Three.co.uk

Price Guide for our Advanced Plans

Advanced Plans Price Guide

Our Advanced Plans give you access to all our lovely benefits - Feel At Home so you can share those hotdog leg snaps at no extra cost in 42 destinations across the world, a Personal Hotspot to share your phone's network connection and free calls to customer services.

You'll be in control of your spending and have the flexibility to change your plan whenever needed, all on the UK's most reliable network and with 4G at no extra cost.

This is where you'll find all the pricing information for your voice plan if you joined or upgraded on Three on either a Pay Monthly Handset Package on or after 18 March 2014 or 15 July 2014 for SIM Only Plans.

Effective 8 September 2016.

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On one of our older plans?

If you joined Three on a pay monthly handset package before 18 March 2014 or on a SIM Only plan before 15 July 2014, and are on one of our older plans (for example, The One Plan, Essential Internet, Ultimate Internet or SIM Zero) you can find details of these and the pricing for each in our 'Historic Plans' price guide at Three.co.uk/priceguide.

Three Customer Services

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The customer terms will take precedence if there is any discrepancy with this publication. In the event of a discrepancy between this publication and information provided on Three.co.uk, other than the customer Terms for Service, this publication will take precedence.

Advanced Plan Benefits

We like to do things differently here at Three. Want to use your data, your way? Tired of worrying about your mobile bill – home or away? Go all-inclusive with our Advanced Plans where you'll enjoy:

- Using your phone abroad at no extra cost with Feel At Home. Available in 42 destinations worldwide. Your plan includes a set of allowances of voice, text and data units which you can use in the UK and in our Feel At Home destinations (some limits apply – see page 19). Where and when you use these is up to you.
- Tethering your tablet and using it on the go (or at home) with Personal Hotspot – you can use all or any of your data allowance to create a personal hotspot within the UK, unless you choose a plan with All-you-can-eat data. In this case, you can use between 2GB and 30GB a month as a Personal Hotspot (how much depends on when your contract started - see page 25). On all new Advanced Plan contracts with All-you-can-eat data, you'll now enjoy a 30GB Personal Hotspot allowance.
- Control your spend by setting your own limits for voice and data to avoid getting that shocking big bill.
- Change your plan - temporarily or permanently - when you need to.
- Free UK calls to Three customer services.

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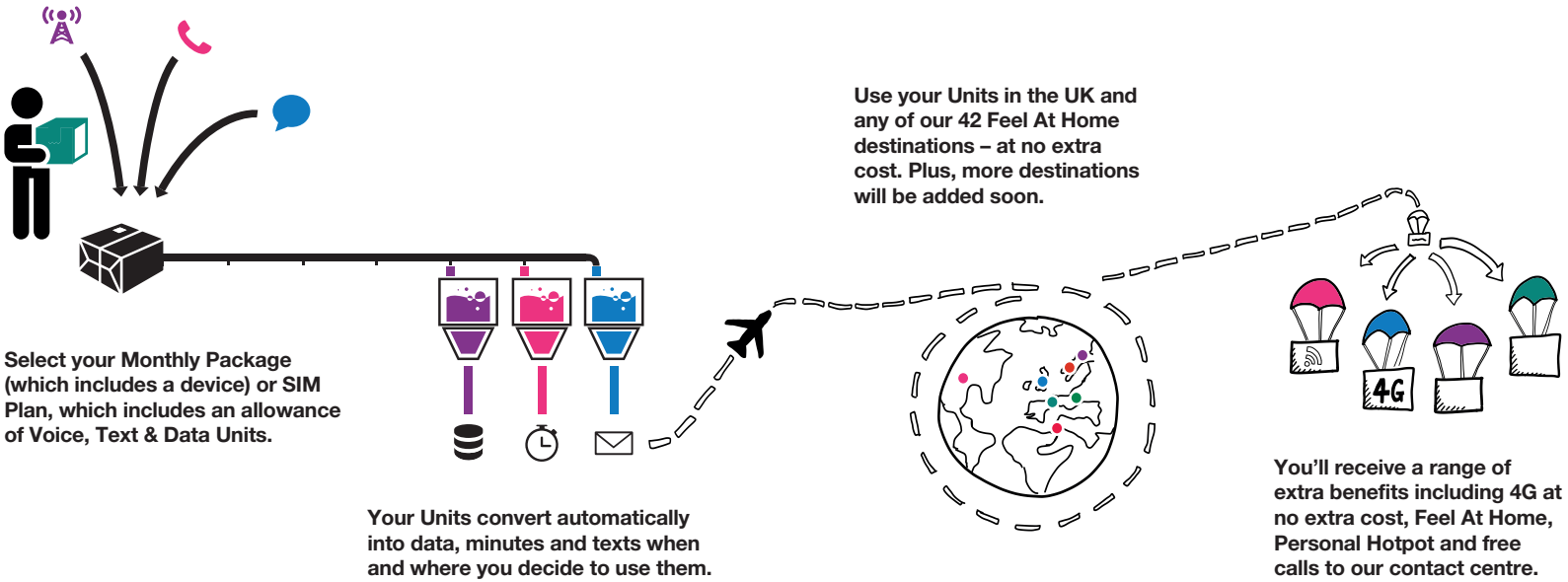
Our Advanced Plans are available on both Pay Monthly Packages, which include a device and have a minimum term of 24 months, and on a SIM Only basis, where you can choose a minimum term of 1 or 12 months. To end your contract, you'll just need to give us 30 days' notice (there may be a Cancellation Fee payable if you're still within your Minimum Term – see page 23).

Whether you're on an Advanced Plan Pay Monthly Package or SIM Only Advanced Plan, you'll get a monthly allowance of voice, text and data units for use within the UK and our Feel At Home destinations. These convert automatically on use within the UK and in our 42 Feel At Home destinations – how and where you use them is up to you. How this works is set out below.



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Our Pay Monthly Advanced Plan Packages

Step 1	Choose from a variety of devices (upfront charge may apply)							
Step 2:	**Choose your plan's monthly allowance**							
How much data do you want? Each Data Unit converts on use into 1MB of data	500	1,024	2,048	4,096	8,192	12,288	30,720	All-you-can-eat
Next, choose how long you want to be able to talk each month. Each Voice Unit will convert on use into 1 minute of talk time	50 / 100 / 300 / 600 / All-you-can-eat	50 / 100 / 300 / 600 / All-you-can-eat	50 / 100 / 300 / 600 / All-you-can-eat	100 / 300 / 600 / All-you-can-eat	100 / 300 / 600 / All-you-can-eat	100 / 300 / 600 / All-you-can-eat	100 / 300 / 600 / All-you-can-eat	100 / 300 / 600 / All-you-can-eat
Text Units – each converts on use into one standard SMS	All-you-can-eat							

Step 3:

Use your units in the UK or our Feel At Home destinations

If you use all of your Units each month, they convert into the following megabytes of data, minutes & texts	500MB	1GB	2GB	4GB	8GB	12GB	30GB	Unlimited in the UK - including 30GB (30,720 Personal Hotspot); 12GB (12,888) in our Feel At Home destinations
	50 / 100 / 300 / 600 / Unlimited minutes in the UK + 3,000 in our Feel At Home destinations	50 / 100 / 300 / 600 / Unlimited minutes in the UK + 3,000 in our Feel At Home destinations	50 / 100 / 300 / 600 / Unlimited minutes in the UK + 3,000 in our Feel At Home destinations	100 / 300 / 600 / Unlimited minutes in the UK + 3,000 in our Feel At Home destinations	100 / 300 / 600 / Unlimited minutes in the UK + 3,000 in our Feel At Home destinations	100 / 300 / 600 / Unlimited minutes in the UK + 3,000 in our Feel At Home destinations	100 / 300 / 600 / Unlimited minutes in the UK + 3,000 in our Feel At Home destinations	100 / 300 / 600 / Unlimited minutes in the UK + 3,000 in our Feel At Home destinations
	Unlimited texts in the UK & up to 5,000 in our Feel At Homes destinations							
Monthly Charge	Your monthly charge will depend on the mobile or 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 RPI rate announced in the preceding February.							

Our SIM Only Advanced Plans

Step 1	Choose your monthly allowance of Data, Voice & Text Units							
How much data do you want? Each Data Unit converts on use into 1MB of data	500	1,024	2,048	4,096	8,192	12,288	30,720	All-you-can-eat
Next, choose how long you want to be able to talk each month. Each Voice Unit will convert on use into 1 minute of talk time	200	600 / All-you-can-eat	200	600 / All-you-can-eat	600 / All-you-can-eat	200 / 600 / All-you-can-eat	200 / 600 / All-you-can-eat	200 / 600 / All-you-can-eat
Text Units – each converts on use into one standard SMS	All-you-can-eat							

Step 2:

Use your units in the UK or in our Feel At Home destinations

If you use all of your Units each month, they convert into the following megabytes of data, minutes & texts	500MB	1GB	2GB	4GB	8GB	12GB	30GB	Unlimited in the UK - including 30GB (30,720 Personal Hotspot); 12GB (12,888) in our Feel At Home destinations
	200 minutes	600 / All-you-can-eat minutes (unlimited in the UK; 3,000 in Feel At Home destinations)	200 minutes	600 / All-you-can-eat minutes (unlimited in the UK; 3,000 in Feel At Home destinations)	600 / All-you-can-eat minutes (unlimited in the UK; 3,000 in Feel At Home destinations)	200 / 600 / All-you-can-eat minutes (unlimited in the UK; 3,000 in Feel At Home destinations)	200 / 600 / All-you-can-eat minutes (unlimited in the UK; 3,000 in Feel At Home destinations)	200 / 600 / All-you-can-eat minutes (unlimited in the UK; 3,000 in Feel At Home destinations)
	Unlimited texts in the UK, 5,000 in Feel At Home destinations							
Monthly Charge	Your monthly charge will depend on the selections made above and includes a £5 discount for paying by our preferred payment method, which is by a recurring method, such as Direct Debit (see pages 7 and 29). See the table on the next page for your SIM Only plan's monthly charge.							

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Our SIM Only Advanced Plan Prices

Each of these SIM Only plans include in their allowance All-you-can-eat texts. The monthly charge shown includes a £5 discount for paying by our preferred payment method, which is by a recurring method, such as Direct Debit (see below).

		Minutes allowance chosen					
		200 minutes		600 minutes		All-you-can minutes	
	Minimum term	1 month	12 months	1 month	12 months	1 month	12 month
Data allowance chosen	500 MB	£11	£8				
	1 GB			£14	£11	£19	£16
	2 GB	£14	£11				
	4 GB			£19	£16	£24	£21
	8 GB			£22	£19	£27	£24
	12 GB	£20	£17	£25	£22	£30	£27
	30 GB	£23	£20	£28	£25	£33	£30
	All-you-can-eat data	£26	£23	£31	£28	£36	£33

Three's preferred payment method

New Advanced Plan customers (whether on a Pay Monthly Package or SIM Only plan) can only join on direct debit and the above plans' prices include a discount for paying by this efficient means.

Direct Debit is brilliant for you as payment will be taken automatically and your account will not be suspended if you forget to pay. It is also the most efficient method for us. You should maintain your Direct Debit whilst you stay as a pay monthly customer.

You can change your bank details at any time, just let us know. You can choose any of the following given means of payment. Simply allow us to store details and you will remain eligible for the £5 monthly recurring discount. See page 29 for more info.

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If you’ve used up all of your monthly inclusive allowance, and continue to use your account, you’ll be charged the following rates.

Out of allowance cost	
Calls to standard UK landlines (starting 01, 02 or 03; excludes calls to the Isle of Man or the Channel Islands), UK mobiles (any network) and your Three voicemail (once you’ve used your allowance)	35p / min
Data	Not available on a per MB basis – see our Data Add-ons on page 10.

- If you’ve used up all of your data allowance, you can choose to buy an Add-on to get extra units that lasts until your monthly allowance is refreshed (see page 10) or, if you find yourself needing increased allowances on a longer-term basis, you can change you price plan (via your My3 account) to one with an increased monthly data allowance.
- If you’ve used up all of your voice units, you can continue to make calls and just be billed for these at the rate set out above – or you can change your price plan (via your My3 account) to one with an increased allowance if you find yourself needing an increased allowance on a longer-term basis.

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Additional Services

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

We may change or introduce new charges for Additional Services, or Services Outside of your Allowance. If we do, we'll publish any changes on our website. If any Add-ons 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 will be payable (please see page 23).

Additional Services cost	
UK Video calls	51.1p / min
UK Video messages (MMS)	40p / message
UK Picture messages (MMS) (depending on your phone, if your message includes certain emojis, emoticons, or photos, you may be charged this rate for that message)	40p / message
SMS Shortcodes - mobile text shortcode numbers are 5 or 6 digits long and usually begin with a 6, 7 or 8. These are often used to pay for new features in apps, to donate to charity, to enter competitions and to download games and ringtones.	SMS shortcodes will not come out of any inclusive allowance and are classed as a Premium Rate Service. The cost varies, depending on the promoter's terms and conditions. These should be checked to find out the exact costs.

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Add-ons & Changing your Price Plan

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

If you want to increase your allowance on a longer-term basis, you can now change your price plan via your My3 account. A change of price plan may incur a small one-off fee allowing you to use your new increased allowances immediately. You will then be charged your new monthly price from the following month. Changing your price plan will not affect your contract end date. If you wish to move back to your original price plan, there will be a charge of £10 applied to your account to do so.

Add Data

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

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

Add-on name	Data Units allowance	When is this Add-on available?	Can this Add-on allowance be used as a personal hotspot allowance in the UK?	Price
Add 250MB	250	This is available once each month, per account.	Yes	£2.50
Add 500MB	500	If your plan comes with 500MB (500 data units)	Yes	£5
Add 1GB	1,024	If your plan comes with 1GB (1,024 data units) or you've previously bought the Add 500MB short term Add-on	Yes	£5
Add 2GB	2,048	If your plan comes with 2GB (2,048 data units) or you've previously bought the Add 1GB short term Add-on	Yes	£5
Add 4GB	4,096	If your plan comes with 4GB (4,096 data units) or 8GB (8,192 data units) or you've previously bought the Add 2GB short term Add-on	Yes	£5
Add 18GB	18,432	If your plan comes with 12 GB (12,288 data units) or you've previously bought the Add 4GB short term Add-on.	Yes	£5
Add All-you-can-eat data	All-you-can-eat data	If your plan comes with 12GB (12,288 data units) or you've previously bought the Add 18GB short term Add-on	Yes – up to 30GB (30,720 data units) may be used as a personal hotspot	£5

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Add Personal Hotspot

These Add-ons are available on a monthly-rolling basis and will be added each month to your account until you ask us to remove them.

Add-on name	Data Units allowance	When is this Add-on available?	Monthly price (rolling)
1GB Personal Hotspot	1,024 Data Units	If your plan has All-you-can-eat data and you have used all of your 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 = 1MB) and are for use within the UK only. On purchasing these Add-ons, you will receive the full personal hotspot allowance immediately, which will last until your next billing date. You will be charged the full monthly price for this as these Add-ons are not pro-rated on purchase.	£5
Add 3GB Personal Hotspot	3,072 Data Units		£7
Add 6GB Personal Hotspot	6,144 Data Units		£8

Add Data Roaming

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

No Add-on allowance can be rolled over to the next month. Three reserves the right to suspend, modify or withdraw Add-ons without notice, at any time. Each of these 'other' Add-ons has a one month minimum term when purchased, except for the Euro Internet Pass which is daily.

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Add Minutes

Add-on name	Voice Unit allowance	How can I use these Units?	Monthly price (rolling)
Add Landlines 1000	1,000 Voice Units	Each of these converts automatically on use into one minute of calls made from the UK to any standard UK landline (01, 02, 03). If you use all of your Add Landlines 1,000 voice units each month, they convert into 1,000 landline minutes. **Note**: Calls to Isle of Man and Channel Islands are excluded as these are not part of the UK.	£5
Add Landlines	2,000 Voice Units	Each of these converts automatically on use into one minute of calls made from the UK to any standard UK landline (01, 02, 03). If you use all of your Add Landlines 1,000 voice units each month, they convert into 1,000 landline minutes. **Note**: Calls to Isle of Man and Channel Islands are excluded as these are not part of the UK.	£10.21
Add International Saver Great for those who regularly call landlines or mobiles abroad	3,000 Voice Units	**These convert automatically on use in the UK into 3,000 minutes to standard landlines and mobiles in:** Canada, USA, Puerto Rico, China, Hong Kong, Singapore and Thailand. **They can also be used to call, from the UK, standard landlines in:** Australia, Austria, Belgium, Denmark, France, Germany, Ireland, Italy, Japan, Luxembourg, Malaysia, Netherlands, New Zealand, Norway, Poland, Portugal, South Korea, Spain, Sweden, Switzerland and Taiwan. You will need to dial the prefix 388, then 00 before the country code, in order to convert these units into minutes. This Add-on cannot be used while roaming abroad and cannot be used in conjunction with Feel At Home in Feel At Home destinations. Please be aware that your first month's Add-on charge and allowance (where applicable) may be pro-rated.	£15.32

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Add-ons no longer available for purchase

We have previously sold the below Add-ons. While they're not available for purchase now, if you purchased one of these in the past, it'll stay on your account each month on a rolling basis until you ask us to remove it.

Add-on name	Data Units allowance	Can this Add-on allowance be used as a personal hotspot allowance?	Monthly Price	Term
Add 500MB	500	Yes	£3.00	One month rolling
Add 1GB	1,024	Yes	£3.00	
Add All-you-can-eat data	All-you-can-eat	Up to 2GB may be used as a personal hotspot	£3.00	

Add-on name	Voice unit allowance	Monthly price	Term
Add 50 Minutes	50	£3.00	One month rolling
Add 200 Minutes	200	£3.00	
Add 300 Minutes	300	£3.00	
Add All-you-can-eat minutes	All-you-can-eat (of which 3,000 can be used in Feel At Home destinations)	£3.00	

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There are certain types of calls in the UK that are not covered by your monthly allowance of voice units. Charges for these calls are shown in the following tables. Please go to Three.co.uk/nts or call Customer Services for details of specific numbers.

Calls to numbers starting 0800 and 0808 are free for everyone to call, and the charge for calls to numbers starting 084, 087, 118 and 09 are split into two elements: an Access Charge (set by us at 45p per minute, with a 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 Special Numbers.

Number prefix	Price
■ Calls whilst you're in the UK to 333 (Three Customer Services), 444 / 555 Pay As You Go Top-up / balance enquiry ■ 999 / 112 ■ NHS 111 ■ 116000 / 116006 / 116111 / 116117 / 116123	Free
■ 0800 / 0500 / 0808	Free
■ 101 Single non-emergency	15p per call
■ 084 / 087 / 118 (check Three.co.uk/nts for specific numbers)	45p per minute Access Charge (1 minute minimum charge) plus the Service Charge
■ Corporate Numbers – 055	15.3p per minute
Non-Standard 07 numbers – 0740659 / 074060 / 074061 / 074062 / 074067 / 0740671 – 9 / 074176 / 074181 / 0741821 – 9 / 074185 / 074411 / 074414 / 074515 / 075200 / 075201 / 075203 / 075204 / 075205 / 075207 / 075208 / 075209 / 075370 / 075373 / 075375 / 075376 / 075377 / 075378 / 075379 / 075580 / 075581 / 075582 / 075590 / 075591 / 075592 / 075593 / 075594 / 075595 / 075596 / 075597 / 075598 / 075710 / 075718 / 075890 / 075891 / 075892 / 075893 / 075898 / 075899 / 077001 / 077442 / 077443 / 077444 / 077445 / 077446 / 077447 / 077448 / 077449 / 077552 / 077553 / 077554 / 077555 / 078220 / 078221 / 078223 / 078224 / 078225 / 078226 / 078227 / 078229 / 078644 / 078727 / 078730 / 078744 / 078745 / 078920 / 078922 / 078925 / 078930 / 078931 / 078933 / 078938 / 078939 / 079111 / 079112 / 079117 / 079118 / 079245 / 079246 / 079780 / 079781 / 079784 / 079785 / 079786 / 079788 / 079789	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 / 07781 / 077977 / 077978 / 077979 / 078297 / 078298 / 078299 / 07839 / 078391 / 078392 / 078397 / 078398 / 079240 / 079241 / 079242 / 079243 / 079244 / 079247 / 079248 / 079370 / 079371 / 079372 / 079373 / 079374 / 079375 / 079376 / 079377 / 079378 / 079379 / 07781	International Band 0 (see page 17)

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0087 and 0088* (Satellite phones)	Up to £7.66 per min
076 – Pager	£1.22 per call plus 85.8p per minute
Personal numbering (070) – Band 1	30.6p per min
Personal numbering (070) – Band 2	£1.04 per min
Personal numbering (070) – Band 3	£1.22 per call plus 85.8p per min**
Premium Rate (09, 091, 098) – (check Three.co.uk/nts for specific numbers)	45p per minute Access Charge (1 minute minimum charge) plus the Service Charge
Text relay (18000,18001)	Out of allowance

All prices include VAT. *Satellite calls e.g. Inmarsat, excluding International Calls. **Both charges from the start of the call

How much does it cost for calls to Satellite phones?

Calls to satellite numbers cost the same per minute regardless of where in the world you are when making the call (whether from the UK or abroad) or where the satellite phone is physically located. They normally start with the number prefix 0087 or 0088 and cost up to £7.66 per minute.

How much does it cost for Directory Services?

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

The table here only shows a fraction of the directory services available (which is changing frequently) – go to Three.co.uk/nts for the latest details.

Calls made to numbers starting 118 will be split into two elements: an Access Charge (set by us, at 45p per minute, with a 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	45p per minute Access Charge (1 minute minimum charge) + £1.50 to connect + (after the first minute) per Service Charge of £1.50 per minute.
International 118313 – multi-search	45p per minute Access Charge (1 minute minimum charge) + £4.45 to connect + (after the first minute) per Service Charge of £2.57 per minute.
Directory services for people with disabilities – 195 – multi-search	**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.

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International roaming, including Feel At Home Using your phone abroad

As an Advanced Plan customer, international roaming is switched on automatically on your account, so you can use your phone abroad, including in Feel At Home destinations straight away.

The good news is that international roaming is not subject to additional charges if you're using your phone to contact a UK number (starting 01, 02, 03 or a standard UK mobile) from a Feel At Home destination (see page 18). However, in destinations not covered by Feel At Home, additional costs will be incurred. How much these are, depend on where you are, and where the person you're contacting is.

To help you manage your roaming costs when you're travelling, we'll text you information about call charges and roaming rates for each country you visit.

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.

Did you know:

- We've also set up a worldwide data roaming limit of £39 per month to stop you spending too much. If you'd prefer, you can have this limit removed by contacting Three Customer Services.
- Calls made when you're in a non-EU country are normally charged per minute.
- Calls received when you're in a non-EU country normally have a one-minute minimum charge and are then charged by the second.
- When you're roaming in the EU, the minimum charge for a call is for 30 seconds, after which calls are charged by the second.
- Calls received in the EU are charged by the second with no minimum initial charges – unless you're in an EU-Feel At Home destination, in which case it's free to receive a call.

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

Feel At Home Band 1	Feel At Home Band 2	Band 0 (EU and selected other countries)	Band 0A (EU and selected other countries – non-VAT)	Band 1	Band 2	Band 3	Band 4
Austria Belgium Bulgaria Croatia Cyprus Czech Republic Denmark Estonia Finland France Germany Greece Hungary Ireland Isle of Man Italy (inc. Vatican City) Latvia Lithuania Luxembourg Malta Netherlands Poland Portugal (including The Azores and Madeira) Romania Slovakia Slovenia Spain Sweden	Australia Gibraltar Guernsey Hong Kong Iceland Indonesia Israel Jersey Liechtenstein Macau New Zealand Norway Sri Lanka Switzerland USA (United States of America)	Monaco	French Guiana Guadeloupe Martinique Réunion San Marino	Andorra Bosnia and Herzegovina, Canada Macedonia Montenegro North Cyprus South Africa Turkey	Rest of the world (that is, not within Feel At Home Bands 1 and 2 or 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, Airplane and Maritime Networks

See page 21 for international data roaming bands and charges.

Use your Advanced Plan abroad at no extra cost with Feel At Home.

Because on our Advanced Plans your allowances of voice, text and data units can be used in the UK and in Feel At Home destinations, you can call and text back to the UK and get online without paying a penny more. No worries. Where and when you use your allowance is up to you.

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

As a reminder, Feel At Home 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):

Feel At Home Band 1	Feel At Home Band 2
Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Isle of Man, Italy (inc. Vatican City), Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal (including The Azores and Madeira), Romania, Slovakia, Slovenia, Spain, Sweden	Australia, Gibraltar, Guernsey, Hong Kong, Iceland, Indonesia, Israel, Jersey, Liechtenstein, Macau, New Zealand, Norway, Sri Lanka, Switzerland, USA (United States of America)

Out of allowance charges when in a Feel At Home destination

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

		Where are you calling or messaging?		
		Back to the UK & to selected European countries*	To any other country	Cost to Receive
Where are you calling, texting or getting online?	**Call charges (per minute)**			
	Feel At Home Band 1	3.9p	£1.40	Free
	Feel At Home Band 2	3.3p	£1.40	Free
	SMS charges (per message)			
	Feel At Home Band 1	1.6p	1.6p	Free
	Feel At Home Band 2	1.3p	1.3p	Free
	Internet data (per MB)			
	Feel At Home Band 1	3.9p		N/A
	Feel At Home Band 2	3.3p		N/A

*The selected European countries are: Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and the UK.

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Photo messages, video messages and and calls to non-geographic numbers (starting 084, 087, 09 or 118 if dialled from the UK) don't form part of your allowance, therefore the following charges will apply when in a Feel At Home destination (regardless of which country you are calling or messaging):

	Cost to make call / send message	Received
Photo message (per message)	40p	Free
Video message (per message)	40p	Free
Video call (per minute)	Up to £2.04 (to any number)	Up to £1.53
Non-geographic calls (to numbers starting +4484, +4487, +449, +44118) (per minute)	Up to £1.40	N/A

Prices quoted above include VAT, where applicable.
Calls, texts and data used outside of the EU are not subject to VAT, except Monaco and Isle of Man.
Check Three.co.uk/feelathome for more information and the latest on which destinations are included.

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

- All of our Advanced Plans include a set of allowances, made up of a specified number of units. You can use a portion of these allowances in our Feel At Home destinations each month. For example, with All-you-can-eat data, you can use up to 12GB each month to get online; with All-you-can-eat texts you can send up to 5,000 texts back to the UK each month from a Feel At Home destination; and if you have 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. If you exceed your 12GB monthly data allowance, your data usage may be blocked in our Feel At Home destinations until your next billing period. If you exceed any of these allowances for any 2 months within a rolling 12-month period we have the right to suspend international roaming on your account, meaning you will no longer be able to use your device or allowance abroad. Of course, we will let you know in advance if this is likely to happen.
- Feel At Home is intended for our UK customers who are visiting one of the destinations for short periods, like holidays or business trips. It isn't designed for people who live abroad or stay for extended periods. If you roam exclusively in a Feel At Home destination for any 2 complete months in a rolling 12-month period, we may suspend international roaming on your account, meaning you will no longer be able to use your phone or device abroad. Of course, we will let you know in advance if this is likely to happen. If you spend a full month abroad but some of that time is spent in a destination that isn't included in Feel At Home, the restriction won't apply.
- You can't use your phone as a personal hotspot in a Feel At Home destination.
- You can stream and connect to VPNs, but you will find this is slower and the quality will not be as good as in the UK.
- We restrict the use of your data allowance for file-sharing (like peer to peer download services) or using certain sites to download or share large files.

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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	3.9p	£1.40	0.9p
Band 0A	3.3p	£1.40	0.8p
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 Feel At Home destinations – please see page 18 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	1.6p	Free
Band 0A	1.3p	
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	

If you're in the UK and want to call or text local numbers in Feel At Home destinations, these are charged:

Where are you calling or messaging?	Call cost (per minute)	Cost (per message)
UK to Indonesia, Israel, Macau and Sri Lanka	£1.02	25.2p
UK to Australia, Hong Kong, New Zealand and the USA	56.2p	25.2p
UK to Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Isle of Man, Italy (inc. Vatican City), Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal (including The Azores and Madeira), Romania, Slovakia, Slovenia, Spain, Sweden	46p	25.2p

Please note: Three reserves the right to suspend Feel At Home if we reasonably believe that you are using VPN to access illegal or improper content or are in contravention of our use requirements set out in our Terms and Conditions of use for Three Services. We reserve the right to extend, withdraw or modify the terms of Feel At Home and / or the destinations of service included at any time.

See Three.co.uk/feelathomeinformation for full details on how this service works and additional details that may be of interest.

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What about destinations not covered by Feel At Home – how much will it cost to use my phone there?

It's important to remember that the allowances included in your Advanced Plan 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 are located. The relevant international costs to call or text outside of our Feel At Home destinations are listed below.

The cost of data use abroad (when not in a Feel At Home destination) is set out below (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.

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 Feel At Home 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

Band	Countries	Cost per MB
Data Band 1 (EU & selected European countries)	Monaco	3.9p
Data Band 1a (EU & selected European countries Non-VAT)	French Guiana, Guadeloupe, Martinique, Réunion, San Marino, French West Indies.	3.3p
Data Band 2	Benin, Botswana, Cyprus (North), India, Ivory Coast, Japan, Panama, Philippines, Puerto Rico, South Africa, Taiwan, Thailand, Turkey, Yemen.	£3
Data Band 3	Rest of the World excluding Feel At Home destinations – see page 18. Maritime Networks (Ships, Ferries, Cruise Liners), Airlines.	£6

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

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Calling & texting abroad from the UK

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 fall 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.

Voice calls made from the UK to an international destination

Where are you calling?	Cost (per minute)
Feel At Home Band 1 or 2	See page 18
Band 0	46p
Band 0A	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

If you're calling abroad regularly, don't forget to check out our Add International Saver on page 12.

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 (excluding SMS to shortcodes - see page 9)	25.2p	Free
Photo message	40p	Free
Video message	40p	Free
Video call	£1.50	Free

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We charge you for a range of other activities.

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

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

About your Advanced plan allowance.

Your Advanced Plan includes a monthly allowance of voice units, text units and data units that convert automatically on use within the UK and in our Feel At Home destinations into voice calls (to standard UK landlines starting 01, 02, 03, and UK mobiles), text messages sent to a standard UK mobile number or data use. 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 whatever type of units) is used up, prices for use outside of your allowance for additional calls or messages are shown on page 8. If your inclusive allowance of voice units runs out during a call, we will charge you for the remainder of the call at the charges published in this guide.

How can I use my voice Units?

- Inclusive voice units in any packages or Add-ons are for voice calls made either within the UK or while in a Feel At Home destination to any other standard UK mobile (beginning 07 but excluding certain non-standard numbers – see page 14 for details), UK landlines (beginning 01, 02 and 03) and voicemail (retrieved by calling 123 from your mobile in the UK).

How can I use my text Units?

- Inclusive text units are for SMS texts sent within the UK or a Feel At Home destination to a UK standard mobile (beginning 07 but excluding certain non-standard numbers – see page 14 for details). You cannot use your inclusive text units to send SMS shortcode messages - see page 9 for details regarding these.
- Text units within a monthly allowance cannot be converted into: text messages sent from the UK or a Feel At Home destination to a non-UK standard mobile number; messages sent while abroad in a non-Feel At Home destination; text messages received in non-Feel At Home destinations; photo and / or video messages; or alerts received as part of Three's Alerts services. These services are also excluded from any Add-on allowances for messages.

How can I use my data Units?

- The inclusive data units in your package or Add-on can be used to connect to the Internet on your phone whether in the UK or a Feel At Home destination, unless you've chosen an Add-on that specifically states it is for UK use only.

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- You can also use your data units to set up a personal hotspot if you want to connect more than one device to the Internet at once, when in the UK. You can use any or all of your allowance for this purpose, except if you have All-you-can-eat data, in which case (depending on when your contract started and which plan you're on) you can use up to the following number of data units each month to create a personal hotspot:

SIM Only Contract - Start Date	Data Units
15 July 2014 – 4 August 2015	4,096 (converts on use to 4GB)
5 August 2015 – 17 November 2015	8,192 (converts on use to 8GB) *
18 November 2015 – 30 March 2016	12,288 (converts on use to 12GB)
31 March 2016 onwards	30,720 (converts on use to 30GB)
Contract Handset Packages - Start Date	**Data Units**
18 March 2014 – 28 April 2015	2,048 (converts on use to 2GB)
29 April 2015 – 2 July 2015	4,096 (converts on use to 4GB)
3 July 2015 – 6 September 2015	8,192 (converts on use to 8GB)
7 September 2015 – 30 March 2016	12,288 (converts on use to 12GB)
31 March 2016 onwards	30,720 (converts on use to 30GB)

*Except if you signed up to our All-you-can-eat data, 200 minutes SIM plan between these dates, in which case you can use up to 4,096 Data Units (converts on use to 4GB) each month as a Personal Hotspot.

What else can't I use my allowances for?

- International calls and messages;
- Calls and messages made and received while abroad to non-UK numbers;
- Premium rate calls and messages (including SMS shortcode messages);
- Reverse charge and messages;
- Message alert services;
- Directory service calls;
- Non-geographic numbers (starting 087, 084) and special numbers (e.g. 090, 070).

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

All-you-can-eat data.

If you have All-you-can-eat data units as part of your package or with an Add-on, there are no hidden 'fair use policies' within the UK. If you're in a Feel At Home destination, you can use up to 12,288 data units (which converts into 12GB of data) each month. All-you-can-eat data units should give you all the access to the Internet you would normally need, without worrying about hefty bills. It's worth noting that even if you used your phone for every minute of every day you'd only use, subject to TrafficSense™, around 1,000GB each month. That's why we've set a usage cap at 1,000GB, in order to identify commercial use of the service, for example, which is not permitted under the Terms for Three Services.

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All-you-can-eat texts and minutes.

There's no hidden 'fair use policies' with our All-you-can-eat text units or voice units allowances either when in the UK – we just ask that you use this allowance in accordance with our Terms for Three Services – that is, for personal use only, and not for any illegal, commercial or improper purposes. In addition to these All-you-can-eat UK allowances, you also get 5,000 text units and 3,000 voice units to use respectively each month, when in a Feel At Home destination.

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

Yes – you'll see a breakdown of the exact cost of the units included within your package's allowances on page 2 of your monthly bill in the 'Answering your questions' section titled 'About your allowance's unit costs' – we believe this helps you understand the value you're getting from your package. The number of units each package is comprised of is also set out on pages 5-6 of this Price Guide.

1 data unit = 1MB of data
1 voice unit = 1 minute of a call
1 text unit = 1 SMS text message

For example the unit costs for the SIM 1GB Data 600 Minutes – 12-month plan are as follows: 0.0183p per minute, 0.0022p per text, 0.0107 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 unit costs for Add-ons in the table below.

Add-on unit costs.

Add-on name	Per Unit Cost (pence)
Add 250MB	1p
Add 500MB	1p
Add 1GB	0.49p
Add 2GB	0.24p
Add 4GB	0.12p
Add 18GB	0.03p
Add All-you-can-eat data	0.02p (based on 25GB of usage)
Add Landline 1000	0.50p
Add 1GB Personal Hotspot	0.49p
Add 3GB Personal Hotspot	0.28p
Add 6GB Personal Hotspot	0.13p
Add International Saver	0.51p

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

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

Generally no – you can only use your Advanced Plan SIM in a mobile phone, not other devices (e.g. a dongle, mobile Wi-Fi device, laptop, or tablet). The only exception to this is if you've received your SIM as part of a package that include a specific device, such as wearable technology including the Dial.

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 23). 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?

Can I set up a Call Return?

Yes – you can return a call directly to someone who has left you a message by simply keying # at the end of their message. This is called Call Return (returning a call directly from the voicemail service).

When using Call Return, calls are charged at your standard price plan rates or from any inclusive allocation, as though you had made the call directly. Call returns will be shown separately on your bill.

Call return from voicemail may not be made to certain numbers such as international and premium rate numbers. Any call-barring restrictions you have will also apply. You can only return one call directly from the voicemail service. As soon as you finish the call you will be disconnected and will have to redial into voicemail if you wish to continue listening to your voicemail.

If you divert your incoming calls to another number, we'll charge you for each redirected call. The cost of the redirected call depends on the type of number.

Charging / billing.

- All calls (except calls to short code, premium rate numbers and EU roaming calls) are treated as a minimum of one minute. Calls of more than one minute are treated as lasting for their actual duration, with fractions of a second being rounded to the nearest second (this does not apply to some roaming calls, calls to Service Numbers and Special Calls).
- This applies whether voice units are being converted into voice minutes or whether calls are being billed separately.
- Calls to Service Numbers (starting 084, 087, 09 and 118) are charged differently from other numbers. The Access Charge element of these calls will be treated as a minimum of one minute. If your call lasts less than one minute, your Access Charge will be rounded up to a duration of one minute. For calls of more than one minute, the Access Charge element is treated as lasting for its actual duration, with fractions of a second being rounded to nearest second. The Service Charge element is set by the company you're calling, and may comprise (1) a price per minute Service Charge; (2) a price per call Service Charge; (3) a price per call Service Charge plus a price per minute Service Charge (which runs from the start of your call); and (4) a price per call Service Charge plus a price per minute Service Charge (which runs from 60 seconds after the call starts). If the Service Charge includes a price per minute Service Charge, this will be treated as lasting its actual duration (except if the first 60 seconds have been excluded), with fractions of a second being rounded to the nearest second. For example, if you make a call to a service number, where the Service Charge is 10p per minute, which is simply charged at a price per minute rate, and your call lasts 30 seconds, you'll be charged a total of 50p for this call, as the Access Charge element will be rounded up to a duration of one minute at 45p plus 5p for the 30 seconds of call time for the Service Charge element.
- Each individual charge on your bill is shown with VAT included (where relevant), and is rounded up or down to the nearest tenth of a penny to make it easier to read. This rounding process means that the total charges you see on our bill summary page may not always be identical to the 'Total due by' charge you see on the front page of your bill. Don't worry, this is normal and you're not being overcharged or undercharged. The actual amount you need to pay is the one shown on your bill's front page, next to 'Total due by'.

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.

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 recurring charge or Add-on charge for a full month's allowance. The exception to this is if you purchase one of our Add Personal Hotspot Add-ons, the first month of which will not be pro-rated. You will simply receive the full monthly allowance and be charged the full amount for that Add-on in the first month of purchase.

Advanced Plan Benefits
Our Advanced Plans
Our SIM Only Advanced Plans
Three's preferred payment method
Outside your Allowance
Additional Services
Add-ons & Changing your Price Plan
Charges to special numbers & directory services
International roaming, including Feel At Home Using your phone abroad
Calling & texting abroad from the UK
Charges for other services
Key things to note

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.

Three Customer Services Hutchison 3G UK Ltd, PO Box 333, Glasgow G2 9AG

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