



Three.co.uk

## Price Guide for our Three Essential Plans

# Essential Plans Price Guide

**Always travelling around the world, using your phone as a hotspot or constantly calling customer services? No? Then our low-cost Essential Plans are for you.**

They give you what you need, without paying for stuff you don't. Choose your basic tariff, decide whether to set usage limits but enjoy the flexibility to change your mind whenever needed.

Our Essential Plans were available for purchase **from 29 June 2016** and work differently from our other plans. We've set out the differences between these and our Advanced Plans, what you'll get as part of your Package or Plan each month, the cost of any Services used outside of your allowance and for any Additional Services, including International Roaming.

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## Three Customer Services

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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.

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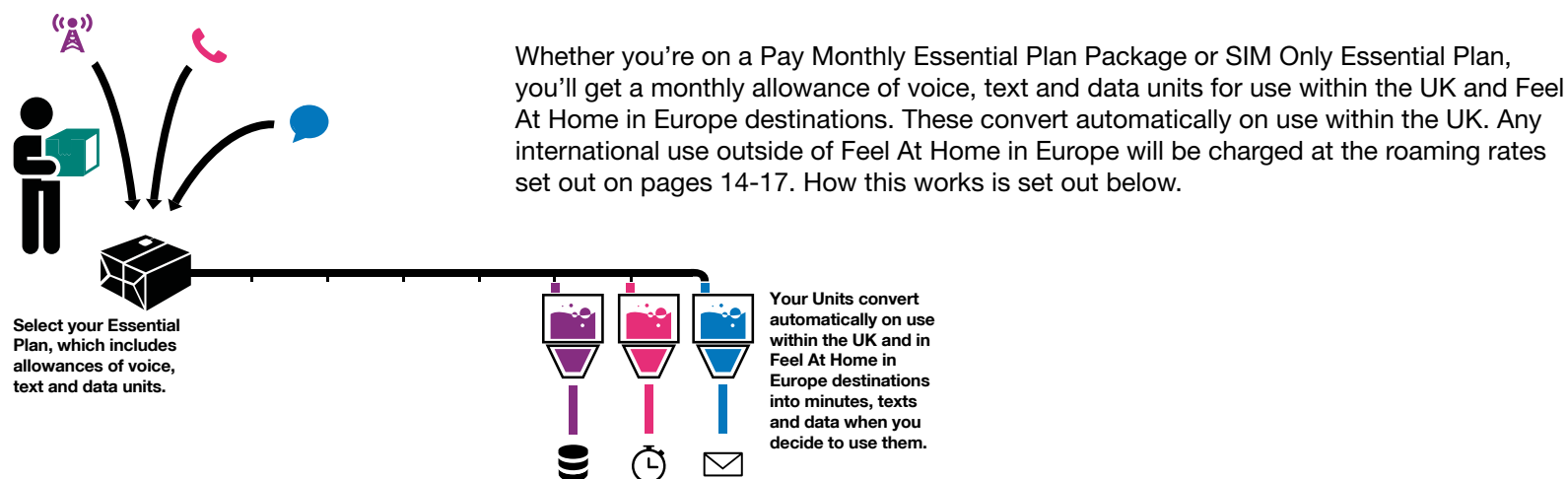
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# How our Essential Plans work

We like to do things differently here at Three. And we recognise that you may like to do things differently too. What works for one person may not be right for another. So we've developed a new range of Essential Plans that are a bit different from our Advanced Plans. Check out the table below to see our Essential Plan benefits and how they're different.

Our Essential Plan Benefits	What's not included?
<ul style="list-style-type: none"> <li>+ Get a smarter mobile plan where you only ever pay for what you need – frills removed.</li> <li>+ Set your own limits for voice and data to avoid getting that shocking big bill.</li> <li>+ Text alerts when you get close to your allowance limits.</li> <li>+ Change your plan – temporarily or permanently – when you need to.</li> <li>+ Get a Personal Hotspot Add-on later (1GB, 3GB or 6GB).</li> <li>+ Feel At Home in Europe.</li> </ul>	<ul style="list-style-type: none"> <li>– Feel At Home Around the World – on our Essential Plans, your plan's allowances can be used in the UK and in our Feel At Home in Europe destinations. You can still use your phone abroad outside of Europe, but you'll be charged our standard roaming rates for any use.</li> <li>– Using your plan's data allowance to create a Personal Hotspot allowance.</li> <li>– Free calls to Three Customer Services – these will normally come out of your minutes allowance (if available) or otherwise charged at your standard out of allowance rate (see page 7).</li> </ul>

Our Essential Plans are available on both Pay Monthly Packages, which include a handset and have a minimum term of 24 months, and on a SIM Only basis, where you can choose a minimum term of 1 or 12 months. To end your contract, you'll just need to give us 30 days' notice (there may be a cancellation fee payable if you're still within your minimum term – see page 19).



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











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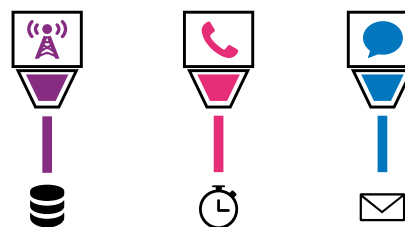
Step 1:	Choose your handset from a variety of mobiles (upfront charge may apply)						
Step 2:	Choose your plan's monthly allowance						
How much data do you want? Each Data Unit converts on use in the UK into 1MB of data	500 	1,024 	2,048 	4,096 	8,192 	12,288 	30,720 
Next, choose how long you want to be able to talk each month. Each Voice Unit will convert on use into one minute of talk time	300 	All-you-can-eat 	All-you-can-eat 	All-you-can-eat 	All-you-can-eat 	All-you-can-eat 	All-you-can-eat 
Text Units – each converts on use into one standard SMS	All-you-can-eat 						
Step 3: Use your Units in the UK and in our Feel At Home in Europe destinations 	     						
If you use all of your Units each month, they convert into the following megabytes of data, minutes and texts	500MB 	1GB 	2GB 	4GB 	8GB 	12GB 	30GB  Up to 13GB (13,312 data units) in Feel At Home in Europe destinations
	300 minutes in the UK and Feel At Home in Europe destinations 	All-you-can-eat minutes in the UK and Feel At Home in Europe destinations 	All-you-can-eat minutes in the UK and Feel At Home in Europe destinations 	All-you-can-eat minutes in the UK and Feel At Home in Europe destinations 	All-you-can-eat minutes in the UK and Feel At Home in Europe destinations 	All-you-can-eat minutes in the UK and Feel At Home in Europe destinations 	All-you-can-eat minutes in the UK and Feel At Home in Europe destinations 
	Unlimited texts  in the UK and in our Feel At Home in Europe destinations						
Monthly Charge	Your monthly charge will depend on the mobile chosen and the amount you've chosen to pay upfront, and includes a £5 discount for paying by our preferred payment method, which is by a recurring method, such as Direct Debit. Each May, your Monthly (Recurring) Charge will increase by an amount up to the RPI rate announced in the preceding February (see page 24 for details).						












# SIM Only Essential Plans

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Step 1	Choose your plan's monthly allowance of data, voice & text units				
How much data do you want? Each Data Unit converts on use in the UK into 1MB of data	500 	1,024 	2,048 	4,096 	30,720 
Next, choose how long you want to be able to talk each month. Each Voice Unit will convert on use into one minute of talk time within the UK	200 	600 	200 	All-you-can-eat 	All-you-can-eat 
Text Units – each converts on use into one standard SMS in the UK and our Feel At Home in Europe destinations	All-you-can-eat 				

**Step 2:**  
Use your Units in the UK and in our Feel At Home in Europe destinations



	500MB 	1GB 	2GB 	4GB 	30GB 
If you use all of your Units each month, they convert into the following megabytes of data, minutes and texts	200 minutes in the UK and Feel At Home in Europe destinations 	600 minutes in the UK and Feel At Home in Europe destinations 	200 minutes in the UK and Feel At Home in Europe destinations 	All-you-can-eat minutes in the UK and Feel At Home in Europe destinations 	All-you-can-eat minutes in the UK and Feel At Home in Europe destinations 
	Unlimited texts  in the UK and in our Feel At Home in Europe destinations				
Monthly Charge	Your plan's monthly charge set out below already includes a £5 discount for paying by our preferred payment method, which is by a recurring method, such as Direct Debit (see page 6).				
1 month minimum	£10	£14	£13	£15	£35
12 months minimum	£5	£9	£10	£10	£25*

\*Not available in all channels

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# Recurring payment method

New customers can only join pay monthly (including SIM Only) plans 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 while 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 25 for more info.



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# Outside Your Allowance

If you've used up all of your monthly inclusive allowance, and continue to use your account, you'll be charged the following rates (the table also includes the cost of video calls, video messages and picture messages as these aren't included in your standard allowance):

Out of allowance cost	
Calls to standard UK landlines (starting 01, 02 or 03; excludes calls to the Isle of Man or the Channel Islands), UK mobiles (any network) and Three Customer Services and your Three voicemail once you've used your allowance	35p / min
Data	Not available on a per MB basis – see our Data Add-ons on page 9.

- If you've used up all of your data allowance, you can choose to buy an Add-on to get extra units that lasts until your monthly allowance is refreshed (see page 9) or, if you find yourself needing increased allowances on a longer-term basis, you can change your price plan (via your My3 account) to one with an increased monthly data allowance.
- If you've used up all of your Voice Units, you can continue to make calls and just be billed for these at the rate set out above – or you can change your price plan (via your My3 account) to one with an increased allowance if you find yourself needing an increased allowance on a longer-term basis.

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# Additional Services

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

We may change or introduce new charges for Additional Services, or Services Outside of your Allowance. If we do, we'll publish any changes on our website. If any Add-ons affected 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 would 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 Short codes messages – mobile text short code messages are normally 5 or 6 numbers 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 Short codes are classed as a Premium Rate Service. The cost varies, depending on the promoter's terms and conditions – these should be checked for the exact cost before you send these messages. Messages to SMS Short codes will not come out of any inclusive SMS text allowance.

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## Add-ons and Changing your Price Plan

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

To increase your allowance long-term, you can change your price plan via your My3 account. This incurs a small one-off fee allowing you to use your new allowances immediately.

If you want to move from an Essential Plan to an Advanced Plan, you will need to call Customer Services. Your new allowances and Advanced Plan benefits, such as Feel At Home Around the World, will not be available until your next bill date at which time you will be charged for your new price plan.

Changing your price plan will not affect your contract end date.

### Add Data

The Add-ons in this table can be added to your account once per month, and will last until used or until your monthly allowance refreshes (whichever happens first).

Add-on name	Data Units allowance	When is this Add-on available?	Can this Add-on allowance be used as a Personal Hotspot allowance in the UK?	Price
Add 250MB	250	This is available once each month, per account.	No – Using data to create a Personal Hotspot is not allowed on our Essential Plans (please see Add Personal Hotspots below or check out our Data Passport if you're an Essential Plan customer looking to use data in this way)	£2.50
Add 500MB	500	If your plan comes with 500MB (500 Data Units).		£5
Add 1GB	1,024	If your plan comes with 1GB (1,024 Data Units) or you've previously bought the Add 500MB short term Add-on.		£5
Add 2GB	2,048	If your plan comes with 2GB (2,048 Data Units) or you've previously bought the Add 1GB short term Add-on.		£5
Add 4GB	4,096	If your plan comes with 4GB or 8GB (4,096 or 8,192 Data Units) or you've previously bought the Add 2GB short term Add-on.		£5
Add 18GB	18,432	If your plan comes with 12GB (12,288 Data Units) and you've bought the Add 4GB short term Add-on.		£5
Add All-you-can-eat data	All-you-can-eat data	This Add-on is available if you've previously bought the Add 18GB short term Add-on.		£5

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## Add Personal Hotspot

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

## Add Data Passport

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

## Add Minutes

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 Voice Units	<p><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.</p> <p><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.</p> <p>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.</p>	£15.32

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## Charges to Special Numbers and Directory Services

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

Calls to numbers starting 0800 and 0808 are free for everyone to call, and the charge for calls to numbers starting 084, 087, 118 and 09 are split into two elements: an Access Charge (set by us at 45p per minute, with a one minute minimum charge) and a Service Charge (set by the company you're calling – they'll tell you this).

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

Number prefix	Price
<ul style="list-style-type: none"> <li>■ 999 / 112</li> <li>■ NHS 111</li> <li>■ 116000 / 116006 / 116111 / 116117 / 116123</li> <li>■ 105 National power emergency</li> </ul>	Free
<ul style="list-style-type: none"> <li>■ 0800 / 0500 / 0808</li> </ul>	Free
<ul style="list-style-type: none"> <li>■ 101 Single non-emergency</li> </ul>	15p per call
<ul style="list-style-type: none"> <li>■ 084 / 087 / 118 (check <a href="https://www.three.co.uk/nts">Three.co.uk/nts</a> for specific numbers)</li> </ul>	45p per minute Access Charge (one minute minimum charge) plus the Service Charge
<ul style="list-style-type: none"> <li>■ Corporate Numbers – 055</li> </ul>	15.3p per minute
Non-Standard 07 numbers – 0740659 / 074060 / 074061 / 074062 / 0740671 – 9 / 074176 / 074181 / 074185 / 074411 / 074414 / 074515 / 075200 / 075201 / 075203 / 075204 / 075205 / 075207 / 075208 / 075209 / 075370 / 075373 / 075375 / 075376 / 075377 / 075378 / 075379 / 075580 / 075581 / 075582 / 075590 / 075591 / 075592 / 075593 / 075594 / 075595 / 075596 / 075597 / 075598 / 075710 / 075718 / 075890 / 075891 / 075892 / 075893 / 075898 / 075899 / 077001 / 077442 / 077443 / 077444 / 077445 / 077446 / 077447 / 077448 / 077449 / 077552 / 077553 / 077554 / 077555 / 078220 / 078221 / 078223 / 078224 / 078225 / 078226 / 078227 / 078229 / 078644 / 078727 / 078730 / 078744 / 078745 / 078920 / 078922 / 078925 / 078930 / 078931 / 078933 / 078938 / 078939 / 079111 / 079112 / 079117 / 079118 / 079245 / 079246 / 079780 / 079781 / 079784 / 079785 / 079786 / 079788 / 079789	Out of Allowance UK mobile charges apply (see <a href="https://www.three.co.uk/nts">Three.co.uk/nts</a> for exact costs)
International 07 number prefixes for Isle of Man and Channel Islands (Jersey, Guernsey, Herm, Sark): 074184 / 074520 / 074521 / 074522 / 074523 / 074524 / 075090 / 075091 / 075092 / 075093 / 075094 / 075095 / 075096 / 075097 / 07624 / 077003 / 077007 / 077008 / 07781 / 077977 / 077978 / 077979 / 078297 / 078298 / 078299 / 07839 / 078391 / 078392 / 078397 / 078398 / 079240 / 079241 / 079242 / 079243 / 079244 / 079247 / 079248 / 079370 / 079371 / 079372 / 079373 / 079374 / 079375 / 079376 / 079377 / 079378 / 079379 / 07781	International Band 0 (see page 14)

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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 min
Personal numbering (070) – Band 2	£1.04p per min
Personal numbering (070) – Band 3	£1.22 per call plus 85.8p per min**
Premium Rate (09, 091, 098) – (check <a href="https://www.three.co.uk/nts">Three.co.uk/nts</a> for specific numbers)	45p per minute Access Charge (one minute minimum charge) plus the Service Charge
Text relay Calls to emergency services, made via 18000/18001 999/18001 112	Free
Text relay calls 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 calls to international numbers via the shortcode 18001	A 25% discount will be applied to the standard rates set out on page 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 to call satellite numbers?

Calls to satellite numbers (usually with the prefix 0087 or 0088) cost the same regardless of whether you are calling from the UK or abroad, and regardless of where in the world the satellite phone is located. These calls cost up to £7.66 per minute.

## How much does it cost for Directory Services?

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

The table here only shows a fraction of the directory services available (which are 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, with a one 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 (one minute minimum charge) + £1.50 to connect + (after the first minute) per Service Charge of £1.50 per minute.
International 118313 – multi-search	45p per minute Access Charge (one minute minimum charge) + £4.45 to connect + (after the first minute) per Service Charge of £2.57 per minute.
Directory services for people with disabilities – 195 – multi-search	<b>Free to call 195 for Three's registered users.</b> ■ If the 195 operator then connects you to a number you've searched for, your call will be charged at the standard rate for your price plan or will come out of any available allowance you have. Free text message with the number(s) you've requested.

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## International Roaming – using your mobile abroad

On our Essential Plans, international roaming is switched on automatically on your account, so you can use your mobile abroad straightaway. All our Essential Plans include Feel At Home in Europe. If you are looking for a plan that includes worldwide roaming at no extra cost, please check out our Advanced Plans at [Three.co.uk](https://www.three.co.uk)

How much it will cost to use your phone abroad will depend on (1) where you are in the world, and (2) where the person you're contacting is.

### Things to note when roaming:

- 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 **£42.50** 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 for calls back to the UK from that country).
- Calls made from abroad to your voicemail will also be charged at standard roaming rates – go to [Three.co.uk/roaming](https://www.three.co.uk/roaming) for more information.
- 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 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 Feel At Home in Europe are free.

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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	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 Norway Poland Portugal Réunion Romania Saint Barthélemy Saint Martin San Marino Slovakia Slovenia Spain Sweden Switzerland The Netherlands Vatican City	Monaco	Andorra Australia Bosnia and Herzegovina Brazil Canada Chile Colombia Costa Rica El Salvador Guatemala Hong Kong Indonesia Israel Macau Macedonia Montenegro New Zealand Nicaragua North Cyprus Panama Peru Puerto Rico Singapore South Africa Sri Lanka Turkey Uruguay US Virgin Islands USA Vietnam	Rest of the world (that is, not within 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 this Band, go to <a href="https://www.three.co.uk/roaming">Three.co.uk/roaming</a> to see if you can use your Three device there.	Cape Verde Cuba Ethiopia Georgia Kuwait Malaysia Maldives Morocco Oman Russia Tunisia Turkmenistan Ukraine United Arab Emirates Uzbekistan	Ships, Ferries, Airplanes and Maritime Networks

Our data bands are different – the cost to use data abroad is set out on page 17.

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## Making and receiving voice calls when abroad

Where are you calling or receiving voice calls?				
Where are you calling from?		Calling back to the UK and within the same Band (per minute)	Calling anywhere else in the world (per minute)	Cost to receive a call when in this Band (per minute)
Where are you calling from?	Feel At Home in Europe	Comes out of allowance (3p outside of allowance)	£1.40	Free
	Band 0	10p	£1.40	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

## Sending and receiving texts when abroad

Where are you texting from?		Cost to send an SMS back to the UK and to a Feel At Home in Europe destination	Cost to send an SMS anywhere else in the world	Cost to receive
Where are you texting from?	Feel At Home in Europe	Out of allowance, then 2p/SMS	1.6p/SMS*	Free
	Band 0	4p		Free
	Band 1	35p		Free
	Band 2	35p		Free
	Band 3	35p (unless you're in Russia, Cuba or Tunisia, in which case it'll cost 50p)		Free
	Band 4	50p		Free

\* 1.3p/SMS if in the Aland Islands, French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Mayotte, Norway, Réunion and Switzerland.

## Video calling and sending photo and video messages when abroad

Where are you making a video call from?		Cost to call back to the UK and Feel At Home in Europe destinations	Cost to call anywhere else in the world	Cost to receive	MMS
Where are you making a video call from?	Feel At Home in Europe	Comes out of allowance, then 3p/min	£1.40	Free	40p/MMS (sent from anywhere in the world); free to receive
	Band 0	10p	£1.40	0.9p	
	Band 1	£2.00	£2.00	£1.50	
	Band 2	£2.00	£2.00	£1.50	
	Band 3	£2.00	£2.00	£1.50	
	Band 4	£2.00	£2.00	£1.50	

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## Internet and data usage abroad

When you roam onto other international networks where data roaming is available, the charges below will apply.

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 [www.Three.co.uk/roaming](http://www.Three.co.uk/roaming).

Band	Countries	Cost per MB
<b>Feel At Home in Europe</b> (EU and selected European countries)	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, Poland, Portugal, Réunion, Romania, Saint Barthélemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, The Netherlands, Vatican City.	Comes out of allowance (1p/MB outside of allowance)
<b>Data Band 1</b>	Monaco	10p
<b>Data Band 2</b>	Australia, Benin, Botswana, Brazil, Chile, Colombia, Costa Rica, Cyprus (North), El Salvador, Guatemala, Hong Kong, India, Indonesia, Israel, Ivory Coast, Japan, Macau, New Zealand, Nicaragua, Peru, Philippines, Puerto Rico, Singapore, South Africa, Sri Lanka, Taiwan, Thailand, Turkey, Uruguay, US Virgin Islands, USA, Vietnam, Yemen.	£3
<b>Data Band 3</b>	Rest of the world - including maritime networks (ships, ferries, cruise liners) and airlines.	£6

Data charges are for data sent and received and are calculated to the nearest kilobyte. If you're roaming in a destination where our Data Passport is available (see page 10), you can also choose to buy an unlimited, unrestricted data allowance for a daily charge of £5 which lasts until midnight (UK time) on the day of purchase.

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

- All of our Essential Plans 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 in Europe destinations each month. You can use up to 13GB each month to get online.
- Data usage above 13GB in a Feel At Home in Europe destination is subject to a surcharge of 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, Switzerland.
- 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 is capped at 0.50p/MB, 3.25p/min, 1.01p/SMS unless you're in one of the following destinations, in which case you'll be charged a surcharge of 0.41p/MB, 2.70p/min, and 0.85p/SMS: Aland Islands, French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Mayotte, Norway, Réunion, Switzerland. We will cease to apply this surcharge as soon as our data usage and presence monitoring no longer indicates a risk of abuse or anomalous use of 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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- 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 will not be as good as in the UK. If you want to stream and connect to VPNs at higher speeds and quality, you can choose to purchase our Data Passport (page 10) which will give you an unlimited, unrestricted data allowance to use for these activities until midnight (UK time) on the day of purchase. You can also use the Data Passport to create a Personal Hotspot.

## Calling and texting abroad from the UK

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 15). 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	46p
Band 0	46p
Band 1	56.2p (except calls to Brazil, Chile, Colombia, Costa Rica, El Salvador, Guatemala, Indonesia, Israel, Macau, Nicaragua, Panama, Peru, Puerto Rico, Singapore, South Africa, Sri Lanka, Uruguay, US Virgin Islands and Vietnam 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 (e.g. £7.66 per minute for satellite services with 0087 / 0088 prefix)

If you're calling abroad regularly, don't forget to check out our Add International Saver on page 10.

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	25.2p	Free
Photo Message	40p	Free
Video Message	40p	Free
Video Call	£1.532	Free

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# Charges for other services

We charge you for a range of other activities.

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

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# Key things to note

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

## About your Essential Plan allowance

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

After your monthly allowance (of whatever type of units) is used up, prices for use outside of your allowance, including for additional calls or messages, are shown on pages 7-8. If your inclusive allowance of voice units runs out during a call, we will charge you for the remainder of the call at the charges published in this guide.

## How can I use my Voice Units?

- Inclusive Voice Units in any packages or Add-ons are for voice calls made within the UK to any other standard UK mobile (beginning 07 but excluding certain non-standard numbers – see page 11 for details), UK landlines (beginning 01, 02 and 03) and voicemail (retrieved by calling 123 from your mobile in the UK). Inclusive voice units in any package or Add-on can also be used when roaming within our 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 Text Units?

- Inclusive Text Units are for SMS texts sent within the UK to a UK standard mobile (beginning 07 but excluding certain non-standard numbers – see page 11 for details) or while in a Feel At Home in Europe destination to text within this band.
- Text Units within a monthly allowance cannot be converted into: text messages sent to a non-UK standard mobile number; messages sent while abroad (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); text messages received; 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.

## How can I use my Data Units?

- You can use your plan or Add-on's inclusive Data Units within the UK and in our Feel At Home in Europe destinations to connect to the Internet on your mobile.
- If you're in a Feel At Home in Europe destination, you can use up to 13,312 data units (which converts into 13GB of data) each month.
- You can't use your plan's inclusive Data Units to set up a Personal Hotspot on our Essential Plans. If you want to use data to create a Personal Hotspot, you'll need to buy an Add Personal Hotspot Add-on, which can only be used in the UK or our Data Passport that can be used not only in the UK but in 89 destinations across the world, including all of our Feel At Home destinations.

## 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 (except in our Feel At Home in Europe destinations); premium rate calls and messages; reverse charge messages; message alert services; directory service calls; non-geographic numbers (starting 087, 084) and special numbers (e.g. 090, 070) are excluded from any monthly Add-on allowances.

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### What do you mean by All-you-can-eat minutes and texts?

- We ask that you use this allowance within the UK and in our Feel At Home in Europe destinations and in accordance with our Terms for Three Services – that is, for personal use only, and not for any illegal, commercial or improper purposes.

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

Yes – you'll see a breakdown of the exact cost of the units included within your package's allowances on page 2 of your monthly bill in the 'Answering your questions' section titled 'About your allowance's unit costs' – we believe this helps you understand the value you're getting from your package. The number of units each package is comprised of is also set out within the tables on pages 4 and 5 of this Price Guide.

1 data unit = 1MB of data

1 voice unit = one minute of a call

1 text unit = 1 SMS text message

For example the Essential SIM 500MB Data 200 Minutes – 12-month plan unit costs are as follows (£6 base plan price/allowance offered): 0.61p per voice unit, 0.031p per text unit, 0.66p per data unit. These aren't charges for going over your allowance, these units are included in your plan. They also don't include any one-off reductions, discounts, or any Add-on allowances.

We have set out the unit costs for Add-ons in the table below.

#### Add-on unit costs

Add-on name	Per Unit Cost (pence)
Add 250MB	1p
Add 500MB	1p
Add 1GB	0.49p
Add 2GB	0.24p
Add 4GB	0.12p
Add 18GB	0.03p
Add All-you-can-eat Data	0.02p (price per MB based on 25GB of usage)
Add 1GB Personal Hotspot	0.49p
Add 3GB Personal Hotspot	0.28p
Add 6GB Personal Hotspot	0.13p
Add International Saver	0.51p

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

### Can I use my Essential Plan 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).

### 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 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 Three customer services.

# Is there anything else I should note?

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

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

### 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.

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## Charging/billing

- All calls (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 roaming calls, calls to Service Numbers and Special Calls).
- This applies whether Voice Units are being converted into voice minutes or whether calls are being billed separately.
- Calls to Service Numbers (starting 084, 087, 09 and 118) are charged differently from other numbers. The Access Charge element of these calls will be treated as a minimum of one minute. If your call lasts less than one minute, your Access Charge will be rounded up to a duration of one minute. For calls of more than one minute, the Access Charge element is treated as lasting for its actual duration, with fractions of a second being rounded to the nearest second. The Service Charge element is set by the company you're calling, and may comprise (1) a price per minute Service Charge; (2) a price per call Service Charge; (3) a price per call Service Charge plus a price per minute Service Charge (which runs from the start of your call); and (4) a price per call Service Charge plus a price per minute Service Charge (which runs from 60 seconds after the call starts).  
If the Service Charge includes a price per minute Service Charge, this will be treated as lasting its actual duration (except if the first 60 seconds have been excluded), with fractions of a second being rounded to the nearest second. For example, if you make a call to a service number, where the Service Charge is 10p per minute, which is simply charged at a price per minute rate, and your call lasts 30 seconds, you'll be charged a total of 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 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](http://Three.co.uk/spendlimits).

## VAT invoices

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

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

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## 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 straightaway. We'll work out an appropriate allowance and charge to take you to the end of the first month. After that, you simply pay the standard monthly recurring charge or Add-on charge for a full month's allowance. The exception to this is if you purchase one of our Add Personal Hotspot Add-ons, the first month of which will not be pro-rated. You will simply receive the full monthly allowance and be charged the full amount for that Add-on in the first month of purchase.

## Changes to your Monthly Charge

If you choose a 24-month pay monthly Essential Plan Package, your contract with us includes the right to increase your Monthly Charge (within your Minimum Term) on an annual basis each May, by an amount up to the January Retail Price Index ('RPI') rate. This means that each May, your Monthly Charge will increase by an amount up to the January RPI rate (published each February) unless you're on a SIM plan, in which case your monthly charge will stay the same. If the January RPI rate is negative, there will be no change to your Monthly Charge in the relevant year. An example of how this works can be seen below:

Monthly Charge until April 2017	Monthly Charge from May 2017 to April 2018	Monthly Charge from May 2018 to April 2019
Price A	Price A + an amount up to the January 2017 RPI rate = Price B	Price B + an amount up to the January 2018 RPI rate = Price C
We've set out an example below, showing how this would work, if your Monthly Charge is £25.00 and the January 2017 RPI rate is 2% and the January 2018 RPI rate is 1% (these numbers are for illustrative purposes only):		
£25.00	£25.00 + up to £0.50 (2% of £25.00) = £25.50	£25.50 + up to £0.255 (1% of £25.50) = £25.76

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

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## Recurring Payment Discount

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

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

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



## Your Rights - Complaints

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

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

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