Price Guide for our new Mobile Broadband plans

Three.co.uk

Mobile Broadband – it's the Internet with legs.

There's nothing worse than losing your Wi-Fi signal when you go out of range. So give your tablet or laptop legs and stay connected online wherever you go.

This price guide will give you all the pricing information that you'll need if you're a Mobile Broadband customer with Three on one of our current plans.

We've set out what you'll get each month as part of your plan, the cost of any services used outside your allowance and for any Additional Services you may use (including international charges).

It's basically where you'll find all the relevant information for the pricing of your plan.

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Three Customer Services

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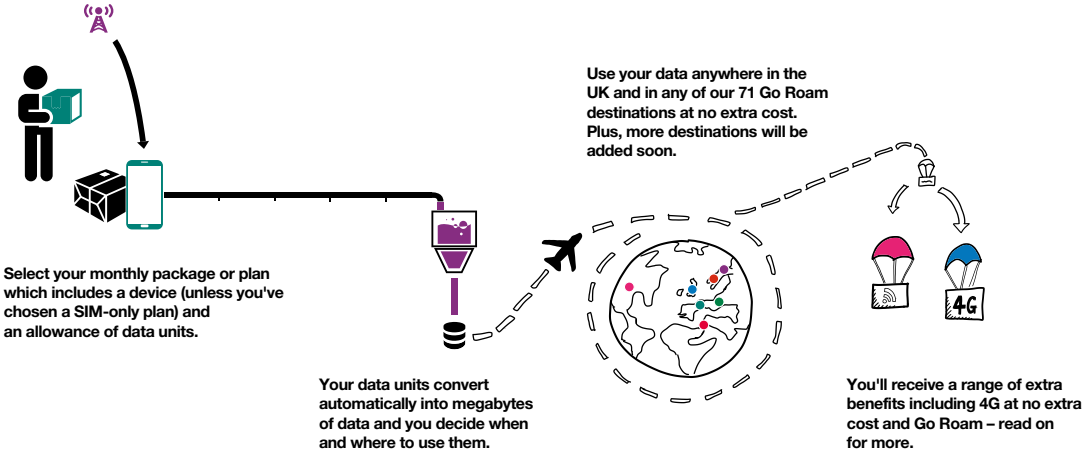
Your Internet with legs Pay Monthly package or SIM Plan

We like to do things differently here at Three. We're the only network to let their customers use their plan's allowances at no extra cost in 71 destinations (with more to come) around the world with Go Roam (see page 11). All of our pay monthly packages include a device (whether a tablet, Mobile or HomeFi or dongle) and an allowance of data units which you can use in the UK or our Go Roam destinations. If you sign up to one of our SIM-only Internet with legs plans, you'll still receive an allowance of data units, which can be used in the UK or our Go Roam destinations (with some limits – see page 11). Where and when you use these data units is up to you. How this works and your plan options are set out below.



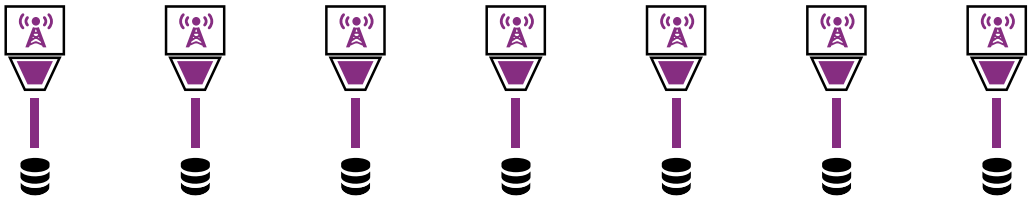
Our 24-month pay monthly tablet packages

With our pay monthly tablet packages you're in control. Once you've chosen your tablet you can then choose how much you want to pay upfront and your data allowance, which you can use in the UK and our Go Roam destinations. Your contract will last a minimum of 24 months, and you'll need to give us 30 days' notice to end this.

Step 1	**Choose your tablet from our great range**				
Step 2	**Choose how much you want to pay upfront (options available depend on package chosen)**				
Step 3	**Choose your data allowance**				
How much data do you want? Each Data Unit converts on use into 1 MB of data	2,048	5,120	15,360	20,480	40,960
Step 4 Use your Data Units in the UK or in our Go Roam destinations					
If you use all of your Data Units each month, they convert into the following megabytes of data:	2,048 (2 GB)	5,120 (5 GB)	15,360 (15 GB) of which 15 GB (15,360 data units) can be used in Go Roam in Europe destinations and 12 GB (12,288 data units) can be used in Go Roam Around the World destinations, at no extra cost	20,480 (20 GB) of which 15 GB (15,360 data units) can be used in Go Roam in Europe destinations and 12 GB (12,288 data units) can be used in Go Roam Around the World destinations, at no extra cost	40,960 (40 GB) of which 15 GB (15,360 data units) can be used in Go Roam in Europe destinations and 12 GB (12,288 data units) can be used in Go Roam Around the World destinations, at no extra cost
Monthly Charge	Your monthly charge will depend on the tablet chosen and the amount you've chosen to pay upfront, and includes a £5 discount for paying by our preferred payment method, which is by a recurring method, such as Direct Debit. Each May, your Monthly (Recurring) Charge will increase by an amount up to the January RPI rate (published each February) (see page 16).				

Our 1-, 12- or 24-month pay monthly Mobile Wi-Fi, HomeFi or dongle packages

With our pay monthly Mobile Wi-Fi, HomeFi or dongle packages you're in control. Once you've chosen your device, you can then choose how much you want to pay upfront, how long your contract will last (you'll need to give us 30 days' notice to end this) and your data allowance, which you can use in the UK and our Go Roam destinations.

Step 1	**Choose your Mobile Wi-Fi, HomeFi or dongle from our great range**						
Step 2	**Choose how much you want to pay upfront (options available depending on package chosen)**						
Step 3: Choose your minimum term	**1 month**		**12 months**			**24 months**	
Step 4	**Choose your data allowance from:**						
How much data do you want? Each Data Unit converts on use into 1 MB of data	2,048	5,120	10,240	15,360	20,480	40,960	102,400
Step 5 Use your Data Units in the UK or in our Go Roam destinations							
If you use all of your Data Units each month, they convert into the following megabytes of data:	2,048 (2 GB)	5,120 (5 GB)	10,240 (10 GB)	15,360 (15 GB) of which 15 GB (15,360 data units) can be used in Go Roam in Europe destinations and 12 GB (12,288 data units) can be used in Go Roam Around the World destinations, at no extra cost	20,480 (20 GB) of which 15 GB (15,360 data units) can be used in Go Roam in Europe destinations and 12 GB (12,288 data units) can be used in Go Roam Around the World destinations, at no extra cost	40,960 (40 GB) of which 15 GB (15,360 data units) can be used in Go Roam in Europe destinations and 12 GB (12,288 data units) can be used in Go Roam Around the World destinations, at no extra cost	102,400 (100 GB) of which 15 GB (15,360 data units) can be used in Go Roam in Europe destinations and 12 GB (12,288 data units) can be used in Go Roam Around the World destinations, at no extra cost (Available on HomeFi only, on 1- or 12-month minimum term packages)
Monthly Charge	Your monthly charge depends on the device chosen and the amount you've chosen to pay upfront, and includes a £5 discount for paying by our preferred payment method, which is by a recurring method, such as Direct Debit. Each May, your Monthly (Recurring) Charge will increase by an amount up to the January RPI rate (published each February) (see page 16).						

Our Internet with legs SIM plans

Our pay monthly SIM Plans are available on a choice of a 1-month rolling, 12-month or 24-month minimum term. You just need to choose how much data you want, which you can then use either in the UK or in one of our Go Roam destinations (subject to some limits – see page 11) and the minimum term of your contract and you're ready to go. You'll need to give us 30 days' notice to end your contract.

Step 1	**Choose your data allowance**							
How much data do you want? Each Data Unit converts on use into 1 MB of data	500	1,024	2,048	5,120	10,240	15,360	20,480	40,960
Step 2 Use your Data Units in the UK or in our Go Roam destinations								
If you use all of your Data Units each month, they convert into the following megabytes of data:	500 (500 MB)	1,024 (1 GB)	2,048 (2 GB)	5,120 (5 GB)	10,240 (10 GB)	15,360 (15 GB) of which 15 GB (15,360 data units) can be used in Go Roam in Europe destinations and 12 GB (12,288 data units) can be used in Go Roam Around the World destinations, at no extra cost	20,480 (20 GB) of which 15 GB (15,360 data units) can be used in Go Roam in Europe destinations and 12 GB (12,288 data units) can be used in Go Roam Around the World destinations, at no extra cost	40,960 (40 GB) of which 15 GB (15,360 data units) can be used in Go Roam in Europe destinations and 12 GB (12,288 data units) can be used in Go Roam Around the World destinations, at no extra cost
Step 3 Choose your Minimum Term	1-month*	12-month	1 month / 12 month / 24 month	1 month / 12 month / 24 month	1 month / 12 month / 24 month	1 month / 12 month / 24 month	1 month / 12 month / 24 month	1 month / 12 month / 24 month
Monthly Charge	£7	£7.50	£10 / £8 / £7	£15 / £11 / £10	£16 / £14 / £13	£20 / £17 / £16	£16 / £14 / £13	£30 / £23 / £16
	Your monthly charge includes a £5 discount for paying by our preferred payment method, which is by a recurring method, such as Direct Debit.							

*Available only to eligible upgrading customers.

Control your spend

On all our pay monthly Internet with legs plans, featured in this Price Guide, you have the ability to control your spend if you're worried about going over your monthly data allowance. You can switch on a "block" in your My3 account, which will prevent you from using data outside of your allowance, for which you'd normally be charged. You can change the settings to switch this on and off multiple times each month.

If you're using your SIM in a device that can also make and receive calls and texts, please note that these won't be blocked. This is because the charges for these are always outside of your allowance on these plans and so won't be caught by this block.

You can also block calls to non-standard UK landlines (for example, to numbers like 0845 or those starting 09) and international calls, as well as blocking texts to shortcodes, for things like competitions, companies or social media in your My3.

It's really easy to switch these blocks on or off – just log into your My3 account. Then under Allowances, select Control Your Spending. You can then choose how you want to control your spend from the options available.

Additional Services & benefits for our Pay Monthly & SIM plan customers

These are the additional, optional or extra services you can use in addition to your plan's inclusive data allowance.

One of the features of our new plans is that if your device is able to make and receive calls and texts, you can also use your new SIM to make calls and send texts on the rates set out on page 7 onwards.

Please be aware that we may change or introduce new charges for our Additional Services, including services outside of your allowance. If we do, we'll publish any changes on our website. If any Add-ons are affected which have a recurring charge, we'll let you know at least 14 days before the charge changes. If we do make a change to an Additional Service, and you're not happy with it, you can cancel the Add-on(s) or stop using the Additional Services or Services Outside of Your Allowance. If you'd prefer to end your contract instead, a Cancellation Fee may be payable (see page 14).

Data usage outside of your allowance

On the pay monthly and SIM plans set out in this Price Guide, if you run out of data, you can just continue to use data outside of your allowance, and you'll just be charged for what you use at 1p/MB in the UK (roaming rates in non-Go Roam destinations and in your Go Roam destinations will depend on where you are).

What short-term Add-ons are available?

If, as a pay monthly or SIM customer, you find yourself needing an increased data allowance in the UK or in one of our Go Roam destinations and you prefer to have a fixed data allowance to use, why not choose one of our short-term Add-ons below? You can only buy one of each, each bill cycle, and it will last until your next bill cycle when your plan's data allowance refreshes.

Add-on	Number of Data Units for use in the UK or one of our Go Roam destinations	Price
1 GB	1,024	£5
5 GB	5,120	£15
10 GB	10,240	£20

Go Binge

Chat to your mates with Snapchat, watch your favourite shows from Netflix and TV Player and listen to your favourite music on Deezer and SoundCloud without worrying about running out of data.

Add-on name	Data Units Allowance	When is this Add-on available?	Monthly price (rolling)
Go Binge	Unlimited (as long as you have standard data allowance remaining).	• If you joined, upgraded or changed your price plan, on or after 26 April 2018, to a plan with a data allowance of 15 GB or more, Go Binge will automatically be added to your plan. • If you joined or upgraded before 26 April 2018, you can add Go Binge by changing to a higher price plan. The new price plan must be a plan with at least 15 GB data allowance. • If you joined or upgraded before 26 April 2018, and have Go Binge active on either our 5 GB or 10 GB plans, if you change your price plan to a higher plan you will keep Go Binge. • If you joined or upgraded before 26 April 2018, and have previously had Go Binge on our 5 GB or 10 GB price plans, you may add this back on to your account via the contact centre without moving to 15 GB.	Free

Your Internet with legs Pay As You Go plan

Pay As You Go shouldn't be complicated. That's not right at all. It should be flexible and simple to use so you can get the most out of your tablet, Mobile Wi-Fi, HomeFi or dongle. Perfect if you love the control and peace of mind you get with an allowance, but with the freedom of Pay As You Go.

We introduced a new Data Reward Pay As You Go plan from 3 February 2016. If you're on our new Data Reward plan, you get 200 MB data free every month when you register with us at **Three.co.uk/freedata**. Your 200 MB free data is applied straight away and lasts for 30 days. Any unused data will be lost at the end of your 30 days. Each month, you'll get another 200 MB of free data automatically applied to your account to enjoy.

If you would like to get a Data Reward SIM, you can do so online at **Three.co.uk/datareward**

Top–ups

To get credit on your Pay As You Go account, you just need to top up. Once activated, Top-ups never expire.

Your My3 account is the easiest and most convenient way to top up and can be used in both the UK and our Go Roam destinations at no extra cost. Once you have set it up, simply register your credit or debit card and you'll be able to top up whenever you like. Plus, with My3 you can see exactly how you are using your credit or any allowance.

You can top up in the following amounts:

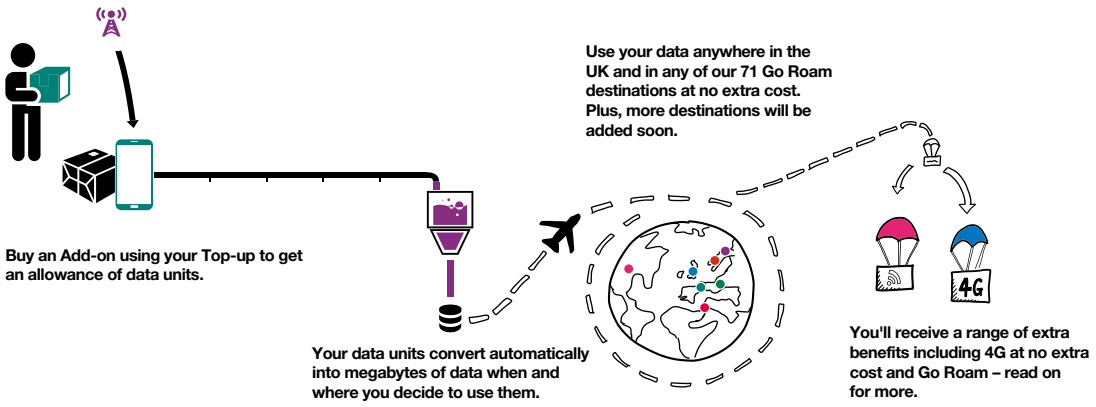
	£2	£5	£10	£15	£20	£25	£30	£40	£50
Data Reward Plans	✔	✔	✔	✔	✔	✔	✔	✔	✔
Existing Pay As You Go Plans			✔		✔		✔	✔	✔

You can find out more on how to top up at **Three.co.uk/topup**. Please note that not all Add-ons and Top-ups are available through all channels – for example, some may only be available online or by calling Customer Services.

Great value Add-ons

Running out of data shouldn't stop you enjoying your tablet. Just pop some more credit on your account and maximise your Top-up with one of our great value Add-ons for use within 30 days. What's more, you can also use your Add-on's data allowance to get online abroad at no extra cost in 71 destinations worldwide with Go Roam (see page 11).

We've set out below how this works



	Choose a new Pay As You Go Mobile Broadband Data Reward Add-on			Choose an existing Pay As You Go Mobile Broadband Add-on			
Add-on Name	2 GB Data Add-on	5 GB Data Add-on	10 GB Data Add-on	500 MB data Add-on	1 GB data Add-on	3 GB data Add-on	7 GB data Add-on
Data units (each converts on use to 1 MB of data for use in the UK or our Go Roam destinations)	2,048	5,120	10,240	500	1,024	3,072	7,168
Price	£15	£20	£25	£2.99	£10	£15	£25
Duration	30 days	30 days	30 days	1 day**	30 days	30 days	30 days
If you use all your units in your Add-on, they convert into the following amounts of data	2,048	5,120	10,240	500	1,024	3,072	7,168
Other info	These data Add-ons are compatible with our new Data Reward plan. You will be eligible to register for free 200 MB every month*. Pay 1p per MB when you run out of data or just use your top-up credit.			These data Add-ons are compatible with our existing Pay As You Go Mobile Broadband plans.			

*Note: The free 200 MB of data requires registration and is only available on our new Data Reward plans. It is available on the date of registration each month. You can only register up to five SIMs and if you have another data allowance in addition to your free 200 MB, your free 200 MB data will be used first. Your free 200 MB data can be used in Go Roam destinations.

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

More about our Add-ons

How long do Add-ons last? Add-ons are valid for 30 days from the date and time you activate them apart from the 500 MB data Add-on which lasts for one day. Add-ons need to be activated within 90 days of purchase.

What happens to any remaining allowance when my Add-on has expired?
Once an Add-on expires, any unused allowance of units will be lost and can't be rolled over to another Add-on.

Can I cancel an Add-on? Once an Add-on has been activated it can't be cancelled.

Can I buy more than one Add-on at a time? Generally, only one of each Add-on can be active on your account at any one time, but if you've used all of your Add-on allowance, you can then activate another Add-on.

How do I find out more about converting a Top-up to an Add-on? You can find out how to convert a Top-up to an Add-on online at **Three.co.uk/Support/Top_Up**

What are the costs outside of my allowance?

If you use data outside of your allowance, without buying an Add-on, or if you can use your device to make calls or send messages, the charges for these activities are set out below:

Outside of allowance – UK use	Cost (per MB/minute/message)
Data (per MB)	1p*
UK text messages (up to a max. of 160 characters. Depending on your device, if your message includes certain emojis or emoticons, you may instead be charged for sending a picture message – see below). Messages sent to a shortcode number will cost more**.	2p*
UK picture message	55p
Voice and fax calls to standard UK landlines (starting 01, 02, 03) and to UK mobiles (any network)	3p*
UK video calls	51.1p
UK video messages	55p
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 **Three.co.uk/nts** for exact costs)
International 07 number prefixes for Isle of Man and Channel Islands (Jersey, Guernsey, Herm, Sark): 074184 / 074520 / 074521 / 074522 / 074523 / 074524 / 075090 / 075091 / 075092 / 075093 / 075094 / 075095 / 075096 / 075097 / 07624 / 077003 / 077007 / 077008 / 047781 / 077977 / 077978 / 077979 / 078297 / 078298 / 078299 / 047839 / 078391 / 078392 / 078397 / 078398 / 079240 / 079241 / 079242 / 079243 / 079244 / 079247 / 079248 / 079370 / 079371 / 079372 / 079373 / 079374 / 079375 / 079376 / 079377 / 079378 / 079379 / 07781	International band 0 (see page 10)
0087 and 0088 (satellite phones)	Up to £7.66
076 – Pager	£1.22 per call plus 85.8p per minute
Personal numbering (070) – Band 1	30.6p per minute
Personal numbering (070) – Band 2	£1.04p per minute
Personal numbering (070) – Band 3	£1.22 per call plus 85.8p per minute
Premium rate (09, 091, 098) – Bands A-E (check **Three.co.uk/nts** for specific numbers)	55p per minute Access Charge (1-minute minimum charge) plus the Service Charge
Text relay (18000,18001)	Calls to 18000 are free; calls made via 18001 to UK standard landlines (starting 01, 02, 03) and UK mobiles will be charged at the above rates; calls made via 18001 to international numbers will be charged at the rates set out on pages 12 and 14 of this Price Guide, less a 25% discount.

* These rates apply to our Internet with legs Pay Monthly packages, SIM plans and our new Internet with legs Pay As You Go Data Reward plan. If you're on one of our existing Pay As You Go mobile broadband plans, you'll be charged 10.2p per text message and 25.5p per minute for voice and fax calls to standard UK landlines (starting 01, 02, 03) and to UK mobiles (any network). On these older plans, you'll need a data Add-on to get online.

** SMS shortcodes are a type of text message sent to a 5 or 6 digit number that normally begins with a 6, 7 or 8. They are often used to pay for new features in apps, to donate to charity, to enter competitions and to download games and ringtones. They are classed as a type of Premium Rate Service. The cost will vary with the promoter's terms and conditions (which should always be checked to find out the exact cost of sending the message). SMS shortcode messages will not come out of any inclusive allowance.

How much does it cost to call Directory Services?

There is a host of directory enquiry services available, all of which have different phone numbers and different charges. The table here only shows a fraction of the directory services available (which is changing frequently) – go to **Three.co.uk/nts** for the latest details.

The cost of calling a number starting 118 is now split into an Access Charge (set by us, at 55p per minute, with a 1-minute minimum charge) and a Service Charge (set by the company you're calling – they'll tell you this).

Prices for Three directory services (including VAT)	
National 118333 – multi-search	55p per minute Access Charge (1-minute minimum charge) + £1.50 to connect + (after the first minute) a Service Charge of £1.50 per minute.
International 118313 – multi-search	55p per minute Access Charge (1-minute minimum charge) + £4.45 to connect + (after the first minute) a Service Charge of £2.57 per minute.
Directory Services for people with disabilities 195 – multi-search	**Free to call 195 for Three's registered users.** If the 195 operator then connects you to a number you've searched for, your call will be charged at the standard rate for your price plan or will come out of any available allowance you have. Free text message with the number(s) you've requested.

What if I want to use my device or SIM abroad?

International Roaming is switched on automatically on your account, so you can use your SIM abroad, including in Go Roam destinations straight away. On our Pay As You Go plans you'll need to activate your SIM in the UK first.

With Go Roam, international data roaming is not subject to additional charges if you're using your plan or an Add-on allowance to get online from a Go Roam destination (see bottom of page). Pay As You Go customers can choose to use either their top-up credit or an Add-on at no extra cost in our Go Roam destinations. As our mobile broadband plans do not include voice or text allowances, you won't be able to make calls or send texts back to the UK at no extra cost from our Go Roam destinations on these plans.

In countries not covered by Go Roam, or for calls and texts made abroad on these plans, additional costs will be incurred.

Getting online 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 pages 11–12 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**

To help you manage your roaming costs when you're travelling, we'll text you information about roaming rates for each country you visit. We've also set up a **worldwide data roaming limit of £42.50** to stop you spending too much. If you'd prefer you can have this limit removed by contacting Three Customer Services.

If you need to contact Three Customer Services while abroad, call +44 7782 333 333 (this call will be charged at your standard roaming rate). Calls made from abroad to your voicemail will also be charged at standard roaming rates. Go to **Three.co.uk/roaming** for more information.

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

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

Making calls and texts while abroad

If your device allows you to make calls or send messages, and if used abroad to make calls or send texts, you will be charged as below (remember, as your mobile broadband plan does not include voice or text units, you will not be able to use your device to make calls or send texts back to the UK from Go Roam destinations at no extra cost).

To see the **roaming rates you'll be charged for calls and texts** (device allowing), 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 Ireland Isle of Man Italy Jersey Latvia Liechtenstein Lithuania Luxembourg Madeira Malta Martinique Mayotte The Netherlands Norway Poland Portugal Réunion Romania Saint Barthélemy Saint Martin San Marino Slovakia Slovenia Spain Sweden Switzerland Vatican City	Australia Brazil Chile Colombia Costa Rica El Salvador Guatemala Hong Kong Indonesia Israel Macau New Zealand Nicaragua Panama Peru Puerto Rico Singapore Sri Lanka Uruguay US Virgin Islands USA Vietnam	Monaco	Andorra Bosnia and Herzegovina Canada Macedonia Montenegro North Cyprus South Africa Turkey	Rest of the world (that is, not within Go Roam Bands 0, 0A, 1, 3 or 4). If you can't see the country you're looking for and want to double check if it falls within Band 2, go to **Three.co.uk/roaming** to see if you can use your Three device there.	Cape Verde Cuba Ethiopia Georgia Kuwait Malaysia Maldives Morocco Oman Russia Tunisia Turkmenistan Ukraine United Arab Emirates Uzbekistan	Ships, Ferries, Airplanes and Maritime Networks

Did you know?

- Calls made when you're in a non-EU country are normally charged per minute
- Calls received when you're in a non-EU country normally have a 1-minute minimum charge and are then charged by the second
- When you're roaming in the EU, the minimum charge for a call is for 30 seconds, after which calls are charged by the second.

Using your device abroad at no extra cost with Go Roam.

Because your plan's allowance of data units can be used in the UK and in our Go Roam destinations, you can get online while on holiday at no extra cost 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 (if your device allows these features).

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 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, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, The Netherlands, Norway, Poland, Portugal, Réunion, Romania, Saint Barthélemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City	Australia, Brazil, Chile, Colombia, Costa Rica, El Salvador, Guatemala, Hong Kong, Indonesia, Israel, Macau, New Zealand, Nicaragua, Panama, Peru, Puerto Rico, Singapore, Sri Lanka, Uruguay, US Virgin Islands, USA, Vietnam

Out of allowance charges when in a Go Roam destination

If you use up all of your plan's data allowances when in a Go Roam destination, you'll be charged for additional use at the out of allowance rates below:

Internet data	
All Go Roam destinations	1p per MB

If you want to make calls or send texts using your device from a Go Roam destination, you'll be charged as follows:

		Where are you calling or messaging?			
		Back to the UK	Back to Go Roam in Europe destinations ø	Anywhere else in the World	Cost to Receive
Where are you calling, texting or getting online?	**Call charges (per minute)**				
	Go Roam in Europe	3p	3p	£1.40	Free
	Go Roam Around the World	3p	3.3p	£1.40	Free
	SMS charges (per message)				
	Go Roam in Europe	2p	2p	Up to 2p	Free
	Go Roam Around the World	2p	2p	Up to 2p	Free
	Internet Data (per MB)				
	Go Roam in Europe	1p			N/A
	Go Roam Around the World	1p			N/A

ø The selected European countries 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, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, The Netherlands, Norway, Poland, Portugal, Réunion, Romania, Saint Barthélemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City.

Photo messages, video messages, video calls and calls to non-geographic numbers (starting +4484, +4487, +449, +44118) 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)	55p	Free
Video message (per message)	55p	Free
Video call (per minute)	Up to £2.042 (to any number)	Up to £1.54
Non-geographic calls (per minute)	Up to £1.40 (to any number)	N/A

Prices quoted above include VAT, where applicable.
Check **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?

- Go Roam is intended for our UK customers who are UK residents or have stable links with the UK (e.g., full-time employment or study in the UK), who are visiting one of the Go Roam 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 2 complete months in a rolling 12-month period, we may suspend international roaming on your account, meaning you will no longer be able to use your device abroad. Of course, we will let you know in advance if this is likely to happen. 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 to 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 3.25p/min, 1.01p/SMS and 0.50p/MB (except if you are roaming in the following countries in which case it will be 0.41p/MB, 2.70p/min and 0.85p/SMS: Aland Islands, French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Mayotte, Norway, Réunion and Switzerland). 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.
- As we've said, all of our Internet with legs plans include a set of data allowances, made up of a specified number of data units that can be used in the UK or our Go Roam destinations. If you're roaming in a Go Roam Around the World destination, you can use a portion of your monthly data allowance or PAYG plan, up to a maximum of 12,288 data units (12 GB). For example, if your PAYG Add-on has a data allowance greater than 12 GB, you can use up to 12 GB if you're on a PAYG plan of that allowance each month to get online. If you exceed your 12 GB fair use limit data allowance in a Go Roam Around the World destination, your data usage will be blocked until your next billing period. If you exceed this limit 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're roaming in a Go Roam in Europe destination, there is a Fair Use Data Limit of 15,360 data units (15 GB) or 12,288 data units (12 GB) if you're on a PAYG plan with an applicable Add-on giving you an allowance. This allows you to use up to 15 GB or 12 GB (depending on your plan) if you're on a PAYG plan of your data allowance in our Go Roam in Europe destinations, at no extra cost. If you use 12 GB if you're on a PAYG plan while roaming as part of Go Roam in Europe, and still have a data allowance available, you can continue to use your data, but this 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.

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

The cost of data use abroad (when not in a Go Roam destination) is set out on page 11 (please note, the 'Bands' are different for data use).

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 listed below.

To see the roaming rates you'll be charged when in a specific country, use the table on page 10 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 when abroad

Where are you calling from?		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)
	Band 0	10p	£1.404	0.9p
	Band 1	£1.40	£1.40	99p
	Band 2	£2.00	£2.00	£1.25
	Band 3	£3.00	£3.00	£1.25
	Band 4	£3.00	£3.00	£1.25

Note: The above table does not include out of allowance roaming charges for Go Roam destinations – please see page 11 for these.

Sending and receiving texts while abroad

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

Calling and texting abroad from the UK

If you're using your device to call an international number from the UK, the cost will depend on which country you are calling. You won't be charged if you receive a call from an international number when in the UK.

Voice calls made from the UK to an international destination

Where are you calling?	Cost (per minute)
Aland Islands, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Greece, Guadeloupe, Hungary, Ireland, Isle of Man, Italy, Latvia, Lithuania, Luxembourg, Malta, Martinique, The Netherlands, Poland, Portugal, Réunion, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Vatican City	£1.25
All other international destinations (including Jersey and Guernsey)	£1.75

If you're sending messages (or making video calls) from the UK to an international number, the cost is the same regardless of where you're messaging or calling:

Charges from the UK to any country	Cost to send (per message) or make a video call (per minute)	Cost to receive
SMS	35p	Free
Photo message	55p	Free
Video message	55p	Free
Video call	£1.532	Free

What do you charge for Other Services?

We charge you for a range of other activities.

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

Key things to note

We've set out some of the questions that we often get asked, and their answers below. We've also explained in more detail about your plan including how you can use it in Go Roam destinations.

About your plan

What does my plan include?

- If you have a package, which includes a device, it includes a monthly allowance of data units, that convert automatically on use into megabytes of data, whether used in the UK or a Go Roam destination.
- If you sign up to one of our new Internet with legs SIM Plans, it includes a monthly allowance of data units that convert automatically on use into megabytes of data – whether used within the UK or a Go Roam destination.
- It's worth remembering that if you don't use up your allowance in a month, you lose the unused portion, as it doesn't roll over to the next month.
- After your monthly allowance of data units is used up, prices for use outside of your allowance for additional data as well as for any calls or messages are shown on page 7.

How can I use my data units?

- You can use your data units in the UK or in any of our Go Roam destinations, as set out on page 10.
- You can also use your data units to set up a Personal Hotspot if you want to connect more than one device to the Internet at once, when in the UK or in a Go Roam in Europe destination.
- To help you see the value you're getting with our Pay As You Go Data Add-ons, we've set out in the table below the per unit cost for each Pay As You Go Data Add-on:

Pay as You Go Data Add-ons	Per unit cost
500 MB Data Add-on	0.598p
1 GB Data Add-on	0.976p
2 GB Data Add-on	0.732p
3 GB Data Add-on	0.488p
5 GB Data Add-on	0.391p
7 GB Data Add-on	0.349p
10 GB Data Add-on	0.244p

Go Binge is available to customers taking an MMB plan which includes a data allowance of at least 15 GB. Existing customers will need to upgrade or change their plan to a higher plan with at least a data allowance of 15 GB. Go Binge provides you with an unlimited data unit allowance that can only be used for streaming video and music from selected partners as long as you have some of your standard data allowance remaining. You can choose to opt out of Go Binge at any time and use your standard data allowance instead. Go Binge is available for use within the UK and our Go Roam destinations (a fair use policy may apply – see **Three.co.uk/go-roam**), but some services may not be available while roaming due to licensing conditions.

Go Binge includes a range of third party services, some of which may require their own subscription to access them, and some additional content, such as adverts, may come out of your regular data allowance. For more details of what's included and how to access, see it **Three.co.uk/go-binge**

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

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

1 data unit = 1 MB of data

For example, the data unit cost for the 5 GB mobile data, 12-month SIM Plan costing £13 a month is: 0.254p per megabyte. These aren't charges for going over your allowance, these units are included in your plan. They also don't include any one-off reductions, discounts, or any Add-on allowances.

We have set out the per unit cost for our pay monthly Add-ons in the table below.

Add-on	Per unit cost
1 GB	0.488p
5 GB	0.293p
10 GB	0.195p

What will I have to pay if I want to cancel my contract?

If you ask to cancel your package before the end of your Minimum Term, you'll be asked to pay a Cancellation Fee (see 'What do you charge for Other Services' on page 14). If you are outside of your Minimum Term and want to cancel your contract, there is no cancellation fee to pay. For more information call Three Customer Services.

Is there anything else I should note?

Depending on your device, you may be able to use it to make calls and send texts. If so, you should note the following:

Charging/billing.

- All calls (except calls to shortcode, premium rate numbers and EU roaming calls) are treated as a minimum of one minute. Calls of more than one minute are treated as lasting for their actual duration, with fractions of a second being rounded to the nearest second (this does not apply to some roaming calls, calls to Service Numbers and Special Calls).

- Calls to Service Numbers (starting 084, 087, 09 and 118) are charged differently from other numbers.The Access Charge element of these calls will be treated as a minimum of one minute. If your call lasts less than one minute, your Access Charge will be rounded up to a duration of one minute. For calls of more than one minute, the Access Charge element is treated as lasting for its actual duration, with fractions of a second being rounded to the nearest second. The Service Charge element is set by the company you're calling, and may comprise (1) a price per minute Service Charge; (2) a price per call Service Charge; (3) a price per call Service Charge plus a price per minute Service Charge (which runs from the start of your call); and (4) a price per call Service Charge plus a price per minute Service Charge (which runs from 60 seconds after the call starts).

If the Service Charge includes a price per minute Service Charge, this will be treated as lasting its actual duration (except if the first 60 seconds have been excluded), with fractions of a second being rounded to the nearest second. For example, if you make a call to a service number, where the Service Charge is 10p per minute, which is simply charged at a price per minute rate, and your call lasts 30 seconds, you'll be charged a total of 60p for this call, as the Access Charge element will be rounded up to a duration of one minute at 55p plus 5p for the 30 seconds of call time for the Service Charge element.

- Each individual charge on your bill is shown with VAT included (where relevant), and is rounded up or down to the nearest tenth of a penny to make it easier to read. This rounding process means that the total charges you see on your bill summary page may not always be identical to the 'Total due by' charge you see on the front page of your bill. Don't worry, this is normal and you're not being overcharged or undercharged. The actual amount you need to pay is the one shown on your bill's front page, next to 'Total due by'.

Spend Limits: 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**

Limits applied to your account by law: With effect from 13 December 2017 we've automatically applied limits to the amount you spend on third party digital content and premium rate calls (including directory enquiries) and messages (including SMS shortcode messages). The 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**

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

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

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

Recurring payment method: 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.

Increases to your Monthly Charge

The Monthly Charge for your package is the minimum price you agree to pay us for Three Services provided to you under this agreement, for the Minimum Term. Each May, your Monthly Charge will increase by an amount up to the January RPI rate (published each February), unless you're on a SIM plan. If the January RPI rate is negative, there will be no charge to your Monthly Charge in May. For example:

Monthly Charge up to April 2019	Monthly Charge from May 2019 to April 2020	Monthly Charge from May 2020 to May 2021
Price A	Price A plus an amount up to the January 2017 RPI rate = Price B	Price B plus an amount up to the January 2018 RPI rate = Price C
We've set out an example below, showing how this would work, if your charge is £25 and the January 2019 RPI rate is 2% and the January 2020 rate is 1%:		
£25.00	£25.00 + up to £0.50 (2% of £25.00) = £25.50	£25.50 = £0.255 (1% of £25.50) = £25.76

This does not apply if you are a SIM-Only customer. If the January RPI rate announcement in February is negative, there will be no increase applied to your Monthly Charge in May of that year.

Your Rights – Complaints

Remember, if you're unhappy about any aspect of our services, you should contact Three Customer Services on 500 (free) from your Three phone or 0333 338 1003 from any other phone.

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