



Three.co.uk

Price Guide for our Simply Business Plans

Simply Business Plans Price Guide

If you're looking for a mobile network for your business, we have new plans that define simplicity. They all come with All-you-can-eat minutes and texts, just pick the amount of data you need and away you go. You'll also get all the benefits of being on Three, like 4G at no extra cost and roaming around the world in 71 destinations 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 a Simply Business Handset or SIM Only Plan on or after 15 December 2017.

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On one of our older plans?

If you're on one of our Business Mobile Broadband plans, or one of our older business plans (such as Business 600, Business 900, Business Flat Rate or one of our Business Share Plans) you can find details of these and the pricing for each in our "If you're on an older plan or a Business Mobile Broadband customer" price guide at Three.co.uk/priceguide.

Three Customer Services

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Simply Business Plan Benefits

We know that, as a business owner, you have neither the time nor the inclination to worry about your smartphone tariff – you just want to know that it's simple, it's good value and it's sorted. Our Simply Business Plans all come with All-you-can-eat minutes and texts and you can:

- +** Choose from a range of one or two year minimum term contracts, along with a range of Handset or SIM Only options.
- +** Use your phone abroad at no extra cost with Feel At Home both in Europe and Around the World. Available in 71 destinations worldwide. All Simply Business Plans include All-you-can-eat minutes and texts and a set of allowances for data, which can be used in the UK and in all our Feel At Home destinations (some limits apply – see page 15). Where and when you use these is up to you.
- +** Tether your device and use 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, unless you choose a plan with all-you-can-eat data. In this case, you can use up to 40 GB a month as a Personal Hotspot.
- +** Control your costs by setting limits for voice and data to avoid getting that shocking big bill.
- +** Change your plan – temporarily or permanently – when you need to.
- +** Make free calls from the UK and our Feel At Home in Europe destinations to our dedicated business support team.
- +** 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 10 GB data or more.

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Our Simply Business Plans







Our Simply Business Handset and SIM Only Plans are available with a minimum term of either 1 or 2 years so we have a plan that's exactly right for you. 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 19).

Simply Business Handset and SIM Only Plans give you and your employees a monthly allowance of All-you-can-eat minutes and texts, and a data allowance for use within the UK and all our Feel At Home destinations. How and where you use them is up to you.

Our Simply Business Handset Plans

Step 1	Choose from a variety of devices (upfront charge may apply)					
Step 2	Choose a 1 or 2 years minimum term contract					
Step 3	Choose your plan's monthly allowance					
Voice Minutes	All-you-can-eat minutes in the UK and our Feel At Home in Europe destinations (up to 3,000 in Feel at Home Around the World destinations).					
Texts	All-you-can-eat texts in the UK and our Feel At Home in Europe destinations (up to 5,000 in Feel at Home Around the World destinations).					
How much data do you want?	2 GB 	5 GB 	10 GB 	20 GB (including up to 13 GB in our Feel At Home in Europe destinations). 	40 GB (including up to 13 GB in our Feel At Home in Europe destinations). 	All-you-can-eat data (unlimited in the UK including 40 GB Personal Hotspot and up to 13 GB in our Feel At Home destinations). 
Monthly Charge	Your monthly charge will depend on the 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.					

Simply Business SIM Only Plans

Step 1	Choose a 1 or 2 years minimum term contract					
Step 2	Choose your plan's monthly allowance					
Voice Minutes	All-you-can-eat minutes in the UK and our Feel At Home in Europe destinations (up to 3,000 in Feel at Home Around the World destinations).					
Texts	All-you-can-eat texts in the UK and our Feel At Home in Europe destinations (up to 5,000 in Feel at Home Around the World destinations).					
How much data do you want?	2 GB 	5 GB 	10 GB 	20 GB (including up to 13 GB in Feel At Home in Europe destinations and 12 GB in Feel At Home Around the World destinations). 	40 GB (including up to 13 GB in Feel At Home in Europe destinations and 12 GB in Feel At Home Around the World destinations). 	All-you-can-eat data (unlimited in the UK including 40 GB Personal Hotspot and up to 13 GB in Feel At Home in Europe destinations and 12 GB in Feel At Home Around the World destinations). 
Monthly Charge	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 the table on the next page for your SIM Only plan's monthly charge.					

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
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Our Simply Business SIM Only Plan Prices

Each of these SIM Only plans include All-you-can-eat minutes and texts. The monthly charge shown below includes a £5 discount for paying by our preferred payment method, which is a recurring method, such as Direct Debit (see below). All prices are exclusive of VAT at 20% and VAT will be added where applicable.

	Minimum term	1 year	2 years
Data allowance chosen	2 GB 	£10	£7.50
	5 GB 	£15	£12.50
	10 GB 	£20	£17.50
	20 GB 	£25	£22.50
	40 GB 	£30	£27.50
	All-you-can-eat data 	£35	£32.50

Three's preferred payment method

New Simply Business Plan customers 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 24 for more info.



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If you've used up all of your monthly data allowance:

- If you or any of your employees need extra data, you can choose to buy a 5 GB Add-on to get extra data which will last until their monthly allowance is refreshed (see page 7). If you or your employees need an increased data allowance on a longer-term basis, you can change price plan to one with an increased monthly data allowance.

Additional Services

These are the additional, optional or extra services you can bolt on to your plan, and include our Simply Business Data Add-on, 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 19).

Additional Services cost	
UK Video calls	51.1p / min
UK Video messages (MMS)	40p / 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)	40p / 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 cost varies, depending on the promoter's terms and conditions. These should be checked to find out the exact costs.

All prices include VAT.

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The Simply Business Data Add-on & Changing your Price Plan

With Three's 5 GB Simply Business Data Add-on, it's easy to customise your plan to give you even more flexibility and value. This Add-on is available on every Simply Business Plan.

If you want to increase your allowance on a longer-term basis, you can do so by changing your price plan. 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 or one of your employees need more data or an increased Personal Hotspot allowance for the remainder of their current bill cycle, as the bill payer you can add the following Short-Term Add-on if required:

Add-on name	When is this Add-on available?	Can this Add-on allowance be used as a Personal Hotspot allowance in the UK?	Price
Add 5 GB	This is available once per month, per user and will last until used or until you or your employee's monthly allowance refreshes (whichever happens first).	Yes	£8.00

The Add-on allowance can't be rolled over to the next month. Three reserves the right to suspend, modify or withdraw Add-ons without notice, at any time. The Add-on can be added to selected user accounts at the bill payer's discretion. Price includes VAT.

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There are certain types of calls in the UK that are not covered by your monthly allowance of voice minutes. 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 our dedicated business support team 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 45p per minute including VAT, with a 1 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"> ■ Calls whilst you're in the UK to 337 (our dedicated business support team), 444 / 555 Pay As You Go Top-up / balance enquiry ■ 999 / 112 ■ NHS 111 ■ 116000 / 116006 / 116111 / 116117 / 116123 ■ 105 National Power Emergency 	Free
<ul style="list-style-type: none"> ■ 0800 / 0808 	Free
<ul style="list-style-type: none"> ■ 101 Single non-emergency 	15p per call
<ul style="list-style-type: none"> ■ 084 / 087 / 118 (check Three.co.uk/nts for specific numbers) 	45p per minute Access Charge (1-minute minimum charge) plus the Service Charge
<ul style="list-style-type: none"> ■ 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	From 35p per minute (see Three.co.uk/nts 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	Feel At Home in Europe Band (see page 16)

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Number prefix	Price
0087 and 0088* (Satellite phones)	Up to £7.66 per minute
076 – Pager	£1.22 per call plus 85.8p per minute
Personal numbering (070) – Band 1	30.6p per minute
Personal numbering (070) – Band 2	£1.04 per minute
Personal numbering (070) – Band 3	£1.22 per call plus 85.8p per minute**
Premium Rate (09, 091, 098) – (check Three.co.uk/nts for specific numbers)	45p 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 16 and 18

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 inclusive of VAT.

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 your allowance of All-you-can-eat voice minutes 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 45p per minute including VAT, 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	45p per minute Access Charge (1-minute minimum charge) + £1.50 to connect + (after the first minute) Service Charge of £1.50 per minute.
International 118313 – multi-search	45p per minute Access Charge (1-minute minimum charge) + £4.45 to connect + (after the first minute) Service Charge of £2.57 per minute.
Directory services for people with disabilities – 195 – multi-search	Free to call 195 for Three's registered users. ■ 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.

All prices include VAT.

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International Roaming, including Feel At Home, & Using Your Phone Abroad

As a Simply Business Plan customer, International Roaming is switched on automatically on your account, so you can use your phone abroad, including in all 71 of our Feel At Home destinations at no extra cost, 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 Feel At Home destination. It also won't cost you any extra when in a Feel At Home in Europe destination to make calls to standard landline or mobile numbers in other Feel At Home in Europe destinations (see page 15). However, in destinations not covered by Feel At Home, 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 our dedicated business support team while abroad, call +44 7782 333 337 (unless you're in a Feel at At Home destination, this call will be charged at your standard roaming rate). Calls made from abroad to your voicemail will also be charged at standard roaming rates unless you're in a Feel At Home destination. 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 our dedicated business support team.
- 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:

Feel At Home in Europe	Feel At Home 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 Feel At Home Bands 1 and 2 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 Three.co.uk/roaming 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

See page 17 for international data roaming bands and charges.

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Use your Simply Business Plan abroad at no extra cost with Feel At Home.

On our Simply Business Plans your voice, text and data allowances can be used in the UK and in all our Feel At Home destinations. So, with both Feel at Home in Europe and Feel at Home 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 Feel At Home in Europe destination, you can make calls and send texts to standard landline and mobile numbers in Feel At Home in Europe destinations at no extra cost.

It's also free to receive calls, texts, photo messages and video messages when in a Feel At Home destination on our Simply Business Plans.

As a reminder, Feel At Home 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):

Feel At Home in Europe	Feel At Home 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, 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

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Out of allowance charges when in a Feel At Home destination

If you use up all of your plan's allowances when in a Feel At Home 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 Feel At Home in Europe destinations*	Anywhere else in the World	Cost to receive
Where are you calling, texting or getting online?	Call charges (per minute)				
	Feel At Home in Europe	These calls will come out of your allowance of All-you-can-eat minutes.	These calls will come out of your allowance of All-you-can-eat minutes.	£1.40	Free
	Feel At Home Around the World	These calls will come out of your allowance of All-you-can-eat minutes.	3.3p	£1.40	Free
	SMS charges (per message)				
	Feel At Home in Europe	These calls will come out of your allowance of All-you-can-eat minutes.	These calls will come out of your allowance of All-you-can-eat minutes.	Up to 2p	Free
	Feel At Home Around the World	These calls will come out of your allowance of All-you-can-eat minutes.	2p	Up to 2p	Free
	Internet data (per MB)				
	Feel At Home in Europe		1p		N/A
	Feel At Home Around the World		1p		N/A

All prices include VAT, where applicable.

*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, Norway, The Netherlands, Poland, Portugal, Réunion, Romania, Saint Barthélemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, 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 Feel At Home destination (regardless of which country you are calling or messaging):

	Cost to make call / send message	Received
Photo message (per message)	40p	Free
Video message (per message)	40p	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/feelathome](https://www.three.co.uk/feelathome) for more information and the latest on which destinations are included.

Is there any other information about Feel At Home that I should know?

- All of our Simply Business Plans include a set of allowances. You can use a portion of these allowances in our Feel At Home Around the World destinations each month. For example, if you have a data allowance greater than 12 GB, you can use up to 12 GB each month to get online; with all-you-can-eat texts you can send up to 5,000 texts back to the UK each month from a Feel At Home destination; and with All-you-can-eat minutes, 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 Feel At Home 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 allowances abroad. Of course, we'll let you know in advance if this is likely to happen.
- If you're roaming in one of our Feel At Home in Europe destinations, and have a data allowance greater than 13 GB, you can use up to 13 GB of this each month in a Feel At Home in Europe destination. Usage over this, but in excess of this Fair Use Policy, 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.
- Feel At Home is intended for our UK customers who are UK residents or have stable links to 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 Feel At Home 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 device or allowances 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 Feel At Home, the restriction won't apply.
- To ensure all customers can benefit from Feel At Home 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 Feel At Home in Europe, we may monitor your usage and presence. We'll look at the balance of your roaming and domestic (UK) activity over 4 months: if you spend a majority of your time abroad and consume more abroad than at home over the 4 months, we have the right to add a small surcharge to your usage. This surcharge will be capped at 3.25p/min, 1.01p/SMS and 0.50p/MB (except if you are roaming in the following countries, in which case it 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*).
- You can stream and connect to VPNs or use file-sharing (like peer-to-peer download services), but you will find this is slower and the quality may not be as good as in the UK if roaming.

*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 Feel At Home 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 Feel At Home 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 Feel At Home 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 Feel At Home destinations – please see page 14 for these. All prices include VAT, where applicable.

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 Russia, Cuba or Tunisia, in which case it will cost 50p)	
Band 4	50p	

All prices include VAT, where applicable.

If you're in the UK and want to call or text local numbers in Feel At Home destinations, these are charged:

Where are you calling or messaging?	Call cost (per minute)	Cost (per message)
UK to Indonesia, Israel, Macau, Puerto Rico, Sri Lanka and US Virgin Islands	£1.021	25.2p
UK to Australia, Brazil, Chile, Colombia, Costa Rica, El Salvador, Guatemala, Hong Kong, New Zealand, Nicaragua, Panama, Peru, Singapore, Uruguay, USA and Vietnam	56.2p	25.2p
UK to 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	46p	25.2p

All prices include VAT, where applicable.

Please note: Three reserves the right to suspend Feel At Home if we reasonably believe that you are using VPN to access illegal or improper content or 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 Feel At Home and / or the destinations of service included at any time.

See [Three.co.uk/feelathomeinformation](https://www.three.co.uk/feelathomeinformation) 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 Feel At Home – how much will it cost to use my phone there?

It's important to remember that the allowances included in your Simply Business Plan are for calls and texts to standard UK numbers, not international numbers (unless you're calling or texting an international number within our Feel At Home in Europe destinations, while roaming within a Feel At Home 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 Feel At Home destinations are listed below.

The cost of data use abroad (when not in a Feel At Home 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 12](#) 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 Feel At Home destination – see page 13 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

Band	Countries	Cost per MB
Data Band 1	Monaco	10p
Data Band 2	Benin, Botswana, Cyprus (North), India, Ivory Coast, Japan, Philippines, South Africa, Taiwan, Thailand, Turkey, Yemen	£3
Data Band 3	Rest of the World excluding Feel At Home destinations – see page 12. Maritime Networks (Ships, Ferries, Cruise Liners), Airlines	£6

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

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Your inclusive allowances can't be used to make calls or send messages to international numbers unless you're in a Feel At Home in Europe destination calling or texting an international number in a Feel At Home in Europe destination. If you're calling abroad, the cost will depend on which band the number you are calling falls within (see table on page 12). If you're receiving a call from an international number, when in the UK, you won't be charged to receive that call.

Voice calls made from the UK to an international destination

Where are you calling?	Cost (per minute)
Feel At Home in Europe	See page 16
Band 0	46p
Band 1	56.2p (except calls to South Africa, which cost £1.021 per minute)
Band 2	£1.021
Band 3	£1.021
Band 4	Charges vary by country code dialled and / or network

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 6)	25.2p	Free
Photo message	40p	Free
Video message	40p	Free
Video call	£1.532	Free

All prices include VAT, where applicable.

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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
Charge for a replacement SIM	Free if requested online via Three.co.uk/support/sim-support ; otherwise £5.11 per user
Unlock Fee for Three handsets	Free
Change of phone number	£10.21 per user
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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We've set out some of the questions that we often get asked, and their answers below.

About your Simply Business Plan allowance.

Your Simply Business Plan includes a monthly allowance of voice minutes, texts and data which can be used within the UK and in our Feel At Home destinations for voice calls (to standard UK landlines starting 01, 02, 03 and UK mobiles), text messages sent to a standard UK mobile number or data. Plus, if you're in one of our Feel At Home in Europe destinations, you can also use your voice minutes and texts to respectively call and text standard landline and mobile in Feel At Home 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.

How can I use my voice minutes?

- Your All-you-can-eat minutes are for voice calls made either within the UK or while in a Feel At Home destination to any other standard UK mobile (beginning 07 but excluding certain non-standard numbers – see page 8 for details), UK landlines (beginning 01, 02 and 03) and voicemail (retrieved by calling 123 from your mobile in the UK).
- Your All-you-can-eat minutes can also be used when roaming within our Feel At Home in Europe destinations to call standard landline or mobile numbers in that or any other Feel At Home in Europe destination.

How can I use my texts?

- Your All-you-can-eat texts are for SMS texts sent within the UK or a Feel At Home destination to a UK standard mobile (beginning 07 but excluding certain non-standard numbers – see page 8 for details) or for SMS texts sent when roaming within a Feel At Home in Europe destination to a standard mobile number from a Feel At Home in Europe destination. You cannot use your allowance of All-you-can-eat texts to send SMS shortcode messages – see page 6 for details regarding these.
- Your monthly allowance of All-you-can-eat texts can't be converted into: text messages sent from the UK or a Feel At Home destination to a non-UK standard mobile number (except for text messages sent within Feel At Home in Europe destinations to an international mobile number from a Feel At Home in Europe destination); messages sent while abroad in a non-Feel At Home destination; text messages received in non-Feel At Home destinations; photo and / or video messages; or alerts received as part of Three's Alerts services.

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How can I use my data?

- Your plan's data allowance can be used to connect to the Internet on your phone whether in the UK or a Feel At Home destination.
- You can also use your data allowance 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, except if you have All-you-can-eat data, in which case you can use up to 40 GB to create a Personal Hotspot.

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 for customers taking our Simply Business Plans with a regular data allowance of 10 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. Existing customers will need to upgrade or change their price plan to a higher plan with at least a data allowance of 10 GB or above. 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 Feel At Home destinations (a fair use policy may apply – see Three.co.uk/feelathome), but some services may not be available while roaming due to licensing conditions. Traffic optimisation applies – see Three.co.uk/trafficsense. 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 it, see Three.co.uk/go-binge

What do you mean by all-you-can-eat?

All-you-can-eat data.

If you have all-you-can-eat data as part of your package, there are no hidden 'fair use policies' within the UK. If you're in a Feel At Home in Europe destination, you can use up to 13 GB of data each month. In a Feel At Home Around the World destination, you can use up to 12 GB of data each month. All-you-can-eat data 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.

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All-you-can-eat texts and minutes.

There are no hidden ‘fair use policies’ with our all-you-can-eat text or voice allowances when in the UK but in our Feel At Home in Europe destinations a fair use limit will apply – 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 all-you-can-eat UK and Feel at Home in Europe destination allowances, you also get 5,000 texts and 3,000 voice minutes to use respectively each month, when in a Feel At Home Around the World destination.

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 your monthly allowance for messages. Your international messaging function is subject to services arrangements with respective networks abroad.

Can I use my Simply Business Plan SIM card in anything other than a mobile phone?

Generally no – you can only use your Simply Business Plan SIM in a mobile phone, not other devices (e.g. a dongle, mobile Wi-Fi device, laptop, or tablet).

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 ‘Charge for other services’ on page 19). 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 our dedicated business support team.

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 2 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).
- 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 50p for this call, as the Access Charge element will be rounded up to a duration of one minute at 45p plus 5p for the 30 seconds of call time for the Service Charge element.
- Each individual charge on your bill is shown with VAT excluded (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'.

Spend limits.

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 spend 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

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VAT invoices.

VAT invoices are issued to all our Simply Business customers as standard.

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.

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 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 337 (free) from your Three phone or 0333 338 1030 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 or you can request a copy by contacting us on the numbers mentioned above.

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