Price Guide.

UK's lowest Pay As You Go rates.

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

Basic rates and top-ups.

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

Can't find your details here? If you're on one of our older pay as you go tariffs, you can call us on 333 (free) from your Three phone or 0333 338 1001 from any other phone (standard call rate applies) and we'll be able to give you this information.

Please note: 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.

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

Effective 22 December 2016 UE002

Top-ups.

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

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

There are other ways to top-up:

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

You can find out more on how to top-up at Three.co.uk/topup

Our great basic rates for using your phone.

	Per minute/message/MB
Calls to standard UK landlines (starting 01, 02, 03), UK mobiles (any network) and your Three voicemail	3p
UK SMS Text messages (excluding SMS Short codes)	2p
UK Mobile data	1p
UK Picture messages	40p
UK Video message	40p

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

A few things to remember

- Each text/photo/video message can accommodate up to 160 characters. Some phones allow for more and these will be divided and sent in numerous messages (depending upon length). These will be deducted from any Add-on allowance or charged individually at our standard rates.
- When you send messages to several recipients at the same time you will be charged separately for each recipient.
- Call Return calls (when you return a call directly to someone who has left you a voicemail message by keying # at the end of their message) are charged at your standard rates or deducted from any Add-on allowance, as if you had made the call directly. Any call-barring restrictions you have will also apply.
- You can only return one call directly from the voicemail service. As soon as you finish the call you will be disconnected and will have to redial into voicemail if you wish to continue listening to your voicemail.
- If you divert your incoming calls to another number, we'll charge you for each redirected call. The cost of the redirected call depends on the type of number you're calling.
- We may end any calls that you make that are longer than 2 hours' duration, in order to prevent you from incurring excessive, inadvertent costs. If this does happen, and you wish to continue your call, please simply redial.
- Using Pay As You Go Data to create a personal hotspot (this is also called 'tethering') is not allowed. If you need to do this, we suggest you consider one of our SIM plans instead.

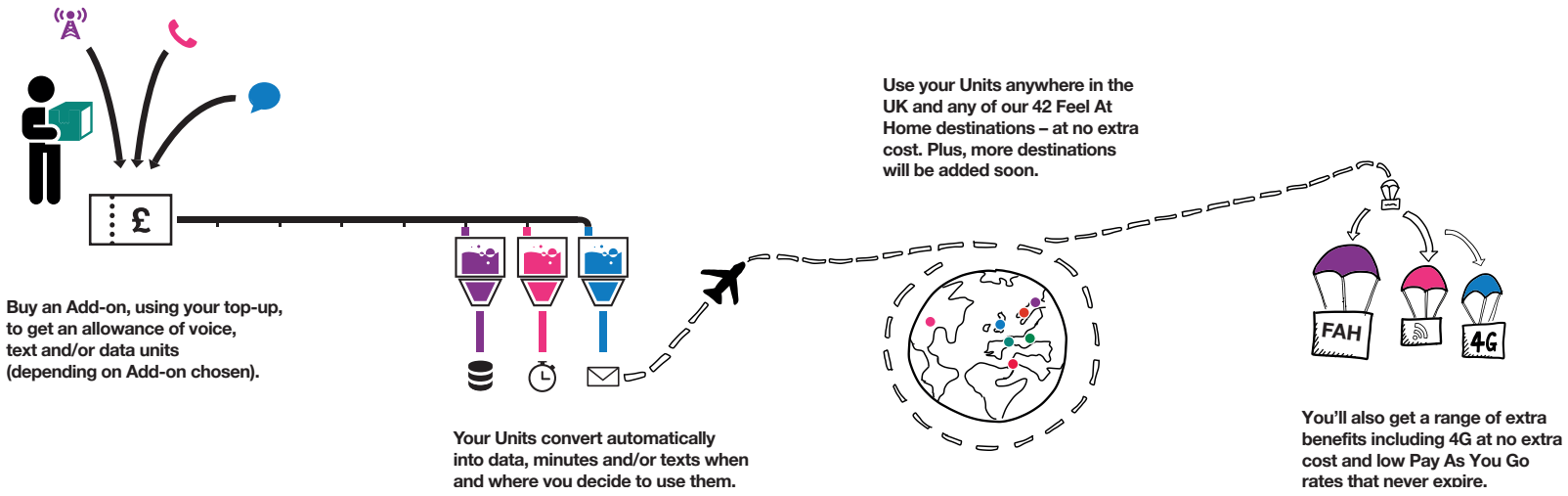
Add-ons.

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

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

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

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



Add-on Name	Choose your Add-on						
	All-in-One 10	All-in-One 20	All-in-One 25	Text 3000	Three-to-Three Minutes	500MB Mobile Internet Pass	Internet Daily Pass
Data Units (each converts on use into 1MB of data)	1,024	12,288	Unlimited in the UK and up to 12,288 units in Feel At Home destinations	–	–	500	120
Voice Units (each converts on use into 1 minute)	100	300	500	–	3000 units which may be used to call other Three mobile numbers	–	–
Text Units (each converts on use into 1 text message)	3,000	3,000	3,000	3,000	–	–	–
Price	£10	£20	£25	£5	£5	£5	£0.50
Duration	30 days	30 days	30 days	30 days	30 days	30 days	24 hours
Use your units in the UK or in Feel At Home destinations.							
If you use all of your units in your Add-on, they convert into the following amounts of data, minutes and texts.	1GB	12GB	All-you-can-eat data and up to 12GB in Feel At Home destinations	–	–	500MB	500MB
	100 mins	300 mins	500 mins	–	3000 Three-Three mins	–	–
	3,000 texts	3,000 texts	3,000 texts	3,000 texts	–	–	–

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

More about our Add-ons

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

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

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

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

- **What calls do Add-ons cover?**
  Your Add-on voice units allowance can be used for calls to standard UK landlines (starting 01, 02, 03), UK mobiles (any network) and your Three voicemail, whether you're in the UK or one of our Feel At Home destinations. But to allow you to make other kinds of calls we suggest you keep your account topped up with some extra credit. These calls could include:
  - All other International calls.
  - Using your phone abroad, while roaming (except in a Feel At Home destination, when you've got an Add-on allowance).
  - Calls to a Special Number, such as 0845/0870 (see page 24 for more information on these).

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

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

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

- **Can I use my Add-on's data allowance to create a personal hotspot?**
  Using data on Pay As You Go to create a personal hotspot (also known as 'tethering') is not allowed. If you need to do this, we suggest you consider one of our SIM plans instead.

- **How do I find out more about converting a top-up to an Add-on?**
  You can find out how to convert a top-up to an Add-on here
  or go to Three.co.uk/support/top-up

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

- All-you-can-eat data (which you can get with our All-in-One 25 Add-on) gives you all the internet use you need when you're in the UK without the fear of 'bill shock' and up to 12GB (12,288 data units) to use in our Feel At Home destinations (converts into 12GB of data).

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

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

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

Using your phone abroad.

Using your phone abroad (also known as ‘international roaming’) is automatically and immediately available to you as a Pay As You Go customer. Here at Three, we don’t think that roaming charges are fair. That’s why we offer our customers Feel At Home, which lets you, as a Pay As You Go customer, use your Add-on allowances of voice, text and/or data units to call and text the UK and use your data without paying more than if using an Add-on in the UK, in 42 destinations around the world, with more to come.

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	Band 0A (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 (inc. The Azores & Madeira), Romania, Slovakia, Slovenia, Spain, Sweden	Australia Channel Islands (inc. Jersey & Guernsey) Gibraltar Hong Kong Iceland Indonesia Israel 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 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, 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 13 for international data roaming bands and charges.

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:

- 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.

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

Simply buy an Add-on with an allowance of voice, texts and/or data units to enjoy Feel At Home in 42 destinations around the world, with more to come.

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

How Feel At Home works.

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

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 if you run out of your Add-on allowance or you don't have an Add-on):

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 (inc. The Azores & Madeira), Romania, Slovakia, Slovenia, Spain, Sweden	Australia, Channel Islands (inc. Jersey & Guernsey), Gibraltar, Hong Kong, Iceland, Indonesia, Israel, 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 Add-on's allowances when in a Feel At Home destination or don't have an Add-on, 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 countries[ø]	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

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

Photo messages, video messages, video calls and calls to non-geographic numbers (e.g. starting +4484, +4487, +449, +44118) 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 £2.042 (to any number)	Up to £1.54
Non-geographic calls (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.

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

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

- As we've said, if you buy an Add-On you can get an allowance of voice, text and/or data units (depending on the Add-On chosen) which you can use in the UK or our Feel At Home destinations. You can use a portion of these allowances in our Feel At Home destinations each month. For example, with All-you-can-eat data, you can use up to 12GB each month to get online; with All-you-can-eat texts you can send up to 5,000 texts back to the UK each month from a Feel At Home destination; and if you have 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.
- You can't use your data allowance to create a personal hotspot (this is also called tethering) in a Feel At Home destination.
- We restrict your ability in a Feel At Home destination to use your data allowance for file-sharing (like peer to peer download services) and using certain sites to download or share large files. This is so that we can manage demand from overseas and ensure that everyone can use the service.
- You should be able to stream and connect to VPNs, but you will find this is slower and the quality will not be as good as in the UK.
- For example, we don't recommend streaming TV programmes and films. If you're connecting more than one device via a mobile Wi-Fi device, your streaming experience will be poorer still.
- Feel At Home is intended for our UK customers who are visiting one of the destinations for short trips, like holidays or business trips. It isn't made for people who live abroad or stay there for an extended period of time. If you use your allowances exclusively in a Feel At Home destination for any 2 complete months in a rolling 12 month period, we may suspend international roaming on your account, meaning you will no longer be able to use your phone or device abroad. Of course, we will let you know in advance if this is likely to happen. If you spend a full month abroad but some of that time is spent in a destination that isn't included in Feel At Home, the restriction won't apply.
- You'll only be charged to call or message someone when they're in a Feel At Home destination if they don't have a UK-number. How much this will cost you is set out below.
- Although not conditional, we advise Three customers to top up their account and buy an Add-on before leaving the UK - this is to ensure that our systems don't inadvertently identify your account as in breach of our fair use policies. Feel at Home is designed for Three customers to enjoy their allowances both at home and in our Feel At Home destinations. As such, use of a SIM card exclusively to receive inbound calls in a specific Feel At Home destination may result in suspension of that SIM card. Our systems are designed to identify this automatically. If you believe that your account may have incorrectly been suspended because of this, please call +44 7782 333 333.

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?	Call cost (per minute)	Cost (per message)
UK to Indonesia, Israel, Macau and Sri Lanka	£1.021	25.2p
UK to Australia, Hong Kong, New Zealand and the USA	56.2p	25.2p
UK to Austria, Belgium, Bulgaria, Channel Islands (inc. Jersey & Guernsey), Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Isle of Man, Italy (inc.Vatican City), Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal (inc. The Azores & Madeira), Republic of Ireland, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland	46p	25.2p

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

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

These are our standard charges for using your phone abroad. Our international charges for calling or texting depend upon where you are and where the number of the person you are calling or texting is located. These tables don't include the charges for using data (internet) abroad – for these, please see page 13.

To see the roaming rates you'll be charged when in a specific country, use the table on page 7 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 (and not in a Feel At Home destination)

		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	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

Sending and receiving texts while abroad (and not in a Feel At Home destination)

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	

Note: The above tables do not include out of allowance roaming charges for Feel At Home destinations – please see page 9 for these.

Internet and data usage abroad.

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

The speed and availability of internet access 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 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.

Help from Three when you're abroad.

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

To find out more about using your phone abroad and for the latest information on which countries you can roam in, and on which networks, visit **Three.co.uk/roaming**

Making international calls and texts from the UK.

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

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

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

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

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

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

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

Our standard rates for making international calls and sending international texts from the UK.

The cost of calling different countries from the UK depends on the Band that country is in (see page 7 to see which band the country you're calling falls within).

Voice calls made from the UK to an international number

Where are you calling?	Cost (per minute)
Feel At Home Band 1 or 2	See page 9
Band 0	46p
Band 0A	46p
Band 1	56.2p (except calls to South Africa, which cost £1.02 per minute)
Band 2	£1.021
Band 3	£1.021
Band 4	Charges vary by country code dialled and/or network

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

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	25.2p	Free
Photo Message	40p	Free
Video Message	40p	Free
Video Call	£1.50	Free

Special charges.

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

If you'd like to know about specific numbers and to check the specific price of any call, please go to Three.co.uk/specialcall

Calls, data and fax to other Special Numbers.

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

Number prefix	Price
■ 116000/116006/116111/116117/116123 ■ Hotline for missing children, Helpline for Victims of Crime, Child Helpline, Non-emergency medical on-call service, Samaritans.	Free
0800 and 0808 numbers	Free
Calls whilst you're in the UK to 333 (Three Customer Services), 444/555 Pay As You Go Top-up/balance enquiry	Free
999/112	Free
NHS111	Free
101 Single non-emergency	15p (per call)
■ 0500 numbers that are not on the Telephone Preference Helpline List ■ 05 corporate numbers and IP Phones, 082	10.2p to 15.3p per minute
084 / 087	Access Charge of 45p a minute (chargeable by the minute) plus a Service Charge (set by the company you're calling). The total cost of call is the Access Charge plus the Service Charge.

Continued on next page.

Number prefix	Price
Non Standard 07 numbers – 0740659 / 074060 / 074061 / 074062 / 074067 / 0740671 – 9 / 074176 / 074181 / 0741821 – 9 / 074185 / 074411 / 074414 / 074515 / 075200 / 075201 / 075203 / 075204 / 075205 / 075207 / 075208 / 075209 / 075370 / 075373 / 075375 / 075376 / 075377 / 075378 / 075379 / 075580 / 075581 / 075582 / 075590 / 075591 / 075592 / 075593 / 075594 / 075595 / 075596 / 075597 / 075598 / 075710 / 075718 / 075890 / 075891 / 075892 / 075893 / 075898 / 075899 / 077001 / 077442 / 077443 / 077444 / 077445 / 077446 / 077447 / 077448 / 077449 / 077552/ 077553 / 077554 / 077555 / 078220 / 078221 / 078223 / 078224 / 078225 / 078226 / 078227 / 078229 / 078644 / 078727 / 078730 / 078744 / 078745 / 078920 / 078922 / 078925 / 078930 / 078931 / 078933 / 078938 / 078939 / 079111 / 079112 / 079117 / 079118 / 079245 / 079246 / 079780 / 079781 / 079784 / 079785 / 079786 / 079788 / 079789	3p per minute
International 07 number prefixes for Isle of Man and Channel Islands (Jersey, Guernsey, Herm, Alderney, Sark): 074184 / 074520 / 074521 / 074522 / 074523 / 074524 / 075090 / 075091 / 075092 / 075093 / 075094 / 075095 / 075096 / 075097 / 07624 / 077003 / 077007 / 077008 / 07781 / 077977 / 077978 / 077979 / 078297 / 078298 / 078299 / 07839 / 078391 / 078392 / 078397 / 078398 / 079240 / 079241 / 079242 / 079243 / 079244/ 079247 / 079248 / 079370 / 079371 / 079372 / 079373 / 079374 / 079375 / 079376 / 079377 / 079378 / 079379 / 07781	46p per minute
0087 and 0088* (Satellite phones)	Up to £7.66
076 – Pager	£1.22 per call plus 85.8p per minute
Personal numbering (070) – Band 1	30.6p per min
Personal numbering (070) – Band 2	£1.04p per min
Personal numbering (070) – Band 3	£1.22 per call plus 85.8p per min**
Premium Rate (090, 091, 098) – Bands A, B, C, D and E. Visit three.co.uk/nts to check the cost of a specific number	Access Charge of 45p a minute (chargeable by the minute) plus a Service Charge (set by the company you're calling). The total cost of call is the Access Charge plus the Service Charge.
Text relay – calls to emergency services using 18000 or 18001 999 or 18001 112 or for non-emergency calls via 18001 101	Free
Text relay call made via the shortcode 18001 to UK standard landlines (starting 01, 02, 03) and UK mobiles (starting 077, 078, 079)	These will come out of any add-on voice allowance or be charged at 3p per minute
Text relay call to international numbers via the shortcode 18001	A 25% discount will be applied to the standard rates set out on pages 11 and 16
Corporate Numbers – 055	10.2p per minute

All prices include VAT.
* Satellite calls e.g. Inmarsat.
** Both charges apply from the start of the call.
Premium rate shortcode text messages sent while abroad are charged at standard roaming SMS charge plus short code charges.

Directory services.

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

Number prefix	Price
National 118333 – multi-search	45p a minute Access Charge (charged by the minute) + £1.50 to connect + (after the first minute) a Service Charge of £1.50 per minute.
International 118313 – multi-search	45p a minute Access Charge (charged by the minute) + £4.45 to connect + (after the first minute) a Service Charge of £2.57 per minute.
Directory services for people with disabilities – 195 – multi-search	**Free to call 195 for Three's registered users.** ■ If the 195 operator then connects you to a number you've searched for, your call will be charged at the standard rate for your price plan or will come out of any available allowance you have. Free text message with the number(s) you've requested

Other services.

	Price
Text delivery report	**1.2p per request**
Change of phone number	**£10.21**
SMS Short codes – mobile text Short codes 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 Short codes are classed as a Premium Rate Service. The cost varies, depending on the promoter's terms and conditions, which should always be checked to find out the exact cost, as this will vary with the promoter and service.**

Charges for used, damaged or missing accessories.

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

Make	Accessory Type	Description	Missing/damaged accessory charge
Apple	Charger	Apple Travel Charger 3 pin	£23
Non-Apple	Charger	Mains Charger	£10
All	Handsfree	Personal Handsfree	£10
Apple	USB Cable	Apple USB Cable	£15
Non-Apple	USB Cable	USB Cable	£10
All	Battery	Battery	£20
All	Memory Card	1GB Micro SD card	£5
All	Memory Card	2GB Micro SD card	£10
All	Memory Card	4GB Micro SD card	£15
All	Memory Card	8GB Micro SD card	£20
Please note. If you return your phone used or damaged under our returns policy, we will charge you a fee based on the particular make and model, this could be as high as £234.			

You can find out more here or go to Three.co.uk/Support/Device_Support/Returns

If you require a replacement SIM, there is a charge of £5.11 for this, unless you order it via Three.co.uk/support/sim-support in which case it will be free.