

Price Guide.

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

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

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The provision of any products and services by Hutchison 3G UK Limited is subject to Three's customer terms (available at three.co.uk).

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, this publication will take precedence.

UE64103 – Original price guide – effective 15 June 2017.



Three.co.uk



Three.co.uk

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

Three = great value

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

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Our Pay Monthly Packages.

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

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

The One Plan.

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

Package ^{1,2,3,12}	Phones	UK voice minutes	UK text messages	Three to Three minutes	Internet	Minimum Term	Price per month ¹⁸
The One Plan	Choose from variety of phones.	2000	5000	5000	All-you-can-eat data	24 months	From £23
The One Plan – SIM 1 month	N/A	2000	5000	5000	All-you-can-eat data	1 month	£23
The One Plan – SIM 12 months	N/A	2000	5000	5000	All-you-can-eat data	12 months	£20

Outside your allowance.

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

Per minute/ message	Package	Three UK Mobiles	UK mobiles	UK Landline
Voice, fax calls	The One Plan	10p	25p	25p
Text messages	The One Plan	10p	10p	
Video calls	The One Plan	51.1p	51.1p	
Video message	The One Plan	40p	40p	
Picture messages	The One Plan	40p	40p	

Essential Internet packages.

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

Package ^{1,2,3,12}	Phones	UK voice minutes	UK text messages	Internet	Minimum Term	Price per month ¹⁸
Essential Internet 50	Choose from a variety of phones.	50	500	250MB	24 months	From £13
Essential Internet 100		100	5000	250MB	24 months	From £12
Essential Internet 300		300	5000	250MB	24 months	From £15
Essential Internet 500		500	5000	250MB	24 months	From £17

Ultimate Internet with All-you-can-eat data.

Package ^{1,2,3,12}	Phones	UK voice minutes	UK text messages	Internet	Minimum Term	Price per month ¹⁸
Ultimate Internet 100	Choose from variety of phones.	100	5000	All-you-can-eat data*	24 months	From £15
Ultimate Internet 300		300	5000	All-you-can-eat data*	24 months	From £18
Ultimate Internet 500		500	5000	All-you-can-eat data*	24 months	From £20
Ultimate Internet 1000		1000	5000	All-you-can-eat data*	24 months	From £25

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

Outside your allowance.

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

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

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

SIM Zero – How it works.

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

Per minute/message	Price Plan	Three UK mobiles	UK mobiles	UK landline
Voice and fax calls ¹²	SIM Zero	20.4p	20.4p	20.4p
Text message ³	SIM Zero	10.2p	10.2p	
Video calls ¹²	SIM Zero	51.1p	51.1p	
Video message ³	SIM Zero	40p	40p	
Photo message ³	SIM Zero	40p	40p	
Mobile Internet	SIM Zero	30.6p per MB		

*One month notice required to terminate.

SIM Plans – How it works.

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

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

Package ^{1,2,3,12}	Essential SIM 200 1 month	Essential SIM 600 1 month	Ultimate SIM 200 1 month	Essential SIM 200 12 months	Essential SIM 600 12 months	The One Plan SIM Only 1 month	The One Plan SIM Only 12 months
Monthly charge ¹⁸	£9.90	£12.90	£12.90	£6.90	£9.90	£23	£20
UK Voice minutes	200	600	200	200	600	2000	2000
UK Text messages	5000	5000	5000	5000	5000	5000	5000
UK Three to Three voice minutes						5000	5000
Mobile Internet	500MB	1GB	All-you-can-eat data	500MB	1GB	All-you-can-eat data	All-you-can-eat data
Minimum Term	1 month	1 month	1 month	12 months	12 months	1 month	12 months

Outside your allowance.

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

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

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

Pay Monthly Add-ons^{6,7,12}

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

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

Mobile Internet Add-ons		Allowance	Price per month	Additional MB Cost
	Add Tethering	1GB	£5	N/A
	Add 1GB Personal Hotspot [†]	1GB	£5	N/A
	Add 3GB Personal Hotspot [†]	3GB	£7	N/A
	Add 6GB Personal Hotspot [†]	6GB	£8	N/A
	Add All-you-can-eat [†]	All-you-can-eat data for 30 days	£5	N/A
	Add 250 MB	250MB	£2	N/A
	Add Internet 10 [*]	10MB	£2.56	Price plan dependent
	Add Broadband Lite [*]	1GB	£10.21	10.2p
	Add Broadband Plus [*]	3GB	£15.32	10.2p
Add Internet and Email ^{**}	2GB	£5.11	Price plan dependent	
Add Internet Max ^{**}	2GB	£5.11	Price plan dependent	
All-you-can-eat	All-you-can-eat data for 24 months	£3	N/A	

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

Mobile Internet Add-ons not available with All-you-can-eat data packages. Not available with The One Plan SIM Only (1/12-months). Add Tethering and Add Personal Hotspot Add-ons are for use in the UK only and cannot be used as part of Feel At Home.

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

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

Add International Saver¹³

3000 voice minutes to landlines and mobiles to China, Hong Kong, Puerto Rico, Singapore and Thailand; and to landlines in Australia, Austria, Belgium, Denmark, France, Germany, Ireland, Italy, Japan, Korea (Republic of), Luxembourg, Malaysia, Netherlands, New Zealand, Norway, Poland, Portugal, Spain, Sweden, Switzerland, Taiwan and Thailand. For just £15.32 a month it can be used any time, any day. 388 prefix must be dialled before country code.

Add Landlines

2000 voice minutes for all calls made from the UK to any standard UK landline (01, 02, 03) for £10.21 a month.
Calls to Isle of Man and Channel Islands numbers are excluded.

Add Landline 1000

1000 voice minutes for all calls made from the UK to any standard UK landline (01, 02, 03) for £5 a month.
Calls to Isle of Man and Channel Islands numbers are excluded.

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

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

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

Surf the web with Mobile Broadband.

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

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

Mobile Broadband SIM Only⁵.

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

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

Pay As You Go Broadband Add-ons⁶.

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

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

Business plans.

Package ^{1,2,3,12}	Business 600	Business 900	Business Flat Rate
Monthly charge ¹	£25.53	£34.04	£11
Inclusive UK Voice Minutes ¹	750	1125	0
Inclusive UK text Messages ^{1,3}	100	150	0
Three to Three Minutes ¹	2000	2000	2000
Minimum Term	12/18/24 months	12/18/24 months	12/18/24 months
Additional discount	18 months contract discount – 10% off monthly access charges 24 months contract discount – 25% off monthly access charges		

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

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

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

Business packages for teams.

Business Share¹¹.

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

Package ^{1,2,3,12}	Business Share 1000	Business Share 2000	Business Share 3000	Business Share 4000	Business Broadband Share
Maximum number of handsets	3	5	7	10	Min 2-5 modems
Access charge	£34	£74	£114	£154	£5
Monthly sharer member fee, for each handset / Mobile Broadband	£15	£15	£15	£15	£15
Total inclusive choice flexible allowance to share	Up to 1000 UK minutes or up to 2000 UK texts or any mix of the two	Up to 2000 UK minutes or up to 4000 UK texts or any mix of the two	Up to 3000 UK minutes or up to 6000 UK texts or any mix of the two	Up to 4000 UK minutes or up to 8000 UK texts or any mix of the two	10GB
Inclusive data plus unlimited email on Three.	Fair use policy 1GB on handsets. Fair use policy 3GB on Mobile Broadband	Fair use policy 1GB on handsets. Fair use policy 3GB on Mobile Broadband	Fair use policy 1GB on handsets. Fair use policy 3GB on Mobile Broadband	Fair use policy 1GB on handsets. Fair use policy 3GB on Mobile Broadband	
Three to Three UK calls	Free	Free	Free	Free	Free
Minimum Term (per member)	12/18/24 months	12/18/24 months	12/18/24 months	12/18/24 months	12/18/24 months
Additional discounts	18 months contract discount – 10% off monthly sharer member fee 24 months contract discount – 25% off monthly sharer member fee				

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

Business.

Outside your allowance.

Per minute/ Per message	Price Plan	Three UK mobile	UK mobiles	UK landlines
Voice and fax calls	Business Share plans	Free	16p	16p
Data (Mobile Internet)	Business Share plans	Free		
Video calls ¹²	Business Share plans	42.6p	42.6p	
Text ⁹	Business Share plans	8p	8p	
Video message ³	Business Share plans	40p	40p	
Photo message ³	Business Share plans	40p	40p	

Surf the web with Mobile Broadband.

Broadband Casual, Lite, Plus, Max, 5GB and 15GB⁵

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

Package ^{1,2,3,12}	Broadband Max	Broadband 15GB 2009	Broadband 15GB 2009	Business Broadband Share
Monthly charges	£21.66	£13.32	£17.49	£35 [†]
Inclusive Data ¹	7GB	15GB	15GB	10GB
Out of Bundle charge per MB	8.5p	8.5p	8.5p	Free
Minimum Term	12 months	24 months	18 months	12/18/24 months

Prices for business shown excluding VAT. VAT is payable in addition at the current rate. See page 29 for footnotes.
[†]Based on minimum 2 users (£5 monthly charge + £15 per sharer). Refer to page 12 for more details.

Business Add-ons.

Internet on your mobile and unlimited email on Three.

Add-on ⁶	Price	Allowance	Additional MB Cost
Add Internet Max ^{**}	£4.26	2GB [†]	£1.70 [†]
Add Internet Max (Contract Term) ^{**}	£4.26		£1.70 [†]
Add Broadband Lite (Contract Term)	£8.51	1GB	8.5p
Add Broadband Max (Contract Term)	£12.77	3GB	8.5p

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

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

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

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

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

Compatible with POP/IMAP mailboxes.
 Up to 10 email accounts – use both your work and personal accounts.
 Available on selected tariffs.
 Emails are encrypted giving you peace of mind.
 Synchronise contacts, calendar and email.
 Works abroad (roaming charges apply).

Video minutes.

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

Prices for business shown excluding VAT. VAT is payable in addition to the current rate. See page 29 for footnotes.
 Available to all business customers, except for Broadband Lite, Broadband Plus & Broadband Max.

[†] Price plan dependent. All business plans, except Business Sharer plans are £1.70 ex VAT per MB. Business Sharer is free.

Talk & Text.

Add-on ^{1,2,3,6}	Price	Allowance
Add Voice 250 (Contract term)	£10	250 UK minutes
Add Voice 500 (Contract term)	£20	500 UK minutes
Add Voice 1000 (Contract term)	£40	1000 UK minutes
Add Landline (Contract Term)	£8.51	2000 UK minutes
Add Text 1000 (Contract Term)	£4.26	1000 UK texts

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

Add-on ^{6,15}	Price	Allowance	Minimum Term
Add Text with Laptop 100	£8.51	100 text	18/24 months
Add Text with Laptop 150	£12.77	150 text	18/24 months
Add Text with Laptop 200	£17.02	200 text	18/24 months
Add Text with Laptop 250	£21.27	250 text	18/24 months
Add Text with Laptop 300	£25.53	300 text	18/24 months
Add Text with Laptop 350	£29.78	350 text	18/24 months

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

Pay As You Go on Three.

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

Charges for calls, fax and messages.

Per minute/ message ^{3,12}	Three UK Mobiles	UK mobiles	UK Landline
Voice, fax calls	3p	3p	3p
Voicemail	3p		
Text messages	2p	2p	
Video calls	52p	52p	
Video message	40p	40p	
Picture messages	40p	40p	
Mobile Internet	1p per MB		

All prices include VAT where applicable (calls outside the EU are not subject to UK VAT except Monaco and Isle of Man). See page 29 for footnotes.

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

£10

£15

£20

£25

£30

£40

£50

Add what you need⁶.

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

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

	Choose from	Includes	Price
All in One	All in One 10	3000 texts 100 minutes 1GB data	£10
	All in One 20	3000 texts 300 minutes 12GB	£20
	All in One 25	3000 texts 500 minutes All-you-can-eat data	£25
Text	3000 Texts	3000 texts	£5
Three-to-Three minutes	3000 Three-to-Three	3000 Three-to-Three	£5
Mobile Web Access	500MB	500MB	£5
	Internet Daily	120MB	50p
BlackBerry® Add-ons	BlackBerry® Add-on	Access to BlackBerry Messenger (BBM), App World, email and Internet access on your BlackBerry®.	£5 every 30 days

International charges¹⁷

Most Pay Monthly customers, including SIM Only customers, and Pay As You Go customers will automatically have international roaming enabled on their account. If you joined us before 22 July 2010 and haven't roamed abroad since, you will need to contact us by calling Three Customer Services (before leaving the UK), so we can activate international roaming for you. If you need to contact Three Customer Services while abroad call +447782333333 (this call will be charged at your standard roaming rates). Calls made from abroad to your voicemail will also be charged at standard roaming rates.

Please visit three.co.uk/roaming to see which countries you can roam in and the cost.

Calls made from the UK to anywhere outside the UK normally have a one minute minimum charge and are then charged by the second¹². When in an EU destination, the minimum charge for making a call is 30 seconds, after which calls are charged by the second. Calls received in an EU destination are charged by the second with no minimum initial charges. When in a non-EU destination, the cost for making a call is normally charged per minute. Calls received when in a non-EU destination have a one-minute minimum charge and are then charged by the second.

To help you manage your roaming costs, we'll text you information about call charges and roaming rates when you're abroad for each destination worldwide. We've also set up a worldwide data roaming limit of £39 per month (£42 as of 1 July 2017) to stop you spending too much. You will need to contact Three Customer Services if you'd like this limit removed.

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

Feel At Home in Europe	Feel At Home 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, Norway, Poland, Portugal, Réunion, Romania, Saint Barthelemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, The Netherlands, Vatican City	Australia, Brazil, Hong Kong, Indonesia, Israel, Macau, New Zealand, Puerto Rico, Singapore, Sri Lanka, US, Virgin Islands, USA	Monaco	Andorra, Bosnia and Herzegovina, Canada, North Cyprus, Macedonia, Montenegro, South Africa, Turkey	Rest of the world (that is, not within Feel At Home Bands 1 and 2 or Bands 0, 1, 3 or 4). If you can't see the country you're looking for and want to double check if it falls within Band 2, go to 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

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

Use your phone abroad at no extra cost with Feel At Home¹⁷

Because your allowance of voice, text and data units can be used in the UK and in specified 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.

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	Feel At Home
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, Norway, Poland, Portugal, Réunion, Romania, Saint Barthelemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, The Netherlands, Vatican City	Australia, Brazil, Hong Kong, Indonesia, Israel, Macau, New Zealand, Puerto Rico, Singapore, Sri Lanka, US Virgin Islands, USA

Out of allowance charges when in a Feel At Home destination

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

	Where are you calling or messaging?		
	Back to the UK & to selected European destinations ⁹	To any other country	Cost to Receive
Where are you calling, texting or getting online?	Call charges (per minute)¹²		
	Feel At Home	3p	£1.40
	SMS charges (per message)^{3, 8}		
	Feel At Home	2p	1.6p
Internet data (per MB)			
Feel At Home	1p	N/A	N/A

⁹The selected European destinations are: Aland Islands, Austria, Azores, Balearic Islands, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Norway, Poland, Portugal, Réunion, Romania, Saint Barthelemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, The Netherlands, Vatican City.

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

	Cost to make call / send message	Received
Photo message (per message) ^{3, 8}	40p	Free
Video message (per message) ^{3, 8}	40p	Free
Video call (per minute) ¹²	Up to £2.04 (to any number)	Up to £1.53

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?

- Most of our plans include a set of allowances made up of a specified number of units which convert automatically on use into minutes, texts and data. You can use a portion of these allowances in our Feel At Home destinations each month. For example, you can use up to 12GB of your data allowance each month to get online (up to 9GB if you're on one of our Pay As You Go plans); with All-you-can-eat texts you can send up to 5,000 SMS texts back to the UK each month from a Feel At Home around the world destination; and if you have 3,000 or more minutes included in your allowance you can talk for up to 3,000 minutes on calls back to the UK each month from our Feel At Home Around the World destinations. There's no limits on how many calls or texts you can make or send either back to the UK or between our Feel At Home in Europe destinations. If you exceed your 12GB or 9GB monthly data allowance, your data usage may be blocked in our Feel At Home Around the World 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. If you use more than 12GB/9GB (depending on plan) of your data allowance in our Feel At Home in Europe destinations you can continue to use your data, but this is subject to a surcharge of up to 0.73p (increasing to a maximum of 0.78p/MB from 1 July 2017).
- You cannot use your phone as a Personal Hotspot (this is also called tethering) in a Feel At Home destination – even if you normally do so in the UK using your data allowance or have a Personal Hotspot allowance or Add-on.
- 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. If you're connecting more than one device via a mobile Wi-Fi device, your streaming experience will be poor. We don't recommend streaming TV programmes and films from a Feel At Home destination.
- 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.
- 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 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 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.
- To ensure all customers can benefit from Feel At Home in Europe with roaming at no extra cost, we also reserve the right to apply a surcharge in case of abusive use. In order to help us detect possible abuse of Feel At Home in Europe, we may monitor your usage and presence. We'll look at the balance of your roaming and domestic (UK) activity over 120 days: if you spend the majority of your time abroad and consume more abroad than at home over the 120 days, we have the right to add a small surcharge to your usage. This surcharge will be capped at a maximum of 0.73p/MB; 3p/min; and 0.9p/SMS. Don't worry – we'll send you an alert 2 weeks before the surcharge is applied, giving you an opportunity to modify your roaming behaviour to avoid being charged.
- Three reserves the right to suspend this service if we reasonably believe that you are using VPN to access illegal or improper content or in contravention of our use requirements set out in our Terms and Conditions of use for Three Services. We reserve the right to extend, withdraw or modify the terms of Feel At Home and/or the destinations of service included at any time. See [Three.co.uk/feelathomeinformation](https://www.three.co.uk/feelathomeinformation) for full details on how this service works and additional details that may be of interest.

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

Where are you calling or messaging? ^{3, 8, 12}	Call cost (per minute)	Cost (per message)
UK to Brazil, Indonesia, Israel, Macau, Puerto Rico, Singapore, Sri Lanka or the US Virgin Islands.	£1.02	25.2p
UK to Australia, Hong Kong, New Zealand, USA.	56.2p	25.2p
Aland Islands, Austria, Azores, Balearic Islands, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Norway, Poland, Portugal, Réunion, Romania, Saint Barthélemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, The Netherlands, Vatican City.	46p	25.2p

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 Pay Monthly Package are for units convertible into calls and texts to standard UK numbers, not international numbers. Our international charges for calling or texting vary depending on (1) where you are and (2) where the person you are calling or texting is located. The relevant international costs to call or text outside of our Feel At Home destinations are located below.

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

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

Making and receiving calls when abroad ¹²

		Where are you calling?		
		Back to the UK & within the same Band (per minute)	Anywhere else in the world (per minute)	How much will it cost to receive a call in these Bands? (per minute)
Where are you calling from?	Band 0	10p	£1.40	0.9p
	Band 1	£1.40	£1.40	99p
	Band 2	£2.00	£2.00	£1.25
	Band 3	£3.00	£3.00	£1.25
	Band 4	£3.00	£3.00	£1.25

Note: The above tables do not include out of allowance roaming charges for Feel At Home destinations – please see page 18 for these.

Sending and receiving texts while abroad ^{3, 8}

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	

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

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

Calling and texting abroad from the UK.

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

Calls made from the UK to anywhere outside the UK normally have a 1 minute minimum charge and are then charged by the second¹².

Voice calls made from the UK to an international number

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

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

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

Visit Three.co.uk/paygint for more information.

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

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

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

Charges from the UK to any country	Cost to send (per message) or make a video call (per minute)	Cost to receive
SMS	25.2p	Free
Photo Message	40p	Free
Video Message	40p	Free
Video Call	£1.532	Free

Calling a satellite number

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

Special calls.

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

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

Calls, Data and Fax to other phone numbers (per minute¹² unless otherwise stated)¹

Number prefix	Price	Included in all price plan/Pay As You Go allowances
116000 / 116006 / 116111 / 116117 / 116123		
Hotline for missing children, Helpline for Victims of Crime, Child Helpline, Non-emergency medical on-call service, Samaritans.	Free	Free
0800, 0808	Free	Free
Calls whilst you're in the UK to 333 (Three Customer Services), 444 / 555 Pay As You Go Top-up/balance enquiry, 999 / 112 – Click here to check the price.	Free	Free
NHS 111	Free	Free
500 – Three Mobile Broadband customer services	On-net Mobile charges apply (see individual price plan for details).	Yes
101 Single non emergency	15p (per call)	No
105 National power emergency	Free	Free
0500 numbers that are not on the THA list, 05 corporate numbers and IP Phones, 082 – Click here to check the price.	All Pay Monthly price plans – 15.3p per minute. Pay As You Go – 10.2p to 15.3p per minute, click here to check the price.	No
084 / 087 – Click here to check the price	45p a minute Access Charge (1 minute minimum charge) plus a Service Charge (set by the company you're calling). The total cost of the call is the Access Charge plus the Service Charge.	No

Number prefix	Price	Included in all price plan/Pay As You Go allowances
Non Standard 07 numbers –		
0740659 / 074060 / 074061 / 074062 / 0740671 – 9 / 074176 / 074181 / 074185 / 074411 / 074414 / 074515 / 075200 / 075201 / 075203 / 075204 / 075205 / 075207 / 075208 / 075209 / 075370 / 075373 / 075375 / 075376 / 075377 / 075378 / 075379 / 075580 / 075581 / 075582 / 075590 / 075591 / 075592 / 075593 / 075594 / 075595 / 075596 / 075597 / 075598 / 075710 / 075718 / 075890 / 075891 / 075892 / 075893 / 075898 / 075899 / 077001 / 077442 / 077443 / 077444 / 077445 / 077446 / 077447 / 077448 / 077449 / 077552 / 077553 / 077554 / 077555 / 078220 / 078221 / 078223 / 078224 / 078225 / 078226 / 078227 / 078229 / 078644 / 078727 / 078730 / 078744 / 078745 / 078920 / 078922 / 078925 / 078930 / 078931 / 078933 / 078938 / 078939 / 079111 / 079112 / 079117 / 079118 / 079245 / 079246 / 079780 / 079781 / 079784 / 079785 / 079786 / 079788 / 079789	Out of allowance UK mobile charges apply (see individual price plans for details).	No
International 07 number prefixes for Isle of Man and Channel Islands (Jersey, Guernsey, Alderney, Herm, Sark):		
074184 / 074520 / 074521 / 074522 / 074523 / 074524 / 075090 / 075091 / 075092 / 075093 / 075094 / 075095 / 075096 / 075097 / 07624 / 077003 / 077007 / 077008 / 07781 / 077977 / 077978 / 077979 / 078297 / 078298 / 078299 / 07839 / 078391 / 078392 / 078397 / 078398 / 079240 / 079241 / 079242 / 079243 / 079244 / 079247 / 079248 / 079370 / 079371 / 079372 / 079373 / 079374 / 079375 / 079376 / 079377 / 079378 / 079379 / 07781	International Band 0	No
0087 and 0088* (Satellite phones)	£7.66 per min	No
076 – Pager	£1.22 per call plus 85.8p per min	No
Personal numbering (070) – Band 1	30.6p per min	No
Personal numbering (070) – Band 2	£1.04p per min	No
Personal numbering (070) – Band 3	£1.22 per call plus 85.8p per min**	No
Premium rate (090, 091, 098) – Bands A, B, C, D and E – click here to check a specific price	Access charge of 45p a minute (1 minute minimum charge) plus a Service Charge (set by the company you're calling). The total cost of the call is the Access Charge plus the Service Charge.	No
Text relay (18000,18001) – Click here to check the price.	Out of allowance	No

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

¹Satellite calls eg Inmarsat, excluding International Calls.

²Both charges from the start of the call, see page 29 for footnotes.

Directory Services.

There are now a host of directory enquiry services available, all of which have different phone numbers and different charges.

The table here does not show the full list of Directory Services available (which is changing frequently) – Click here for current details.

Charges for Three Directory services ¹	Price
National 118333 – multi-search	45p a 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	45p a 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 registered users. If the 195 operator then connects you to a number you've searched for, your call will be charged at the standard rate for your price plan or will come out of any available allowance you have. This includes Pay As You Go Add-ons. Free text message with the number(s) you've requested.

All prices include VAT where applicable (calls outside the EU are not subject to UK VAT except Monaco and Isle of Man). See page 29 for footnotes.

Other Services.

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

Charges for other services	Price
Text delivery report	1.2p per request
Additional copy of invoice	£5.11 per copy
Fully itemised bill	£1.50
Replacement SIM	£5.11
Charge for change of Price Plan	£25 (Up to)
Unlock Fee	£0.00
Change of phone number	£10.21
Cancellation fee ¹⁰	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. With effect from 19 June 2017, the discount applied when calculating the Cancellation Fee will increase to 20% for all customers. We reserve the right to vary the amount of the percentage discount from time to time.
Charge for returning any missing or used accessory	See points to note.
Charge for failed / late payment	£5.11

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

Points to note.

Inclusive allowances.

On our price plans for Pay Monthly customers, and most SIM plans (excluding SIM Zero), you may receive a monthly inclusive allowance which can be used in the UK and our Feel At Home destinations up to the limits set out in this Price Guide or at Three.co.uk/feelathome if your plan comes with an All-you-can eat allowance or a data allowance greater than 12GB for Pay Monthly customers/9GB for Pay As You Go customers. If you do not use up your allowance in that month, you lose the unused portion of your allowance and it does not roll over to the next month. For Pay As You Go customers, Top-ups have no expiry date and Add-ons are valid for 30 days (excludes certain Internet add-ons) from the date and time of activation (but you must remember to activate them within 90 days of date of purchase).

Use your SIM in the device category of your price plan.

You can't put your voice SIM into anything other than a phone (eg dongle, laptop, tablet). For example, if you're on The One Plan you must use your SIM in a mobile handset only, you can't remove it and place it in a Mobile Broadband dongle.

Want to tether?

If you're a Pay As You Go customer, you can use your top-up credit at 1p/MB to create a Personal Hotspot in the UK and our Feel At Home in Europe destinations but you can't use your Add-on's data allowance for this (also known as 'tethering'). If you're on The One Plan contract (handset and SIM) we're happy for you to use your data allowance as a Personal Hotspot in the UK. This means you can connect your phone to other devices via USB or Wi-Fi to connect to the Internet. If you're not on The One Plan, and one of the other plans in this Price Guide, you can get a Mobile Internet Add-on, or a Tethering Add-on. See page 5 for how to get one. If you're in a Feel At Home destination, you won't be able to use your allowance or Tethering Add-on to tether.

Cancellation and unlock fees.

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

Can't find details of your Price Plan?

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

All-you-can-eat data – what is it all about?

All-you-can-eat data provides for worry free Internet use. Even if you used your phone for every minute of every day you could only use, subject to TrafficSense™, around 1000GB each month. A usage cap has been set at a 1000GB in order for example to identify commercial use of the service, which is not permitted under the Terms for Three Services. All-you-can-eat data is part of our Ultimate Internet Plan, The One Plan and our All in One 20 or All in One 25 Add-ons on Pay As You Go. It's also part of some Talk and Text plans. It gives you all the Internet use you need when you're in the UK without the fear of 'bill shock'. With All-you-can-eat data, there are no 'fair use policies' – you can even use up to 12GB a month in our Feel At Home destinations. For international data roaming costs, when not in a Feel At Home destination, please visit the roaming section of our website or page 23 in this Price Guide.

Charges for used, damaged or missing devices or accessories.

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

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

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

Footnotes.

1. If your package includes a set of allowances, it's made up of a number of units which automatically convert into voice minutes, texts or data when you use your device to make a call, send a text or use data. A unit means either one minute of calls, one text or one megabyte of data. To help you understand the value you're getting from your plan, you'll see a breakdown of the exact cost of the units included within your allowances on page 2 of your monthly bill in the 'Answering Your Questions' section titled 'About Your Allowance's Unit Costs'. An example of the unit costs for a tariff such as The One Plan is as follows: 0.7p per minute, 0.08p per text and 0.008p per megabyte. These aren't charges for going over your allowance, these units are included in your plan. They also don't include any one-off reductions, discounts or any 30 day or rolling short-term Add-on allowances – the unit costs for short-term Add-on allowances are shown in the table on page 31. If any of your allowances are All-you-can-eat, for the purposes of calculating a price per unit for you on your bill, we treat them as being units entitling you to either 3000 minutes, 5000 texts or 25GB of data, so that we can show a unit cost. If any of your allowance units can be used for two different things, like minutes and texts, we base the unit costs on you using half of your allowance on each type. For example, if you have 500 allowance units that you can choose to use as either minutes or texts, we base the unit costs on you using 250 texts and 250 minutes. Inclusive voice minutes in any price plans or Add-ons are for voice calls made either from the UK or while in a Feel At Home country to any other standard UK mobile (beginning 07 but excluding certain numbers – see page 25 for details) landline (beginning 01, 02 and 03) and voicemail (retrieved by calling 123 from your mobile in the UK) or for calls to standard landline or mobile numbers made between Feel At Home in Europe destinations. Inclusive texts are texts either sent in the UK or sent while in a Feel At Home country to a UK standard mobile (beginning 07 but excluding certain numbers – see page 25 for details) or to a standard mobile number from a Feel At Home in Europe destination, if sent from the same or another Feel At Home in Europe destination. Inclusive video minutes on video pack with mobile are for video calls made from the UK or in a Feel At Home country to other Three UK mobiles. No rollover of monthly allowance to next month for Pay Monthly customers. Pay-As-You Go Top-up vouchers have no expiry date once activated (vouchers must be activated within 90 days of purchase). Pay As You Go Add-ons are valid for 30 days from date and time of activation, apart from Internet Daily, which lasts for 24 hours from activation, and Internet Weekly, which lasts

for 7 days from activation. After monthly or Top-up allowance is used up, prices for additional use are shown in our service prices tables at the front of this guide (page 11 for Business customers and page 15 for Pay As You Go customers). If your inclusive allowance runs out during a call, we will charge you for the remainder of the call at the charges published in this guide. International calls and messages not covered by Feel At Home, calls and messages made and received whilst abroad in non-Feel At Home destinations, premium rate calls and messages, reverse charge messages not covered by Feel At Home, message alert services and directory service calls, calls to numbers that are not on the THA list, non-geographic numbers (087, 084) and special numbers (eg 090, 070) are excluded from any monthly and Top-up voice and messaging allowances. See pages 25 and 26 for details of these charges. You can return a call directly to someone who has left you a message by simply keying # at the end of their message. This is called Call Return (returning a call directly from the voicemail service). When using Call Return, calls are charged at your standard price plan rates or from any inclusive allocation, as though you had made the call directly. Call Returns will be shown separately on your bill. Call Return from voicemail may not be made to certain numbers such as international and premium rate numbers. Any call-barring restrictions you have will also apply. You can only return one call directly from the voicemail service. As soon as you finish the call you will be disconnected and will have to redial into voicemail if you wish to continue listening to your voicemail. If you divert your incoming calls to another number, we'll charge you for each redirected call. The cost of the redirected call depends on your price plan and type of number.

2. Monthly allowances for photo and video messages (if any) only apply to messages within the UK, except if you are in a Feel At Home country in which case, your monthly allowances for photo and video messages will also apply. Messages sent from the UK to international destinations, messages sent and received whilst abroad, photo and video messages and alerts received as part of Three's Alerts services are excluded from any monthly Top-up and Add-on allowances for messages.

3. Each text/photo/video message can accommodate 160 characters. Some handsets allow for more, these will be divided and sent in numerous messages (depending upon length). Each message will be deducted from your Top-up, Add-on or monthly allowance (if any) or charged at standard rates. When you send messages to

several recipients at the same time you will be charged separately for each recipient. Messages sent to a SMS shortcode (usually 5 or 6 digits in length, starting with a 6, 7 or 8) are a type of Premium Rate Service and will not come out of any inclusive or Add-on allowance. You will need to check the terms of the promoter of the service for the cost to send an SMS short code.

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

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

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

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

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

8. International messaging function is subject to services arrangements with respective networks abroad. Calls and messages to these numbers are excluded from any inclusive allowance on all price plans on Pay Monthly and Pay As You Go except as stated as part of Feel At Home. Premium rate shortcode text messages sent while abroad are

charged at standard roaming SMS charge plus short code charges.

9. Not used.

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

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

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

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

after the call starts). If the Service Charge includes a price per minute Service Charge, this will be treated as lasting its actual duration (except if the first 60 seconds have been excluded), with fractions of a second being rounded to the nearest second. For example, if you make a call to a service number, where the Service Charge is 10p per minute, which is simply charged at a price per minute rate, and your call lasts 30 seconds, you'll be charged a total of 30p for this call, as the Access Charge element will be rounded up to a duration of one minute at 45p plus 5p for the 30 seconds of call time for the Service Charge element.

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

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

First Month pro-rated. Unless otherwise stated, your first month's allowance and charge for your price plan or Add-on will depend on when in the month you join Three or when you decide to select your Add-on. Whenever that is, you can start using your allowance for your price plan or Add-on straight away. We'll work out an appropriate allowance and charge to take you to the end of the first month. After that, you simply pay the standard monthly line rental or Add-on charge for a full month's allowance. The exception to this is if you purchase one of our Add Personal Hotspot Add-ons, the first month of which will not be pro-rated. You will simply receive the full monthly allowance and be charged the full amount for that Add-on in the first month of purchase.

Add-on Unit Costs.

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

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

13. Add International Saver. Inclusive 3000 minutes covers voice calls from the UK to standard landlines and mobiles in Canada, China, Hawaii, Hong Kong, Puerto Rico, Singapore and Thailand.

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

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

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

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

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

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

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

17. Three reserves the right to extend, withdraw or modify the terms of Feel At Home and/or the destinations included at any time. If your plan, or Add-on, allowance comes with a data allowance greater than 12GB (for Pay Monthly customers) or 9GB (for Pay As You Go customers), your data use while abroad in a Feel At Home destination

is limited to 12GB of data. Use over this in our Feel At Home in Europe destinations is subject to a surcharge of up to 0.73p/MB (increasing to a maximum of 0.78p/MB from 1 July 2017) while use over this in our Feel At Home Around the World destinations is not permitted. In addition, customers cannot use their smartphone as a modem to connect other devices such as laptops and tablets – also known as 'tethering', whilst in a Feel At Home destination. Customers may be able to (i) stream; and (ii) connect over a virtual private network (VPN), while in a Feel At Home destination, however, both browsing and streaming may be slower than in the UK, as will peer-to-peer file sharing during peak times. Three reserves the right to suspend this service if we reasonably believe that the customer is using VPN for accessing illegal or improper content or in contravention of our use requirements set out in our terms and conditions.

18. 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.

