

Price Guide.

UK's lowest Pay As You Go rates.

Use these quick links
to easily navigate to
the section you want.

For mobile phones.



With Three, you don't have to spend more than you need to on things like bundles and extras to know that you're getting great value. At just 3p per minute, 2p per text and 1p per MB of data, our standard Pay As You Go rates are considerably lower than our competitors'. Better yet, these amazingly low rates don't expire after 30 days. If you do want a bundle of minutes, texts and data though, which you can use in the UK and our Feel At Home destinations, you can use your top-up to get an Add-on. Easy. Say hello to Pay As You Go the way it should be.

Can't find your details here? If you're on one of our older pay as you go tariffs, you can call us on 333 (free) from your Three phone or 0333 300 3333 from any other phone (standard call rate applies) and we'll be able to give you this information.

Pay As You Go - see how we compare at three.co.uk/payg321

Effective 15 February 2016 UE002

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Top-ups.

To get credit on your Pay As You Go account, you just need to top-up. Once activated, top-ups never expire. Plus you get 150MB data free for internet usage every time you top-up. This is applied straight away and lasts for 30 days.

Your My3 account is the easiest and most convenient way to top-up. Once you have set it up, simply register your credit or debit card and you'll be able to top-up whenever you like. Plus with My3 you can see exactly how you are using your credit or any allowance.

There are other ways to top-up:

- At the shops whenever you see the top-up sign – call 444 from your Three phone to activate your top-up voucher. This includes all Three stores.
- At thousands of ATMs across the UK.

You can find out more on how to top-up at [Three.co.uk/topup](https://www.three.co.uk/topup)

Our great basic rates for using your phone.

| | Per minute/message/MB |
|---|-----------------------|
| Calls to standard UK landlines (starting 01, 02, 03), UK mobiles (any network) and your Three voicemail | 3p |
| UK Text messages | 2p |
| UK Mobile data | 1p |
| UK Picture messages | 17.4p |
| UK Video message | 17.4p |

All calls made (except calls to short code, EU Roaming calls and the service charge element of calls to premium rate numbers), including the access charge element of calls to service numbers starting 084, 087, 09 and 118 (see page 25 for more info on these numbers), are rounded up to the nearest minute and are charged by the minute.

Topping up is easy with My3.

A few things to remember

- Each text/photo/video message can accommodate up to 160 characters. Some phones allow for more and these will be divided and sent in numerous messages (depending upon length). These will be deducted from any Add-on allowance or charged individually at our standard rates.
- When you send messages to several recipients at the same time you will be charged separately for each recipient.
- Call Return calls (when you return a call directly to someone who has left you a voicemail message by keying # at the end of their message) are charged at your standard rates or deducted from any Add-on allowance, as if you had made the call directly. 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 you're calling.
- We may end any calls that you make that are longer than 2 hours' duration, in order to prevent you from incurring excessive, inadvertent costs. If this does happen, and you wish to continue your call, please simply redial.

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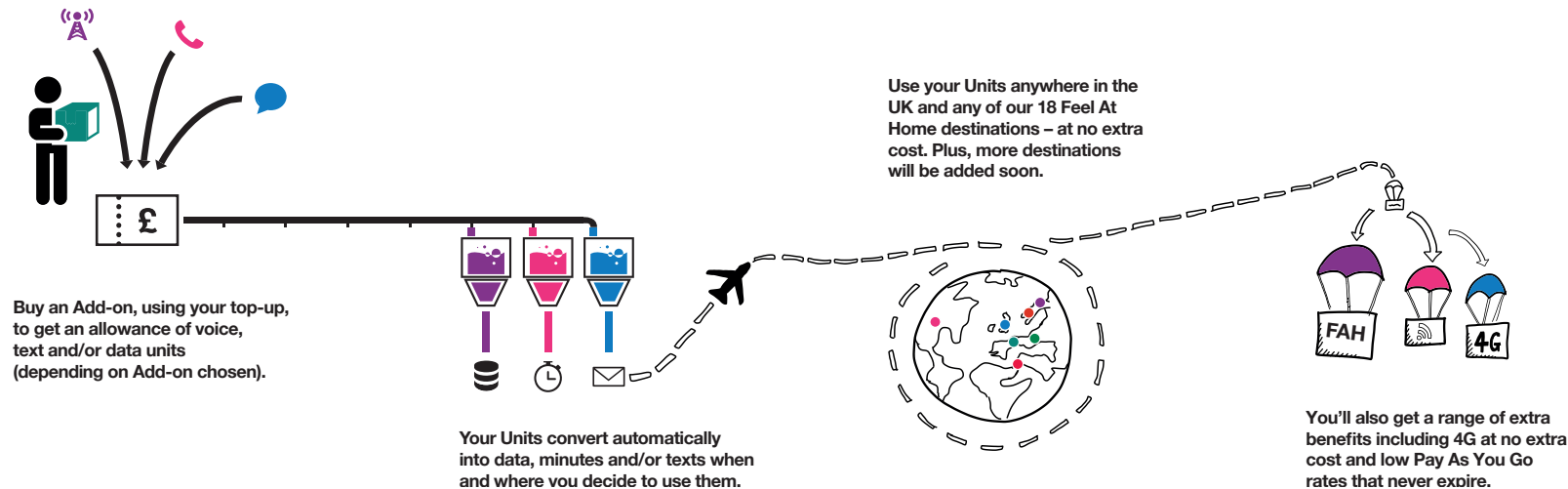
Special charges.

Add-ons.

Add-ons give you great value for money and allow you to enjoy our Feel At Home roaming service (see page 6).

You can buy an Add-on using your top-up via My3 or dialling 444 from your Three phone. With Add-ons you can:

- Get an allowance of voice, text and/or data units (depending on Add-on chosen) which you can use in the UK or our Feel At Home destinations for calling, texting and using the internet (see below).
- Enjoy All-you-can-eat data with the All-in-One 20 and 25 Add-ons.



Add-ons give you great value rates for calling, texting and using the internet.

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




▶ Add-ons.

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| Add-on Name | Choose your Add-on | | | | | | |
|--|---|---|---|-------------|--|----------------------------|---------------------|
| | All-in-One 10 | All-in-One 20 | All-in-One 25 | Text 3000 | Three-to-Three Minutes | 500MB Mobile Internet Pass | Internet Daily Pass |
| Data Units  (each converts on use into 1MB of data ) | 500 | Unlimited in the UK + 12,288 units in Feel At Home destinations | Unlimited in the UK + 12,288 units in Feel At Home destinations | – | – | 500 | 120 |
| Voice Units  (each converts on use into 1 minute ) | 100 | 300 | 500 | – | 300 units which may be used to call other Three mobile numbers | – | – |
| Text Units  (each converts on use into 1 text message ) | 3,000 | 3,000 | 3,000 | 3,000 | – | – | – |
| Price | £10 | £20 | £25 | £5 | £5 | £5 | £0.50 |
| Duration | 30 days | 30 days | 30 days | 30 days | 30 days | 30 days | 24 hours |
| Use your units in the UK or in Feel At Home destinations.  |    | | | | | | |
| If you use all of your units in your Add-on, they convert into the following amounts of data, minutes and texts. | 500MB | All-you-can-eat data +12GB in Feel At Home destinations | All-you-can-eat data +12GB in Feel At Home destinations | – | – | 500MB | 500MB |
| | 100 mins | 300 mins | 500 mins | – | 300 Three-Three mins | – | – |
| | 3,000 texts | 3,000 texts | 3,000 texts | 3,000 texts | – | – | – |

If you have a BlackBerry, you can also buy a BlackBerry Add-on for £5 a month, giving you access to BlackBerry Messenger (BBM) and BlackBerry App World.

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More about our Add-ons

■ How long do Add-ons last?

Add-ons are valid for 30 days from the date and time you activate it, apart from Internet Daily which lasts for 24 hours. Add-ons need to be activated within 90 days of purchase.

■ What happens to any remaining allowance when my Add-on has expired?

Once an Add-on expires, any unused allowance of units will be lost and can't be rolled over to another Add-on.

■ Can I cancel an Add-on?

Once an Add-on has been activated it can't be cancelled.

■ Can I buy more than one Add-on at a time?

Generally, only one of each Add-on can be active on your account at any one time, but you can buy more than one Internet Daily Add-on per month.

■ What calls do Add-ons cover?

Your Add-on voice units allowance can be used for calls to standard UK landlines (starting 01, 02, 03), UK mobiles (any network) and your Three voicemail, whether you're in the UK or one of our Feel At Home destinations. But to allow you to make other kinds of calls we suggest you keep your account topped up with some extra credit. These calls could include:

- All other International calls.
- Using your phone abroad, while roaming (except in a Feel At Home destination, when you've got an Add-on allowance).
- Calls to a Special Number, such as 0845/0870 (see page 24 for more information on these).

The cost of all other calls will be taken from your Add-on allowance.

■ What happens if my Add-on expires during a call?

If your Add-on allowance expires during a call, we'll charge you for the remainder of the call at our standard rates.

■ What texts do Add-ons cover?

Your Add-on text unit allowance can't be used for messages sent abroad from the UK, messages sent and received whilst abroad (unless in a Feel At Home destination), photo and video messages or for messages to a shortcode service e.g. to donate money to a charity.

■ How do I find out more about converting a top-up to an Add-on?

You can find out how to convert a top-up to an Add-on [here](#) or go to Three.co.uk/support/top-up

How does All-you-can-eat data work?

■ All-you-can-eat data (which you get with some of our Add-ons) gives you all the internet use you need when you're in the UK without the fear of 'bill shock' and 12,288 data units to use in our Feel At Home destinations (converts into 12GB of data).

■ There are no hidden 'fair use policies' but we've set a usage cap at 1000GB, just to be sure no one abuses the service. But even if you used your phone for every minute of every day you could only use, subject to TrafficSense™, around 1000GB each month.

■ You can find out more about TrafficSense™ on our website.

Three reserves the right to suspend, modify, rename or withdraw Add-ons, without notice, at any time.

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Using your phone abroad.

Using your phone abroad (also known as ‘international roaming’) is automatically and immediately available to you as a Pay As You Go customer. Here at Three, we don’t think that roaming charges are fair. That’s why we offer all our customers Feel At Home, which lets you, as a Pay As You Go customer, use your Add-on allowances of voice, text and/or data units to call and text the UK and use your data without paying more than if using an Add-on in the UK, in 18 destinations around the world, with more to come.

The following are our current Feel At Home destinations:


- Australia
- Austria
- Denmark
- Finland
- Spain
- France
- Hong Kong
- Indonesia
- Israel
- New Zealand
- Italy
- Macau
- Norway
- Republic of Ireland
- Sri Lanka
- Switzerland
- Sweden
- USA

If you’re not travelling to one of these destinations, and want to know how much it will cost you to use your phone there, please go to page 17.

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Feel At Home – use your phone abroad at no extra cost.

Simply buy an Add-on with an allowance of voice, texts and/or data units to enjoy Feel At Home in 18 destinations around the world, with more to come.

It's also free to receive calls, texts, photo messages and video messages in our Feel At Home destinations.

How Feel At Home works.

To fully enjoy Feel At Home on Pay As You Go, all you need to do is convert your top-up credit into an Add-on to get an allowance of voice, text or data units (depending on Add-on chosen), which may be used either in the UK or in our Feel At Home destinations (we recommend one of our 'All in One' Add-ons to get an allowance of voice, text and data units). You can then use the allowance in the UK and any Feel At Home destination to call and text the UK, and use the internet, just like you would back home.

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Using your phone in a Feel At Home destination – what will come out of your allowance and other charges.

Australia

| | If you still have Add-on allowance remaining | If you've gone over or don't have an Add-on allowance |
|---|--|---|
| Calling a UK number (including voicemail) | Comes out of your allowance | 13.8p per minute |
| Calling an Australian number | 13.8p per minute | 13.8p per minute |
| Texts to UK | Comes out of your allowance | 4.3p per text |
| Texting an Australian number | 4.3p per text | 4.3p per text |
| Receiving calls from any number | Free | Free |
| Receiving texts from any number | Free | Free |
| Using internet and data | Comes out of your allowance | 10p per MB |
| Sending a photo message | – | 17.4p per message |
| Sending a video message | – | 17.4p per message |
| Making a video call (to any number) | – | Up to £2.04 per minute |
| Receiving a video call | – | Up to £1.53 per minute |

Austria

| | If you still have Add-on allowance remaining | If you've gone over or don't have an Add-on allowance |
|---|--|---|
| Calling a UK number (including voicemail) | Comes out of your allowance | 16.6p per minute |
| Calling an Austrian number | 16.6p per minute | 16.6p per minute |
| Texts to UK | Comes out of your allowance | 5.2p per text |
| Texting an Austrian number | 5.2p per text | 5.2p per text |
| Receiving calls from any number | Free | Free |
| Receiving texts from any number | Free | Free |
| Using internet and data | Comes out of your allowance | 10p per MB |
| Sending a photo message | – | 17.4p per message |
| Sending a video message | – | 17.4p per message |
| Making a video call (to any number) | – | Up to £2.04 per minute |
| Receiving a video call | – | Up to £1.53 per minute |

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Denmark

| | If you still have Add-on allowance remaining | If you've gone over or don't have an Add-on allowance |
|---|--|---|
| Calling a UK number (including voicemail) | Comes out of your allowance | 16.6p per minute |
| Calling a Danish number | 16.6p per minute | 16.6p per minute |
| Texts to UK | Comes out of your allowance | 5.2p per text |
| Texting a Danish number | 5.2p per text | 5.2p per text |
| Receiving calls from any number | Free | Free |
| Receiving texts from any number | Free | Free |
| Using internet and data | Comes out of your allowance | 10p per MB |
| Sending a photo message | – | 17.4p per message |
| Sending a video message | – | 17.4p per message |
| Making a video call (to any number) | – | Up to £2.04 per minute |
| Receiving a video call | – | Up to £1.53 per minute |

Finland

| | If you still have Add-on allowance remaining | If you've gone over or don't have an Add-on allowance |
|---|--|---|
| Calling a UK number (including voicemail) | Comes out of your allowance | 16.6p per minute |
| Calling a Finnish number | 16.6p per minute | 16.6p per minute |
| Texts to UK | Comes out of your allowance | 5.2p per text |
| Texting a Finnish number | 5.2p per text | 5.2p per text |
| Receiving calls from any number | Free | Free |
| Receiving texts from any number | Free | Free |
| Using internet and data | Comes out of your allowance | 10p per MB |
| Sending a photo message | – | 17.4p per message |
| Sending a video message | – | 17.4p per message |
| Making a video call (to any number) | – | Up to £2.04 per minute |
| Receiving a video call | – | Up to £1.53 per minute |

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France

| | If you still have Add-on allowance remaining | If you've gone over or don't have an Add-on allowance |
|---|--|---|
| Calling a UK number (including voicemail) | Comes out of your allowance | 16.6p per minute |
| Calling a French number | 16.6p per minute | 16.6p per minute |
| Texts to UK | Comes out of your allowance | 5.2p per text |
| Texting an French number | 5.2p per text | 5.2p per text |
| Receiving calls from any number | Free | Free |
| Receiving texts from any number | Free | Free |
| Using internet and data | Comes out of your allowance | 10p per MB |
| Sending a photo message | – | 17.4p per message |
| Sending a video message | – | 17.4p per message |
| Making a video call (to any number) | – | Up to £2.04 per minute |
| Receiving a video call | – | Up to £1.53 per minute |

Hong Kong

| | If you still have Add-on allowance remaining | If you've gone over or don't have an Add-on allowance |
|---|--|---|
| Calling a UK number (including voicemail) | Comes out of your allowance | 13.8p per minute |
| Calling a Hong Kong number | 13.8p per minute | 13.8p per minute |
| Texts to UK | Comes out of your allowance | 4.3p per text |
| Texting a Hong Kong number | 4.3p per text | 4.3p per text |
| Receiving calls from any number | Free | Free |
| Receiving texts from any number | Free | Free |
| Using internet and data | Comes out of your allowance | 10p per MB |
| Sending a photo message | – | 17.4p per message |
| Sending a video message | – | 17.4p per message |
| Making a video call (to any number} | – | Up to £2.04 per minute |
| Receiving a video call | – | Up to £1.53 per minute |

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Indonesia

| | If you still have Add-on allowance remaining | If you've gone over or don't have an Add-on allowance |
|---|--|---|
| Calling a UK number (including voicemail) | Comes out of your allowance | 13.8p per minute |
| Calling an Indonesian number | 13.8p per minute | 13.8p per minute |
| Texts to UK | Comes out of your allowance | 4.3p per text |
| Texting an Indonesian number | 4.3p per text | 4.3p per text |
| Receiving calls from any number | Free | Free |
| Receiving texts from any number | Free | Free |
| Using internet and data | Comes out of your allowance | 10p per MB |
| Sending a photo message | – | 17.4p per message |
| Sending a video message | – | 17.4p per message |
| Making a video call (to any number) | – | Up to £2.04 per minute |
| Receiving a video call | – | Up to £1.53 per minute |

Israel

| | If you still have Add-on allowance remaining | If you've gone over or don't have an Add-on allowance |
|---|--|---|
| Calling a UK number (including voicemail) | Comes out of your allowance | 13.8p per minute |
| Calling an Israeli number | 13.8p per minute | 13.8p per minute |
| Texts to UK | Comes out of your allowance | 4.3p per text |
| Texting an Israeli number | 4.3p per text | 4.3p per text |
| Receiving calls from any number | Free | Free |
| Receiving texts from any number | Free | Free |
| Using internet and data | Comes out of your allowance | 10p per MB |
| Sending a photo message | – | 17.4p per message |
| Sending a video message | – | 17.4p per message |
| Making a video call (to any number) | – | Up to £2.04 per minute |
| Receiving a video call | – | Up to £1.53 per minute |

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Italy

| | If you still have Add-on allowance remaining | If you've gone over or don't have an Add-on allowance |
|---|--|---|
| Calling a UK number (including voicemail) | Comes out of your allowance | 16.6p per minute |
| Calling an Italian number | 16.6p per minute | 16.6p per minute |
| Texts to UK | Comes out of your allowance | 5.2p per text |
| Texting an Italian number | 5.2p per text | 5.2p per text |
| Receiving calls from any number | Free | Free |
| Receiving texts from any number | Free | Free |
| Using internet and data | Comes out of your allowance | 10p per MB |
| Sending a photo message | – | 17.4p per message |
| Sending a video message | – | 17.4p per message |
| Making a video call (to any number) | – | Up to £2.04 per minute |
| Receiving a video call | – | Up to £1.53 per minute |

Macau

| | If you still have Add-on allowance remaining | If you've gone over or don't have an Add-on allowance |
|---|--|---|
| Calling a UK number (including voicemail) | Comes out of your allowance | 13.8p per minute |
| Calling a Macau number | 13.8p per minute | 13.8p per minute |
| Texts to UK | Comes out of your allowance | 4.3p per text |
| Texting a Macau number | 4.3p per text | 4.3p per text |
| Receiving calls from any number | Free | Free |
| Receiving texts from any number | Free | Free |
| Using internet and data | Comes out of your allowance | 10p per MB |
| Sending a photo message | – | 17.4p per message |
| Sending a video message | – | 17.4p per message |
| Making a video call (to any number) | – | Up to £2.04 per minute |
| Receiving a video call | – | Up to £1.53 per minute |

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New Zealand

| | If you still have Add-on allowance remaining | If you've gone over or don't have an Add-on allowance |
|---|--|---|
| Calling a UK number (including voicemail) | Comes out of your allowance | 13.8p per minute |
| Calling a New Zealand number | 13.8p per minute | 13.8p per minute |
| Texts to UK | Comes out of your allowance | 4.3p per text |
| Texting a New Zealand number | 4.3p per text | 4.3p per text |
| Receiving calls from any number | Free | Free |
| Receiving texts from any number | Free | Free |
| Using internet and data | Comes out of your allowance | 10p per MB |
| Sending a photo message | – | 17.4p per message |
| Sending a video message | – | 17.4p per message |
| Making a video call (to any number) | – | Up to £2.04 per minute |
| Receiving a video call | – | Up to £1.53 per minute |


Norway

| | If you still have Add-on allowance remaining | If you've gone over or don't have an Add-on allowance |
|---|--|---|
| Calling a UK number (including voicemail) | Comes out of your allowance | 13.8p per minute |
| Calling a Norwegian number | 13.8p per minute | 13.8p per minute |
| Texts to UK | Comes out of your allowance | 4.3p per text |
| Texting a Norwegian number | 4.3p per text | 4.3p per text |
| Receiving calls from any number | Free | Free |
| Receiving texts from any number | Free | Free |
| Using internet and data | Comes out of your allowance | 10p per MB |
| Sending a photo message | – | 17.4p per message |
| Sending a video message | – | 17.4p per message |
| Making a video call (to any number) | – | Up to £2.04 per minute |
| Receiving a video call | – | Up to £1.53 per minute |

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Making international calls from the UK.

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Republic of Ireland

| | If you still have Add-on allowance remaining | If you've gone over or don't have an Add-on allowance |
|---|--|---|
| Calling a UK number (including voicemail) | Comes out of your allowance | 16.6p per minute |
| Calling an Irish number | 16.6p per minute | 16.6p per minute |
| Texts to UK | Comes out of your allowance | 5.2p per text |
| Texting an Irish number | 5.2p per text | 5.2p per text |
| Receiving calls from any number | Free | Free |
| Receiving texts from any number | Free | Free |
| Using internet and data | Comes out of your allowance | 10p per MB |
| Sending a photo message | – | 17.4p per message |
| Sending a video message | – | 17.4p per message |
| Making a video call (to any number) | – | Up to £2.04 per minute |
| Receiving a video call | – | Up to £1.53 per minute |

Spain (including the Canary and Balearic Islands)

| | If you still have Add-on allowance remaining | If you've gone over or don't have an Add-on allowance |
|---|--|---|
| Calling a UK number (including voicemail) | Comes out of your allowance | 16.6p per minute |
| Calling a Spanish number | 16.6p per minute | 16.6p per minute |
| Texts to UK | Comes out of your allowance | 5.2p per text |
| Texting a Spanish number | 5.2p per text | 5.2p per text |
| Receiving calls from any number | Free | Free |
| Receiving texts from any number | Free | Free |
| Using internet and data | Comes out of your allowance | 10p per MB |
| Sending a photo message | – | 17.4p per message |
| Sending a video message | – | 17.4p per message |
| Making a video call (to any number) | – | Up to £2.04 per minute |
| Receiving a video call | – | Up to £1.53 per minute |

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Sri Lanka

| | If you still have Add-on allowance remaining | If you've gone over or don't have an Add-on allowance |
|---|--|---|
| Calling a UK number (including voicemail) | Comes out of your allowance | 13.8p per minute |
| Calling a Sri Lankan number | 13.8p per minute | 13.8p per minute |
| Texts to UK | Comes out of your allowance | 4.3p per text |
| Texting a Sri Lankan number | 4.3p per text | 4.3p per text |
| Receiving calls from any number | Free | Free |
| Receiving texts from any number | Free | Free |
| Using internet and data | Comes out of your allowance | 10p per MB |
| Sending a photo message | – | 17.4p per message |
| Sending a video message | – | 17.4p per message |
| Making a video call (to any number) | – | Up to £2.04 per minute |
| Receiving a video call | – | Up to £1.53 per minute |

Switzerland

| | If you still have Add-on allowance remaining | If you've gone over or don't have an Add-on allowance |
|---|--|---|
| Calling a UK number (including voicemail) | Comes out of your allowance | 13.8p per minute |
| Calling a Swiss number | 13.8p per minute | 13.8p per minute |
| Texts to UK | Comes out of your allowance | 4.3p per text |
| Texting a Swiss number | 4.3p per text | 4.3p per text |
| Receiving calls from any number | Free | Free |
| Receiving texts from any number | Free | Free |
| Using internet and data | Comes out of your allowance | 10p per MB |
| Sending a photo message | – | 17.4p per message |
| Sending a video message | – | 17.4p per message |
| Making a video call (to any number) | – | Up to £2.04 per minute |
| Receiving a video call | – | Up to £1.53 per minute |

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Sweden

| | If you still have Add-on allowance remaining | If you've gone over or don't have an Add-on allowance |
|---|--|---|
| Calling a UK number (including voicemail) | Comes out of your allowance | 16.6p per minute |
| Calling a Swedish number | 16.6p per minute | 16.6p per minute |
| Texts to UK | Comes out of your allowance | 5.2p per text |
| Texting a Swedish number | 5.2p per text | 5.2p per text |
| Receiving calls from any number | Free | Free |
| Receiving texts from any number | Free | Free |
| Using internet and data | Comes out of your allowance | 10p per MB |
| Sending a photo message | – | 17.4p per message |
| Sending a video message | – | 17.4p per message |
| Making a video call (to any number) | – | Up to £2.04 per minute |
| Receiving a video call | – | Up to £1.53 per minute |

USA


| | If you still have Add-on allowance remaining | If you've gone over or don't have an Add-on allowance |
|---|--|---|
| Calling a UK number (including voicemail) | Comes out of your allowance | 13.8p per minute |
| Calling a USA number | 13.8p per minute | 13.8p per minute |
| Texts to UK | Comes out of your allowance | 4.3p per text |
| Texting a USA number | 4.3p per text | 4.3p per text |
| Receiving calls from any number | Free | Free |
| Receiving texts from any number | Free | Free |
| Using internet and data | Comes out of your allowance | 10p per MB |
| Sending a photo message | – | 17.4p per message |
| Sending a video message | – | 17.4p per message |
| Making a video call (to any number) | – | Up to £2.04 per minute |
| Receiving a video call | – | Up to £1.53 per minute |

To check the cost of making a call or sending a message from any Feel At Home destination to any other country (excluding the UK), please go to [Three.co.uk/roaming](https://www.three.co.uk/roaming)

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What other useful information is there for using Feel At Home?

Everything you may need to know about Feel At Home can be found at Three.co.uk/feelathome but some key bits of information can be found below:

- As we've said, if you buy an Add-On you can get an allowance of voice, text and/or data units (depending on the Add-On chosen) which you can use in the UK or our Feel At Home destinations. 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 can't use your data allowance to create a personal hotspot (this is also called tethering) in a Feel At Home destination.
- We restrict your ability in a Feel At Home destination to use your data allowance for file-sharing (like peer to peer download services) and using certain sites to download or share large files. This is so that we can manage demand from overseas and ensure that everyone can use the service.
- You should be able to stream and connect to VPNs, but you will find this is slower and the quality will not be as good as in the UK. For example, we don't recommend streaming TV programmes and films. If you're connecting more than one device via a mobile Wi-Fi device, your streaming experience will be poorer still.
- Feel At Home is intended for our UK customers who are visiting one of the destinations for short trips, like holidays or business trips. It isn't made for people who live abroad or stay there for an extended period of time. If you use your allowances 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.
- You'll only be charged to call or message someone when they're in a Feel At Home destination if they don't have a UK-number. How much this will cost you is set out in the table below.
- Although not conditional, we advise Three customers top up their account and buy an Add-on before leaving the UK - this is to ensure that our systems don't inadvertently identify your account as in breach of our fair use policies. Feel at Home is designed for Three customers to enjoy their allowances both at home and in our Feel At Home destinations. As such, use of a SIM card exclusively to receive inbound calls in a specific Feel At Home destination may result in suspension of that SIM card. Our systems are designed to identify this automatically. If you believe that your account may have incorrectly been suspended because of this, please call +44 7782 333 333.

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| 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 |

Please note: Three reserves the right to suspend this service if we reasonably believe that you are using VPN for accessing illegal or improper content or in contravention of our fair use requirements set out in our Terms and Conditions. We reserve the right to extend, withdraw or modify the terms, including this Price Guide, or Feel At Home and/or the destinations or service included at any time. See [Three.co.uk/feelathome](https://www.three.co.uk/feelathome) for full details on how this service works and additional details that may be of interest.

Using your phone abroad in destinations not covered by Feel At Home.

These are our standard charges for using your phone abroad.

Our international charges for calling or texting depend upon where you are and where the number of the person you are calling or texting is located. These tables don't include the charges for using data (internet) abroad – for these, please see page 19. To see the roaming rates you'll be charged when in a specific country, use the first table below to identify which 'band' it falls in. Then, simply refer to the table on the next page to see the relevant charges.

| | |
|---|--|
| Band 0 (EU & selected European countries) | 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. |
| Band 0a (EU & selected European countries, non-VAT) | Channel Islands (incl. Jersey & Guernsey), French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Réunion, San Marino. |
| Band 1 | Andorra, Bosnia & Herzegovina, Canada, Cyprus (North), Montenegro, Macedonia, South Africa, Turkey. |
| Band 2 | Rest of the world (that is, not within Bands 0, 0a, 1, 3 or 4). Excluding Feel At Home destinations – see pages 8-15. |
| Band 3 | Cape Verde, Morocco, Turkmenistan, Kuwait, Russia, Cuba, Oman, Ukraine, Georgia, Uzbekistan, Tunisia, Malaysia, Ethiopia, Maldives, UAE. |
| Band 4 | Ships, Ferries, Cruise Liner, Airlines. |

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| | Band 0 (EU & selected European countries) | Band 0a (EU & selected European countries, non-VAT) | Band 1 | Band 2 | Band 3 | Band 4 |
|--|--|--|---|--------|--------|--------|
| Voice calls | | | | | | |
| Calls received when abroad (per minute) | 4.4p | 3.6p | 99p | £1.25 | £1.25 | £1.25 |
| Calls made when abroad to other countries in the same Band and the UK (per minute) | 16.6p | 13.8p | £1.40 | £2.00 | £3.00 | £3.00 |
| Calls made when abroad to countries in different Bands (per minute) | £1.40 | £1.40 | £1.40 (Except calls from UK to South Africa are charged £1.02/min) | £2.00 | £3.00 | £3.00 |
| Text messages | | | | | | |
| Received when abroad | Free | | | | | |
| Sent to any country | 5.2p | 4.3p | 35p | 35p | 35p | 50p |
| Photo messages | | | | | | |
| 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 | | | | | | |
| Received when abroad | Free | | | | | |
| Sent when abroad to a UK number | 17.4p | | | | | |
| Sent when abroad to a non-UK number | 17.4p | | | | | |
| Video calls | | | | | | |
| Sent when abroad to UK number (per minute) | £2.04 | £2.00 | £2.00 | £2.00 | £2.00 | £2.00 |
| Sent when abroad to non-UK number (per minute) | £2.04 | £2.00 | £2.00 | £2.00 | £2.00 | £2.00 |
| Calls received when abroad (per minute) | £1.53 | £1.50 | £1.50 | £1.50 | £1.50 | £1.50 |

Please note: Premium rate shortcode text messages sent while abroad are charged at standard roaming SMS charge plus short code charges.

All prices include VAT where applicable (calls outside the EU are not subject to VAT except Monaco and Isle of Man).

All call times (except calls to short code, premium rate numbers and EU roaming calls) are rounded up to the nearest minute and are charged by the minute.

When you're abroad 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.

Calls made from abroad to your voicemail will also be charged at standard roaming rates.

Our standard charges for using the internet (data) abroad.

When you roam onto other international networks where data roaming is available, the charges below will apply. However if you're in a Feel At Home destination, and have converted part of your top-up to an Add-on, you can use your allowance to call and text the UK and use your data without paying a penny more. See page 7 for more information about Feel At Home.

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

| Band | Countries | Cost per MB |
|---|--|--|
| Data Band 1 (EU & selected European countries) | 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. The Azores, Madeira), Romania, Slovakia, Slovenia. | 17.4p |
| Data Band 1a (EU & selected European countries non-VAT) | French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Réunion, San Marino, French West Indies, Jersey, Guernsey. | 14.5p |
| Data Band 2 | Benin, Botswana, Cyprus North, India, Ivory Coast, Japan, Panama, Philippines, Puerto Rico, South Africa, Taiwan, Thailand, Turkey, Yemen. | £3 |
| Data Band 3 | Rest of the world excluding Feel At Home destinations, Maritime Networks (Ships, Ferries, Cruise Liners), Airlines. | £6 |
| Feel At Home destinations | Australia, Austria, Denmark, Finland, France, Hong Kong, Indonesia, Israel, Italy, Macau, New Zealand, Norway, Republic of Ireland, Spain (incl. Canary and Balearic Islands), Sri Lanka, Switzerland, Sweden and USA. | Comes out of allowance if available; otherwise 10p |

Help from Three when you're abroad.

- We'll text you information about call charges and roaming rates when you're abroad for each country worldwide.
- We've also set up a worldwide data roaming limit of £36 per month to stop you spending too much. You'll need to contact Three Customer Services if you'd like this limit removed.
- If you need to contact Three Customer Services while abroad call +44 7782 333 333 (this call will be charged at your standard roaming rates).

To find out more about using your phone abroad and for the latest information on which countries you can roam in, and on which networks, visit [Three.co.uk/roaming](https://www.three.co.uk/roaming)

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We've negotiated special low rates to call some countries, in addition to our standard rates, which we have listed on the next page. To use these low rates all you need to do is add a 3 digit prefix in front of the international landline or mobile number, and you can call from the UK to abroad from as little as 1p a minute.

- We round up to the nearest minute and charge per minute, and the charges are taken off your normal Pay As You Go credit.
- You can find out more at [Three.co.uk/paygint](https://www.three.co.uk/paygint)

If you're on our Pay As You Go phone plans, you must use your SIM in a mobile handset only, you can't remove it and place it in a mobile broadband dongle.

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Our special low rates for international calls made from the UK.

Getting these low rates is simple – no need for an Add-on. Just add the three digit code of the country you want to call, from the list below, followed by 00, the country code and the number you want to dial. E.g. If you want to call Australia – dial 404 00 61 followed by the number you want to call.

| Country | Landline/Mobile | Prefix | Pence per Min |
|-------------|-----------------|--------|---------------|
| Afghanistan | Mobile | 402 | 18p |
| Afghanistan | Landline | 403 | 22p |
| Australia | Mobile | 404 | 14p |
| Australia | Landline | 405 | 3p |
| Bangladesh | Mobile | 406 | 4p |
| Bangladesh | Landline | 407 | 4p |
| Bulgaria | Mobile | 425 | 25p |
| Bulgaria | Landline | 426 | 4p |
| Canada | Mobile | 408 | 1p |
| Canada | Landline | 408 | 1p |
| China | Mobile | 410 | 3p |
| China | Landline | 411 | 3p |
| France | Mobile | 427 | 10p |
| France | Landline | 428 | 3p |
| Germany | Mobile | 429 | 12p |
| Germany | Landline | 430 | 3p |
| Hungary | Mobile | 431 | 11p |
| Hungary | Landline | 432 | 3p |
| India | Mobile | 412 | 3p |
| India | Landline | 413 | 3p |
| Ireland | Mobile | 433 | 14p |
| Ireland | Landline | 434 | 2p |
| Italy | Mobile | 435 | 15p |
| Italy | Landline | 436 | 3p |
| Jamaica | Mobile | 437 | 19p |
| Jamaica | Landline | 438 | 18p |

| Country | Landline/Mobile | Prefix | Pence per Min |
|--------------|-----------------|--------|---------------|
| Japan | Mobile | 414 | 10p |
| Japan | Landline | 415 | 4p |
| Lithuania | Mobile | 416 | 13p |
| Lithuania | Landline | 417 | 3p |
| Nigeria | Mobile | 439 | 9p |
| Nigeria | Landline | 460 | 9p |
| Pakistan | Mobile | 418 | 12p |
| Pakistan | Landline | 419 | 8p |
| Philippines | Mobile | 461 | 13p |
| Philippines | Landline | 462 | 10p |
| Poland | Mobile | 420 | 9p |
| Poland | Landline | 421 | 2p |
| Portugal | Mobile | 463 | 14p |
| Portugal | Landline | 464 | 3p |
| Romania | Mobile | 465 | 10p |
| Romania | Landline | 466 | 3p |
| Spain | Mobile | 467 | 10p |
| Spain | Landline | 468 | 3p |
| South Africa | Mobile | 422 | 12p |
| South Africa | Landline | 423 | 4p |
| Turkey | Mobile | 469 | 9p |
| Turkey | Landline | 470 | 4p |
| USA | Mobile | 424 | 3p |
| USA | Landline | 424 | 3p |

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The cost of calling different countries from the UK depends on the Band that country is in. Below is a table outlining which countries fall into each Band, except for our international call rates to a Feel At Home destination (these are set out on page 23).

| | |
|---|--|
| Band 0 (EU & selected European countries) | 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. |
| Band 0a (EU & selected European countries, non-VAT) | Channel Islands (incl. Jersey & Guernsey), French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Réunion, San Marino. |
| Band 1 | Andorra, Bosnia & Herzegovina, Canada, Cyprus (North), Hong Kong, Montenegro, Macedonia, South Africa, Turkey. |
| 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. |
| Band 3 | Cape Verde, Morocco, Turkmenistan, Kuwait, Russia, Cuba, Oman, Ukraine, Georgia, Uzbekistan, Tunisia, Malaysia, Ethiopia, Maldives, UAE. |
| Band 4 | Ships, Ferries, Cruise Liners, Airlines. |

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| | Band 0 (EU & selected European countries) | Band 0a (EU & selected European countries, non-VAT) | Band 1 | Band 2 | Band 3 | Band 4 |
|--|---|---|--|---------------|---------------|---|
| Voice calls | | | | | | |
| Calls made from the UK to abroad when not using a prefix (see page 19 for more details). Costs shown per minute. | 46p | 46p | 56.2p Except for calls to South Africa, which are charged at £1.02 per minute | £1.02 | £1.02 | Charges vary by country code and/or network (eg. £7.66 per minute for satellite services with 0087/0088 prefix) |
| Text messages | | | | | | |
| Sent from the UK to abroad | 25.2p | | | | | |
| Photo messages | | | | | | |
| Sent from the UK to abroad | 17.4p | | | | | |
| Video messages | | | | | | |
| Sent from the UK to abroad | 17.4p | | | | | |
| Video calls | | | | | | |
| Sent from the UK to abroad | £1.53 | | | | | |

Don't forget to check if you can use a prefix for the country you're dialling as this will bring down the cost of the call. See page 21 for more details.

Want to call someone in a Feel At Home destination?

If you're in the UK, and calling or texting a non-UK number, this is treated as an international call or message and the following charges apply:


| Where are you calling or messaging? | Call cost per minute | Cost per message |
|---|----------------------|------------------|
| UK to Australia, Hong Kong, Indonesia, Israel, Macau, New Zealand, Norway, Sri Lanka, Switzerland and USA | 56.2p | 25.2p |
| UK to Austria, Denmark, Finland, France, Italy, Republic of Ireland, Spain (including Canary & Balearic Islands) and Sweden | 46p | 25.2p |

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Some calls and other services within the UK fall outside the main price of 3 pence per minute and aren't included in any Add-on allowances you may have. They're shown below.

If you'd like to know about specific numbers and to check the specific price of any call, please go to [Three.co.uk/specialcall](https://three.co.uk/specialcall)

Calls, data and fax to other Special Numbers.

As part of UK Calling, from 1 July 2015, calls to numbers starting 0800 and 0808 are free and calls to numbers starting 084, 087, 09 and 118 are now split into two elements: an Access Charge (which we set, at 45p per minute and is charged by the minute) and a Service Charge (which is set by the company you're calling – they'll tell you this). For example, if you call a number starting 084, 087, 09 or 118, and your call lasts for 1 minute and 30 seconds, you'll pay £0.90 for the Access Charge element of the call (i.e. for 2 minutes), plus the cost of the service charge.

| Number prefix | Price |
|--|--|
| <ul style="list-style-type: none">116000/116006/116111/116117/116123Hotline for missing children, Helpline for Victims of Crime, Child Helpline, Non-emergency medical on-call service, Samaritans. | Free |
| 0800 and 0808 numbers | Free |
| Calls whilst you're in the UK to 333 (Three Customer Services), 444/555 Pay As You Go Top-up/balance enquiry | Free |
| 999/112 | Free |
| NHS111 | Free |
| 101 Single non-emergency | 15p (per call) |
| <ul style="list-style-type: none">0500 numbers that are not on the Telephone Preference Helpline List05 corporate numbers and IP Phones, 082 | 10.2p to 15.3p per minute |
| 084 / 087 | Access Charge of 45p a minute (chargeable by the minute) plus a Service Charge (set by the company you're calling). The total cost of call is the Access Charge plus the Service Charge. |

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| Number prefix | Price |
|--|--|
| Non Standard 07 numbers – 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 | 3p per minute |
| International 07 number prefixes for Isle of Man and Channel Islands (Jersey, Guernsey, Herm, Alderney, 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 | 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 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 (090, 091, 098) – Bands A, B, C, D and E. Visit three.co.uk/nts to check the cost of a specific number | Access Charge of 45p a minute (chargeable by the minute) plus a Service Charge (set by the company you're calling). The total cost of call is the Access Charge plus the Service Charge. |
| Text relay (18000,18001) | Please check Three.co.uk/nts |
| Corporate Numbers – 055 | 10.2p per minute |

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All prices include VAT.

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

** Both charges apply from the start of the call.
Premium rate shortcode text messages sent
while abroad are charged at standard roaming
SMS charge plus short code charges.

Directory services.

There are now lots of different directory enquiry services available, all of which have different phone numbers and different charges. The table here does not show the full list of directory services available (as this is changing frequently). Please check the specific call cost for other directory services at Three.co.uk/nts for current details.

| Number prefix | Price |
|--|--|
| National 118333 – multi-search | 45p a minute Access Charge (charged by the minute) + £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 (charged by the minute) + £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 | Free to call 195 for Three's registered users. ■ If the 195 operator then connects you to a number you've searched for, your call will be charged at the standard rate for your price plan or will come out of any available allowance you have. Free text message with the number(s) you've requested |

Other services.

| | Price |
|------------------------|-------------------------|
| Text delivery report | 1.2p per request |
| Change of phone number | £10.21 |

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Charges for used, damaged or missing accessories.

If you have bought a Pay As You Go handset and you return it to us under our returns policy, the following charges may apply:

| Make | Accessory Type | Description | Missing/damaged accessory charge |
|-----------|----------------|----------------------------|----------------------------------|
| Apple | Charger | Apple Travel Charger 3 pin | £23 |
| Non-Apple | Charger | Mains Charger | £10 |
| All | Handsfree | Personal Handsfree | £10 |
| Apple | USB Cable | Apple USB Cable | £15 |
| Non-Apple | USB Cable | USB Cable | £10 |
| All | Battery | Battery | £20 |
| All | Memory Card | 1GB Micro SD card | £5 |
| All | Memory Card | 2GB Micro SD card | £10 |
| All | Memory Card | 4GB Micro SD card | £15 |
| All | Memory Card | 8GB Micro SD card | £20 |

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.

You can find out more [here](#) or go to Three.co.uk/Support/Device_Support/Returns

If you require a replacement SIM, there is a charge of £5.11 for this.

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