

Virgin Media email is closing: what ntlworld, blueyonder and virgin.net users need to do now

Virgin Media is handing every ntlworld.com, blueyonder.co.uk, virgin.net and virginmedia.com mailbox to a paid provider, Junara. Do nothing and the mailbox is suspended, then deleted. Some of our clients' email has already stopped. Here's what to do today.

If you or someone you know still uses an email address ending in @ntlworld.com, @blueyonder.co.uk, @virgin.net or @virginmedia.com, read this today. Virgin Media is getting out of email. You can keep the address, but only by moving it to a new company that will charge for it. Do nothing and the mailbox is suspended, then deleted.

What we are seeing

None of our clients with these addresses has had a letter about it. Some have already found their email has simply stopped working, with no warning email or letter they can find. Nobody they spoke to could tell them whether the service was closing, moving to a new company and carrying on, or about to start costing money.

That is a frightening place to be with twenty years of family emails, photos, receipts and logins in one inbox. So here is what is actually happening, and what to do about it.

What Virgin Media has announced

On 9 September 2026 Virgin Media O2 announced it is handing its email service to Junara, an email company owned by Atmail. It affects every ntlworld.com, blueyonder.co.uk, virgin.net and virginmedia.com address. You have three choices:

- Sign up with Junara and keep your address and everything in your mailbox. It just gets hosted by another company.
- Save your emails and move to another email provider, such as Gmail or Outlook.com, which can be free.
- Let the account close.

So the answer to “is it closing, moving or going to cost me?” is all three, depending on what you do.

The deadlines

- Virgin is contacting people in phases, which started in September. You get at least 45 days from its first message to decide.
- Miss your sign-up date and the mailbox is suspended. You then have an extra 120 days to sign up with Junara and get it back.
- After that, about 165 days from the first message, the mailbox is deleted. Virgin says a deleted mailbox can't be recovered.

Here is the catch. Virgin's help page says your sign-up date is in the emails it sends you. The warning goes to the very inbox that is closing, and Virgin itself tells people to check their spam or junk folder because its emails may land there. If you mostly read email on a phone, or the message went to junk, it is easy to miss.

There is a second reason some addresses go quiet. Virgin has always closed email accounts for people who left its broadband, TV or landline, usually within 90 days. It says it missed some, and it is now closing those too. If someone left Virgin broadband years ago and kept using the email, that may be why it stopped.

What it costs

- Current Virgin Media broadband, TV or landline customers: the first 12 months with Junara are free, plus a 99p transfer fee paid to Junara.
- Customers who have told Virgin they need extra support: the first 18 months are free.
- Former Virgin Media customers: you need a standard paid Junara plan from the start.
- Each email address is billed separately, so a household with five addresses pays five times.

Virgin hasn't published what Junara charges after the free period. It says monthly and annual prices are shown when you start signing up. For a sense of scale, when Manx Telecom moved its users to Junara, ISPReview reported £6.50 a month or £65 a year per mailbox. Virgin users may be charged differently.

What happens if you do nothing

- If you use Outlook, Apple Mail or another email app, it shows an error when you send or receive. You can still see emails that arrived before the suspension.
- If you use Virgin's webmail, you can't get into the mailbox at all.

- Once the mailbox is deleted, the webmail copy is gone, and nothing new arrives anywhere.

Keep the address, or move?

Keep it with Junara if the address is tied into everything (your bank, your GP, the council, family and friends) and paying a yearly fee is easier than changing it everywhere. Move if you would rather stop paying for an old internet provider's address, or you have already left Virgin.

Either is fine. The only bad choice is doing nothing.

Start moving today: forward your email

You don't have to wait for a letter. You can start the move now, and keep a copy of everything in your old mailbox while you do it.

- Set up your new email address first, for example a free Gmail or Outlook.com account.
- Go to mail.virginmedia.com and sign in with your My Virgin Media details.
- Select the Settings cog in the top right corner, then Email, then Auto forward.
- Enter your new address and switch forwarding on. Tick the option to keep a copy in your Virgin Media mailbox, so nothing leaves the old account.
- Send a test email to your old address from another account and check it arrives in both places.

Now everything new arrives in your new inbox as well. As it does, you can see who still writes to the old address and give them the new one. Virgin says forwarding keeps working while a mailbox is suspended, and only stops when the mailbox is deleted.

Two limits. Forwarding only sends new emails as they arrive in your inbox: it doesn't copy the years of email already there, and it skips anything Virgin files as spam. And while you are in the Auto forward page, if there is an address you don't recognise, delete it. Virgin's own advice is that a forward you didn't set up can be someone copying your email.

Save the email you already have

If you move to Junara, your old email moves with you. If you don't, you need to copy it out before the mailbox goes. Virgin suggests forwarding the emails you need one at a time, or saving them and their attachments to your computer. That works for a handful. For twenty years of email it doesn't.

The usual route for a big mailbox is to set the old account up in an email app such as Outlook or Apple Mail next to the new one, and copy the folders across. Email apps need a Virgin Media Mail app password rather than your normal one, which you make in My Virgin Media under Account settings. With tens of thousands of emails it is slow, and it is easy to miss a folder. That is the part we do for people.

If your email has already stopped

- Don't panic. During the 120 days after your sign-up date, signing up with Junara brings the mailbox and its contents back.
- Don't remove the account from Outlook or Apple Mail. Virgin says you can still view emails you received before the suspension there, and that copy may be the quickest way to save them.
- If you don't want Junara but need your old email, call Virgin Media on 0345 454 1111 and ask for the mailbox to be temporarily unsuspended so you can save what you need.
- If you sign in to My Virgin Media with your Virgin Media email address, change it to your new address under Account Settings, then Identity and security settings. Otherwise Virgin's own emails to you will stop arriving too.

Watch out for scams

A change that affects millions of people is a gift to scammers, so expect fake "your email is closing" messages. Virgin says its emails about this contain no sign-up link and never ask for personal or payment details. The only safe ways to sign up are junara.com, typed in yourself, or the links on Virgin Media's own help page. Never pay over the phone or through a link in an email.

Then update everything that uses the old address

If you move away from Junara, work through everywhere the old address is used before the mailbox closes: online banking, your GP and pharmacy, energy, water and council accounts, Amazon, eBay and PayPal, Apple, Google and Microsoft accounts, streaming services, alarms and anything that sends password resets. Miss one and the next password reset goes nowhere.

Common questions

I haven't had a letter or email. Am I affected?

If your address ends in @ntlworld.com, @blueyonder.co.uk, @virgin.net or @virginmedia.com, yes. Virgin is contacting people in phases, by email, so check your junk

folder. You don't have to wait: Virgin says you can sign up with Junara before you are contacted.

Will moving to Junara interrupt my email?

Virgin says the transfer usually takes a few minutes. Outlook and Apple Mail should carry on with the same settings. Webmail moves to Junara's website and looks different.

Does forwarding save my old emails?

No. It only passes on new emails from the day you switch it on. Your existing email needs saving separately, or moving with Junara.

I left Virgin Media years ago but still use the address. What now?

Virgin is closing accounts for people who are no longer customers. To keep the address you need a paid Junara plan. Otherwise, save your email and move now.

We have several Virgin addresses in the house. Do we pay once?

No. Each address is billed separately. It is worth deciding which ones you actually need.

Want us to move it for you?

If you or someone you know has years of email in one of these accounts and would rather not do this alone, we can move it for you. We set up the new address, bring your old email and contacts across, set up forwarding, get your phone and computer working with it, and help you update the accounts that matter. [Book a short call with Pete](#), call 01462 434082, or email enquiries@corsolutions.co.uk.

Sources

[Virgin Media O2: Helping customers understand upcoming changes to their Virgin Media email services, 9 September 2026](#)

[Virgin Media Help: What's changing with Virgin Media's email service?](#)

[Virgin Media Help: Why is my email account being closed?](#)

[ISPreview: Virgin Media UK closes email service and shifts users to Junara, 9 September 2026](#)

Tags: #Virgin Media #ntlworld #Junara #Email #Email Migration #Phishing

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<https://blog.corsolutions.co.uk/articles/virgin-media-email-closing-ntlworld-blueyonder-what-to-do>