



## Price Guide for our Advanced Plans

# Advanced Plans Price Guide

**Our Advanced Plans give you access to all our lovely benefits – Go Roam in Europe and Around the World so you can share those hotdog leg snaps at no extra cost in 71 destinations across the world, a Personal Hotspot to share your phone’s network connection and free calls to customer services.**

You'll be in control of your spending and have the flexibility to change your plan whenever needed, all on the UK's most reliable network and with 4G at no extra cost.

This is where you'll find all the pricing information for your voice plan if you joined or upgraded on Three on either a Pay Monthly Handset Package on or after 18 March 2014 or 15 July 2014 for SIM Only Plans.

In the event of a discrepancy between this publication and the information provided elsewhere, other than the customer terms, this publication will take precedence.

Effective 13 December 2018.

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## On one of our older plans?

If you joined Three on a Pay Monthly handset package before 18 March 2014 or on a SIM Only Plan before 15 July 2014 and are on one of our older plans (for example: The One Plan, Essential Internet, Ultimate Internet or SIM Zero) you can find details of these and the pricing for each in our 'Historic Plans' price guide at [Three.co.uk/priceguide](https://www.three.co.uk/priceguide)

## Three Customer Services

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# Advanced Plan Benefits

**We like to do things differently here at Three. Want to use your data, your way? Tired of worrying about your mobile bill – home or away? Go all-inclusive with our Advanced Plans where you'll enjoy:**

- + Using your phone abroad at no extra cost with Go Roam both in Europe and Around the World. Available in 71 destinations worldwide. Your plan includes a set of allowances of voice, text and data units which you can use in the UK and in all our Go Roam destinations (some limits apply – see page 20). Where and when you use these is up to you.
- + Tethering your device and using it on the go (or at home) with Personal Hotspot – you can use all or any of your data allowance to create a personal hotspot within the UK, or in our Go Roam in Europe destinations.
- + Control your spend by setting your own limits for voice and data to avoid getting that shocking big bill.
- + Change your plan – temporarily or permanently – when you need to.
- + Free calls from the UK and our Go Roam in Europe destinations to Three customer services.
- + Chat to your mates with Snapchat, watch your favourite shows from Netflix and TV Player and listen to your favourite music on Deezer and SoundCloud without worrying about running out of data. Go Binge is available to our Advanced Plan customers on price plans with 12 GB data or more.

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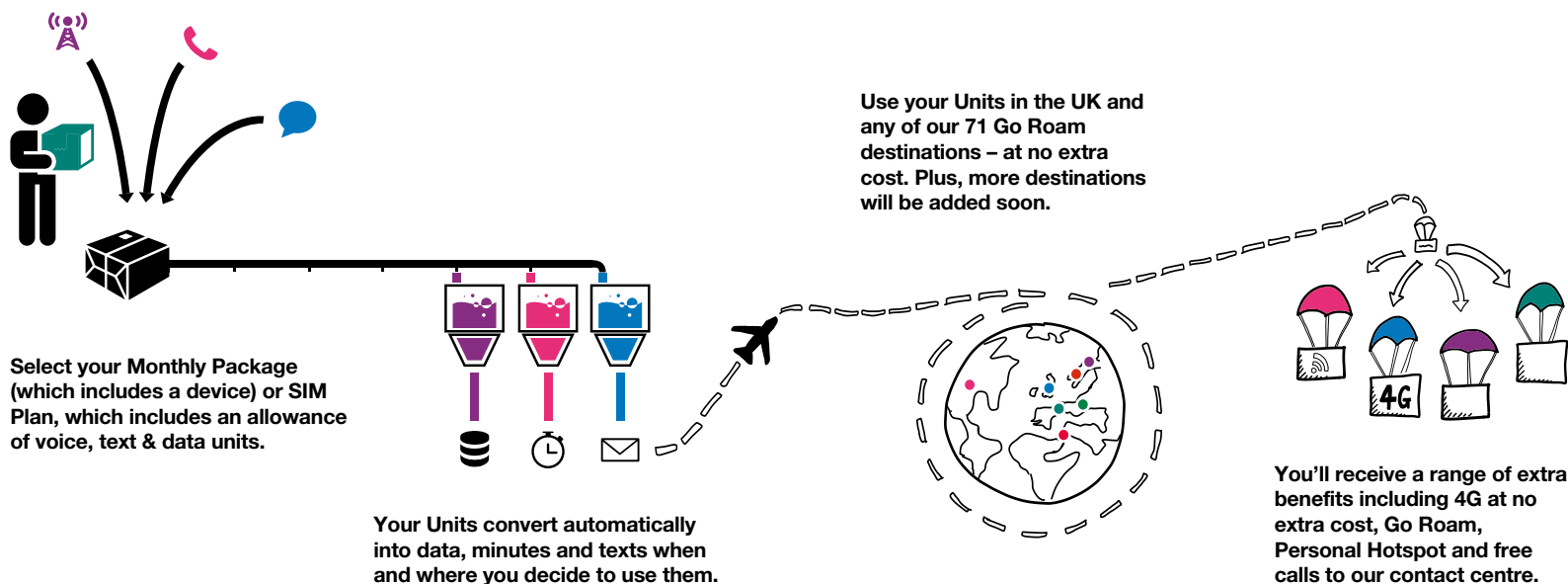
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# Our Advanced Plans

**Our Advanced Plans are available on both Pay Monthly Packages, which include a device and have a minimum term of 24 months and on a SIM Only basis, where you can choose a minimum term of 1 or 12 months. To end your contract, you'll just need to give us 30 days' notice (there may be a Cancellation Fee payable if you're still within your Minimum Term – see page 24).**

Whether you're on an Advanced Plan Pay Monthly Package or SIM Only Advanced Plan, you'll get a monthly allowance of voice, text and data units for use within the UK and both our Go Roam in Europe and Around the World destinations. These convert automatically on use within the UK and in our 71 Go Roam destinations – how and where you use them is up to you. How this works is set out below.



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









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# Our Pay Monthly Advanced Plan Packages

Step 1	Choose from a variety of devices (upfront charge may apply)								
Step 2	Choose your plan's monthly allowance								
<b>How much data do you want?</b> Each Data Unit converts on use into 1 MB of data	500 	1,024 	2,048 	4,096 	8,192 	12,288 	30,720 	102,400 	Unlimited 
<b>Next, choose how long you want to be able to talk each month.</b> Each Voice Unit will convert on use into 1 minute of talk time	50 / 100 / 300 / 600 / unlimited 	50 / 100 / 300 / 600 / unlimited 	50 / 100 / 300 / 600 / unlimited 	100 / 300 / 600 / unlimited 	100 / 300 / 600 / unlimited 	100 / 300 / 600 / unlimited 	100 / 300 / 600 / unlimited 	unlimited 	100 / 300 / 600 / unlimited 
<b>Text Units.</b> Each converts on use into one standard SMS	Unlimited 								
<b>Step 3:</b> <b>Use your Units in the UK or our Go Roam destinations</b>	     								
<b>If you use all of your Units each month, they convert into the following megabytes of data, minutes &amp; texts</b>	500 MB 	1 GB 	2 GB 	4 GB 	8 GB 	12 GB 	Including up to 15GB (15,360 data units) in Go Roam in Europe and up to 12GB (12,288 data units) in Go Roam Around the World destinations. At no extra cost. 30 GB 	100 GB – 15 GB (15,360 data units) in Go Roam in Europe and up to 12 GB (12,288 data units) in Go Roam Around the World destinations. At no extra cost 	Unlimited in the UK – 15 GB (15,360 data units) in Go Roam in Europe and up to 12 GB (12,288 data units) in Go Roam Around the World destinations. At no extra cost 
	50 / 100 / 300 / 600 / unlimited minutes in the UK (+ unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) 	50 / 100 / 300 / 600 / unlimited minutes in the UK (+ unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) 	50 / 100 / 300 / 600 / unlimited minutes in the UK (+ unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) 	100 / 300 / 600 / unlimited minutes in the UK (+ unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) 	100 / 300 / 600 / unlimited minutes in the UK (+ unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) 	100 / 300 / 600 / unlimited minutes in the UK (+ unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) 	100 / 300 / 600 / unlimited minutes in the UK (+ unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) 	100 / 300 / 600 / unlimited minutes in the UK (+ unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) 	Unlimited minutes in the UK (+ unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) 
	Unlimited texts  in the UK and our Go Roam in Europe destinations & up to 5,000 in our Go Roam Around the World destinations								
<b>Monthly Charge</b>	Your monthly charge will depend on the mobile or device chosen and the amount you've chosen to pay upfront, and includes a £5 discount for paying by our preferred payment method, which is by a recurring method, such as Direct Debit. Each May, your Monthly (Recurring) Charge will increase by an amount up to the January RPI rate (published each February). See page 31 for details.								

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Step 1	Choose your monthly allowance of Data, Voice & Text Units								
<b>How much data do you want?</b> Each Data Unit converts on use into 1 MB of data	500 	1,024 	2,048 	4,096 	8,192 	12,288 	30,720 	102,400 	Unlimited 
<b>Next, choose how long you want to be able to talk each month.</b> Each Voice Unit will convert on use into 1 minute of talk time	200 	600 / unlimited 	200 	600 / unlimited 	600 / unlimited 	200 / 600 / unlimited 	200 / 600 / unlimited 	Unlimited 	200 / 600 / unlimited 
<b>Text Units.</b> Each converts on use into one standard SMS	Unlimited								
<b>Step 2:</b> Use your Units in the UK or in our Go Roam destinations									
<b>If you use all of your Units each month, they convert into the following megabytes of data, minutes &amp; texts</b>	500 MB 	1 GB 	2 GB 	4 GB 	8 GB 	12 GB 	30 GB – including up to 15 GB (15,360 data units) in Go Roam in Europe and up to 12 GB (12,288 data units) in Go Roam Around the World destinations. At no extra cost 	100 GB – including up to 15 GB (15,360 data units) in Go Roam in Europe and up to 12 GB (12,288 data units) in Go Roam Around the World destinations. At no extra cost 	Unlimited in the UK – up to 15 GB (15,360 data units) in Go Roam in Europe and up to 12 GB (12,288 data units) in Go Roam Around the World destinations. At no extra cost 
	200 minutes 	600 / unlimited minutes (unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) 	200 minutes 	600 / unlimited minutes (unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) 	600 / unlimited minutes (unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) 	200 / 600 / unlimited minutes (unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) 	200 / 600 / unlimited minutes (unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) 	Unlimited minutes (unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) 	200 / 600 / unlimited minutes (unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) 
<b>Monthly Charge</b>	Unlimited texts  in the UK and our Go Roam in Europe destinations, 5,000  in Go Roam Around the World destinations								
Your monthly charge will depend on the selections made above and includes a £5 discount for paying by our preferred payment method, which is by a recurring method, such as Direct Debit (see pages 7 and 31). See the table on the next page for your SIM Only plan's monthly charge. Each May, your Monthly (Recurring) Charge will increase by an amount up to the January RPI rate (published each February). Unless you agreed to a new SIM Only plan before 13th December 2018, in which case your monthly charge will stay the same. See page 31 for details.									

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## Our SIM Only Advanced Plan Prices

Each of these SIM Only plans include in their allowance unlimited texts. The monthly charge shown includes a £5 discount for paying by our preferred payment method, which is by a recurring method, such as Direct Debit (see below).

		Minutes allowance chosen					
		200 minutes 🕒		600 minutes 🕒		Unlimited minutes 🕒	
Minimum term		1 month	12 months	1 month	12 months	1 month	12 month
Data allowance chosen	500 MB 📶	£12*	£5				
	1 GB 📶			£15	£10	£18*	£15*
	2 GB 📶	£16*	£13*				
	4 GB 📶			£18*	£15*	£16	£9
	8 GB 📶						£14
	12 GB 📶	£22*	£19*	£24*	£21*	£23	£18
	30 GB 📶	£25*	£22*	£29*	£19*	£22	£17
	100 GB 📶					£29*	£20
	Unlimited data 📶	£27*	£24*	£30*	£24*	£32	£27

\*Not currently available

# Three's preferred payment method

New Advanced Plan customers (whether on a Pay Monthly Package or SIM Only plan) can only join on Direct Debit and the above plans' prices include a discount for paying by this efficient means.

Direct Debit is brilliant for you as payment will be taken automatically and your account will not be suspended if you forget to pay. It is also the most efficient method for us. You should maintain your Direct Debit whilst you stay as a pay monthly customer.

You can change your bank details at any time, just let us know. You can choose any of the following given means of payment. Simply allow us to store details and you will remain eligible for the £5 monthly recurring discount. See page 31 for more info.



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# Outside your Allowance

**If you've used up all of your monthly inclusive allowance and continue to use your account, you'll be charged the following rates:**

Out of allowance cost	
Calls to standard UK landlines (starting 01, 02 or 03; excludes calls to the Isle of Man or the Channel Islands), UK mobiles (any network) and your Three voicemail (once you've used your allowance)	55p / min
Data	Not available on a per MB basis – see our Data Add-ons on page 10

- If you've used up all of your data allowance, you can choose to buy an Add-on to get extra units that lasts until your monthly allowance is refreshed (see page 10) or, if you find yourself needing increased allowances on a longer-term basis, you can change your price plan (via your My3 account) to one with an increased monthly data allowance.
- If you've used up all of your voice units, you can continue to make calls and just be billed for these at the rate set out above – or you can change your price plan (via your My3 account) to one with an increased allowance if you find yourself needing an increased allowance on a longer-term basis.

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# Additional Services

**These are the additional, optional or extra services you can bolt on to your plan and include our range of Add-ons, the cost of calling Special Numbers and our International Charges.**

We may change or introduce new charges for Additional Services, or Services Outside of your Allowance. If we do, we'll publish any changes on our website. If any Add-ons are affected which have a recurring charge, we'll let you know at least 14 days before the charge changes. If we do make a change to an Additional Service and you're not happy with it, you can cancel the Add-on(s) or stop using the Additional Services or Services Outside of your Allowance. If you'd prefer to end your contract instead, a cancellation fee will be payable (please see page 24).

Additional Services cost	
UK Video calls	51.1p / min
UK Video messages (MMS)	55p / message
UK Picture messages (MMS) (depending on your phone, if your message includes certain emojis, emoticons or photos, you may be charged this rate for that message)	55p / message
SMS shortcodes – mobile text shortcode numbers are 5 or 6 digits long and usually begin with a 6, 7 or 8. These are often used to pay for new features in apps, to donate to charity, to enter competitions and to download games and ringtones.	SMS shortcodes will not come out of any inclusive allowance and are classed as a Premium Rate Service. The network charge is £0.10 per message (with the exception of Society Lotteries, which is £0.15), and the charge from the third party varies, depending on the promoter's terms and conditions. These should be checked to find out the exact costs.

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## Add-ons & Changing your Price Plan

With Three's Add-ons, it's easy to customise your plan to give you even more flexibility and value. The Add-ons available to you will depend on your plan and current allowance and are set out in the tables on the following pages.

If you want to increase your allowance on a longer-term basis, you can now change your price plan via your My3 account. A change of price plan may incur a small one-off fee allowing you to use your new increased allowances immediately. You will then be charged your new monthly price from the following month. Changing your price plan will not affect your contract end date.

### Add Data

If you find yourself needing more data for the remainder of your current bill cycle, you can add one of the following short-term Add-ons to suit your needs:

The Add-ons in this table can be added to your account once per month and will last until used or until your monthly allowance refreshes (whichever happens first).			
Add-on name	Data Units allowance	When is this Add-on available?	Price
Add 250 MB	250	This is available once each month, per account	£2.50
Add 500 MB	500	If your plan comes with 500 MB (500 data units)	£5
Add 1 GB	1,024	If your plan comes with 1 GB (1,024 data units) or you've previously bought the Add 500 MB short-term Add-on or your plan comes with 100 GB (102,400 data units)	£5
Add 2 GB	2,048	If your plan comes with 2 GB (2,048 data units) or you've previously bought the Add 1 GB short-term Add-on	£5
Add 4 GB	4,096	If your plan comes with 4 GB (4,096 data units) or 8 GB (8,192 data units) or you've previously bought the Add 2 GB short-term Add-on	£5
Add 18 GB	18,432	If your plan comes with 12 GB (12,288 data units) or you've previously bought the Add 4 GB short-term Add-on	£5
Add unlimited data	Unlimited data	If your plan comes with 12 GB (12,288 data units) or greater, you've previously bought the Add 18 GB short-term Add-on	£5

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## Add Personal Hotspot

These Add-ons are available on a monthly rolling basis and will be added each month to your account until you ask us to remove them.

Add-on name	Data Units allowance	When is this Add-on available?	Monthly price (rolling)
1 GB Personal Hotspot	1,024 Data Units	These let you connect your devices to the Internet in the UK using your phone. Each Personal Hotspot Add-on gives you a number of data units, which convert on use into MBs (1 data unit = 1 MB) and are for use within the UK only.  On purchasing these Add-ons, you will receive the full personal hotspot allowance immediately, which will last until your next billing date. You will be charged the full monthly price for this as these Add-ons are not pro-rated on purchase.	£5
Add 3 GB Personal Hotspot	3,072 Data Units		£7
Add 6 GB Personal Hotspot	6,144 Data Units		£8

No Add-on allowance can be rolled over to the next month. Three reserves the right to suspend, modify or withdraw Add-ons without notice, at any time. Each of these 'other' Add-ons has a one-month minimum term when purchased.

## Add Go Binge

Add-on name	Data Units allowance	When is this Add-on available?	Monthly price (rolling)
Go Binge	Unlimited	<ul style="list-style-type: none"> <li>If you joined, upgraded or changed your price plan, on or after 26 April 2018, to an Advanced Plan with a data allowance of 12 GB or more, Go Binge will automatically be added to your plan.</li> <li>If you joined or upgraded before 26 April 2018, you can add Go Binge by changing to a higher price plan. The new price plan must be an Advanced Plan with at least 12 GB data allowance.</li> <li>If you joined or upgraded before 26 April 2018, and have Go Binge active on either our 4 GB or 8 GB price plans, if you change price plan to a 4 GB plan or higher you will keep Go Binge.</li> <li>If you joined or upgraded before 26 April 2018, and have previously had Go Binge on our 4 GB or 8GB price plans, you may add this back on to your account via the contact centre without moving to 12 GB.</li> </ul>	Free

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## Add Data Passport

Add-on name	Data Units allowance	When is this Add-on available?	Daily price (lasts until midnight UK time)
Data Passport	Unlimited	If you're in the UK or one of the following destinations you'll be able to buy this Add-on which gives you unlimited data to use as you like (whether that's simply to get online, tether, stream or connect to VPNs) until midnight (UK time) on the day of purchase: Aland Islands, Australia, Austria, Azerbaijan, Azores, Balearic Islands, Belgium, Brazil, Bulgaria, Canada, Canary Islands, Chile, Colombia, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, El Salvador, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guatemala, Guernsey, Hong Kong, Hungary, Iceland, Indonesia, Ireland, Isle of Man, Israel, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Macau, Madeira, Malaysia, Malta, Martinique, Mayotte, Mexico, Moldova, Montenegro, Myanmar, The Netherlands, New Zealand, Nicaragua, Norway, Pakistan, Panama, Peru, Poland, Portugal, Puerto Rico, Réunion, Romania, Russian Federation, Saint Barthélemy, Saint Martin, San Marino, Saudi Arabia, Serbia, Singapore, Slovakia, Slovenia, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Tunisia, Ukraine, United Arab Emirates, Uruguay, US Virgin Islands, USA, Vatican City and Vietnam.	£5

## Add Minutes

Add-on name	Voice Unit allowance	How can I use these Units?	Monthly price (rolling)
<b>Add Landlines 1,000</b>	1,000 Voice Units	Each of these converts automatically on use into one minute of calls made from the UK to any standard UK landline (01, 02, 03) or from any of our Go Roam in Europe destinations to standard landline numbers within our Go Roam in Europe destinations. If you use all of your Add Landlines 1,000 voice units each month, they convert into 1,000 landline minutes.	£5
<b>Add Landlines</b>	2,000 Voice Units	Each of these converts automatically on use into one minute of calls made from the UK to any standard UK landline (01, 02, 03) or from any of our Go Roam in Europe destinations to standard landline numbers within our Go Roam in Europe destinations. If you use all of your Add Landlines 2,000 voice units each month, they convert into 2,000 landline minutes.	£10.21
<b>Add International Saver</b> Great for those who regularly call landlines or mobiles abroad	3,000 Voice Units	<b>These convert automatically on use in the UK into 3,000 minutes to standard landlines and mobiles in:</b> Canada, China, Hong Kong, Puerto Rico, Singapore, Thailand and USA. <b>They can also be used to call, from the UK, standard landlines in:</b> Australia, Austria, Belgium, Denmark, France, Germany, Ireland, Italy, Japan, Luxembourg, Malaysia, The Netherlands, New Zealand, Norway, Poland, Portugal, South Korea, Spain, Sweden, Switzerland and Taiwan. You will need to dial the prefix 388, then 00 before the country code, in order to convert these units into minutes. This Add-on cannot be used while roaming abroad and cannot be used in conjunction with Go Roam in Go Roam destinations. Please be aware that your first month's Add-on charge and allowance (where applicable) may be pro-rated.	£15.32

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## Add-ons no longer available for purchase

We have previously sold the below Add-ons. While they're not available for purchase now, if you purchased one of these in the past, it'll stay on your account each month on a rolling basis until you ask us to remove it.

These Add-on allowances are for use in the UK and in our Go Roam destinations – some limits apply (see below).

Add-on name	Data Units allowance 	Can this Add-on allowance be used as a personal hotspot allowance in the UK?	Monthly Price	Term
Add 500 MB	500	Yes	£3.00	One month rolling
Add 1 GB	1,024	Yes	£3.00	
Add unlimited data	Unlimited up to 15 GB (15,360 data units) in Go Roam in Europe and up to 12 GB (12,288 data units) in Go Roam Around the World destinations.	Up to 2 GB may be used as a personal hotspot	£3.00	

Add-on name	Voice Unit allowance 	Monthly price	Term
Add 50 Minutes	50	£3.00	One month rolling
Add 200 Minutes	200	£3.00	
Add 300 Minutes	300	£3.00	
Add unlimited minutes	Unlimited in the UK and within our Go Roam in Europe destinations (up to 3,000 can be used in Go Roam Around the World destinations to call back to the UK)	£3.00	

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There are certain types of calls in the UK that are not covered by your monthly allowance of voice units. Charges for these calls are shown in the following tables. Please go to [Three.co.uk/nts](https://www.three.co.uk/nts) or call Customer Services for details of specific numbers.

Calls to numbers starting 0800 and 0808 are free for everyone to call and the charge for calls to numbers starting 084, 087, 118 and 09 are split into two elements: an Access Charge (set by us at 55p per minute, with a one-minute minimum charge) and a Service Charge (set by the company you're calling – they'll tell you this).

### Calls, data and fax to other Special Numbers.

Number prefix	Price
<ul style="list-style-type: none"> <li>■ Calls whilst you're in the UK to 333 (Three Customer Services), 444 / 555 Pay As You Go Top-up / balance enquiry</li> <li>■ 999 / 112</li> <li>■ NHS 111</li> <li>■ 116000 / 116006 / 116111 / 116117 / 116123</li> <li>■ 105 National Power Emergency</li> </ul>	Free
■ 0800 / 0808	Free
■ 101 Single non-emergency	15p per call
■ 084 / 087 / 118 (check <a href="https://www.three.co.uk/nts">Three.co.uk/nts</a> for specific numbers)	55p per minute Access Charge (1-minute minimum charge) plus the Service Charge
■ Corporate Numbers – 055	15.3p per minute
Non-Standard 07 numbers – 0740659 / 074060 / 074061 / 074062 / 074176 / 074181 / 074185 / 074411 / 074414 / 074515 / 075200 / 075201 / 075203 / 075204 / 075205 / 075207 / 075208 / 075209 / 075370 / 075373 / 075375 / 075376 / 075377 / 075378 / 075379 / 075580 / 075581 / 075582 / 075590 / 075591 / 075592 / 075593 / 075594 / 075595 / 075596 / 075597 / 075598 / 075710 / 075718 / 075890 / 075891 / 075892 / 075893 / 075898 / 075899 / 077001 / 077442 / 077443 / 077444 / 077445 / 077446 / 077447 / 077448 / 077449 / 077552 / 077553 / 077554 / 077555 / 078220 / 078221 / 078223 / 078224 / 078225 / 078226 / 078227 / 078229 / 078644 / 078727 / 078730 / 078744 / 078745 / 078920 / 078922 / 078925 / 078930 / 078931 / 078933 / 078938 / 078939 / 079111 / 079112 / 079117 / 079118 / 079245 / 079246 / 079780 / 079781 / 079784 / 079785 / 079786 / 079788 / 079789	Out of allowance UK mobile charges apply (see <a href="https://www.three.co.uk/nts">Three.co.uk/nts</a> for exact costs)
International 07 number prefixes for Isle of Man and Channel Islands (Jersey, Guernsey, Herm, Sark): 074184 / 074520 / 074521 / 074522 / 074523 / 074524 / 075090 / 075091 / 075092 / 075093 / 075094 / 075095 / 075096 / 075097 / 07624 / 077003 / 077007 / 077008 / 07781 / 077977 / 077978 / 077979 / 078297 / 078298 / 078299 / 07839 / 078391 / 078392 / 078397 / 078398 / 079240 / 079241 / 079242 / 079243 / 079244 / 079247 / 079248 / 079370 / 079371 / 079372 / 079373 / 079374 / 079375 / 079376 / 079377 / 079378 / 079379 / 07781	Go Roam in Europe Band (see page 21)

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Number prefix	Price
0087 and 0088* (satellite phones)	Up to £7.66 per min
076 – Pager	£1.22 per call plus 85.8p per minute
Personal numbering (070) – Band 1	30.6p per min
Personal numbering (070) – Band 2	£1.04 per min
Personal numbering (070) – Band 3	£1.22 per call plus 85.8p per min**
Premium Rate (09, 091, 098) – (check <a href="https://www.three.co.uk/nts">Three.co.uk/nts</a> for specific numbers)	55p per minute Access Charge (1-minute minimum charge) plus the Service Charge
Text relay Call to emergency services, made via 18000 / 18001 999 / 18001 112 Non-emergency call via 18001 to 101	Free
Text relay call made via the shortcode 18001 to UK standard landlines (starting 01, 02, 03) and UK mobiles (starting 077, 078, 079)	These will come out of any inclusive voice allowance
Text relay call to international numbers via the shortcode 18001	A 25% discount will be applied to the standard rates set out on pages 21 and 23

All prices include VAT. \*Satellite calls e.g. Inmarsat, excluding International Calls. \*\*Both charges from the start of the call.

## How much does it cost for calls to satellite phones?

Calls to satellite numbers cost the same per minute regardless of where in the world you are when making the call (whether from the UK or abroad) or where the satellite phone is physically located. They normally start with the number prefix 0087 or 0088 and cost up to £7.66 per minute.

## How much does it cost for Directory Services?

There are a host of directory enquiry services available, all of which have different phone numbers and different charges. These calls do not come out of an allowance of voice units and you'll be charged the rates below to call these.

The table here only shows a fraction of the directory services available (which is changing frequently) – go to [Three.co.uk/nts](https://www.three.co.uk/nts) for the latest details.

Calls made to numbers starting 118 will be split into two elements: an Access Charge (set by us, at 55p per minute, with a 1-minute minimum charge) and a Service Charge (set by the company you're calling – they'll tell you this).

Prices for Three Directory Services (including VAT)	
National 118333 – multi-search	55p per minute Access Charge (1-minute minimum charge) + £1.50 to connect + (after the first minute) per Service Charge of £1.50 per minute.
International 118313 – multi-search	55p per minute Access Charge (1-minute minimum charge) + £4.45 to connect + (after the first minute) per Service Charge of £2.57 per minute.
Directory services for people with disabilities – 195 – multi-search	<b>Free to call 195 for Three's registered users.</b> ■ If the 195 operator then connects you to a number you've searched for, your call will be charged at the standard rate for your price plan or will come out of any available allowance you have. Free text message with the number(s) you've requested.

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## International Roaming, including Go Roam, using your phone abroad

**As an Advanced Plan customer, International Roaming is switched on automatically on your account, so you can use your phone abroad, including in all 71 of our Go Roam destinations straight away.**

The good news is that International Roaming is not subject to additional charges if you're using your phone to contact a UK number (starting 01, 02, 03 or a standard UK mobile) from any Go Roam destination. It also won't cost you any extra when in a Go Roam in Europe destination to make calls to standard landline or mobile numbers in other Go Roam in Europe destinations (see page 18). However, in destinations not covered by Go Roam, additional costs will be incurred. How much these are, depend on where you are and where the person you're contacting is.

To help you manage your roaming costs when you're travelling, we'll text you information about call charges and roaming rates for each country you visit.

If you need to contact Three Customer Services while abroad, call +44 7782 333 333 (this call will be charged at standard roaming rates). Calls made from abroad to your voicemail will also be charged at standard roaming rates. Go to [Three.co.uk/roaming](https://www.three.co.uk/roaming) for more information.

Did you know:

- We've also set up a worldwide data roaming limit of £42.50 to stop you spending too much. If you'd prefer, you can have this limit removed by contacting Three Customer Services.
- Calls made when you're in a non-EU country are normally charged per minute.
- Calls received when you're in a non-EU country normally have a one-minute minimum charge and then are charged by the second.

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To see the **roaming rates you'll be charged for calls and texts**, you'll need to know (1) the Band that the country you're in is in and (2) which Band the country you're trying to contact falls within. Check the table below to find out:

Go Roam in Europe	Go Roam Around the World	Band 0	Band 1	Band 2	Band 3	Band 4
Aland Islands Austria Azores Balearic Islands Belgium Bulgaria Canary Islands Croatia Cyprus Czech Republic Denmark Estonia Finland France French Guiana Germany Gibraltar Greece Guadeloupe Guernsey Hungary Iceland Ireland Isle of Man Italy Jersey Latvia Liechtenstein Lithuania Luxembourg Madeira Malta Martinique Mayotte The Netherlands Norway Poland Portugal Réunion Romania Saint Barthélemy Saint Martin San Marino Slovakia Slovenia Spain Sweden Switzerland Vatican City	Australia Brazil Chile Colombia Costa Rica El Salvador Guatemala Hong Kong Indonesia Israel Macau New Zealand Nicaragua Panama Peru Puerto Rico Singapore Sri Lanka Uruguay US Virgin Islands USA Vietnam	Monaco	Andorra Bosnia and Herzegovina Canada Macedonia Montenegro North Cyprus South Africa Turkey	Rest of the world (that is, not within Go Roam Bands or Bands 0, 1, 3 or 4).  If you can't see the country you're looking for and want to double check if it falls within Band 2, go to <a href="https://www.three.co.uk/roaming">Three.co.uk/roaming</a> to see if you can use your Three device there.	Cape Verde Cuba Ethiopia Georgia Kuwait Malaysia Maldives Morocco Oman Russia Tunisia Turkmenistan Ukraine United Arab Emirates Uzbekistan	Ships, Ferries, Airplane and Maritime Networks

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See page 22 for international data roaming bands and charges.

## Use your Advanced Plan abroad at no extra cost with Go Roam.

Because on our Advanced Plans your allowances of voice, text and data units can be used in the UK and in all our Go Roam destinations, with both Go Roam in Europe and Go Roam Around the World you can call and text back to the UK and get online without paying a penny more. No worries. Where and when you use your allowance is up to you. Plus, when roaming in a Go Roam in Europe destination, you can make calls and send texts to standard landline and mobile numbers in Go Roam in Europe destinations at no extra cost.

It's also free to receive calls, texts, photo messages and video messages when in a Go Roam destination on our Advanced Plans.

As a reminder, Go Roam can be used in the following destinations (we've split these into two bands, based on whether they're within the EU or not as this will affect some out of allowance charges):

Go Roam in Europe	Go Roam Around the World
Aland Islands, Austria, Azores, Balearic Islands, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, The Netherlands, Norway, Poland, Portugal, Réunion, Romania, Saint Barthélemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City.	Australia, Brazil, Chile, Colombia, Costa Rica, El Salvador, Guatemala, Hong Kong, Indonesia, Israel, Macau, New Zealand, Nicaragua, Panama, Peru, Puerto Rico, Singapore, Sri Lanka, Uruguay, US Virgin Islands, USA and Vietnam.

## Out of allowance charges when in a Go Roam destination

If you use up all of your plan's allowances when in a Go Roam destination, you'll be charged for additional use at the below 'out of allowance' rates:

		Where are you calling or messaging?			
		Back to the UK	Back to Go Roam in Europe destinations*	Anywhere else in the World	Cost to receive
Where are you calling, texting or getting online?	<b>Call charges (per minute)</b>				
	Go Roam in Europe	3p	3p	£1.40	Free
	Go Roam Around the World	3p	3.3p	£1.40	Free
	<b>SMS charges (per message)</b>				
	Go Roam in Europe	2p	2p	Up to 2p	Free
	Go Roam Around the World	2p	2p	Up to 2p	Free
	<b>Internet data (per MB)</b>				
	Go Roam in Europe		1p		N/A
Go Roam Around the World		1p		N/A	

\*Aland Islands, Austria, Azores, Balearic Islands, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, The Netherlands, Norway, Poland, Portugal, Réunion, Romania, Saint Barthélemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City.

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**Photo messages, video messages and calls to non-geographic numbers (starting 084, 087, 09 or 118 if dialled from the UK) don't form part of your allowance, therefore the following charges will apply when in a Go Roam destination (regardless of which country you are calling or messaging):**

	Cost to make call / send message	Received
Photo message (per message)	55p	Free
Video message (per message)	55p	Free
Video call (per minute)	Up to £2.042 (to any number)	Up to £1.54
Non-geographic calls (to numbers starting +4484, +4487, +449, +44118) (per minute)	Up to £1.40	N/A

Prices quoted above include VAT, where applicable.  
Check [Three.co.uk/go-roam](https://www.three.co.uk/go-roam) for more information and the latest on which destinations are included.

## Is there any other information about Go Roam that I should know?

- All of our Advanced Plans include a set of allowances, made up of a specified number of units. If you're roaming in one of our Go Roam Around the World destinations you can use a portion of these allowances each month. For example, with unlimited data, you can use up to 12 GB each month to get online; with unlimited texts you can send up to 5,000 texts back to the UK each month from a Go Roam destination; and if you have 3,000 or more minutes included in your allowance, you can talk for up to 3,000 minutes on calls back to the UK each month. If you exceed your 12 GB monthly data allowance, your data usage may be blocked in our Go Roam destinations until your next billing period. If you exceed any of these allowances for any two months within a rolling 12-month period we have the right to suspend International Roaming on your account, meaning you will no longer be able to use your device or allowance abroad. Of course, we will let you know in advance if this is likely to happen.
- If you're roaming in one of our Go Roam in Europe destinations and have a data allowance greater than 15 GB, you can use up to 15 GB of this each month in a Go Roam in Europe destination. Data usage over 15 GB (up to your allowance), will be subject to a regulated surcharge – this is currently 0.50p/MB except if you are roaming in the following countries in which case it will be 0.41p/MB: Aland Islands, French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Mayotte, Norway, Réunion and Switzerland.
- Go Roam is intended for our UK customers who are UK residents or have stable links with the UK (e.g. full-time employment or study in the UK) who are visiting one of the destinations for short periods, like holidays or business trips. It isn't designed for people who live abroad or stay for extended periods. If you roam exclusively in a Go Roam Around the World destination for any two complete months in a rolling 12-month period, we may suspend International Roaming on your account, meaning you will no longer be able to use your phone or device abroad. Of course, we will let you know in advance if this is likely to happen. If you spend a full month abroad but some of that time is spent in a destination that isn't included in Go Roam, the restriction won't apply.
- To ensure all customers can benefit from Go Roam in Europe with roaming at no extra cost, we reserve the right to apply a surcharge in case of abusive use. In order to help us to detect possible abuse of Go Roam in Europe, we may monitor your usage and presence. We'll look at the balance of your roaming and domestic (UK) activity over four months: if you spend the majority of your time abroad and consume more abroad than at home over the four months, we have the right to add a small surcharge to your usage. This surcharge will be capped at a maximum of 3.25p/min, 1.01p/SMS and 0.50p/MB (except if you are roaming in the following countries in which case the surcharges will be 0.41p/MB, 2.70p/min and 0.85p/SMS: Aland Islands, French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Mayotte, Norway, Réunion and Switzerland). We will cease to apply this surcharge as soon as our data usage and presence monitoring no longer indicates a risk of abuse or anomalous use of Go Roam in Europe roaming. Before this surcharge is applied, we'll send you an alert message two weeks in advance, giving you an opportunity to modify your roaming behaviour. In the absence of a change we may apply a surcharge for any further roaming use. Any surcharge will cease to be applied when our Go Roam in Europe monitoring indicates that the majority of your time or usage is spent in the UK.

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## Making and receiving calls when abroad

		Where are you calling?		
Where are you calling from?		Back to the UK & within the same Band (per minute)	Anywhere else in the world (per minute)	How much will it cost to receive a call in these Bands? (per minute)
	Band 0	10p	10p to Go Roam in Europe destinations, otherwise £1.404	0.9p
	Band 1	£1.40	£1.40	99p
	Band 2	£2.00	£2.00	£1.25
	Band 3	£3.00	£3.00	£1.25
	Band 4	£3.00	£3.00	£1.25

Note: The above table does not include out of allowance roaming charges for Go Roam destinations – please see page 19 for these.

## Sending and receiving texts while abroad

Where are you texting from?	Cost to send (per message) to anywhere in the world	Cost to receive a text (per message)
Band 0	4p	Free
Band 1	35p	
Band 2	35p	
Band 3	35p (except if you're in Cuba, Russia or Tunisia, in which case it will cost 50p)	
Band 4	50p	

If you're in the UK and want to call or text local numbers in Go Roam destinations, please see page 23.

**Please note:** Three reserves the right to suspend Go Roam if we reasonably believe that you are in contravention of our use requirements set out in our Terms and Conditions of use for Three Services. We reserve the right to extend, withdraw or modify the terms of Go Roam and/or the destinations of service included at any time.

See [Three.co.uk/go-roam/information](https://www.three.co.uk/go-roam/information) for full details on how this service works and additional details that may be of interest.

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### What about destinations not covered by Go Roam – how much will it cost to use my phone there?

It's important to remember that the allowances included in your Advanced Plan are for units convertible into calls and texts to standard UK numbers, not international numbers (unless you're calling or texting an international number within our Go Roam in Europe destinations, while roaming within a Go Roam in Europe destination). Our international charges for calling or texting vary depending on (1) where you are and (2) where the person you are calling or texting is located. The relevant international costs to call or text outside of our Go Roam destinations are listed below.

The cost of data use abroad (when not in a Go Roam destination) is set out below (please note, the 'Bands' are different for data use).

To see the roaming rates you'll be charged when in a specific country, [use the table on page 18](#) to identify the band that the country you're going to falls within and if you are contacting someone in a different country (on an international number), check which band that destination falls into. Then check the tables below.

### Internet and data usage abroad.

When you roam onto other international networks where data roaming is available, the charges below will apply (except if you're in a Go Roam destination – see page 19 for more information).

The speed and availability of Internet access when abroad will depend on a number of factors, including which network you are roaming on and the services they have available – for example, 4G networks may not be available, in which case you may only be able to enjoy 3G speeds. Other factors which may affect the speeds that you'll experience include your distance from the nearest mast, your location in a building, local geography and the type of device you're using. Certain services such as audio and/or video streaming may be slower as a result than in the UK. For the latest information on which countries you can roam in and on which networks, visit [Three.co.uk/roaming](http://Three.co.uk/roaming)

Band	Countries	Cost per MB
<b>Data Band 1</b>	Monaco.	10p
<b>Data Band 2</b>	Benin, Botswana, Cyprus (North), India, Ivory Coast, Japan, Philippines, South Africa, Taiwan, Thailand, Turkey, Yemen.	£3
<b>Data Band 3</b>	Rest of the World excluding Go Roam destinations – see page 18. Maritime Networks (Ships, Ferries, Cruise Liners), Airlines.	£6

Data charges are for data sent and received and are calculated to the nearest kilobyte.

If you're roaming in a destination where our Data Passport is available (see page 12), you can also choose to buy an unlimited, data allowance for a daily charge of £5 which lasts until midnight (UK time) on the day of purchase.

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## Calling & texting abroad from the UK

If you're using your device to call an international number from the UK, the cost will depend on which country you are calling. You won't be charged if you receive a call from an international number when in the UK.

### Voice calls made from the UK to an international destination

Where are you calling?	Cost (per minute)
Aland Islands, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Greece, Guadeloupe, Hungary, Ireland, Isle of Man, Italy, Latvia, Lithuania, Luxembourg, Malta, Martinique, The Netherlands, Poland, Portugal, Réunion, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Vatican City	£1.25
All other international destinations (including Jersey and Guernsey)	£1.75

If you're calling abroad regularly, don't forget to check out our Add International Saver on page 12.

If you're sending messages (or making video calls) from the UK to an international number, the cost is the same regardless of where you're messaging or calling:

Charges from the UK to any country	Cost to send (per message) or make a video call (per minute)	Cost to receive
SMS (excluding SMS to shortcodes – see page 9)	35p	Free
Photo message	55p	Free
Video message	55p	Free
Video call	£1.532	Free

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# Charges for other services

We charge you for a range of other activities.

Charges for other services	Price
Text delivery report	1.2p per request
Additional copy of invoice	Up to £5.11 per copy
Fully itemised bill	£1.50
Charge for a replacement SIM	Free
Unlock Fee for Three handsets	Free
Change of phone number	£10.21
Cancellation Fee	Lump sum equivalent to the total of the Monthly Charges remaining during the Minimum Term of your agreement less a variable discount, currently 20%. We reserve the right to vary the amount of the percentage discount from time to time.
Charge for failed / late payment	£5.11

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# Key things to note

We've set out some of the questions that we often get asked and their answers below.

## About your Advanced Plan allowance.

Your Advanced Plan includes a monthly allowance of voice units, text units and data units that convert automatically on use within the UK and in our Go Roam destinations into voice calls (to standard UK landlines starting 01, 02, 03 and UK mobiles), text messages sent to a standard UK mobile number or data use. Plus, if you're in one of our Go Roam in Europe destinations, you can also use your voice and text units to respectively call and text standard landline and mobile in Go Roam in Europe numbers. It's worth remembering that if you don't use up your allowance in a month, you lose the unused portion, as it doesn't roll over to the next month.

After your monthly allowance (of whatever type of units) is used up, prices for use outside of your allowance for additional calls or messages are shown on page 8. If your inclusive allowance of voice units runs out during a call, we will charge you for the remainder of the call at the charges published in this guide.

### How can I use my voice units?

- Inclusive voice units in any packages or Add-ons are for voice calls made either within the UK or while in a Go Roam destination to any other standard UK mobile (beginning 07 but excluding certain non-standard numbers – see page 14 for details), UK landlines (beginning 01, 02 and 03) and voicemail (retrieved by calling 123 from your mobile in the UK).
- Inclusive voice units in any package or Add-on can also be used when roaming within our Go Roam in Europe destinations to call standard landline or mobile numbers in that or any other Go Roam in Europe destination.

### How can I use my text units?

- Inclusive text units are for SMS texts sent within the UK or a Go Roam destination to a UK standard mobile (beginning 07 but excluding certain non-standard numbers – see page 14 for details) or for SMS texts sent when roaming within a Go Roam in Europe destination to a standard mobile number from a Go Roam in Europe destination. You cannot use your inclusive text units to send SMS shortcode messages – see page 9 for details regarding these.
- Text units within a monthly allowance cannot be converted into: text messages sent from the UK or a Go Roam destination to a non-UK standard mobile number (except for text messages sent within Go Roam in Europe destinations to an international mobile number from a Go Roam in Europe destination); messages sent while abroad in a non-Go Roam destination; text messages received in non-Go Roam destinations; photo and/or video messages; or alerts received as part of Three's Alerts services. These services are also excluded from any Add-on allowances for messages.

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### How can I use my data units?

- The inclusive data units in your package or Add-on can be used to connect to the Internet on your phone whether in the UK or a Go Roam destination, unless you've chosen an Add-on that specifically states it is for UK use only.
- You can also use your data units to set up a personal hotspot if you want to connect more than one device to the Internet at once. You can use any or all of your allowance for this purpose.

### What else can't I use my allowances for?

- International calls and messages;
- Calls and messages made and received while abroad to non-UK numbers (unless stated otherwise);
- Premium rate calls and messages (including SMS shortcode messages);
- Reverse charge and messages;
- Message alert services;
- Directory service calls;
- Non-geographic numbers (starting 087, 084) and special numbers (e.g. 090, 070).

### Go Binge

Go Binge is available to customers taking our Advanced Plans with a regular data allowance of 12 GB or above. Existing Advance Plan customers will need to upgrade or change their price plan to a higher Advanced Plan with at least a data allowance of 12 GB or above. Go Binge provides you with an unlimited data unit allowance for streaming video and music from selected partners, as long as you've some of your standard data allowance remaining. You can choose to opt out of Go Binge at any time and use your standard data allowance instead. Go Binge is available for use within the UK and our Go Roam destinations (a fair use policy may apply – see [Three.co.uk/go-roam](https://three.co.uk/go-roam)), but some services may not be available while roaming due to licensing conditions. Go Binge includes a range of third party services, some of which may require their own subscription to access them and some additional content, such as adverts, may come out of your regular data allowance. For more details of what's included and how to access, see [three.co.uk/go-binge](https://three.co.uk/go-binge)

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## What do you mean by unlimited?

### Unlimited data.

If you have unlimited data units as part of your package or with an Add-on, there are no hidden 'fair use policies' within the UK. However, if you're in a Go Roam in Europe destination, you will be subject to our fair use limits meaning you can use up to 15,360 data units (which converts into 15 GB of data) each month. When in a Go Roam Around the World destination you'll be able to use up to 12 GB of data each month (12,288 data units). Unlimited data units should give you all the access to the Internet you would normally need, without worrying about hefty bills. It's worth noting that even if you used your phone for every minute of every day you'd only use, subject to TrafficSense™, around 1,000 GB each month. That's why we've set a usage cap at 1,000 GB, in order to identify commercial use of the service, for example, which is not permitted under the Terms for Three Services.

### Unlimited texts and minutes.

There's no hidden 'fair use policies' with our Unlimited text units or voice units allowances either when in the UK or our Go Roam in Europe destinations – we just ask that you use this allowance in accordance with our Terms for Three Services – that is, for personal use only and not for any illegal, commercial or improper purposes. In addition to these unlimited UK and Go Roam in Europe destination allowances, you also get 5,000 text units and 3,000 voice units to use respectively each month, when in a Go Roam Around the World destination.

## Do you break down the cost of the units that I get as part of my package anywhere?

Yes – you'll see a breakdown of the exact cost of the units included within your package's allowances on page 2 of your monthly bill in the 'Answering your questions' section titled 'About your allowance's unit costs' – we believe this helps you understand the value you're getting from your package. The number of units each package is comprised of is also set out on pages 5–6 of this Price Guide.

- 1 data unit = 1 MB of data
- 1 voice unit = 1 minute of a call
- 1 text unit = 1 SMS text message

For example the unit costs for the SIM 1GB Data 600 Minutes – 12-month plan are as follows: 0.800p per minute, 0.030p per text, 0.361p per megabyte. These aren't charges for going over your allowance, these units are included in your plan. They also don't include any one-off reductions, discounts or any Add-on allowances.

We have set out the unit costs for Add-ons in the table on the next page.

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## Add-on unit costs.

Add-on name	Per Unit Cost (pence)
Add 250 MB	1p
Add 500 MB	1p
Add 1 GB	0.49p
Add 2 GB	0.24p
Add 4 GB	0.12p
Add 18 GB	0.03p
Add unlimited data	0.02p (based on 25 GB of usage)
Add Landline 1,000	0.50p
Add 1 GB Personal Hotspot	0.49p
Add 3 GB Personal Hotspot	0.28p
Add 6 GB Personal Hotspot	0.13p
Add International Saver	0.51p

## International messaging.

Messages sent from the UK to international destinations, messages sent and received whilst abroad, photo and video messages and alerts received as part of Three's Alerts services are excluded from any monthly and/or Add-on allowances for messages. Your international messaging function is subject to services arrangements with respective networks abroad.

## What will I have to pay if I want to cancel my contract?

If you ask to cancel your package before the end of your Minimum Term, you'll be asked to pay a Cancellation Fee (see 'Charges for other services' on page 24). If you are outside of your Minimum Term and want to cancel your contract, there is no Cancellation Fee to pay. For more information call Three Customer Services.

## Is there anything else I should note?

### Is there a maximum call duration that I should know about?

We may end any calls that you make that are longer than two hours' duration, in order to prevent you from incurring excessive, inadvertent costs. If this does happen and you wish to continue your call, please simply redial.

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## Can I set up a Call Return?

Yes – you can return a call directly to someone who has left you a message by simply keying # at the end of their message. This is called Call Return (returning a call directly from the voicemail service).

When using Call Return, calls are charged at your standard price plan rates or from any inclusive allocation, as though you had made the call directly. Call Returns will be shown separately on your bill.

Call Return from voicemail may not be made to certain numbers such as international and premium rate numbers. Any call-barring restrictions you have will also apply. You can only return one call directly from the voicemail service. As soon as you finish the call you will be disconnected and will have to redial into voicemail if you wish to continue listening to your voicemail.

If you divert your incoming calls to another number, we'll charge you for each redirected call. The cost of the redirected call depends on the type of number.

### Charging/billing.

- All calls (except calls to shortcode, premium rate numbers and EU roaming calls) are treated as a minimum of one minute. Calls of more than one minute are treated as lasting for their actual duration, with fractions of a second being rounded to the nearest second (this does not apply to some roaming calls, calls to Service Numbers and Special Calls).
- This applies whether voice units are being converted into voice minutes or whether calls are being billed separately.
- Calls to Service Numbers (starting 084, 087, 09 and 118) are charged differently from other numbers. The Access Charge element of these calls will be treated as a minimum of one minute. If your call lasts less than one minute, your Access Charge will be rounded up to a duration of one minute. For calls of more than one minute, the Access Charge element is treated as lasting for its actual duration, with fractions of a second being rounded to the nearest second. The Service Charge element is set by the company you're calling and may comprise (1) a price per minute Service Charge; (2) a price per call Service Charge; (3) a price per call Service Charge plus a price per minute Service Charge (which runs from the start of your call); and (4) a price per call Service Charge plus a price per minute Service Charge (which runs from 60 seconds after the call starts). If the Service Charge includes a price per minute Service Charge, this will be treated as lasting its actual duration (except if the first 60 seconds have been excluded), with fractions of a second being rounded to the nearest second. For example, if you make a call to a service number, where the Service Charge is 10p per minute, which is simply charged at a price per minute rate and your call lasts 30 seconds, you'll be charged a total of 60p for this call, as the Access Charge element will be rounded up to a duration of one minute at 55p plus 5p for the 30 seconds of call time for the Service Charge element.
- Each individual charge on your bill is shown with VAT included (where relevant) and is rounded up or down to the nearest tenth of a penny to make it easier to read. This rounding process means that the total charges you see on our bill summary page may not always be identical to the 'Total due by' charge you see on the front page of your bill. Don't worry, this is normal and you're not being overcharged or undercharged. The actual amount you need to pay is the one shown on your bill's front page, next to 'Total due by'.

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## Spend limits.

From 1 October 2018 we will ask our customers, new and upgrading, at point of sale, if they want to set a spend limit on their monthly bills. If they choose to do so, this limit will be applied to their account within 7 to 10 days of the request. The spend limit can be set or changed by the customer at any time – visit [Three.co.uk/control-your-spend](https://www.three.co.uk/control-your-spend)

## Limits applied to your account by law.

With effect from 13 December 2017 we've automatically applied limits to the amount you spend on third party digital content and premium rate calls (including directory enquiries) and messages (including SMS shortcode messages). The limits are £40 per single payment transaction and the cumulative sum of £240 for payment transactions made over the course of a calendar month. These limits are set by law and can't be changed. For more information, including confirmation of what types of transactions are affected, visit [Three.co.uk/spendlimits](https://www.three.co.uk/spendlimits)

## VAT invoices.

These plans are for your personal use only and are not intended for commercial use – this means that if you signed up to one of these plans on or after 18 August 2016, we're afraid we will not be able to issue you with a VAT invoice in relation to this account. If you do need a VAT invoice in relation to your mobile account, please have a look at one of our Business Plans.

If you joined us before 18 August 2016, you may be able to request a VAT invoice subject to a few simple verification checks – please note that Three will only issue a tax invoice on these plans where it is obliged to do so, in accordance with VAT regulations. You can make this request by calling 333 free from a Three phone, or 0333 338 1001 from any other phone (standard call rate applies) and select the Billing option.

## First month pro-rated.

Unless otherwise stated, your first month's allowance and charge for your price plan or Add-on will depend on when in the month you join Three or when you decide to select your Add-on. Whenever that is, you can start using your allowance for your price plan or Add-on straight away. We'll work out an appropriate allowance and charge to take you to the end of the first month. After that, you simply pay the standard monthly recurring charge or Add-on charge for a full month's allowance. The exception to this is if you purchase one of our Add Personal Hotspot Add-ons, the first month of which will not be pro-rated. You will simply receive the full monthly allowance and be charged the full amount for that Add-on in the first month of purchase.

## Changes to your Monthly Charge

If you choose a monthly Advanced Plan Package, your contract with us includes the right to increase your Monthly Charge (within your Minimum Term) on an annual basis each May, by an amount up to the January Retail Price Index ('RPI') rate. This means that each May, your Monthly Charge will increase by an amount up to the January RPI rate (published each February) unless you agreed to a new SIM Only plan before 13th December 2018, in which case your monthly charge will stay the same. If the January RPI rate is negative, there will be no change to your Monthly Charge in the relevant year. An example of how this works can be seen on the next page.

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Monthly Charge until April 2019	Monthly Charge from May 2019 to April 2020	Monthly Charge from May 2020 to April 2021
Price A	Price A + an amount up to the January 2019 RPI rate = Price B	Price B + an amount up to the January 2020 RPI rate = Price C
We've set out an example below, showing how this would work, if your Monthly Charge is £25.00 and the January 2019 RPI rate is 2% and the January 2020 RPI rate is 1% (these numbers are for illustrative purposes only):		
£25.00	£25.00 + up to £0.50 (2% of £25.00) = £25.50	£25.50 + up to £0.255 (1% of £25.50) = £25.76

For more details on this, please see our Terms for Three Services at [Three.co.uk/terms](https://www.three.co.uk/terms)

### Recurring payment discount.

New customers can only join pay monthly plans on Direct Debit and our plans' prices include a discount for paying by this efficient means. Direct Debit is brilliant for you as payment will be taken automatically and your account will not be suspended if you forget to pay. It is also the most efficient method for us. You should maintain your Direct Debit whilst you stay as a pay monthly customer. You can change your bank details at any time, just let us know.

We cannot prevent you from cancelling your Direct Debit and if you do, you are still required to pay your bills by the due date. We will retain your discount if you give us any of the following given means of payment provided that you simply allow us to store your selected payment method so that we can charge you on your billing date each month. Don't worry, you can swap these details at any time and on multiple occasions. If you do not permit us to store payment details you will lose the recurring payment discount.

You can choose any of the following given means of payment. Simply allow us to store your payment details and you will remain eligible for the £5 monthly recurring discount.



### Your Rights – Complaints

Remember, if you're unhappy about any aspect of our services, you should contact Three Customer Services on 333 (free) from your Three phone or 0333 338 1001 from any other phone.

We'll investigate any complaint in accordance with our customer complaints code, after which we'll contact you with the results. A copy of our customer complaints code can be viewed on our website at [Three.co.uk/complaints](https://www.three.co.uk/complaints) or you can request a copy by contacting us on the numbers mentioned above.

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