



# Home Internet Service Summary

This summary does not reflect any discounts or promotions which may apply from time to time.

## About the service

The Virgin Mobile Home Internet service will include the below limited time offers:

- Home Internet Data SIM: unlimited internet at AED 399/month (VAT excl.).
- Home Internet Data SIM + 5G router: unlimited internet at AED 399/month (VAT excl.) and a 5G router at an upfront cost of AED 2,150 (VAT excl.).

This service will include unlimited internet for the first 12-months of your monthly subscription. After 12-months, the service will be capped at 500GB per month for AED 499 (VAT excl.). The service provided is designed to be used at home only, as it uses the same mobile towers used by mobile phones to deliver an internet connection to a specific address. We highly recommend that you place your router close to a window to maximise signal strength.

## Plan

### Minimum term

**This plan is available as a month-to-month and renews automatically**

### Monthly charge

**AED 399/month**

Once the offer ends after 12 months, it will be AED 499/monthly

### Data

**Unlimited**

The data is unlimited for the first 12 months and then 500GB per month

## Eligibility

The Home Internet service will be available to existing mobile SIM users who are registered with Emirates ID only. This service cannot be purchased separately. If you are not an existing customer, you can get a new mobile SIM or transfer your existing number to Virgin Mobile to be able to purchase this service. This service can be purchased through the Virgin Mobile UAE app.

## The SIM & router

The SIM won't be locked to the router, and it will work with any device.

## The Data plan

The data plan includes unlimited internet for the first 12 months of your monthly subscription. After 12-months, the service will be capped at 500GB per month for AED 499 (VAT excl.).

## Coverage & serviceability

The Home Internet service is only available at the address selected at the time of purchase. It cannot be used outside of the address provided or overseas.

## Speed

Data speeds may differ on our network. Your speed will depend on several factors including congestion, location, local conditions, hardware, software and general internet traffic.

## Fair usage policy

Our Fair Usage Policy ensures our services are not used in a manner we consider 'unreasonable' or 'unacceptable', including, but not limited to, 'non-ordinary' or 'commercial purpose use' of this plan. It also sets out your responsibilities when you use the internet and confirms steps we may take to monitor and ensure compliance with this policy.

## Cancellation

There are no plan cancellation fees. You can simply request cancellation of your monthly plan through the Virgin Mobile UAE app anytime.

## Refunds & Returns

You have the flexibility to cancel your application up to three days after the date of your submitted application form for a full refund. If you cancel your application after this time prior to the service start date you will not be entitled to any refund.

### Customer Service

You can contact us easily from Virgin Mobile UAE app. Whether you've got a question, query, problem or something you need to tell us, **chat with us** directly from your **Virgin Mobile** App: <https://vmuae.app.link/chat>

## Device Return & Exchange (7 days)

You can request a new router within the first 7 days. The customer care team will do troubleshooting before the return & exchange request is created. Should the router be considered defective, a driver will be sent to collect the defective router. The driver will hand over a new router to the customer and collect the defective router. We should automatically replace the IMEI of the new device in the system.

## Warranty (after 7 days)

If you need to return your device after day 7 of receiving it and during its warranty period, you will need to take the router to the HTC service center.

## Customer fault

If you damage the router (drop it from the roof, the child throws it in the pool, etc..), we will ask you to cancel the existing account and request a new plan & router from the app.