



Three.co.uk

# Price Guide.

This Price Guide sets out all of the pricing information you'll need to know about our new Pay Monthly packages, and how our packages work, if you joined Three on or after 18 March 2014.

Our new Pay Monthly packages, which include a phone, have been designed to work for you and last 24 months. We think they offer great value and each comes with a bunch of benefits that you'll love, that you won't find elsewhere.

We've set out what you'll get as part of your package each month, the cost of any Services outside of your allowance including any Additional Services you may use, such as Add-ons and what it costs to use your phone abroad as well as other relevant charges.

<b>Your Pay Monthly package</b>	1
<b>What are the costs outside of my allowance?</b>	2
<b>What Additional Services are available?</b>	2
– What Add-ons are available?	2
<b>What about charges to Special Numbers and Directory Services?</b>	5
<b>What if I want to use my phone abroad?</b>	6
– Feel At Home Information	6
– Destinations not covered by Feel At Home – how much will it cost to use my phone there?	8
<b>Charges for other services and accessories</b>	15
<b>Key things to note and Frequently Asked Questions</b>	17

## Three Customer Services

Hutchison 3G UK Ltd  
PO Box 333  
Glasgow G2 9AG

© 2015 Hutchison 3G UK Limited. A Hutchison Whampoa company.  
Registered office: Star House, 20 Grenfell Road, Maidenhead, Berks SL6 1EH.

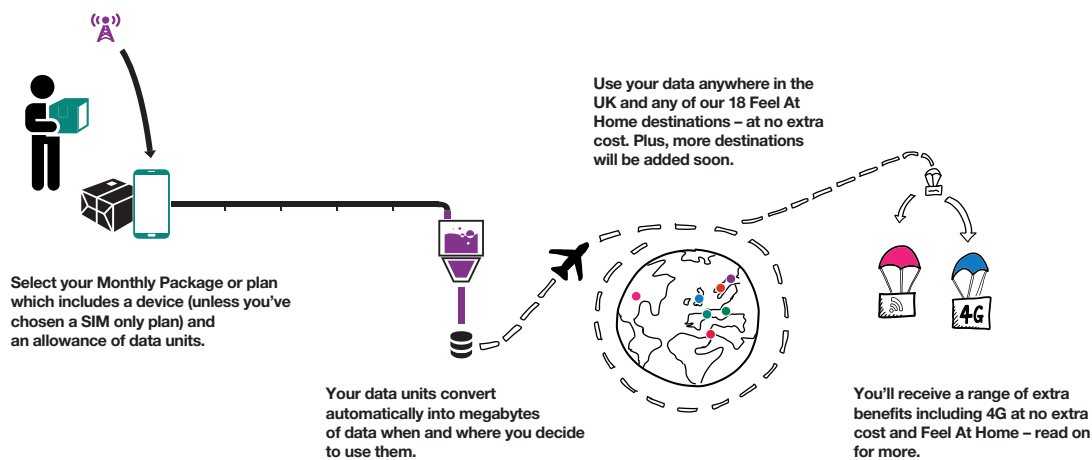
Published by Hutchison 3G UK Limited, trading as Three. All rights in this publication are reserved and no part may be reproduced without the prior written permission of the publisher. '3' and its related images, logos and names used in this publication are trademarks of the Hutchison Whampoa group of companies. The contents of this publication are believed to be correct at the time of going to press, but any information, products or services mentioned may be modified, supplemented or withdrawn.

The provision of any products and services by Hutchison 3G UK Limited is subject to Three's customer terms (available at [Three.co.uk/terms](http://Three.co.uk/terms)).

The customer terms will take precedence if there is any discrepancy with this publication. In the event of a discrepancy between this publication and information provided on [Three.co.uk](http://Three.co.uk), other than the customer terms, this publication will take precedence.

# Your Pay Monthly package.

We like to do things differently here at Three. We're the only network to let their customers use their plan's allowances at no extra cost in 18 destinations (with more to come) around the world with Feel At Home (see page 6). All of our pay monthly packages include a phone and a set of allowances of voice, text and data units which you can use in the UK and in our Feel At Home destinations. Where and when you use these are up to you. How this works, and your allowance options are set out below.



All of these packages come with a minimum term of 24 months, unless we specifically state in writing otherwise. The Monthly Charge for your Package includes a £5.00 monthly discount for paying by recurring payment method, such as Direct Debit.

Step 1	Choose from a variety of phones						
Step 2	Choose your package allowance						
First, choose how much data you want: Data Units (each converts on use into one MB data)	500	1,024	2,048	4,096	8,192	12,288	All-you-can-eat
Then, choose how long you want to be able to talk for each month: Voice units (each converts on use into one minute)	50	100	300	600	All-you-can-eat		
Text units (each converts on use into one text)	All-you-can-eat						

**Step 3**  
Use your units in the UK or in Feel At Home destinations.



If you use all of your units each month, they convert into the following megabytes of data, minutes and texts.	500 (MB)	1,024 (1GB)	2,048 (2GB)	4,096 (4GB)	8,192 (8GB)	12,288 (12GB)	Unlimited in the UK. 12,288  (12GB) in Feel At Home
	50 mins	100 mins	300 mins	600 mins	Unlimited in the UK. 3,000 mins in Feel At Home		
	Unlimited in the UK. 5,000 in Feel At Home						

## Extra benefits from being with Three



All of your data allowance can be used as a personal hotspot allowance in the UK, unless you choose a plan with All-you-can-eat data. In this case, you can use up to 12GB of your data each month as a personal hotspot – this depends on your contract start date – (see page 17).



4G at no extra cost (when you choose a 4G phone).



Control your spend by choosing to block any out of bundle spending (this doesn't include blocking any purchases made using Payfortit)



Use your phone abroad at no extra cost. With Feel At Home. Covering 18 destinations now including Spain and New Zealand – (see pages 6 & 7 for details).

# What are the costs outside of my allowance?

- If you've used up all of your data allowance, you can now either buy an Add-on to get extra units that lasts until your monthly allowance is refreshed (see page 4), or you can change your price plan (via your My3 account) to one with an increased allowance if you find yourself needing increased allowances on a longer-term basis, from what you signed up to.
- If you've used up all of your voice units, you can continue to make calls and just be billed for these – the cost per minute for this is set out below – 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, from what you signed up to.
- The table below also includes the cost of video calls, video messages and picture messages, as these aren't included in your allowance.

Outside of Allowance	Per minute / message
Calls to standard UK landlines, UK mobiles (any network) and your Three voicemail once you've used your allowance	35p
UK Video calls	51.1p
UK Video messages	17.4p
UK Picture messages (depending on your phone, if your message includes certain emojis or emoticons, you may be charged this rate for that message)	17.4p

## What Additional Services are available?

These are the additional, optional, or extra services which you may choose to use in addition to your package or outside of your allowance. We've broken these down into our range of Add-ons; the cost to call Special Numbers and our International Charges.

We may change or introduce new charges in respect of Additional or Services Outside of your Allowance, and 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 you're not happy with a change to the charge for an Additional Service or Add-on (if applicable to you), you won't be able to end your agreement with us, but you can cancel the Add-on(s) or stop using the Additional or Outside of Allowance Services.


### Add-ons.

- With Three's Add-ons it's easy to customise your Pay Monthly package to give you even more flexibility and value. If you just need extra data units to last you until your monthly allowance refreshes, we offer short-term Add-ons.
- We have previously sold long-term Add-ons on these plans, which if you joined or upgraded your contract between 18 March 2014 and 28 April 2015, you may have on your account. If you already have one of these, it will continue to be applied to your package on a rolling basis each month, until you tell us you no longer wish to get this, or you change your price plan. Details of these Add-ons can be found at page 3.
- If you now wish to increase your data or minutes allowance on a longer term basis, you can change your price plan to one with an increased allowance that better meets your needs each month, in your My3 account. There will be a small, one-off fee payable to do this (which allows us to apply the increased allowance immediately to your account). This will not affect your contract end date with us.


## What if I need more Data or an increased Personal Hotspot allowance?

If you find yourself needing more data or an increased personal hotspot allowance for the remainder of your current bill cycle, you can add one of the following Short-Term Add-ons to suit your needs:

### Short Term Add-ons (lasts until the end of your current bill cycle).


Add-on name	Data units allowance 	When is this Add-on available?	Can this Add-on allowance be used as a personal hotspot allowance?	Price
Add 250 MB	250	This is available once each month, per account	Yes	£2.50
Add 500 MB	500	If your plan comes with 500 data units	Yes	£5.00
Add 1GB	1,024	If your plan comes with 1,024 data units or you've previously bought the Add 500 MB short term Add-on	Yes	£5.00
Add 2 GB	2,048	If your plan comes with 2,048 data units or you've previously bought the Add 1GB short term Add-on	Yes	£5.00
Add 4 GB	4,096	If your plan comes with 4,096 or 8,192 data units or you've previously bought the Add 2GB short term Add-on	Yes	£5.00
Add All-you-can-eat data	All-you-can-eat	If your plan comes with 12,228 data units or you've previously bought the Add 4GB short term Add-on	Yes – up to 12,228 data units may be used as a personal hotspot	£5.00

### Long Term Add-ons.

Add-on name	Data units allowance 	When is this Add-on available?	Can this Add-on allowance be used as a personal hotspot allowance?	Monthly Price	Term
Add 500 MB	500	These are no longer available for purchase from 29 April 2015. If you added one a long term Add-on to your account before then, this will continue to be applied on a monthly basis until you tell us you no longer wish to receive it, or change your price plan via My3. Any unused allowance will not carry over to the following month.	Yes	£3.00	One month rolling
Add 1GB	1,024		Yes	£3.00	
Add All-you-can-eat data	All-you-can-eat		Up to 2 GB may be used as a personal hotspot	£3.00	
Add 1GB Personal Hotspot	1,024	If your plan has All-you-can-eat data and you have used all of your inclusive personal hotspot allowance	Yes	£5.00	

## What if I need more minutes?

If you find yourself needing an increased voice allowance each month, you can change your price plan to one with an increased allowance, to better suit your needs on an ongoing basis.

Add-on name	Voice units allowance 	When is this Add-on available?	Monthly price	Term
Add 50 Minutes	50	These are no longer available for purchase from 29 April 2015. If you added a long term Add-on to your account before then, this will continue to be applied on a monthly basis until you tell us you no longer wish to receive it, or change your price plan via My3. Any unused allowance will not carry over to the following month.	£3.00	One month rolling
Add 200 Minutes	200		£3.00	
Add 300 Minutes	300		£3.00	
Add All-you-can-eat minutes	All-you-can-eat (of which 3,000 can be used in Feel At Home destinations)		£3.00	

## What other Add-ons are there?

Add-on name	Voice unit allowance	How can I use these Units?	Monthly price (rolling)
<b>Add Landlines</b>	2,000	Each of these converts automatically on use into one minute of calls made from the UK to any standard UK landline (01, 02, 03) If you use all of your Add Landlines voice units each month, they convert into 2,000 landline minutes. <b>Note:</b> Calls to Isle of Man and Channel Islands are excluded as these are not part of the UK.	£10.21

Add-on name	Voice unit allowance	How can I use these Units?	Monthly price (rolling)
<b>Add Landlines 1000</b>	1,000	Each of these converts automatically on use into one minute of calls made from the UK to any standard UK landline (01, 02, 03) If you use all of your Add Landlines 1,000 voice units each month, they convert into 1,000 landline minutes. <b>Note:</b> Calls to Isle of Man and Channel Islands are excluded as these are not part of the UK.	£5.00

Add-on name	Voice unit allowance	How can I use these Units?	Monthly price (rolling)
<b>Add International Saver</b>  Great for those who regularly call landlines or mobiles abroad	3,000	<b>These convert automatically on use in the UK into 3,000 minutes to standard landlines and mobiles in:</b>  Canada, USA, Puerto Rico, China, Hong Kong, Singapore and Thailand.  <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, 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 Feel At Home in Feel At Home destinations. Please be aware that your first month's Add-on charge and allowance (where applicable) may be pro-rated.	£15.32

Add-on name	Description of Add-on	Daily price
<b>Euro Internet Pass</b>	Enjoy the freedom to browse, tweet, update, upload and search in the EU with All-you-can-eat data with our Euro Internet Pass, for just £5 a day. It's valid from the time you buy it until midnight (UK time). These can be used in Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal (incl. Azores & Madeira), Romania, Slovakia, Slovenia, Spain (incl. Balearic & Canary Islands), Sweden, Vatican City, Monaco. This pass doesn't allow you to use your phone as a modem (tethering), and streaming video and audio content may not be as good as it is on our UK network.  <b>Note:</b> If you need to use the Internet as soon as you arrive, type this link into your mobile browser just before you travel – <a href="http://mobile.three.co.uk/europass">http://mobile.three.co.uk/europass</a> . Follow the simple instructions, make your purchase, and off you go.  Three reserves the right to withdraw or modify the Euro Internet Pass at any time. UK Add-ons (such as Add 1GB Personal Hotspot) can't be used when your pass is active.	£5.00

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, except for the **Euro Internet Pass** which is daily.

# What about charges to Special Numbers or Directory Services?

Certain kinds of calls within the UK fall outside the main price levels and are not included in your monthly allowance of inclusive voice units.

Charges for these calls are shown in the following tables. Don't forget, as part of UK Calling ([www.ukcalling.info](http://www.ukcalling.info)), the cost of calls to service numbers – those starting 084, 087, 09 and 118 – changed from 1 July 2015. You'll now be charged an Access Charge by us of 45p a minute (with a 1 minute minimum charge) plus a Service Charge, which is set by the company you're calling. To check the cost of a particular number, please go to [three.co.uk/nts](http://three.co.uk/nts). Calls to 0800 and 0808 numbers are free for everyone to call.

## Calls, Data and Fax to other phone numbers

Number prefix	Price
116000/116006/116111/116117/116123 Hotline for missing children, Helpline for Victims of Crime, Child Helpline, Non-emergency medical on-call service, Samaritans.	Free
NHS 111	Free
101 Single non emergency	15p (per call)
<b>Non Standard 07 numbers –</b> 0740659 / 074060 / 074061 / 074062 / 074067 / 0740671 – 9 / 074176 / 074181 / 0741821 – 9 / 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 / 074886 / 074888 / 074572	35p per minute
<b>International 07 number prefixes for Isle of Man and Channel Islands (Jersey, Guernsey, Herm, Alderney, Sark):</b> 074184 / 074520 / 074521 / 074522 / 074523 / 074524 / 075090 / 075091 / 075092 / 075093 / 075094 / 075095 / 075096 / 075097 / 07624 / 077003 / 077007 / 077008 / 047781 / 077977 / 077978 / 077979 / 078297 / 078298 / 078299 / 047839 / 078391 / 078392 / 078397 / 078398 / 079240 / 079241 / 079242 / 079243 / 079244 / 079247 / 079248 / 079370 / 079371 / 079372 / 079373 / 079374 / 079375 / 079376 / 079377 / 079378 / 079379 / 07781	46p per minute
0087 and 0088* (Satellite phones)	£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	£1.04p per minute
Personal numbering (070) – Band 3	£1.22 per call plus 85.8p per minute**
Text relay (18000,18001)	Please check <a href="http://Three.co.uk/nts">Three.co.uk/nts</a>
Corporate Numbers – 055	15.3p per min
084 and 087	45p per minute Access Charge (with a 1 minute minimum charge) plus a Service Charge set by the Company you're calling
Premium rate (090, 091, 098) – Band A	45p per minute Access Charge (with a 1 minute minimum charge) plus a Service Charge set by the Company you're calling
Premium rate (090, 091, 098) – Band B	
Premium rate (090, 091, 098) – Band C	
Premium rate (090, 091, 098) – Band D	
Premium rate (090, 091, 098) – Band E	

All prices include VAT.

\* Satellite calls e.g. Inmarsat, excluding International Calls.

\*\* Both charges from the start of the call, see page 19 for footnotes.

# How much does it cost for Directory Services?

There are now 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 them. The table here does not show the full list of directory services available (as this is changing frequently) – go to [www.Three.co.uk/nts](http://www.Three.co.uk/nts)

	Price from 1 July 2015
National 118333 – multi-search	45p a minute Access Charge (1 minute minimum charge) + £1.50 to connect + (after the first minute) a Service Charge of £1.50 per minute.
International 118313 – multi-search	45p a minute Access Charge (1 minute minimum charge) + £4.45 to connect + (after the first minute) a 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

## What if I want to use my phone abroad?

Using your phone abroad (also known as 'international roaming') is automatically available to you with a new Pay Monthly Package. If you have upgraded from one of our older packages, and have never used your phone abroad, you may need to call Customer Services to activate this service.

The good news is that international roaming is not subject to additional charges if you're using your phone to contact any UK number from a **Feel At Home** destination (see page 8). However in countries not covered by Feel At Home, additional costs will be incurred. Below we've laid out these additional charges so you can see exactly what it will cost you.

Calls made when you are in a non-EU country are normally charged per minute. Calls received when you are in a non-EU country normally have a one-minute minimum charge and are then charged by the second. When you're roaming in the EU, the minimum charge for a call is for 30 seconds, after which calls are charged by the second. Calls received in the EU are charged by the second with no minimum initial charges.

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. We've also set up a worldwide data roaming limit of £36 per month to stop you spending too much. If you'd prefer you can have this limit removed by contacting Three Customer Services.

If you need to contact Three Customer Services while abroad call +44 7782 333 333 (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. Go to [Three.co.uk/roaming](http://Three.co.uk/roaming) for more information.

## Use your phone abroad at no extra cost with Feel At Home.

**Because your allowance of voice, text and data units can be used in the UK and in specified Feel At Home destinations, 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.**

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

Feel At Home can be used in the following destinations: Australia, Austria, Denmark, Finland, France, Hong Kong, Indonesia, Israel, Italy, Macau, New Zealand, Norway, Republic of Ireland, Spain (including Canary Islands & Balearic Islands) Sri Lanka, Switzerland, Sweden and USA. We're looking to add more destinations to this list, so you can enjoy this part of your package even more.

If you're in a Feel At Home destination and you come to the end of your allowance or want to make calls or send texts to non-UK numbers, you'll benefit from lower roaming rates, which are set out below:

<b>Calls</b>	
• Made in a non – EU Feel At Home destination	13.8p per minute
• Made in an EU Feel At Home destination	16.6p per minute
<b>Texts</b>	
• Sent in a non-EU Feel At Home destination	4.3p a text
• Sent in an EU Feel At Home destination	5.2p a text
<b>Internet data</b>	10p a MB

Photo messages, video messages and video calls don't form part of your allowance; therefore the following charges will apply when in a Feel At Home destination:

Send photo messages	17.4p per message
Send video messages	17.4p per message
Make a video call (to any number)	Up to £2.04 per minute
Video calls received	Up to £1.53 per minute

Prices quoted above include VAT where applicable. Calls, texts and data used outside of the EU are not subject to VAT, except Monaco and Isle of Man.

Check [Three.co.uk/feelathome](http://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?

- As we've said, all of our packages include a set of allowances, made up of a specified number of units. You can use a portion of these allowances in our Feel At Home destinations each month. For example, with All-you-can-eat data, you can use up to 12GB 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 if you have 3000 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 12GB 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 2 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.
- You cannot use your phone as a personal hotspot in a Feel At Home destination.
- You can stream and connect to VPNs, but you will find this is slower and the quality will not be as good as in the UK. If you're connecting more than one device via a mobile Wi-Fi device, your streaming experience will be poor. We don't recommend streaming TV programmes and films from a Feel At Home destination.
- We restrict the use of your data allowance for file-sharing (like peer to peer download services) or using certain sites to download or share large files.
- Feel At Home is intended for our UK customers 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 destination for any 2 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 Feel At Home, the restriction won't apply.
- Three reserves the right to suspend this service if we reasonably believe that you are using VPN to access illegal or improper content or 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](http://Three.co.uk/feelathomeinformation) for full details on how this service works and additional details that may be of interest.
- Calls and texts to local numbers in Feel At Home destinations are charged as follows:

Where are you calling or messaging?	Call cost per minute	Cost per message
UK to Indonesia, Israel, Macau and Sri Lanka.	£1.02	25.2p
UK to Australia, Hong Kong, New Zealand and the USA.	56.2p	25.2p
UK to Austria, Denmark, Finland, France, Italy, Norway, Spain, Sweden, Switzerland and Republic of Ireland.	46p	25.2p



# 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 Pay Monthly Package are for units convertible into calls and texts to standard UK numbers, **not** international numbers. 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 on page 6 (please note, the 'Bands' are different for data use).

To see the roaming rates you'll be charged when in a specific country:

1. Using the table on this page, **identify the band** that you are going to, and if you are contacting someone in a different country, check which band that destination falls into.
2. Go to the table on the page indicated in the table below to see the international charges for calls and texts for that destination.

To see the roaming rates for using data abroad, please see page 13.

Which country are you going to / contacting?	Band Number	Which table do I need?
<b>EU and selected other European countries</b> Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Germany, Greece (incl. Corfu, Crete, Rhodes), Hungary, Isle of Man, Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Poland, Portugal (incl. Azores, Madeira), Romania, Slovakia, Slovenia.	<b>Band O (EU and selected other European countries)</b>	See page 9
<b>EU and selected European countries (non VAT)</b> Channel Islands (Jersey, Guernsey, Alderney, Herm, Sark), French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Réunion, San Marino	<b>Band 0a (EU and selected European countries, non VAT)</b>	See page 10
Andorra, Bosnia & Herzegovina, Canada, Cyprus (North), Montenegro, Macedonia, South Africa, Turkey	<b>Band 1</b>	See page 11
<b>Rest of the world</b> (that is, not within Bands 0, 0a, 1, 3 or 4. Excluding Feel At Home destinations – see page 6.)	<b>Band 2</b>	See page 12
Cape Verde, Morocco, Turkmenistan, Kuwait, Russia, Cuba, Oman, Ukraine, Georgia, Uzbekistan, Tunisia, Malaysia, Ethiopia, Maldives, UAE.	<b>Band 3</b>	See page 13
Ships, ferries, cruise liners, airlines	<b>Band 4</b>	See page 14

## International calls and messaging.

### Band 0 (EU & selected European countries)

– excluding Feel At Home destinations – see page 6

Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Germany, Greece (incl. Corfu, Crete, Rhodes), Hungary, Isle of Man, Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Poland, Portugal (incl. Azores, Madeira), Romania, Slovakia, Slovenia

#### Voice calls (per minute)

Calls made from the UK to a Band 0 country	46p
Calls received when in a Band 0 country	4.4p
Calls made when in a Band 0 country to other countries in the same Band and the UK	16.6p
Calls made when in a Band 0 country to other Band countries	£1.40

#### Text messages (per message)

Sent from the UK to a Band 0 country	25.2p
Received when abroad	Free
Sent to any country	5.2p

#### Photo messages (per message)

Sent from the UK to a Band 0 country	17.4p
Received when abroad	Free
Sent when abroad to a UK number	17.4p
Sent when abroad to a non-UK number	17.4p

#### Video messages (per message)

Sent from the UK to abroad	17.4p
Received when abroad	Free
Sent when abroad to UK number	17.4p
Sent when abroad to non-UK number	17.4p

#### Video calls (per minute)

Sent from UK to abroad	£1.53
Sent when abroad to UK number	£2.04
Sent when abroad to non-UK number	£2.04
Calls received when abroad	£1.53

## International calls and messaging.

### Band 0a (EU & selected European countries, non VAT)

Channel Islands (Jersey, Guernsey, Alderney, Herm, Sark), French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Réunion, San Marino

#### Voice calls (per minute)

Calls made from the UK to a Band 0a country	46p
Calls received when in a Band 0a country	3.6p
Calls made when in a Band 0a country to other countries in the same Band and the UK	13.8p
Calls made when in a Band 0a country to other Band countries	£1.40

#### Text messages (per message)

Sent from the UK to abroad	25.2p
Received when abroad	Free
Sent to any country when abroad	4.3p

#### Photo messages (per message)

Sent from the UK to abroad	17.4p
Received when abroad	Free
Sent when abroad to UK number	17.4p
Sent when abroad to non-UK number	17.4p

#### Video messages (per message)

Sent from the UK to a Band 0a country	17.4p
Received when abroad	Free
Sent when abroad to UK number	17.4p
Sent when abroad to non-UK number	17.4p

#### Video calls (per minute)

Sent from UK to abroad	£1.53
Sent when abroad to UK number	£2.00
Sent when abroad to non-UK number	£2.00
Calls received when abroad	£1.50

## International calls and messaging.

### Band 1

Andorra, Bosnia & Herzegovina, Canada,  
Cyprus (North), Montenegro, Macedonia, South Africa\*, Turkey

#### Voice calls (per minute)

Calls made from the UK to a Band 1 country	56.2p *except for calls to South Africa, which are charged at £1.02 per minute.
Calls received when in a Band 1 country	99p
Calls made when in a Band 1 country to other countries in the same Band and the UK	£1.40
Calls made when in a Band 1 country to other Band countries	£1.40

#### Text messages (per message)

Sent from the UK to abroad	25.2p
Received when abroad	Free
Sent to any country when abroad	35p

#### Photo messages (per message)

Sent from the UK to abroad	17.4p
Received when abroad	Free
Sent when abroad to UK number	17.4p
Sent when abroad to non-UK number	17.4p

#### Video messages (per message)

Sent from the UK to abroad	17.4p
Received when abroad	Free
Sent when abroad to UK number	17.4p
Sent when abroad to non-UK number	17.4p

#### International video calls (per minute)

Sent from UK to abroad	£1.53
Sent when abroad to UK number	£2.00
Sent when abroad to non-UK number	£2.00
Calls received when abroad	£1.50

## International calls and messaging.

### Band 2

Rest of the World  
(that is, not within Bands 0, 0a, 1, 3 or 4.  
Excluding Feel At Home destinations – see page 6.)

#### Voice calls (per minute)

Calls made from the UK to a Band 2 country	£1.02
Calls received when in a Band 2 country	£1.25
Calls made when in a Band 2 country to other countries in the same Band and the UK	£2.00
Calls made when in a Band 2 country to other Band countries	£2.00

#### Text messages (per message)

Sent from the UK to abroad	25.2p
Received when abroad	Free
Sent to any country when abroad	35p

#### Photo messages (per message)

Sent from the UK to abroad	17.4p
Received when abroad	Free
Sent when abroad to UK number	17.4p
Sent when abroad to non-UK number	17.4p

#### Video messages (per message)

Sent from the UK to abroad	17.4p
Received when abroad	Free
Sent when abroad to UK number	17.4p
Sent when abroad to non-UK number	17.4p

#### Video calls (per minute)

Sent from UK to abroad	£1.53
Sent when abroad to UK number	£2.00
Sent when abroad to non-UK number	£2.00
Calls received when abroad	£1.50

## International calls and messaging.

### Band 3

Cape Verde, Morocco, Turkmenistan, Kuwait, Russia, Cuba, Oman, Ukraine, Georgia, Uzbekistan, Tunisia, Malaysia, Ethiopia, Maldives, UAE.

#### Voice calls (per minute)

Calls made from the UK to a Band 3 country	£1.02
Calls received when in a Band 3 country	£1.25
Calls made when in a Band 3 country to other countries in the same Band and the UK	£3.00
Calls made when in a Band 3 country to other Band countries	£3.00

#### Text messages (per message)

Sent from the UK to abroad	25.2p
Received when abroad	Free
Sent to any country when abroad	35p (except in Russia, Cuba and Tunisia – 50p)

#### Photo messages (per message)

Sent from the UK to abroad	17.4p
Received when abroad	Free
Sent when abroad to UK number	17.4p
Sent when abroad to non-UK number	17.4p

#### Video messages (per message)

Sent from the UK to abroad	17.4p
Received when abroad	Free
Sent when abroad to UK number	17.4p
Sent when abroad to non-UK number	17.4p

#### Video calls (per minute)

Sent from UK to abroad	£1.53
Sent when abroad to UK number	£2.00
Sent when abroad to non-UK number	£2.00
Calls received when abroad	£1.50

## International calls and messaging.

### Band 4

Ships, ferries, cruise liners, airlines

#### Voice calls (per minute)

Calls made from the UK to places in Band 4	Charges vary by country code and/or network (eg. £7.66 per minute for satellite services with 0087 / 0088 prefix)
Calls received when in Band 4 places	£1.25
Calls made when in Band 4 places to other places in the same Band and the UK	£3.00
Calls made when in Band 4 places to other Band countries	£3.00

#### Text messages (per message)

Sent from the UK to abroad	25.2p
Received when abroad	Free
Sent to any country when abroad	50p

#### Photo messages (per message)

Sent from the UK to abroad	17.4p
Received when abroad	Free
Sent when abroad to UK number	17.4p
Sent when abroad to non-UK number	17.4p

#### Video messages (per message)

Sent from the UK to abroad	17.4p
Received when abroad	Free
Sent when abroad to UK number	17.4p
Sent when abroad to non-UK number	17.4p

#### Video calls (per minute)

Sent from UK to abroad	£1.53
Sent when abroad to UK number	£2.00
Sent when abroad to non-UK number	£2.00
Calls received when abroad	£1.50

## Internet and data usage.

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 6 for more information).

The speed and availability of Internet access will depend on the network you are roaming on. For the latest information on which countries you can roam in, and on which networks, visit [www.Three.co.uk/roaming](http://www.Three.co.uk/roaming)

Band	Countries	Cost per MB
<b>Data Band 1</b> (EU & selected European countries)	Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Germany, Greece, Hungary, Isle of Man, Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Poland, Portugal (incl. The Azores, Madeira), Romania, Slovakia, Slovenia.	17.4p
<b>Data Band 1a</b> (EU & selected European countries Non VAT)	French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Réunion, San Marino, French West Indies, Jersey, Guernsey.	14.5p
<b>Data Band 2</b>	Benin, Botswana, Cyprus (North), India, Ivory Coast, Japan, Panama, Philippines, Puerto Rico, South Africa, Taiwan, Thailand, Turkey, Yemen.	£3
<b>Data Band 3</b>	Rest of the World excluding Feel At Home destinations – see page 6. Maritime Networks (Ships, Ferries, Cruise Liners), Airlines.	£6

Data charges are for data sent and received and are calculated to the nearest kilobyte.  
VAT does not apply to data used in countries outside the EU except Monaco and Isle of Man.

## What do you charge for other services?

What we charge you for a whole range of other activities.

Charges for other services	Price
Text delivery report	1.2p per request
Additional copy of invoice	£5.11 per copy
Fully itemised paper bill	£1.50
Change of phone number	£10.21
Cancellation fee	Lump sum equivalent to the total of all the monthly charges still remaining during the Minimum Term of your agreement less a discount of: (i) 3% for new connecting customers who are in the first Minimum Term of their agreement with us; or (ii) 10% for existing customers that have upgraded or renewed their existing contract with us for a further, subsequent Minimum Term.
Charge for failed / late payment	£5.11
Replacement SIM	£5.11



## Charges for used, damaged or missing accessories.

If you return your phone to us under our returns policy with missing or damaged accessories, you will be charged as follows:

Make	Accessory Type	Description	Missing / Damaged accessory charge
Apple	Charger	Apple Travel Charger 3 pin	£23.00
Non-Apple	Charger	Mains Charger	£10.00
All	Handsfree	Personal Handsfree	£10.00
Apple	USB Cable	Apple USB Cable	£15.00
Non-Apple	USB Cable	USB Cable	£10.00
All	Battery	Battery	£20.00
All	Memory Card	1GB Micro SD card	£5.00
All	Memory Card	2GB Micro SD card	£10.00
All	Memory Card	4GB Micro SD card	£15.00
All	Memory Card	8GB Micro SD card	£20.00

### Please note

If you return your phone used or damaged under our returns policy we will charge you a fee based on the particular make and model, this could be as high as £234.

### Charges for exchanging your device

If for some reason you don't like your Device and wish to swap it for a different one under our returns policy, there will be a charge of £12.99.

# Key things to note.

We've set out some of the questions that we often get asked, and their answers below. We've also explained in more detail about your package, and what we mean by 'All-you-can-eat' as an allowance.

## What do you mean by 'Inclusive allowances'?

As part of your Pay Monthly package you get a monthly allowance of voice units, text units and data units to convert into voice calls (to standard UK landlines starting 01, 02, 03, and UK mobiles, whether made in the UK or in a Feel At Home destination), text messages (whether sent in the UK or a Feel At Home destination) or data use (whether used within the UK or a Feel At Home destination). It's worth remembering that if you don't use up your allowance in that month, you lose the unused portion, as it doesn't roll over to the next month.

## What is a 'Message'?

Each text/photo/video message can accommodate 160 characters. Some handsets allow for more. Any text/photo/video message you send greater than 160 characters will be divided and sent in numerous messages (depending upon length). Each such message will consume one text unit comprised in your monthly allowance or charged at standard rates, depending on the type of message and / or whether or not your monthly allowance of units has all been consumed. When you send messages to several recipients at the same time you will be treated for the purposes of conversion of your text units and / or charging as sending a message separately to each recipient.

If you include an emoji (such as one of the smiley faces preloaded onto your handset's keyboard) in your message, this is 'coded' differently and will use a number of your 160 characters, reducing the length of your message, or possibly resulting in your message being divided and sent in numerous messages. If you download emoticons (these are like emojis but are normally downloaded from an external source, such as an app store or website) and insert these into your message, depending on the coding used, may result in your text message being turned into a picture (or MMS) message – these are not included in your inclusive text allowance and are charged at the rates set out in this Price Guide. Depending on your phone, it will normally tell you if it is turning your message into a picture message.

## International messaging

Messages sent from the UK to international destinations, messages sent and received whilst abroad (unless in a Feel At Home destination), 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.

## Can I use my SIM card in anything other than a mobile phone?

No – you can only use your voice SIM in your phone, not other devices (e.g. a dongle, mobile "Wi-Fi" device, laptop, or tablet).

## Can I use my data allowance as a personal hotspot?

Yes – with these packages we're happy for you to use your package allowance of data units as a personal hotspot (also known as tethering) within the UK, up to the limits set out here. This means you can connect your phone to other devices via USB or wirelessly to connect to the internet. If you have a Personal Hotspot allowance or Add-on, this will not work in a Feel At Home destination.

You can use all of your data allowance as a personal hotspot within the UK, unless you have an All-you-can-eat data allowance, in which case you can use of portion of that as a personal hotspot each month. How much you can use depends on when your contract started:

Contract start date	Amount of your all-you-can-eat data allowance that can be used as a personal hotspot each month
18 March 2014 – 28 April 2015	2GB
29 April 2015 – 2 July 2015	4GB
3 July 2015 – 6 September 2015	8,192 (converts on use to 8GB)
7 September 2015 onwards	12,288 (converts on use to 12GB)

## 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 'What do you charge for other services' on page 15). 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.

## Can I set up a Call Return?

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.

## About your package

### What does my package include, other than a phone?

- Your package includes allowances of voice, text and data units which can be used in the UK or Feel At Home destinations. Your units convert into minutes, texts and data (where and when you decide to use them is up to you), with each voice unit converting one minute of a phone call; each text unit to one text sent; and each data unit to a specified amount of data of 1 MB. You can only use your units as specified – for example, if you purchase the Add-Landlines Add-on, this comprises of voice units which can only be used to call UK landlines starting 01, 02 or 03.
- There is no rollover of any unused monthly allowance of units or Add-on allowance 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 2.
- If your inclusive allowance (of whatever type of units) runs out during a call, we will charge you for the remainder of the call at the charges published in this guide under the relevant section.

### 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 Feel At Home destination.
- 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, when in the UK. You can use any or all of your allowance for this purpose, except if you have All-you-can-eat data, in which case (depending on when your contract started) you can use up to the following number of data units each month to create a data hotspot:

Contract start date	Data units
14 March 2014 – 28 April 2015	2,048 (converts on use to 2 GB)
29 April 2015 – 2 July 2015	4,096 (converts on use to 4 GB)
3 July 2015 – 6 September 2015	8,192 (converts on use to 8 GB)
7 September 2015 onwards	12,288 (converts on use into 12GB)

### How can I use my voice units?

- Inclusive voice units in any packages or Add-ons are for voice calls made either from the UK or while in a Feel At Home destination to any other standard UK mobile (beginning 07 but excluding certain numbers – see page 5 for details) landlines (beginning 01, 02 and 03) and voicemail (retrieved by calling 123 from your mobile in the UK).

### How can I use my text units?

- Inclusive text units are for texts either sent in the UK or sent while in a Feel At Home destination to a UK standard mobile (beginning 07 but excluding certain numbers – see page 5 for details).
- Text units within a monthly allowance cannot be converted into: text messages sent from the UK or a Feel At Home country to destinations outside the UK; messages sent whilst abroad in a non-Feel At Home destination; text messages received abroad; 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.

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

- International calls and messages; calls and messages made and received while abroad; premium rate calls and messages; reverse charge messages; message alert services; and directory service calls; calls to 0500 numbers that are not on the Telephone Helplines Associations list, calls to service numbers (084, 087, 09, 118) and special numbers (e.g. 070) are excluded from any monthly Add-on allowances, except if you are in a Feel At Home destination (and this has been explicitly stated within the relevant section of this Price Guide).

## What do you mean by All-you-can-eat?

### All-you-can-eat data.

If you have All-you-can-eat data units as part of your package or with an Add-on, there are no hidden 'fair use policies' within the UK. If you're in a Feel At Home destination, you can use up to 12,288 data units (which converts into 12GB of data) each month. All-you-can-eat 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 1,000GB each month. That's why we've set a usage cap at 1,000GB, in order to identify commercial use of the service, for example, which is not permitted under the Terms for Three Services.



### All-you-can-eat texts and All-you-can-eat minutes

There's no hidden 'fair use policies' with our All-you-can-eat text or voice unit allowances either – we just ask that you use this allowance in accordance with

our Terms for Three Services – this is, for personal use only, and not for any illegal, commercial or improper purposes.

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

Yes – to help you understand the value you’re getting from your package, 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’. The number of units each package is comprised of is also set out on page 1 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 2GB Data 600 Minute Plan is as follows: 3.070p per minute, 0.0074p per text and 0.0050p 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 below the unit costs for Add-ons.

## Add-on unit costs

Add-on	Unit cost (pence)
<b>Short term Add-ons</b>	
Add 250MB data	1.00
Add 500MB data	1.00
Add 1GB data	0.49
Add 2GB	0.24
Add 4GB	0.12
Add All-you-can-eat data	0.02
<b>Long term Add-ons</b>	
Add 500MB data	0.60
Add 1GB data	0.29
Add All-you-can-eat data	0.01
Add 1GB Personal Hotspot	0.49
Add 50 minutes	6.00
Add 200 minutes	1.50
Add 300 minutes	1.00
Add All-you-can-eat minutes	0.10
Add Landlines	0.51
Add Landline 1000	0.50

## Is there anything else I should note?

### Preferred payment method

Three’s preferred method of payment is by recurring payment method, such as Direct Debit or recurring credit or debit card payment. Our Monthly Charges for our packages include a £5.00 monthly discount for customers who pay in this way. If you cancel your recurring payment method, you won’t benefit from this discount, and you will be charged the £5.00 discount reversal each month.

### Charging/billing

All calls made by pay monthly customers, (except calls to short code, 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 international roaming calls, calls to Directory Service 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. 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 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 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 charges you see on your bill 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'.

**To request a VAT invoice:** customers can request a VAT invoice by calling 333 free from a Three phone, or 0333 300 3333 from any other phone (standard call rate applies) and select the Billing option. Three will only issue a tax invoice where it is obliged to do so following a few simple verification checks.

**First Month Pro-Rated.** 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 line rental or Add-on charge for a full month's allowance.