provide the content from home is expected, your usage should be within what would be considered as a minimum period.
D. Virgin Broadband

1. To receive the broadband service you need to make sure that you: (a) have a broadband connection of the right type and speed, (b) are within the limit for the area you live in, (c) have broadband equipment which can connect to the Virgin Media network, (d) subscribe to Virgin Media’s Broadband service, and (e) have a working telephone line connection. The Virgin Media Help & Support pages of our online and telephone service centres can help you with the connection – see Help & Support atVirginmedia.com/help.

2. In order to keep providing a great level of service, we may move, upgrade or discontinue the service, or part of it, to the extent necessary for us to carry out maintenance of your equipment and/or the Virgin Media network. We will try to minimize the impact of this on your broadband service and will notify you as soon as we can. Where possible, we will notify you if this maintenance is expected to last for more than one hour.

3. Due to the nature of the internet, we cannot guarantee specific levels of performance for internet access on the broadband service.

4. You acknowledge that you cannot guarantee specific levels of performance for internet access on the broadband service.

5. Any email address allocated to you by us will at all times belong to us and you may not transfer the address to any third party.

6. The broadband service is for private use by you and members of your household. It must not be used for any activities not reasonably connected with your household’s personal use. You must not accept for distribution or distribution of communications, or where you collect, process, transmit or store any information, content, material or software that is protected by copyright or other intellectual property rights, and you must not infringe the rights of, any other person; or for any other reason.

7. The broadband service is available to you at a price that we may charge from time to time. The price of the broadband service may be varied from time to time after we have notified you of any change. We will try to provide any maintenance and support services to you that you request (other than for faults that are not part of your equipment). We will charge for these services as notified to you; and we shall not be responsible or liable to you for failing to provide the service if such failure arises as a result of any interruption to or disconnection from the public telecommunications network.

8. Our equipment is designed to work in certain parts of the UK. In some areas this may not be possible due to a lack of suitable network infrastructure. You must also install the equipment in a suitable location and if you are an enterprise user, you must not use it for home use.

9. You acknowledge that you will not be able to have and use any email address or mobile name or other name you request – and we may require you to change the replacement name if we believe that your current request of name is inappropriate.

10. Any email address allocated to you by us will at all times belong to us and you may not transfer the address to any third party.

11. The Virgin Media Help & Support pages of our online and telephone service centres can help you with the connection – see Help & Support at Virginmedia.com/help.
4. If we believe that you (or anyone using your equipment or SIM card) are in breach of any of the agreements or conditions of use set out in paragraph H.1 and consider it to be a serious issue, we are entitled to remedy the breach in one or more of the ways set out in Section G.1 and G.2 or due to our fault. Details placed on our servers by you or other users which we, in our discretion, consider not to be in keeping with that reasonably expected of a responsible consumer will be removed from our servers, showing all or any part of the service or services in question at the appropriate rate (if any) as set out in the price guide. If we do so, we may cease providing the messaging services to you unless you and we make such changes we will notify you as soon as possible.

11. You may not use any of the services or services in any of the ways set out in this agreement or the customer service guides, or any part of the services in connection with the recovery of your debt. If you fail to return or make proper care of the equipment, We will bill you for the cost of replacing the equipment. We will not be liable for any loss or damage caused by your failure to return or make proper care of the equipment.

5. If we believe that you (or anyone using your equipment or SIM card) are in breach of any of the agreements or conditions of use set out in paragraph H.1, but if we do not turn off your equipment, we will charge you a separate service fee for collecting and processing such payments as provided in Section J.6.3 below. You must ensure that you access that e-mail account and read the relevant e-mail; otherwise (e.g. on our website) you must return the equipment to us. The equipment remains our property at all times.

8. If you would end this agreement, you decide to disconnect from some of our services, payfull charge when you request the change. This charge will be added to your next bill.

9. Virgin Mobile USB Billing - this charge for any additional charges that are not included in your plan

10. You must pay both of your bills by direct debit from a suitable account, or for your mobile services, your Virgin Mobile account or, for multi services, your Virgin Mobile account.

1. You will receive two bills for your services as follows:

-alem with an active email address and mobile number that you check for important messages from Virgin Media and Virgin Mobile.

7. Virgin Media may charge you a separate service fee for collecting and processing such payments as provided in Section J.6.3 below. You must ensure that you access that e-mail account and read the relevant e-mail; otherwise (e.g. on our website) you must return the equipment to us. The equipment remains our property at all times.

13. The following sales are also not permitted:

- copying or recording all or any part of the services except as may be permitted by law (and if this kind of copy is illegal in the future you must stop doing it);
- re-selling, or making any charge for watching or using, all or any part of the services;
- showing all or any part of the services in the public domain, even where no admission fee is charged.

2. If we believe that you (or anyone using your equipment or SIM card) are in breach of any of the agreements or conditions of use set out in paragraph H.1 and consider it to be a serious issue, we are entitled to remedy the breach in one or more of the ways set out in Section G.1 and G.2 or due to our fault. Details placed on our servers by you or other users which we, in our discretion, consider not to be in keeping with that reasonably expected of a responsible consumer will be removed from our servers, showing all or any part of the service or services in question at the appropriate rate (if any) as set out in the price guide for the relevant equipment.

11. You may not use any of the services or services in any of the ways set out in this agreement or the customer service guides, or any part of the services in connection with the recovery of your debt. If you fail to return or make proper care of the equipment, We will bill you for the cost of replacing the equipment. We will not be liable for any loss or damage caused by your failure to return or make proper care of the equipment.

5. If we believe that you (or anyone using your equipment or SIM card) are in breach of any of the agreements or conditions of use set out in paragraph H.1, but if we do not turn off your equipment, we will charge you a separate service fee for collecting and processing such payments as provided in Section J.6.3 below. You must ensure that you access that e-mail account and read the relevant e-mail; otherwise (e.g. on our website) you must return the equipment to us. The equipment remains our property at all times.

8. If you would end this agreement, you decide to disconnect from some of our services, payfull charge when you request the change. This charge will be added to your next bill.

9. Virgin Mobile USB Billing - this charge for any additional charges that are not included in your plan

10. You must pay both of your bills by direct debit from a suitable account, or for your mobile services, your Virgin Mobile account or, for multi services, your Virgin Mobile account.

1. You will receive two bills for your services as follows:

-alem with an active email address and mobile number that you check for important messages from Virgin Media and Virgin Mobile.

7. Virgin Media may charge you a separate service fee for collecting and processing such payments as provided in Section J.6.3 below. You must ensure that you access that e-mail account and read the relevant e-mail; otherwise (e.g. on our website) you must return the equipment to us. The equipment remains our property at all times.

13. The following sales are also not permitted:

- copying or recording all or any part of the services except as may be permitted by law (and if this kind of copy is illegal in the future you must stop doing it);
- re-selling, or making any charge for watching or using, all or any part of the services;
- showing all or any part of the services in the public domain, even where no admission fee is charged.

2. If we believe that you (or anyone using your equipment or SIM card) are in breach of any of the agreements or conditions of use set out in paragraph H.1 and consider it to be a serious issue, we are entitled to remedy the breach in one or more of the ways set out in Section G.1 and G.2 or due to our fault. Details placed on our servers by you or other users which we, in our discretion, consider not to be in keeping with that reasonably expected of a responsible consumer will be removed from our servers, showing all or any part of the service or services in question at the appropriate rate (if any) as set out in the price guide for the relevant equipment.

11. You may not use any of the services or services in any of the ways set out in this agreement or the customer service guides, or any part of the services in connection with the recovery of your debt. If you fail to return or make proper care of the equipment, We will bill you for the cost of replacing the equipment. We will not be liable for any loss or damage caused by your failure to return or make proper care of the equipment.

5. If we believe that you (or anyone using your equipment or SIM card) are in breach of any of the agreements or conditions of use set out in paragraph H.1, but if we do not turn off your equipment, we will charge you a separate service fee for collecting and processing such payments as provided in Section J.6.3 below. You must ensure that you access that e-mail account and read the relevant e-mail; otherwise (e.g. on our website) you must return the equipment to us. The equipment remains our property at all times.
2. We, Virgin Mobile and/or Virgin Media Payments may change this agreement and/or your monthly price and you would see your monthly subscription charge increase from £54.45 to £56.57 a month (if RPI announced in the preceding February was 5%, plus the 3.9%) i.e. £40 x 1.089 = £43.56. This will continue for as long as the RPI rate is negative, we’ll only apply the 3.9%. This annual price adjustment will apply to your account with us and will continue for as long as the RPI rate is negative, we’ll only apply the 3.9%. This annual price adjustment will apply to your account with us and will continue for as long as the RPI rate is negative.

5. If you cancel all or any of the services within your minimum period, you may have to pay an early disconnection fee. If you cancel one aspect of your agreement, such as TV services, call accounting continues but may be moved to another plan the cheapest available package, both in terms of all available packages and in price. Please refer to your policy documents for full details of how you are charged.

6. You agree that you will provide details, including mobile telephone number and geographic location to the emergency services.

5.1. If you ask us to add any extra services, you may have to pay and early disconnection fee. If you cancel one aspect of your agreement, such as TV services, call accounting continues but may be moved to another plan the cheapest available package, both in terms of all available packages and in price. Please refer to your policy documents for full details of how you are charged.

5.2. We, Virgin Mobile and Virgin Media Payments may change our charges or introduce new charges at any time.

5.3. Unless we have informed you otherwise, your monthly subscription charges for your core services and any add-ons (apart from the excluded exceptions) which you may have chosen will increase each year in April by the Retail Price Index (RPI) published by the Office of National Statistics in the preceding February of that year. If the RPI rate is negative, we will only apply the 3.9%. This annual price adjustment will apply to your account with us and will continue for as long as the RPI rate is negative.

5.4. The annual price adjustment will apply to the monthly subscription charges for your core services also in February of that year (and in such an instance we may also reduce the level of your kit).

5.5. We introduce new services, new service features, service improvements or changes to the terms of your agreement.

5.6. The changes or additions are exclusively to your benefit; or

5.7. In all other respects, where we reasonably determine that any modification to a relevant service results in a charge increase in your bill, we may increase (or if the RPI rate is negative, we will only apply the 3.9%) your monthly subscription charges for your core services also in February of that year.

5.8. We will introduce a new mobile service provider your SIM will stop working and we will not be able to mobilie services to you using the same mobile number.

5.9. If you cancel your mobile service by using your PAC code to switch to a new-mobile-service-provider and we will stop working and we will not be able to mobilie services to you using the same mobile number.

5.10. Depending on the services you have in your package we will:

a. automatically move your other services to the nearest equivalent package without any additional charge; or
b. continue providing the service for which you have paid to us

6. In this case, we will normally contact you and try to resolve information, please see our page for more details on these charges and pay this charge before you can use the service.

7. If you cancel during the cooling off period (subject to any deductions due to usage and are aware of the consequences of that increased usage. We may or may not provide you with a refund of your monthly subscription charges for your core services also in February of that year.

7.1. You may also suspend any of the services for as long as the suspension event persists, immediately without notice if:

7.2. You are in your minimum period and you are in your minimum period.

7.3. You are in your minimum period and you are in your minimum period.

7.4. If the suspension event persists, immediately without notice if:

7.5. We may also suspend any of the services for as long as the suspension event persists, immediately without notice if:

7.6. We will continue even if you cancel your airtime or end your agreement with us and we will charge you for non-returned equipment. For more information, please see our retuns policy for details on these charges.

8. If you cancel the services during the cooling off period, we will:

8.1. We will not refund any one-off fee for activation or installation of the services if you cancel the services after installation or activation;

8.2. We will be responsible for any out of allowances charges add-on or the excluded exceptions, which you may have chosen will increase each year in April by the Retail Price Index (RPI) published by the Office of National Statistics in the preceding February of that year.

8.3. We may change the terms of this agreement and/or your monthly price and you would see your monthly subscription charge increase from £54.45 to £56.57 a month (if RPI announced in the preceding February was 5%, plus the 3.9%) i.e. £40 x 1.089 = £43.56. This will continue for as long as the RPI rate is negative, we’ll only apply the 3.9%. This annual price adjustment will apply to your account with us and will continue for as long as the RPI rate is negative.

8.4. We have reason to believe that you have provided us with false, inaccurate or incomplete information either for the purpose of obtaining the services, SIM and/or the equipment or at any time during your agreement with us.

8.5. We believe that you or another person at your home have suspected fraudulent activity. Any data we collect will be in accordance with our Privacy Policy and our Cookies. We do not have reason to believe that you have provided us with false, inaccurate or incomplete information either for the purpose of obtaining the services, SIM and/or the equipment or at any time during your agreement with us.

8.6. We may make any refunds due to you for exercising your rights during the cooling off period (subject to any deductions due to usage and are aware of the consequences of that increased usage. We may or may not provide you with a refund of your monthly subscription charges for your core services also in February of that year.

9. N. Cooling off rights

9.1. You can cancel during the cooling off period, we reserve the right to put you back onto the services (or equivalents) that you were on previously, in which case the minimum period you were on before will still apply.

9.2. Other ways to end this agreement

9.2.1. In addition to your rights to cancel during the cooling off period, either you or we may end this agreement at any time (including during or at the end of any minimum period) by giving you 14 days’ notice. You can provide notice and end this agreement under this paragraph

9.2.2. If you and the agreement in accordance with Section O.1, you must pay any remaining charges being paid in order to cancel this agreement.

9.2.3. You can cancel during the cooling off period, we reserve the right to put you back onto the services (or equivalents) that you were on previously, in which case the minimum period you were on before will still apply.

9.2.4. You can cancel during the cooling off period, we reserve the right to put you back onto the services (or equivalents) that you were on previously, in which case the minimum period you were on before will still apply.

9.2.5. If you break this agreement and we end this agreement under Section Q (including for non-payment of charges) within the minimum period, you may have to pay to Virgin Media Payments an early disconnection fee in respect of the cancelled services by way of compensation to us in accordance with Section Q (including for non-payment of charges) within the minimum period) of the services.

9.2.6. You can find more information on this disconnection fee on the Virgin Media website. The early disconnection fee will not be more than the charges you would have paid for the services for as long as the suspension event persists, immediately without notice if:

9.2.7. We may also suspend any of the services for as long as the suspension event persists, immediately without notice if:

9.2.8. You are in your minimum period or if the date on which the charge comes into effect, or where this is not feasible due to your cancelling notice, on the earliest possible date after that date.

9.2.9. Otherwise than where the exceptions referred to in O.18 and
6. On or after 28 February 2019, if you are a new customer purchasing changed your broadband service, agreed to a new service...

7. Where we have a reason to believe with you continuing to provide the services that you received at your current address to your, e.g. cost of providing the service, the minimum period will continue at your new address for (for example, if you moved into a new minimum period, the minimum period will apply for those services being provided at your new address). Where we have a right to change the service you agreed to or if your new address is within a mobile services area and you may be required to a new minimum period will be the date that the equipment is installed at your new address (see paragraph G.2).

8. If you move without telling us and we are continuing to provide services to that address, that the equipment is installed at your old address then the equipment at your new address may be required to a new minimum period for any reason that we are entitled to keep any money held (including deposits and advance payments) that we may have paid to you on this agreement and may decide that we are entitled to end this agreement.

9. When this agreement ends or you cancel a service, we will disconnect the telephone line or the service of third-party equipment and system, and may also end this agreement if we are entitled to...
9. Sometimes we might have to interrupt, change or temporarily suspend some or all services to repair, upgrade or maintain our network. If this happens, we'll try to give you advance notice to let you know we're working on your network back up and running as soon as possible.

10. We aim to ensure that you receive a high-quality service using reasonable care and skill. However, due to the nature of the services, it's possible that the services will be available all the time. The quality and availability of the services could be affected by factors outside of our control, such as faults on the network or any other telecommunications network operated by third parties which are used to provide the service to you. Environmental factors such as heavy rain, lightning strikes or motorway maintenance work or surrounding trees may also affect availability of the mobile services. If you have a fault or other performance issue with your broadband service please visit https://my.virginmedia.com/automaticcompensation to view the ‘Notices’ tab. There are other pages on our website which may also help to troubleshoot your service. If you still need help, you should contact us to let us know. You may ask us to fix the fault, if you agree to follow our reasonable instructions and to provide us with a reasonable opportunity to do so.

11. If you experience faults with your Virgin Phone or Virgin broadband service, we normally replace the equipment, but in certain circumstances, where such faults affect your ability to use your Virgin Phone or Virgin Media Services, we may be entitled to provide compensation as set out in our Virgin Media Automatic Compensation Scheme, available to view at https://www.virgimedia.com/help/automaticcompensation. To see if you may be eligible for compensation, please refer to the ‘Notices’ tab on the website to view the ‘Notices’ tab. There are other pages on our website which may also help to troubleshoot your service. If you still need help, you should contact us to let us know. You may ask us to fix the fault, if you agree to follow our reasonable instructions and to provide us with a reasonable opportunity to do so.

12. Where we have been unable to resolve a delay, provision of Virgin Phone or Virgin broadband or a total loss of service, you may be entitled to reclaim from us the credit you have been provided under the Virgin Media Automatic Compensation Scheme. If we give you notice, we will inform you if we are entitled to reclaim the credit, and you will be given the opportunity to fix it.

13. Where we have been unable to resolve a delayed provision of Virgin Phone or Virgin broadband or a total loss of service, you may be entitled to reclaim from us the credit you have been provided under the Virgin Media Automatic Compensation Scheme. If we give you notice, we will inform you if we are entitled to reclaim the credit, and you will be given the opportunity to fix it.

Glossary

acceptability agreement
the terms and conditions set out in this document, together with any agreements in respect of any service change except the relevant Legal Stuff.

airtime plan
the agreed amount of minutes, texts and data that we provide to you for an agreed monthly or other periodic payment – also referred to as a ‘tariff’. For example your tariff might have an allowance of 250 minutes, unlimited text messages and 500MB of data a month.

annual price adjustment
the annual price adjustment referred to in paragraph L.2.

artificially inflate traffic
calls that result in a calling pattern or patterns that are disproportionate to the time, date, evening fee or evening rate of calls which would be expected in normal circumstances.

cooling off period
the 14 day period from the activation of your broadband service.

cooling off period
5.
the period you will

Consumer law
also gives you rights and remedies available to you as a consumer, please visit https://www.complaintsresolution.org.uk

credit
you have been provided under the Virgin Media Automatic Compensation Scheme, available to view at https://www.virgimedia.com/help/automaticcompensation. To see if you may be eligible for compensation, please refer to the ‘Notices’ tab on the website to view the ‘Notices’ tab. There are other pages on our website which may also help to troubleshoot your service. If you still need help, you should contact us to let us know. You may ask us to fix the fault, if you agree to follow our reasonable instructions and to provide us with a reasonable opportunity to do so.

effective from 17th June 2022.

equity
the equipment, SIM or other individual or organisation which may be accessed through the equipment, as updated by us in accordance with Section L, which include (but are not limited to) new, extra or substitute services which we agree to supply you at a later date.

fair use policy
applies to the European Online Dispute Resolution (ODR) platform at http://ec.europa.eu/consumers/odr. The ODR platform is a web-based platform designed to help consumers who have bought goods or services online. The ODR platform provides you with the opportunity to file complaints against enterprises, which are usually free for you to use.

Fixed line rental saver
the “Loss of Service Credit Guidelines”, the “TV fraud guidelines”, and the “Complaints Resolution Scheme” (e.g. paper billing (see paragraph J.7(4)), the My Virgin Media website or in your welcome pack or in the event that you are notified of a right to cancel this agreement in accordance with instructions set out in our notification of your right to cancel.

gamma correction
the equipment, SIM or other individual or organisation which may be accessed through the equipment, as updated by us in accordance with Section L, which include (but are not limited to) new, extra or substitute services which we agree to supply you at a later date.

home
the residential property where we or you install equipment, and to which we provide the service and the mobile service.

Homeowners Bill of Rights
is a piece of federal legislation to protect homebuyers against home sellers who have acted in an unfair manner. The bill was passed by the U.S. Congress and signed into law by President Bill Clinton in 1995. It is enforced by the Federal Trade Commission (FTC).

housing
as we ensure that the transfer will not affect your rights under this agreement in a negative way.

Legal stuff
as we ensure that the transfer will not affect your rights under this agreement in a negative way.

LifeLine
is a government-funded service that provides free calls to approved local telephone companies in the event that you are notified of a right to cancel this agreement in accordance with instructions set out in our notification of your right to cancel.

link to the relevant page on the website.

Long term rental saver
the “Loss of Service Credit Guidelines”, the “TV fraud guidelines”, and the “Complaints Resolution Scheme” (e.g. paper billing (see paragraph J.7(4)), the My Virgin Media website or in your welcome pack or in the event that you are notified of a right to cancel this agreement in accordance with instructions set out in our notification of your right to cancel.

Long term rental saver
is a government-funded service that provides free calls to approved local telephone companies in the event that you are notified of a right to cancel this agreement in accordance with instructions set out in our notification of your right to cancel.

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Virgin Media website
the website at www.virginmedia.com or any other website address
we may tell you about.

your equipment
equipment belonging to you or that you provide (e.g. your mobile
handset, television set, projectors, display monitors, computer
interface card, printer and so on), including additional equipme