

# Price Guide.

## Everything you need know about our prices, if you are:

- A Pay Monthly (voice) customer who joined us or last upgraded your contract before 18 March 2014;
- A SIM customer (voice) who joined us or last upgraded your contract before 15 July 2014;
- A Mobile Broadband customer who joined us before 12 August 2015 or are on Mobile Broadband Pay As You Go;
- A Business (voice) customer (unless you're on one of our Simply Business plans);
- A Business Mobile Broadband customer; or
- On one of our old Pay As You Go plans.

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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.



**When it comes to what you pay for Three's services, we think three things matter most. Giving you choice. Treating you fairly, with clear price plans and no unfair penalties. And providing great value, with some of the lowest cost voice calls and texts you can find.**

**Three = great value**

When you're with Three, you've got big flexibility. First, you can choose between paying monthly or Pay As You Go, then select the right price plan or Top-up for you. Beyond that, there's a range of Add-ons you can select. This guide talks about what we do charge for.

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# Our Pay Monthly Packages.

If you signed up to one of our Pay Monthly packages before 18 March 2014, the details of your plan are set out below. These packages are no longer available to new customers. For details of our new Pay Monthly packages, please go to [Three.co.uk/priceguide](http://Three.co.uk/priceguide)

All calls made by Pay Monthly customers, (except calls to short code, premium rate numbers) are initially rounded to the first minute and are billed per second thereafter. After the first minute for Pay Monthly customers calls are charged by the second, except some roaming calls, calls to Directory Services and Special Calls. The call duration will be mathematically rounded to the nearest second.

## The One Plan.

The One Plan has more than enough of everything, at a more affordable price and there is no charge for voicemail and Internet.

| Package <sup>1,2,3,12</sup>  | Phones                           | UK voice minutes | UK text messages | Three to Three minutes | Internet       | Minimum Term | Price per month <sup>18</sup> |
|------------------------------|----------------------------------|------------------|------------------|------------------------|----------------|--------------|-------------------------------|
| The One Plan                 | Choose from a variety of phones. | 2,000            | 5,000            | 5,000                  | Unlimited data | 24 months    | From £23                      |
| The One Plan – SIM 1 month   | N/A                              | 2,000            | 5,000            | 5,000                  | Unlimited data | 1 month      | £23                           |
| The One Plan – SIM 12 months | N/A                              | 2,000            | 5,000            | 5,000                  | Unlimited data | 12 months    | £20                           |

## Outside your allowance.

Charges for calls and messages outside inclusive allowance of The One Plan.

| Per minute / message | Package      | Three UK mobiles | UK mobiles | Landlines |
|----------------------|--------------|------------------|------------|-----------|
| Voice, fax calls     | The One Plan | 10p              | 25p        | 25p       |
| Text messages        | The One Plan | 10p              | 10p        | N/A       |
| Video calls          | The One Plan | 51.1p            | 51.1p      | N/A       |
| Video messages       | The One Plan | 40p              | 40p        | N/A       |
| Picture messages     | The One Plan | 40p              | 40p        | N/A       |

## Essential Internet packages.

Our range of Pay Monthly packages offer great value for money. Our packages give you a generous bundle of minutes, texts and Internet.

| Package <sup>1,2,3,12</sup> | Phones                           | UK voice minutes | UK text messages | Internet | Minimum Term | Price per month <sup>18</sup> |
|-----------------------------|----------------------------------|------------------|------------------|----------|--------------|-------------------------------|
| Essential Internet 50       | Choose from a variety of phones. | 50               | 500              | 250 MB   | 24 months    | From £13                      |
| Essential Internet 100      |                                  | 100              | 5,000            | 250 MB   | 24 months    | From £12                      |
| Essential Internet 300      |                                  | 300              | 5,000            | 250 MB   | 24 months    | From £15                      |
| Essential Internet 500      |                                  | 500              | 5,000            | 250 MB   | 24 months    | From £17                      |

## Ultimate Internet with Unlimited data.

| Package <sup>1,2,3,12</sup> | Phones                           | UK voice minutes | UK text messages | Internet              | Minimum Term | Price per month <sup>18</sup> |
|-----------------------------|----------------------------------|------------------|------------------|-----------------------|--------------|-------------------------------|
| Ultimate Internet 100       | Choose from a variety of phones. | 100              | 5,000            | All-you-can-eat data* | 24 months    | From £15                      |
| Ultimate Internet 300       |                                  | 300              | 5,000            | All-you-can-eat data* | 24 months    | From £18                      |
| Ultimate Internet 500       |                                  | 500              | 5,000            | All-you-can-eat data* | 24 months    | From £20                      |
| Ultimate Internet 1000      |                                  | 1,000            | 5,000            | All-you-can-eat data* | 24 months    | From £25                      |

\*Internet access for phone browsing only, your data usage does not include using your phone as a modem.

## Outside your allowance.

Charges for calls and messages outside inclusive allowance of your Essential or Ultimate Internet package.

| Per minute / message | Package              | Three UK mobiles | UK mobiles | Landlines |
|----------------------|----------------------|------------------|------------|-----------|
| Voice, fax calls     | Ultimate / Essential | 35p              | 35p        | 35p       |
| Voicemail            | Ultimate / Essential | 35p              | 35p        | 35p       |
| Text messages        | Ultimate / Essential | 12p              | 12p        | 12p       |
| Video calls          | Ultimate / Essential | 51.1p            | 51.1p      | N/A       |
| Video messages       | The One Plan         | 40p              | 40p        | N/A       |
| Picture messages     | The One Plan         | 40p              | 40p        | N/A       |

\*Subject to a Minimum Term of 24 months or the remainder of your contract term. Not available with any other Mobile Internet Add-on. Internet access for phone browsing only, your data usage does not include using your phone as a modem.

## SIM Zero – How it works.

With our SIM Zero plan on a minimum one-month\* term, you pay for only what you use and there is no charge for voicemail.

| Per minute / message              | Price Plan | Three UK mobiles | UK mobiles | Landlines |
|-----------------------------------|------------|------------------|------------|-----------|
| Voice and fax calls <sup>12</sup> | SIM Zero   | 20.4p            | 20.4p      | 20.4p     |
| Text messages <sup>3</sup>        | SIM Zero   | 10.2p            | 10.2p      | N/A       |
| Video calls <sup>12</sup>         | SIM Zero   | 51.1p            | 51.1p      | N/A       |
| Video messages <sup>3</sup>       | SIM Zero   | 40p              | 40p        | N/A       |
| Photo messages <sup>3</sup>       | SIM Zero   | 40p              | 40p        | N/A       |
| Mobile Internet                   | SIM Zero   | 30.6p per MB     | N/A        | N/A       |

\*One month notice required to terminate.

## SIM Plans – How it works.

With our SIM Plans, you get a generous bundle of minutes, texts and data.

If you signed up to one of our SIM plans before 15 July 2014, this is where you'll find your plan details. For our new SIM plans, please go to [Three.co.uk/priceguide](http://Three.co.uk/priceguide) and select the price guide for our new plans.

| Package <sup>1,2,3,12</sup>     | Essential SIM 200 1 month | Essential SIM 600 1 month | Ultimate SIM 200 1 month | Essential SIM 200 12 months | Essential SIM 600 12 months | The One Plan SIM Only 1 month | The One Plan SIM Only 12 months |
|---------------------------------|---------------------------|---------------------------|--------------------------|-----------------------------|-----------------------------|-------------------------------|---------------------------------|
| Monthly charge <sup>18</sup>    | £9.90                     | £12.90                    | £12.90                   | £6.90                       | £9.90                       | £23                           | £20                             |
| UK Voice minutes                | 200                       | 600                       | 200                      | 200                         | 600                         | 2,000                         | 2,000                           |
| UK Text messages                | 5,000                     | 5,000                     | 5,000                    | 5,000                       | 5,000                       | 5,000                         | 5,000                           |
| UK Three to Three voice minutes |                           |                           |                          |                             |                             | 5,000                         | 5,000                           |
| Mobile Internet                 | 500 MB                    | 1 GB                      | Unlimited data           | 500 MB                      | 1 GB                        | Unlimited data                | Unlimited data                  |
| Minimum Term                    | 1 month                   | 1 month                   | 1 month                  | 12 months                   | 12 months                   | 1 month                       | 12 months                       |

## Outside your allowance.

Charges for calls and messages outside inclusive allowance of your SIM Only packages (excluding SIM Zero).

| Per minute / message | Package                                  | Three UK mobiles | UK mobiles | Landlines |
|----------------------|--|------------------|------------|-----------|
| Voice, fax calls     |  | 35p              | 35p        | 35p       |
| Voicemail            |  | 35p              |            |           |
| Text messages        |  | 12p              | 12p        |           |
| Video calls          | Essential / Ultimate SIM 50, 200 and 600 | 51.1p            | 51.1p      |           |
| Video messages       |  | 40p              | 40p        |           |
| Picture messages     |  | 40p              | 40p        |           |
| Mobile Internet      |  | 10p per MB       |            |           |

| Per minute / message | Package                       | Three UK mobiles | UK mobiles | Landlines |
|----------------------|-------------------------------|------------------|------------|-----------|
| Voice, fax calls     |                               | 10p              | 25p        | 25p       |
| Voicemail            |                               | No charge        |            |           |
| Text messages        | The One Plan - SIM 1/12 month | 10p              | 10p        |           |
| Video calls          |                               | 51.1p            | 51.1p      |           |
| Video messages       |                               | 40p              | 40p        |           |
| Picture messages     |                               | 40p              | 40p        |           |

# Pay Monthly Add-ons<sup>6,7,12</sup>

With Three Add-ons it's easy to customise your price plan to give you even more flexibility and value. Just choose the Add-on that means the most to you.

Each Add-on has a one-month Minimum Term unless otherwise stated. If you want something extra on top of what you get with your price plan, purchasing an Add-on is the way to do it.

|  | Allowance                    | Price per month | Additional MB Cost   |
|--|------------------------------|-----------------|----------------------|
| Add Tethering                          | 1 GB                         | £5              | N/A                  |
| Add 1 GB Personal Hotspot <sup>†</sup> | 1 GB                         | £5              | N/A                  |
| Add 3 GB Personal Hotspot <sup>†</sup> | 3 GB                         | £7              | N/A                  |
| Add 6 GB Personal Hotspot <sup>†</sup> | 6 GB                         | £8              | N/A                  |
| Add unlimited <sup>*</sup>             | Unlimited data for 30 days   | £5              | N/A                  |
| Add 250 MB                             | 250 MB                       | £2              | N/A                  |
| Add Internet 10 <sup>*</sup>           | 10 MB                        | £2.56           | Price plan dependent |
| Add Broadband Lite <sup>*</sup>        | 1 GB                         | £10.21          | 10.2p                |
| Add Broadband Plus <sup>*</sup>        | 3 GB                         | £15.32          | 10.2p                |
| Add Internet and Email <sup>**</sup>   | 2 GB                         | £5.11           | Price plan dependent |
| Add Internet Max <sup>**</sup>         | 2 GB                         | £5.11           | Price plan dependent |
| Unlimited                              | Unlimited data for 24 months | £3              | N/A                  |

<sup>†</sup>If your plan has unlimited data and you have used of all your inclusive personal hotspot allowance, or your plan does not have an inclusive personal hotspot allowance, you can choose to purchase one or more Add-ons from our Personal Hotspot Add-on range. These let you connect your devices to the Internet in the UK using your phone. Each Personal Hotspot Add-on gives you a number of data units, which convert on use into MBs (1 data unit = 1 MB) and are for use within the UK only. On purchasing these Add-ons, you will receive the full personal hotspot allowance immediately, which will last until your next billing date. You will be charged the full monthly price for this as these Add-ons are not pro-rated on purchase.

Mobile Internet Add-ons not available with Go Roam data packages. Not available with The One Plan SIM Only (1/12 months). Add Tethering and Personal Hotspot Add-ons are for use in the UK and our Go Roam in Europe destinations only and cannot be used as part of Go Roam Around the World.

|  | Includes          | Price           | Out of bundle charge |
|--|-------------------|-----------------|----------------------|
| Add BlackBerry   | Push mail service | £5.00 per month | Price plan dependent |
| Compatible with POP/IMAP mailboxes.<br>Up to 10 email accounts – use both your work and personal accounts.<br>Emails are encrypted giving you peace of mind.<br>Synchronise contacts, calendar and email.<br>Works abroad (roaming charges apply). |                   |                 |                      |

| Choose from  | Includes  | Price  |
|--------------|-----------|--------|
| Add Text 500 | 500 texts | £20.42 |
| Add Text 200 | 200 texts | £10.21 |
| Add Text 75  | 75 texts  | £5.11  |

### Add International Saver<sup>14</sup>

3,000 voice minutes to landlines and mobiles to China, Hong Kong, Puerto Rico, Singapore and Thailand; and to landlines in Australia, Austria, Belgium, Denmark, France, Germany, Italy, Japan, Korea (Republic of), Luxembourg, Malaysia, The Netherlands, New Zealand, Norway, Poland, Portugal, Republic of Ireland, Spain, Sweden, Switzerland, Taiwan and Thailand. For just £15.32 a month it can be used any time, any day. 388 prefix must be dialled before country code.

### Add Landlines

2,000 voice minutes for all calls made from the UK to any standard UK landline (01, 02, 03) for £10.21 a month.

Calls to Isle of Man and Channel Islands numbers are excluded.

### Add Landline 1000

1,000 voice minutes for all calls made from the UK to any standard UK landline (01, 02, 03) for £5 a month.

Calls to Isle of Man and Channel Islands numbers are excluded.

<sup>\*</sup>Includes free unlimited access to Email on Three, Three's email service, which sends all of your personal (ISP, such as Hotmail or GoogleMail) emails straight to your phone. Email on Three is an unlimited service with no fair use limit or policy. Add-on and Email on Three service available to Consumer contract customers only. Add-on not available to PAYG customers or Business contract customers. Internet access for phone browsing only, your data usage does not include using your phone as a modem. Unlimited Email does not include 3Mail.

<sup>\*\*</sup>Includes free unlimited access to Email on Three, Three's email service, which sends all of your personal (ISP, such as Hotmail or GoogleMail) and work (Microsoft Exchange / Lotus Domino) emails straight to your phone. Email on Three is an unlimited service with no fair use limit or policy. Add-on and Email on Three service available only to Consumer contract customers. Add-on not available to PAYG customers. With this Add-on your data allowance includes using your phone as a modem.

Our range of Personal Hotspot Add-ons (including Add Tethering) only allow UK and Go Roam in Europe tethering and can't be used when your pass is active.

### Add Data Passport<sup>\*</sup>

**Price**

Unlimited, data to use as you like (whether that's simply to get online, tether, stream or connect to VPNs) until midnight (UK time) on the day of purchase. Available in the UK and in Go Roam in Europe destinations:

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, Isle of Man, Israel, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Macau, Madeira, Malaysia, Malta, Martinique, Mayotte, Mexico, Moldova, Montenegro, Myanmar, The Netherlands, New Zealand, Nicaragua, Norway, Pakistan, Panama, Peru, Poland, Portugal, Puerto Rico, Republic of Ireland, Réunion, Romania, Russian Federation, Saint Barthélemy, Saint Martin, San Marino, Saudi Arabia, Serbia, Singapore, South Korea, Slovakia, Slovenia, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Tunisia, Ukraine, United Arab Emirates, Uruguay, US Virgin Islands, USA, Vatican City, Vietnam.

£5

<sup>\*</sup>Data Passport is not currently available on our Business Plans.

## Surf the web with Mobile Broadband.

| Package <sup>12</sup> | Monthly Charge <sup>18</sup> | Inclusive data | Out of bundle charge per MB | Minimum Term   |
|-----------------------|------------------------------|----------------|-----------------------------|----------------|
| Broadband Casual      | £0                           | 0 MB           | £1.02                       | 18/24 months   |
| Broadband 0.5 GB      | £5.29                        | 0.5 GB         | 10.2p                       | 24 months      |
| Broadband Lite        | £10.49                       | 1 GB           | 10.2p                       | 18/24 months   |
| Broadband 1 GB        | £7.50                        | 1 GB           | 10.2p                       | 1 month        |
| Broadband 5 GB        | £15.99                       | 5 GB           | 10.2p                       | 1/18/24 months |
| Broadband 10 GB       | £15.00                       | 10 GB          | 10.2p                       | 1 month        |
| Broadband 15 GB       | £25.00                       | 15 GB          | 10.2p                       | 24 months      |
| Broadband 15 GB       | £30.99                       | 15 GB          | 10.2p                       | 18/24 months   |

| Add-on <sup>2,3,6,15,16</sup>    | Price  | Allowance | Minimum Term |
|----------------------------------|--------|-----------|--------------|
| Add Wireless Modem with 20 Texts | £2.04  | 20 texts  | 18/24 months |
| Add Wi-Fi Device with 80 Texts   | £8.17  | 80 texts  | 18/24 months |
| Add Wi-Fi Device with 90 Texts   | £9.19  | 90 texts  | 18/24 months |
| Add Text with Laptop 75          | £7.66  | 75 texts  | 18/24 months |
| Add Text with Laptop 100         | £10.21 | 100 texts | 18/24 months |
| Add Text with Laptop 150         | £15.32 | 150 texts | 18/24 months |
| Add Text with Laptop 200         | £20.42 | 200 texts | 18/24 months |
| Add Text with Laptop 250         | £25.54 | 250 texts | 18/24 months |
| Add Text with Laptop 300         | £30.64 | 300 texts | 18/24 months |
| Add Text with Laptop 350         | £35.75 | 350 texts | 18/24 months |

## Mobile Broadband SIM Only<sup>5</sup>.

With our Mobile Broadband SIM only plans, you can have 5 GB Mobile Broadband on a one-month contract if you already have a dongle.

| Package <sup>12</sup>    | Monthly Charge <sup>18</sup> | Inclusive data | Out of bundle charge per MB | Minimum Term |
|--------------------------|------------------------------|----------------|-----------------------------|--------------|
| SIM Only Broadband 5 GB  | £15.99                       | 5 GB           | 10p                         | 1/18 months  |
| SIM Only Broadband Lite  | £10.49                       | 1 GB           | 10p                         | 24 months    |
| SIM Only Broadband 15 GB | £15.99                       | 15 GB          | 10p                         | 24 months    |

## Pay As You Go Broadband Add-ons<sup>6</sup>.

|                | Allowance | Price |
|----------------|-----------|-------|
| Broadband Lite | 1 GB      | £10   |
| Broadband Plus | 3 GB      | £15   |
| Broadband Max  | 7 GB      | £25   |
| Pay Per Day    | 500 MB*   | £2.99 |

\* Expires midnight after the day you bought it or if you use up the data – whatever comes first.

## Business plans.

If you're on one of our Simply Business Plans, please go to [Three.co.uk/priceguide](https://www.three.co.uk/priceguide) for pricing information on your plan. Otherwise, you'll find all the information you need on your business plan below.

| Package <sup>1,2,3,12</sup>               | Business 600   | Business 900    | Business Flat Rate |
|---|--|-----------------|--------------------|
| Monthly charge <sup>1</sup>               | £25.53   | £34.04          | £11                |
| Inclusive UK Voice Minutes <sup>1</sup>   | 750  | 1125            | 0                  |
| Inclusive UK Text Messages <sup>1,3</sup> | 100  | 150             | 0                  |
| Three to Three Minutes <sup>7</sup>       | 2,000  | 2,000           | 2,000              |
| Minimum Term                              | 12/18/24 months  | 12/18/24 months | 12/18/24 months    |
| Additional discount                       | 18 months contract discount – 10% off monthly access charges<br>24 months contract discount – 25% off monthly access charges |                 |                    |

Prices for business shown excluding VAT. VAT is payable in addition at the current rate. See page 29 for footnotes.

| UK voice and video calls <sup>12</sup> | Business 600 | Business 900 | Business Flat Rate |
|--|--------------|--------------|--------------------|
| Three UK mobile – voice/fax            | 8.5p         | 8.5p         | 6p                 |
| Other UK mobile – voice/fax            | 21.3p        | 21.3p        | 20p                |
| UK landline                            | 8.5p         | 8.5p         | 6p                 |
| Voicemail                              | 8.5p         | 8.5p         | Free               |
| Three UK video calls                   | 42.6p        | 42.6p        | 42.6p              |
| Other UK mobile video calls            | 42.6p        | 42.6p        | 42.6p              |
| Messages <sup>3</sup>                  |              |              |                    |
| UK Text messages                       | 8.5p         | 8.5p         | 8p                 |
| Text sent abroad from UK <sup>8</sup>  | 21.3p        | 21.3p        | 20p                |
| UK picture messages                    | 40p          | 40p          | 40p                |
| Three video messages                   | 40p          | 40p          | 40p                |
| Data (Mobile Internet)                 | £1.70 per MB | £1.70 per MB | £1.70 per MB       |

Prices for business shown excluding VAT. VAT is payable in addition at the current rate. See page 29 for footnotes.

## Business packages for teams.

### Business Share<sup>11</sup>.

- Unique hybrid plan, ideal for small businesses.
- Free calls to colleagues – and anyone else on a Three mobile in the UK.
- Flexible Business Choice allowance for inclusive calls, texts and downloads.
- Sharer member can be a voice or Mobile Broadband connection (one Mobile Broadband allowance for every voice sharer).
- No charge for voicemail.

| Package <sup>1,2,3,12</sup>                                    | Business Share 1000  | Business Share 2000  | Business Share 3000  | Business Share 4000  | Business Broadband Share |
|--|--|--|--|--|--------------------------|
| Maximum number of handsets                                     | 3  | 5  | 7  | 10   | Min 2-5 modems           |
| Access Charge  | £34  | £74  | £114   | £154   | £5                       |
| Monthly sharer member fee, for each handset / Mobile Broadband | £15  | £15  | £15  | £15  | £15                      |
| Total inclusive choice flexible allowance to share             | Up to 1,000 UK minutes or up to 2,000 UK texts or any mix of the two   | Up to 2,000 UK minutes or up to 4,000 UK texts or any mix of the two       | Up to 3,000 UK minutes or up to 6,000 UK texts or any mix of the two       | Up to 4,000 UK minutes or up to 8,000 UK texts or any mix of the two       | 10 GB                    |
| Inclusive data plus Unlimited Email on Three                   | Fair use policy 1 GB on handsets. Fair use policy 3 GB on Mobile Broadband   | Fair use policy 1 GB on handsets. Fair use policy 3 GB on Mobile Broadband | Fair use policy 1 GB on handsets. Fair use policy 3 GB on Mobile Broadband | Fair use policy 1 GB on handsets. Fair use policy 3 GB on Mobile Broadband |                          |
| Three-to-Three UK calls  | Free   | Free   | Free   | Free   | Free                     |
| Minimum Term (per member)                                      | 12/18/24 months  | 12/18/24 months  | 12/18/24 months  | 12/18/24 months  | 12/18/24 months          |
| Additional discounts   | 18-months' contract discount – 10% off monthly sharer member fee<br>24-months' contract discount – 25% off monthly sharer member fee |  |  |  |                          |

Prices for business shown excluding VAT. VAT is payable in addition at the current rate. See page 29 for footnotes.

## Business.

### Outside your allowance.

| Per minute/<br>Per message  | Price Plan           | Three UK<br>mobile | UK mobiles | UK<br>landlines |
|-----------------------------|----------------------|--------------------|------------|-----------------|
| Voice and fax calls         | Business Share plans | Free               | 16p        | 16p             |
| Data (Mobile Internet)      | Business Share plans | Free               | N/A        | N/A             |
| Video calls <sup>12</sup>   | Business Share plans | 42.6p              | 42.6p      | N/A             |
| Text <sup>9</sup>           | Business Share plans | 8p                 | 8p         | N/A             |
| Video messages <sup>3</sup> | Business Share plans | 40p                | 40p        | N/A             |
| Photo messages <sup>3</sup> | Business Share plans | 40p                | 40p        | N/A             |

## Business Add-ons.

### Internet on your mobile and Unlimited Email on Three.

| Add-on <sup>6</sup>                            | Price  | Allowance         | Additional MB Cost |
|--|--------|-------------------|--------------------|
| Add Internet Max <sup>**</sup>                 | £4.26  | 2 GB <sup>*</sup> | £1.70 <sup>†</sup> |
| Add Internet Max (Contract Term) <sup>**</sup> | £4.26  | 2 GB <sup>*</sup> | £1.70 <sup>†</sup> |
| Add Broadband Lite (Contract Term)             | £8.51  | 1 GB              | 8.5p               |
| Add Broadband Max (Contract Term)              | £12.77 | 3 GB              | 8.5p               |

Prices for business shown excluding VAT. VAT is payable in addition at the current rate. See page 29 for footnotes.

<sup>\*</sup>2 GB of Internet access, Unlimited Email (ISP, Microsoft Exchange, Lotus Domino) when using Three's Email product. Phone Browsing only; your data usage does not include using your phone as a modem. This Add-on lasts the term of the contract and early termination fees apply.

<sup>\*\*</sup>Includes free unlimited access to Email on Three, Three's email service, which sends all of your personal (ISP, such as Hotmail or GoogleMail) emails straight to your phone. Email on Three is an unlimited service with no fair use limit or policy. Add-on and Email on Three service available to both Business and Consumer contract customers. Add-on not available to PAYG customers. Internet access for phone browsing only, your data usage does not include using your phone as a modem.

All business Add-ons have a Minimum Term of 12/18/24 months, depending on the Minimum Term of your package.

| Add-on                     | Availability                      | Includes                           | Price           | Additional MB cost |
|----------------------------|-----------------------------------|------------------------------------|-----------------|--------------------|
| BlackBerry (Contract term) | Available on all business tariffs | 2 GB of push mail and web browsing | £4.26 per month | £1.70 <sup>†</sup> |

Compatible with POP/IMAP mailboxes.

Up to 10 email accounts – use both your work and personal accounts.

Available on selected tariffs.

Emails are encrypted giving you peace of mind.

Synchronise contacts, calendar and email.

Works abroad (roaming charges apply).

### Video minutes.

| Add-on                                 | Price  | Allowance                             |
|--|--------|---------------------------------------|
| Add Video Minutes Lite (Contract Term) | £4.26  | 50 UK Video minutes (Three-to-Three)  |
| Add Video Minutes Plus (Contract Term) | £8.51  | 100 UK Video minutes (Three-to-Three) |
| Add Video Minutes Max (Contract Term)  | £12.77 | 200 UK Video minutes (Three-to-Three) |

Prices for business shown excluding VAT. VAT is payable in addition to the current rate. See page 29 for footnotes.

Available to all Business customers, except for Broadband Lite, Broadband Plus & Broadband Max.

<sup>†</sup>Price plan dependent. All business plans, except Business Sharer plans are £1.70 ex VAT per MB. Business Sharer is free.



## Talk & Text.

| Add-on <sup>1,2,3,6</sup>      | Price | Allowance        |
|--------------------------------|-------|------------------|
| Add Voice 250 (Contract term)  | £10   | 250 UK minutes   |
| Add Voice 500 (Contract term)  | £20   | 500 UK minutes   |
| Add Voice 1000 (Contract term) | £40   | 1,000 UK minutes |
| Add Landline (Contract Term)   | £8.51 | 2,000 UK minutes |
| Add Text 1000 (Contract Term)  | £4.26 | 1,000 UK texts   |

Prices for business shown excluding VAT. Vat is payable in addition to the current rate. See page 29 for footnotes. Add Voice, Add Landline and Add Three-to-Three UK calls are available on all Business plans except for Broadband Lite, Broadband Plus & Broadband Max. Add Three-to-Three UK calls is free only as part of a sale offer. Add Text 2000 is available to all business plans.

| Add-on <sup>6,16</sup>   | Price  | Allowance | Minimum Term |
|--------------------------|--------|-----------|--------------|
| Add Text with Laptop 100 | £8.51  | 100 text  | 18/24 months |
| Add Text with Laptop 150 | £12.77 | 150 text  | 18/24 months |
| Add Text with Laptop 200 | £17.02 | 200 text  | 18/24 months |
| Add Text with Laptop 250 | £21.27 | 250 text  | 18/24 months |
| Add Text with Laptop 300 | £25.53 | 300 text  | 18/24 months |
| Add Text with Laptop 350 | £29.78 | 350 text  | 18/24 months |

All Add Text with laptops have a Minimum Term of 18 or 24 months and can only be purchased with Broadband Plus or Broadband Max (18 and 24 months Minimum Term) from selected Three authorised retailers.

## Business Mobile Broadband Plans

### Surf the web with Mobile Broadband

| Package <sup>1,12</sup>     | Broadband Casual | Broadband Lite  | Broadband Plus | Broadband 5 GB |
|-----------------------------|------------------|-----------------|----------------|----------------|
| Monthly charges             | £0               | £8.74           | £13.32         | £13.32         |
| Inclusive Data <sup>1</sup> | 0 MB             | 1 GB            | 3 GB           | 5 GB           |
| Out of Bundle charge per MB | 8.5p             | 8.5p            | 8.5p           | 8.5p           |
| Minimum Term                | 12/18/24 months  | 12/18/24 months | 12 months      | 18 months      |

| Package <sup>1,2,3,12</sup> | Broadband Max | Broadband 15 GB 2009 | Broadband 15 GB 2009 | Business Broadband Share |
|-----------------------------|---------------|----------------------|----------------------|--------------------------|
| Monthly charges             | £21.66        | £13.32               | £17.49               | £35 <sup>*</sup>         |
| Inclusive Data <sup>1</sup> | 7 GB          | 15 GB                | 15 GB                | 10 GB                    |
| Out of Bundle charge per MB | 8.5p          | 8.5p                 | 8.5p                 | Free                     |
| Minimum Term                | 12 months     | 24 months            | 18 months            | 12/18/24 months          |

Prices for business shown excluding VAT. VAT is payable in addition at the current rate. See page 29 for footnotes.  
<sup>\*</sup>Based on minimum two users (£5 monthly charge + £15 per sharer). Refer to page 12 for more details.

## Pay As You Go on Three.

Please note, for PAYG customers, all calls made (except calls to short code and premium rate numbers) are rounded up to the nearest minute and are charged by the minute.

### Charges for calls, fax and messages.

| Per minute / message <sup>3,12</sup> | Three UK Mobiles | UK mobiles | UK Landlines |
|--------------------------------------|------------------|------------|--------------|
| Voice, fax calls                     | 3p               | 3p         | 3p           |
| Voicemail                            | 3p               | N/A        | N/A          |
| Text messages                        | 2p               | 2p         | N/A          |
| Video calls                          | 52p              | 52p        | N/A          |
| Video messages                       | 40p              | 40p        | N/A          |
| Picture messages                     | 40p              | 40p        | N/A          |
| Mobile Internet                      | 1p per MB        | N/A        | N/A          |

All prices include VAT where applicable. See page 29 for footnotes.

### Choose a Top-up (no expiry date)

£10

£15

£20

£25

£30

£40

£50

## Add what you need<sup>6</sup>.

Our range of Add-ons offer great value for money and will allow you to fully enjoy our Go Roam service. Convert all or part of your Top-up to an Add-on and get great value rates for calling, texting and using the Internet on your phone. Unlimited data is available with All-in-One 25.

All Add-ons are valid for 30 days from date of activation (excludes Internet Daily Add-on).

| <b>All-in-One</b>             | Choose from                               | Includes   | Price            |
|-------------------------------|---|--|------------------|
|                               | All-in-One 10                             | 3,000 texts<br>3,000 minutes<br>1GB  | £10              |
|                               | All-in-One 15                             | 3,000 texts<br>3,000 minutes<br>5GB  | £15              |
|                               | All-in-One 20                             | 3,000 texts<br>3,000 minutes<br>12GB   | £20              |
|                               | All-in-One 25                             | 3,000 texts<br>3,000 minutes<br>30GB   | £25              |
| All-in-One 35                 | 3,000 texts<br>3,000 minutes<br>Unlimited | £35  |                  |
| <b>Text</b>                   | Choose from                               | Includes   | Price            |
|                               | 3,000 Texts                               | 3,000 texts  | £5               |
| <b>Three-to-Three minutes</b> | Choose from                               | Includes   | Price            |
|                               | 3,000 Three-to-Three                      | 3,000 Three-to-Three   | £5               |
| <b>Mobile Web Access</b>      | Choose from                               | Includes   | Price            |
|                               | 500 MB<br>Internet Daily                  | 500 MB<br>120 MB   | £5<br>50p        |
| <b>BlackBerry Add-ons</b>     | Choose                                    | Includes   | Price            |
|                               | BlackBerry Add-on                         | Access to BlackBerry Messenger (BBM), App World, Email and Internet access on your BlackBerry. | £5 every 30 days |

# International charges<sup>18</sup>

Most Pay Monthly customers, including SIM Only customers and Pay As You Go customers will automatically have international roaming enabled on their account. If you joined us before 22 July 2010 and haven't roamed abroad since, you will need to contact us by calling Three Customer Services (before leaving the UK), so we can activate international roaming for you. If you need to contact Three Customer Services while abroad call +44 778 2333 333 (this call will be charged at your standard roaming rates). Calls made from abroad to your voicemail will also be charged at standard roaming rates.

Please visit [Three.co.uk/roaming](http://Three.co.uk/roaming) to see which countries you can roam in and the cost.

Calls made from the UK to anywhere outside the UK normally have a one-minute minimum charge and are then charged by the second<sup>12</sup>. When in an EU destination, the minimum charge for making a call is 30 seconds, after which calls are charged by the second. Calls received in an EU destination are charged by the second with no minimum initial charges. When in a non-EU destination, the cost for making a call is normally charged per minute. Calls received when in a non-EU destination have a one-minute minimum charge and are then charged by the second.

To help you manage your roaming costs, we'll text you information about call charges and roaming rates when you're abroad for each destination worldwide. We've also set up a worldwide data roaming limit of £43.97 to stop you spending too much. You will need to contact Three Customer Services if you'd like this limit removed.

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

| Go Roam in Europe   | Go Roam Around the World  | Band 0 | Band 1   | Band 2   | Band 3   | Band 4  |
|---|---|--------|--|--|--|---|
| Aland Islands, Austria, Azores, Balearic Islands, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, The Netherlands, Norway, Poland, Portugal, Republic of Ireland, Réunion, Romania, Saint Barthélemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City | Australia, Brazil, Chile, Colombia, Costa Rica, El Salvador, Guatemala, Hong Kong, Indonesia, Israel, Macau, Nicaragua, New Zealand, Panama, Peru, Puerto Rico, Singapore, Sri Lanka, Uruguay, US, Virgin Islands, USA, Vietnam | Monaco | Andorra, Bosnia and Herzegovina, Canada, Cyprus (North), Macedonia, Montenegro, South Africa, Turkey | Rest of the world (that is, not within Go Roam Bands 1 and 2 or Bands 0, 1, 3 or 4). If you can't see the country you're looking for and want to double-check if it falls within Band 2, go to <a href="http://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 |

For international data roaming bands and charges, see page 21.

# Use your phone abroad at no extra cost with Go Roam<sup>18</sup>

**Because your allowance of voice, text and data units can be used in the UK and in specified Go Roam destinations, you can call and text back to the UK and get online without paying a penny more. Subject to our fair use policy. Where and when you use your allowance is up to you.**

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

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

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

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

If you use up all of your plan's allowances or Add-on allowances as a Pay As You Go customer, you'll be charged for additional use at the 'out of allowance' rates below:

|   | Where are you calling or messaging? |   |                            |                 |      |
|---|-------------------------------------|---|----------------------------|-----------------|------|
|   | Back to the UK                      | Back to Go Roam in Europe destinations <sup>9</sup> | Anywhere else in the world | Cost to receive |      |
| Where are you calling, texting or getting online? | <b>Call charges per minute</b>      |   |                            |                 |      |
|   | Go Roam in Europe                   | 3p  | 3p                         | £1.40           | Free |
|   | Go Roam Around the World            | 3p  | 3.3p                       | £1.40           | Free |
|   | <b>SMS charges per message</b>      |   |                            |                 |      |
|   | Go Roam in Europe                   | 2p  | 2p                         | Up to 2p        | Free |
|   | Go Roam Around the World            | 2p  | 2p                         | Up to 2p        | Free |
|   | <b>Internet Data (per MB)</b>       |   |                            |                 |      |
|   | Go Roam in Europe                   |   | 1p                         |                 | NA   |
|   | Go Roam Around the World            |   | 1p                         |                 | NA   |

<sup>9</sup>The selected European destinations are: 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, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, The Netherlands, Norway, Poland, Portugal, Réunion, Republic of Ireland, Romania, Saint Barthélemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City.

**Photo messages, video messages and video calls don't form part of your allowance; therefore the following charges will apply when in a Go Roam destination (regardless of which country you are calling or messaging):**

|   | Cost to make call / send message | Received    |
|---|----------------------------------|-------------|
| Photo message (per message) <sup>3, 8</sup> | 40p                              | Free        |
| Video message (per message) <sup>3, 8</sup> | 40p                              | Free        |
| Video call (per minute) <sup>12</sup>       | Up to £2.04 (to any number)      | Up to £1.53 |

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

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

- Most of our plans include a set of allowances made up of a specified number of units which convert automatically on use into minutes, texts and data. You can use a portion of these allowances in our Go Roam destinations each month. For example, you can use up to 19 GB of your data allowance each month to get online in our Go Roam in Europe destinations (up to 15 GB if you're on one of our Pay As You Go plans); with unlimited texts you can send up to 5,000 SMS texts back to the UK each month from a Go Roam Around the World destination; and if you have 3,000 or more minutes included in your allowance you can talk for up to 3,000 minutes on calls back to the UK each month from our Go Roam Around the World destinations. There's no limits on how many calls or texts you can make or send either back to the UK or between our Go Roam in Europe destinations when you are within your allowance. If you exceed your fair use monthly data allowance, your data usage may be blocked in our Go Roam Around the World destinations until your next billing period. If you exceed this allowance 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. If you use more than 19 GB/15 GB (depending on plan) of your data allowance in our Go Roam in Europe destinations you can continue to use your data, but usage up to your allowance 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.
- Go Roam is intended for our UK customers who are UK residents or have stable links with the UK (e.g., full-time study or employment) who are visiting one of the destinations for short periods, like holidays or business trips. It isn't designed for people who live abroad or stay for extended periods. If you roam exclusively in a Go Roam around the world destination for any two complete months in a rolling 12-month period, we may suspend international roaming on your account, meaning you will no longer be able to use your phone or device abroad. Of course, we will let you know in advance if this is likely to happen. If you spend a full month abroad but some of that time is spent in a destination that isn't included in Go Roam, the restriction won't apply.
- To ensure all customers can benefit from Go Roam in Europe with roaming at no extra cost, we also reserve the right to apply a surcharge in case of abusive use. In order to help us detect possible abuse of Go Roam in Europe, we may monitor your usage and presence. We'll look at the balance of your roaming and domestic (UK) activity over 4 months: if you spend the majority of your time abroad and consume more abroad than at home over the 4 months, we have the right to add a small surcharge to your usage.\* This surcharge will be capped at 3.4p/min, 1.1p/SMS and 0.50p/MB (except if you are roaming in the following countries in which case it will be 0.41p/MB, 2.8p/min and 0.9p/SMS: Aland Islands, French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Mayotte, Norway, Réunion, Switzerland\*.
- Three reserves the right to suspend this service if we reasonably believe that you are using VPN to access illegal or improper content or in contravention of our use requirements set out in our Terms and Conditions of use for Three Services. We reserve the right to extend, withdraw or modify the terms of Go Roam and/or the destinations of service included at any time. See [Three.co.uk/go-roam/information](https://www.three.co.uk/go-roam/information) for full details on how this service works and additional details that may be of interest.

If you're in the UK and want to call or text local numbers in Go Roam destinations, these are charged as follows:

| Where are you calling or messaging? <sup>3, 6, 12</sup>  | Call cost (per minute) | Cost (per message) |
|--|------------------------|--------------------|
| UK to Brazil, Chile, Colombia, Costa Rica, El Salvador, Guatemala, Indonesia, Israel, Macau, Nicaragua, Panama, Peru, Puerto Rico, Singapore, Sri Lanka, Uruguay, US Virgin Islands and Vietnam.   | £1.02                  | 25.2p              |
| UK to Australia, Hong Kong, New Zealand and USA.   | 56.2p                  | 25.2p              |
| 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, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, The Netherlands, Norway, Poland, Portugal, Republic of Ireland, Réunion, Romania, Saint Barthélemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City. | 46p                    | 25.2p              |

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

It's important to remember that the allowances included in your Pay Monthly Package are for units convertible into calls and texts to standard UK numbers, not international numbers. Our international charges for calling or texting vary depending on (1) where you are and (2) where the person you are calling or texting is located. The relevant international costs to call or text outside of our Go Roam destinations are located below.

The cost of data use abroad (when not in a Go Roam destination) is set out on page 21 (please note, the 'Bands' are different for data use).

To see the roaming rates you'll be charged when in a specific country, use the table on page 17 to identify the band that the country you're going to falls within and if you are contacting someone in a different country (on an international number), check which band that destination falls into. Then check the tables below.

### Making and receiving calls to standard mobile and landline numbers when abroad<sup>12</sup>

|                             |        | Where are you calling?                             |   |  |
|-----------------------------|--------|--|---|--|
|                             |        | Back to the UK & within the same Band (per minute) | Anywhere else in the world (per minute) | How much will it cost to receive a call in these Bands? (per minute) |
| Where are you calling from? | 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  |

**Note:** The above tables do not include out of allowance roaming charges for Go Roam destinations – please see page 18 for these.

### Sending and receiving texts while abroad<sup>3, 8</sup>

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

\*We will cease to apply this surcharge as soon as our data usage and presence monitoring no longer indicates a risk of abuse or anomalous use of Go Roam in Europe roaming. Before this surcharge is applied, we'll send you an alert message two weeks in advance, giving you an opportunity to modify your roaming behaviour. In the absence of a change we may apply a surcharge for any further roaming use. Any surcharge will cease to be applied when our Go Roam in Europe monitoring indicates that the majority of your time or usage is spent in the UK.

## Internet and data usage abroad.

When you roam onto other international networks where data roaming is available, the charges below will apply (except if you're in a Go Roam destination – see page 18 for more information).

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

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

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

If you're roaming in a destination where our Data Passport is available (see page 6), you can also choose to buy an unlimited, data allowance for a daily charge of £5 which lasts until midnight (UK time) on the day of purchase.

## Calling and texting abroad from the UK.

If you're on a Pay Monthly plan which has an inclusive allowance, your inclusive allowances can't be used to make calls or send messages to international numbers. If you're calling abroad, the cost will depend on which band the number you are calling falls within (see table on page 17). If you're receiving a call from an international number, when in the UK, you won't be charged to receive that call.

Calls made from the UK to anywhere outside the UK normally have a 1 minute minimum charge and are then charged by the second<sup>12</sup>. For call charges to international non-standard numbers see [three.co.uk/nts](http://three.co.uk/nts)

### Voice calls made from the UK to a standard international number

| Where are you calling? | Cost (per minute)   |
|------------------------|---|
| Go Roam                | See page 19   |
| Band 0                 | 46p   |
| Band 1                 | 56p (except calls to South Africa, which cost £1.02 per minute) |
| Band 2                 | £1.02   |
| Band 3                 | £1.02   |
| Band 4                 | Charges vary by country code dialled and/or network             |

## Make international calls for less from the UK, only on Pay As You Go

With no connection fee and no need to sign a contract, we make it easy for you to stay in touch with friends and family around the world. By simply adding a 3-digit prefix in front of an international landline or mobile number, you can call abroad from as little as 1p a minute. Any call charges are per minute and are taken off your normal Pay As You Go credit.

Visit [Three.co.uk/paygint](http://Three.co.uk/paygint) for more information.

| Country      | Landline or Mobile | Short code | Pence per minute |
|--------------|--------------------|------------|------------------|
| Afghanistan  | Mobile             | 402        | 18               |
| Afghanistan  | Landline           | 403        | 22               |
| Australia    | Mobile             | 404        | 14               |
| Australia    | Landline           | 405        | 3                |
| Bulgaria     | Mobile             | 425        | 25               |
| Bulgaria     | Landline           | 426        | 4                |
| Canada       | Mobile             | 408        | 1                |
| Canada       | Landline           | 408        | 1                |
| China        | Mobile             | 410        | 3                |
| China        | Landline           | 411        | 3                |
| France       | Mobile             | 427        | 10               |
| France       | Landline           | 428        | 3                |
| Germany      | Mobile             | 429        | 12               |
| Germany      | Landline           | 430        | 3                |
| Hungary      | Mobile             | 431        | 11               |
| Hungary      | Landline           | 432        | 3                |
| India        | Mobile             | 412        | 3                |
| India        | Landline           | 413        | 3                |
| Ireland      | Mobile             | 433        | 14               |
| Ireland      | Landline           | 434        | 2                |
| Italy        | Mobile             | 435        | 15               |
| Italy        | Landline           | 436        | 3                |
| Jamaica      | Mobile             | 437        | 19               |
| Jamaica      | Landline           | 438        | 18               |
| Japan        | Mobile             | 414        | 10               |
| Japan        | Landline           | 415        | 4                |
| Lithuania    | Mobile             | 416        | 13               |
| Lithuania    | Landline           | 417        | 3                |
| Nigeria      | Mobile             | 439        | 9                |
| Nigeria      | Landline           | 460        | 9                |
| Pakistan     | Mobile             | 418        | 12               |
| Pakistan     | Landline           | 419        | 8                |
| Philippines  | Mobile             | 461        | 13               |
| Philippines  | Landline           | 462        | 10               |
| Poland       | Mobile             | 420        | 9                |
| Poland       | Landline           | 421        | 2                |
| Portugal     | Mobile             | 463        | 14               |
| Portugal     | Landline           | 464        | 3                |
| Romania      | Mobile             | 465        | 10               |
| Romania      | Landline           | 466        | 3                |
| South Africa | Mobile             | 422        | 12               |
| South Africa | Landline           | 423        | 4                |
| Spain        | Mobile             | 467        | 10               |
| Spain        | Landline           | 468        | 3                |
| Turkey       | Mobile             | 469        | 9                |
| Turkey       | Landline           | 470        | 4                |
| USA          | Mobile             | 424        | 3                |
| USA          | Landline           | 424        | 3                |

## Sending messages & making video calls from the UK to an international number

If you're sending messages and 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            |

## Calling a satellite number

Calls made (either from the UK or while abroad) to a satellite number (these usually start with the prefix 0087 or 0088) cost up to £7.66 per minute, regardless of where in the world the call is received.

# Special calls.

Certain kinds of calls within the UK fall outside the main price levels and are not included in your monthly allowance of inclusive minutes. Charges for these calls are shown in the following tables. Please call Customer Services for details of specific numbers. Visit [Three.co.uk/nts](http://Three.co.uk/nts) to check the price for specific 07, 08, 09 or 118 numbers.

From 1 July 2015, calls to numbers starting 0800 and 0808 are free for all customers and calls to numbers starting 084, 087, 09 and 118 are now split into two elements: an Access Charge (set by us at 45p per minute, with a 1 minute minimum charge) and a Service Charge (set by the company you're calling – they'll tell you this).

## Calls, Data and Fax to other phone numbers (per minute<sup>12</sup> unless otherwise stated)<sup>1</sup>

| Number prefix  | Price  | Included in all price plan/Pay As You Go allowances |
|--|--|---|
| 116000 / 116006 / 116111 / 116117 / 116123   |  |   |
| Hotline for missing children, Helpline for Victims of Crime, Child Helpline, non-emergency medical on-call service, Samaritans.  | Free   | Free  |
| 0800, 0808   | Free   | Free  |
| Calls whilst you're in the UK to 333 (Three Customer Services), 444 / 555 Pay As You Go Top-up/balance enquiry, 999 / 112 – Click <a href="#">here</a> to check the price. | Free   | Free  |
| NHS 111  | Free   | Free  |
| 500 – Three Mobile Broadband customer services   | On-net Mobile charges apply (see individual price plan for details).   | Yes   |
| 101 Single non emergency   | 15p (per call)   | No  |
| 105 National power emergency   | Free   | Free  |
| 05 corporate numbers and IP Phones, 082 – Click <a href="#">here</a> to check the price.   | All Pay Monthly price plans – 15.3p per minute. Pay As You Go – 10.2p to 15.3p per minute, click <a href="#">here</a> to check the price.  | No  |
| 084 / 087 – Click <a href="#">here</a> to check the price.   | 45p a minute Access Charge (1 minute minimum charge) plus a Service Charge (set by the company you're calling). The total cost of the call is the Access Charge plus the Service Charge. | No  |

| Number prefix  | Price   | Included in all price plan/Pay As You Go allowances |
|--|---|---|
| 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 individual price plans for details).  | No  |
| International 07 number prefixes for Isle of Man and Channel Islands (Jersey, Guernsey, Alderney, 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  | No  |
| 0087 and 0088* (Satellite phones)  | £7.66 per min   | No  |
| 076 – Pager  | £1.22 per call plus 85.8p per min   | No  |
| Personal numbering (070) – Band 1  | 30.6p per min   | No  |
| Personal numbering (070) – Band 2  | £1.04p per min  | No  |
| Personal numbering (070) – Band 3  | £1.22 per call plus 85.8p per min**   | No  |
| Premium rate (090, 091, 098) – Bands A, B, C, D and E – click <a href="#">here</a> to check a specific price.  | Access Charge of 45p a minute (1 minute minimum charge) plus a Service Charge (set by the company you're calling). The total cost of the call is the Access Charge plus the Service Charge. | No  |
| Text relay (18000,18001) – Click <a href="#">here</a> to check the price.  | Out of allowance  | No  |

All prices include VAT where applicable.

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

\*\*Both charges from the start of the call, see page 29 for footnotes.

# Directory Services.

There are now a host of 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 (which is changing frequently) – Click here for current details.

| Charges for Three Directory services <sup>1</sup>                    | Price  |
|--|--|
| National 118333 – multi-search                                       | 45p a minute Access Charge (one minute minimum charge) + £1.50 to connect + (after the first minute) a Service Charge of £1.50 per minute.   |
| International 118313 – multi-search                                  | 45p a minute Access Charge (one minute minimum charge) + £4.45 to connect + (after the first minute) a Service Charge of £2.57 per minute.   |
| Directory Services for people with disabilities – 195 – multi-search | Free to call 195 for Three 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. This includes Pay As You Go Add-ons. Free text message with the number(s) you've requested. |

All prices include VAT where applicable. See page 29 for footnotes.

# Other Services.

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

| Charges for other services                         | Price   |
|--|---|
| Text delivery report                               | 1.2p per request  |
| Additional copy of invoice                         | £5.11 per copy  |
| Fully itemised bill                                | £1.50   |
| Replacement SIM                                    | Free  |
| Charge for change of Price Plan                    | £25 (Up to)   |
| Unlock Fee   | £0.00   |
| Change of phone number                             | £10.21  |
| Cancellation fee <sup>10</sup>                     | Lump sum equivalent to the total of the Monthly Charges remaining during the Minimum Term of your agreement less a variable discount, currently <b>3%</b> . We reserve the right to vary the amount of the percentage discount from time to time. |
| Charge for returning any missing or used accessory | See points to note.   |
| Charge for failed / late payment                   | £5.11   |

All prices include VAT where applicable.

# Points to note.

## Inclusive allowances.

On our price plans for Pay Monthly customers and most SIM plans (excluding SIM Zero), you may receive a monthly inclusive allowance which can be used in the UK and our Go Roam destinations up to the fair use limits set out in this Price Guide or at [Three.co.uk/go-roam](http://Three.co.uk/go-roam). If you do not use up your allowance in that month, you lose the unused portion of your allowance and it does not roll over to the next month. For Pay As You Go customers, Top-ups have no expiry date and Add-ons are valid for 30 days (excludes certain Internet Add-ons) from the date and time of activation (but you must remember to activate them within 90 days of date of purchase).

## Want to tether?

If you're a Pay As You Go customer, you can use your Add-on data allowance or your top-up credit at 1p/MB to create a Personal Hotspot in the UK and our Go Roam in Europe destinations (also known as 'tethering'). If you're on one of our contract plans (handset and SIM) we're happy for you to use your data allowance as a Personal Hotspot in the UK and in our Go Roam in Europe destinations. This means you can connect your phone to other devices via USB or Wi-Fi to connect to the Internet. If you're in a Go Roam Around the World destination, you won't be able to use your allowance or Tethering Add-on to tether.

## Cancellation and unlock fees.

If you bought your handset from Three, it may be locked to the Three network. We'll unlock this for you at no extra cost. If you want to cancel your contract before the end of your Minimum Term, you'll be asked to pay a Cancellation Fee. For more information, please call Three Customer Services.

## Can't find details of your Price Plan?

This price guide includes details of Pay Monthly and SIM plans that a number of our customers are on, if they joined us before 18 March and 15 July 2014, respectively. If you're on one of our older price plans, it may not have been included in this Price Guide – you can call us on 333 (free from your Three phone or 0333 338 1001 from another phone (standard call rates apply)) and we'll be able to provide you with this information. For details of our new price plans, please select the appropriate Price Guide from [Three.co.uk/priceguide](http://Three.co.uk/priceguide)

## Unlimited data – what is it all about?

Unlimited data provides for worry-free Internet use. Even if you used your phone for every minute of every day you could only use around 1000 GB each month. A usage cap has been set at a 1000 GB in order for example to identify commercial use of the service, which is not permitted under the Terms for Three Services. Unlimited data is part of our Ultimate Internet Plan, The One Plan and our All-In-one 35 Add-on on Pay As You Go. It's also part of some Talk and Text plans. It gives you all the Internet use you need when you're in the UK without the fear of 'bill shock'. With Unlimited data – you can even use up to 19 GB on contract and 15GB on Pay As You Go a month in our Go Roam in Europe destinations and 12 GB in our Go Roam Around the World destinations. For international data roaming costs, when not in a Go Roam destination, please visit the roaming section of our website or page 21 in this Price Guide.

## How do you measure data usage?

Data usage is measured in bytes, this is then aggregated up into large units of measure

- Kilobyte (kB) = 1024 bytes
- Megabyte (MB) = 1024kB
- Gigabyte (GB) = 1024MB
- Terabyte (TB) = 1024GB
- Petabyte (PB) = 1024TB

All current data tariffs are charged and purchased as part of an inclusive allowance and / or as part of an Add-on which provides a specified amount of data you can use for a fixed price. Data usage is calculated based on the amount of data that travels over the data network. Please note that usage may include re-sent data packets and packets added to control the flow of data over the network.

Data is charged at each full MB level. Any partial MB usage will then be prorated as per the customer plan.

## Charges for used, damaged or missing devices or accessories.

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

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

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



# Footnotes.

1. If your package includes a set of allowances, it's made up of a number of units which automatically convert into voice minutes, texts or data when you use your device to make a call, send a text or use data. A unit means either one minute of calls, one text or one megabyte of data. To help you understand the value you're getting from your plan, you'll see a breakdown of the exact cost of the units included within your allowances on page 2 of your monthly bill in the 'Answering Your Questions' section titled 'About Your Allowance's Unit Costs'. An example of the unit costs for a tariff such as The One Plan is as follows: 0.7p per minute, 0.08p per text and 0.008p per megabyte. These aren't charges for going over your allowance, these units are included in your plan. They also don't include any one-off reductions, discounts or any 30-day or rolling short-term Add-on allowances – the unit costs for short-term Add-on allowances are shown in the table on page 31. If any of your allowances are unlimited, for the purposes of calculating a price per unit for you on your bill, we treat them as being units entitling you to either 3,000 minutes, 5,000 texts or 25 GB of data, so that we can show a unit cost. If any of your allowance units can be used for two different things, like minutes and texts, we base the unit costs on you using half of your allowance on each type. For example, if you have 500 allowance units that you can choose to use as either minutes or texts, we base the unit costs on you using 250 texts and 250 minutes. Inclusive voice minutes in any price plans or Add-ons are for voice calls made either from the UK or while in a Go Roam country to any other standard UK mobile (beginning 07 but excluding certain numbers – see page 25 for details) landline (beginning 01, 02 and 03) and voicemail (retrieved by calling 123 from your mobile in the UK) or for calls to standard landlines or mobile numbers made between Go Roam in Europe destinations. Inclusive texts are texts either sent in the UK or sent while in a Go Roam country to a UK standard mobile (beginning 07 but excluding certain numbers – see page 25 for details) or to a standard mobile number from a Go Roam in Europe destination, if sent from the same or another Go Roam in Europe destination. Inclusive video minutes on video pack with mobile are for video calls made from the UK or in a Go Roam country to other Three UK mobiles. No rollover of monthly allowance to next month for Pay Monthly customers. Pay As You Go Top-up vouchers have no expiry date once activated (vouchers must be activated within 90 days of purchase). Pay As You Go Add-ons are valid for 30 days from date and time of activation, apart from Internet Daily, which lasts for 24 hours from activation and Internet Weekly, which lasts for seven days from activation. After monthly or Top-up allowance is used up, prices for additional use are shown in our service prices tables at the front of this guide (page 11 for Business customers

and page 15 for Pay As You Go customers). If your inclusive allowance runs out during a call, we will charge you for the remainder of the call at the charges published in this guide. International calls and messages not covered by Go Roam, calls and messages made and received whilst abroad in non-Go Roam destinations, premium rate calls and messages, reverse charge messages not covered by Go Roam, message alert services and directory service calls, calls to numbers that are not on the THA list, non-geographic numbers (087, 084) and special numbers (eg 090, 070) are excluded from any monthly and Top-up voice and messaging allowances. See pages 25 and 26 for details of these charges. 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 your price plan and type of number.

2. Monthly allowances for photo and video messages (if any) only apply to messages within the UK, except if you are in a Go Roam country in which case, your monthly allowances for photo and video messages will also apply. 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 Top-up and Add-on allowances for messages.

3. Each text/photo/video message can accommodate 160 characters. Some handsets allow for more, these will be divided and sent in numerous messages (depending upon length). Each message will be deducted from your Top-up, Add-on or monthly allowance (if any) or charged at standard rates. When you send messages to several recipients at the same time you will be charged separately for each recipient. Messages sent to a SMS short code (usually 5 or 6 digits in length, starting with a 6, 7 or 8) are a type of Premium Rate Service and will not come out of any inclusive or Add-on allowance. You will need to check the terms of the promoter of the service for the cost to send an SMS short code.

4. Monthly allowance is applied as a discount against spend on content usage. Excludes certain short code services and third party ringtone services charges via SMS and Add-on purchase. Service limitations apply.

5. Assumes use of Three USB modem, PC software dependent.

6. Only one of each Add-on is allowed per account, per month. Pay As You Go customers can purchase more than one Internet Daily Add-on per month. There is no rollover to the next month for any Add-on. Three reserves the right to suspend, modify or withdraw Add-ons, without notice, at any time. For Pay Monthly customers, each Add-on has one month Minimum Term when purchased except for (i) Add Text with Laptop, which has a Minimum Term of 18 or 24 months, (ii) Video Pack with mobile Add-ons, which have an 18-month Minimum Term and (iii) most business Add-ons (except Add Internet Max, Add International Call Saver and 3Cover, which all have the same Minimum Term as your underlying package). For Pay As You Go customers, Top-ups must be activated via My3 or by calling 444 within 90 days of purchase. Once activated Top-ups have no expiry date.

For Business Share plans, Minimum Term Add-on allowance is only available to individual sharer member purchasing Add-on (not all members registered on Business Share Plan).

7. Usage for Add-ons is unlimited for Add Video Pack (excluding Mobile TV, subscription services, Music, Tunes & Pix, Restricted, Buy & Multiplayer games, Hot Candy, Pics & Flics, all short code content and certain specific content). Add TV Channels excludes Adult TV services, TV series Passes, Mobiv and individual clips from TV shows. Handset dependent.

8. International messaging function is subject to services arrangements with respective networks abroad. Calls and messages to these numbers are excluded from any inclusive allowance on all price plans on Pay Monthly and Pay As You Go except as stated as part of Go Roam. Premium rate short code text messages sent while abroad are charged at standard roaming SMS charge plus short code charges.

9. Not used.

10. Cancellation fee: Pay Monthly customers only – there is no cancellation fee if you wish to cancel after your Minimum Term has finished.

11. Monthly Business choice allowance is a total allowance to share between all members registered on the same Business Share tariff. If additional members join a Business Share tariff during the contractual Minimum Term, the Access Charge will carry on until the end of the last new member's

contract but all existing sharers' Minimum Terms will remain unchanged. Each member has their own Minimum Term contract which commences on the day that member signs up to the Business Share Plan and is not related to other sharers' Minimum Term who join the plan at a later date. The Access Charge is payable in addition to any Member Fee from the date the first member joins the Business Share Plan until the last members (to join the Business Share Plan) Minimum Term expires. The access fee and each member's monthly fee makes up your monthly recurring charge for the purpose of the Cancellation Fee.

12. Charging/Billing. Pay Monthly – All calls made by Pay Monthly customers (except calls to short code, premium rate numbers and calls to Service Numbers) are initially rounded to the first minute and are billed per second thereafter. After the first minute for Pay Monthly customers, calls are charged by the second, except some international roaming calls, calls to some Service Numbers and Special Calls. The call duration will be mathematically rounded to the nearest second.

Calls to Service Numbers (starting 084, 087, 09 and 118) are charged differently, with the total cost split into an Access Charge and a Service Charge. 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 30p 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.

13. Spend Limits – From 1 October 2018 we will ask our customers, new and upgrading, at point of sale, if they want to set a spend limit on their monthly bills. If they choose to do so, this limit will be applied to their account within 7 to 10 days of

the request. The Spend limit can be set or changed by the customer at any time - visit [three.co.uk/control-your-spend](http://three.co.uk/control-your-spend).

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

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'.

To request a VAT invoice: if you're on one of our Business Plans, you will automatically be issued with a bill that can be used for VAT purposes. For all other customers on the plans within this Price Guide, you can request a VAT invoice by calling 333 free from a Three phone, or 0333 338 1001 from any other phone (standard call rate applies) and select the Billing option. Three will only issue a tax invoice where it is obliged to do so following a few simple verification checks.

First Month pro-rated. Unless otherwise stated, your first month's allowance and charge for your price plan or Add-on will depend on when in the month you join Three or when you decide to select your Add-on. Whenever that is, you can start using your allowance for your price plan or Add-on straight away. We'll work out an appropriate allowance and charge to take you to the end of the first month. After that, you simply pay the standard monthly line rental 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.

Add-on Unit Costs.

| Add-on                    | Unit cost (pence) |
|---------------------------|-------------------|
| £1 Video pack             | 10.00             |
| Add 250 MB                | 0.80              |
| Add 1 GB Personal Hotspot | 0.49              |
| Add 3 GB Personal Hotspot | 0.28              |
| Add 6 GB Personal Hotspot | 0.13              |
| £2 Video pack             | 10.20             |

| Add-on                      | Unit cost (pence) |
|-----------------------------|-------------------|
| £2 Video pack with mobile   | 10.55             |
| Add Internet 10             | 25.50             |
| £3 Video pack               | 10.20             |
| £3 Video pack with mobile   | 10.57             |
| Add Landline 1000           | 0.50              |
| £5 Video pack               | 10.20             |
| Add Unlimited Blackberry    | 0.25              |
| Add Text 1000               | 0.51              |
| X - Series Silver           | 0.25              |
| Add text 75                 | 6.81              |
| Add Internet Max            | 0.25              |
| BlackBerry Email & Internet | 0.25              |
| £5 Video pack with mobile   | 10.56             |
| £6 Video pack               | 10.22             |
| £6 Video pack with mobile   | 10.58             |
| £7 Video pack               | 10.21             |
| £7 Video pack with mobile   | 10.57             |
| £8 Video pack               | 10.21             |
| £8 Video pack with mobile   | 10.58             |
| £9 Video pack               | 10.00             |
| £9 Video pack with mobile   | 10.58             |
| Add Text Unlimited          | 0.33              |
| Add 3 to 3 calls            | 0.50              |
| X - Series Gold             | 0.50              |
| Add Landlines               | 0.51              |
| Add Text 200                | 5.11              |
| Add Broadband Lite          | 1.00              |
| £10 Video pack with mobile  | 10.57             |
| £12 Video pack              | 10.21             |
| £12 Video pack with mobile  | 10.58             |
| £15 Video pack              | 10.21             |
| Add Broadband Plus          | 0.50              |
| £15 Video pack with mobile  | 10.58             |
| Add Text 500                | 4.09              |
| £20 Video pack with mobile  | 10.58             |

14. Add International Saver. Inclusive 3,000 minutes covers voice calls from the UK to standard landlines and mobiles in Canada, China, Hawaii, Hong Kong, Puerto Rico, Singapore and Thailand.

The allowance can also be used to call standard landlines in Australia, Austria, Belgium, Denmark, France, Germany, Italy, Japan, Luxembourg, Malaysia, The Netherlands, New Zealand, Norway, Poland, Portugal, Republic of Ireland, South Korea, Spain, Sweden, Switzerland and Taiwan from the UK.

Available to new Pay Monthly customers entering into a Minimum Term contract (directly from Three). 388 prefix must be called before country code.

Video and fax calls are excluded. There is no rollover to the next month. Excludes whilst roaming abroad.

Your first month's Add-on charge and allowance (where applicable) may be pro-rated.

15. Inclusive GB allowances within Mobile Broadband Ready to go Kits are valid for up to: (i) 3 months (for 3 GB kit), (ii) 12 months (for 12 GB kit) or (iii) 24 months (for 24 GB kit) from the date of activation. Once your Mobile Broadband Ready to go Kit GB allowance is reached or expires, an additional Mobile Broadband Add-on must be purchased. Add-ons last for 30 days once activated (excludes Mobile Broadband Ready to go Kit allowance). Activation starts as soon as you have converted a Top-up. Outside of your Add-on allowance data usage will be charged at £1 per MB. Charged by the byte. Mobile Broadband is compatible with Windows 2000, XP and Vista operating systems and Mac OS (may require additional drivers). Maximum speeds of up to 2.8Mbps on Three's HSDPA network.

16. Add Text with Laptop. All Add Text with Laptop Add-ons have a Minimum Term of 18 or 24 months and can only be purchased with Broadband 5 GB, Broadband Lite or Broadband 15 GB plans (on an 18 or 24-month Minimum Term contract) direct from Three or via selected Three authorised retailers. Inclusive texts are texts sent in the UK from laptop to standard UK mobiles. Laptop supplied by Three (in respect of Add-ons purchased via Three) or from authorised Three retailer (in respect of Add-ons purchased via an authorised Three retailer) at no additional charge.

17. Three Wireless Modem is available as a package with a bundle of text messages which can be sent from a PC. The Wireless Modem is also available on its own in some Three retail channels from £39.99 depending upon the price plan. Alternatively, you could buy an 'Add-Text with Device' Add-on and get this whole package from only £2 per month as well as your chargeable data plan (minimum 18-month term contract), where the Wireless Modem is essentially included at no extra charge with a text bundle. Inclusive texts are texts sent from a compatible PC in the UK, to UK mobiles using a text messaging application on your PC. You need to download the software for the text message application (included with the Wireless Modem) and this currently works with Windows XP or Vista. The text messaging application currently doesn't work with Mac operating systems, but it can be used for Mobile Wi-Fi.

18. Three reserves the right to extend, withdraw or modify the terms of Go Roam and/or the destinations included at any time. If your plan, or Add-on, allowance comes with a data allowance greater than 15 GB (for Pay Monthly customers) or 12 GB (for Pay As You Go customers), your data use while abroad in a Go Roam in Europe destination is limited to 15 GB of data (12 GB on our Pay As You Go plans). Use over this in our Go Roam in Europe destinations is subject to a surcharge of 0.50p/MB (if you're in Aland Islands, French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Mayotte, Norway, Réunion, Switzerland your surcharge will be 0.41p/MB) while use over this in our Go Roam Around the World destinations is not

permitted. Three reserves the right to suspend this service if we reasonably believe that the customer is in contravention of our use requirements set out in our terms and conditions.

19. 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. For Mobile Broadband customers call 500 (free) from your Three phone or 0333 338 1003 and for the Business support team call 337 (free) from your Three phone or 0333 338 1030.

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](http://Three.co.uk/complaints) or you can request a copy by contacting us on the numbers mentioned above.

