Home Broadband

Price Guide

Effective from: 12.10.2026

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About this Price Guide

This Price Guide defines the prices of our Home Broadband services, details of which can be found at three.co.uk/store/broadband/home-broadband if you joined or upgraded on Three from 1 October 2021.

This Price Guide is effective from the date of publication. In the event of a difference between this Price Guide and the information published elsewhere, other than the customer terms, this Price Guide will take precedence.

Our customer terms may be found online at three.co.uk/terms-conditions

All prices in this Price Guide Prices include VAT, where applicable.

How to contact us

You can contact Three Customer Services by Live chat (available 24 hours each day), through either our website or our Three UK app.

If you would like a copy of this Price Guide in an alternative format (eg Braille or large print) please contact Three Customer Services or call our Accessibility Services team on 0333 338 1012 between 9am and 6.30pm Monday to Friday.

For more information on Three's accessibility services please see three.co.uk/accessibility.

Three Customer Services

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

Our plans

With our pay monthly plans you're in control. Once you've chosen your hub, you can then choose how much you want to pay upfront and how long your contract will last. Your contract will last a minimum of 1 month, and you'll need to give us 30 days' notice to end this.

4G Hub

Name	Duration	Price	Upfront Cost	Data
Unlimited Home Broadband	1 month	£30	£29	Unlimited
Unlimited Home Broadband	12 month	£27	£29	
Unlimited Home Broadband	24 month	£22	£0	

4G Hub with Alexa

Name	Duration	Price	Upfront Cost	Data
Unlimited Home Broadband	1 month	£30	£29	Unlimited
Unlimited Home Broadband	12 month	£27	£29	
Unlimited Home Broadband	24 month	£22	£0	

5G

Name	Duration	Price	Upfront Cost	Data
Unlimited Home Broadband	12 month	£34	£0	Unlimited
Unlimited Home Broadband	24 month	£29	£0	

SIM Only

Name	Duration	Price	Upfront Cost	Data
Unlimited Home Broadband	1 month	£35	£0	Unlimited
Unlimited Home Broadband	12 month	£27	£0	
Unlimited Home Broadband	24 month	£22	£0	

Unlimited

With Unlimited data as part of your plan there are no hidden caps or limits when using your device within the UK. Unlimited data should give you all the access to the internet you would normally need without worrying about hefty bills, so you can use our service to your heart's content.

Acceptable Use

The Three Home Broadband Service is a domestic service and roaming will not apply. We are supplying you with indoor Equipment for use in your home. Should you roam with your Equipment you will be charged in line with our current Mobile Broadband Price Guide (available at three.co.uk/priceguide). We reserve the right to apply a surcharge and/or suspend your account in line with our fair use policy and in case of abusive use. Our fair use policies apply – see three.co.uk/go-roam

Control your spend

On all our Home Broadband plans featured in this Price Guide you have the ability to control your spend if you're worried about incurring additional costs.

We ask all new and upgrading customers at point of sale if they want to set a spend cap on their monthly bills which applies to all outside of allowance charges in the UK and whilst roaming, including the daily roaming charge in Go Roam destinations (link to three.co.uk/Go-Roam).

You can set up or change your spend cap with us at anytime – just log into your My3 account. Then under Allowance and Price Plan, select Control Your Spending.

Please note: If you put your SIM in a device that can also make and receive calls and texts, you will be charged for any calls made or texts in line with our current Mobile Broadband Price Guide (available at three.co.uk/priceguide). This is because these are always outside of your Unlimited Home Broadband

Other charges

Early cancellation fee

We hope you don't want to leave us but if you do decide we're not right for you before your contract ends, we will charge you a fee for leaving us early.

The Cancellation fee will be calculated as a lump sum equivalent to the total of the Monthly Charges remaining during the Minimum Term of your agreement less a variable discount, currently 3%. We reserve the right to vary the amount of the percentage from time to time. See calculation example below.

Cancellation fee calculation example	
Monthly Charge	£25
Total of Monthly charges remaining during the Minimum Term	£25 x 6 months = £150
Less discount of 3%	£150 – £4.50 (3% of £150) = £145.50
Cancellation fee	£145.50

Final Bill Refunds

When you cancel your account, you won't be able to view your bills on My3 or the Three App, so we'll send you your final bill by post. If your account is in credit when it closes, you may be owed a refund. Any refund owed to you over 50p, will be refunded within 14 days of your final bill. This refund will be sent to the bank account linked to your Three account. If you settle your monthly bill by card payment, any refund owed to you will be refunded directly to your card. If your refund is less than 50p, a refund can be arranged by calling 0333 338 1003, or by using our Live Chat service. If we cannot refund your credit and it remains unclaimed for a period of 6 months, Three will donate this credit to our charity partner. Please note, not all types of credit are eligible for a refund. To find out more about our terms and conditions on refunds, please visit **three.co.uk/terms-conditions**

Returns & Exchange Policy

If you return your hub used or damaged under our returns policy, we will charge you a fee based on the particular make and model. We may also charge for used, damaged or missing accessories.

Full details of our Returns and Exchanges Policy can be found at:
three.co.uk/support/device_support/returns

5G Hub Device

If you decide to leave you must return your 5G Hub to us under our Terms & Conditions. If you don't return the hub a charge will be placed on your account. Full details of our Returns and Exchanges Policy can be found at:
three.co.uk/support/device_support/returns

Increases to your Monthly Charge

Each April, your Monthly Charge will increase by £3.50 per month.
Your monthly charge includes a £5 discount for paying by a recurring method, such as Direct Debit. The £5 monthly recurring payment discount and the annual price increase do not apply to Add-ons or out-of-allowance charges.

Monthly Charge until March 2026	Monthly Charge from April 2026 to March 2027	Monthly Charge from April 2027 to March 2028
Price A	Price A + price increase as set out above (=Price B)	Price B + price increase as set out above (=Price C)
We have set out an example below showing how this would work if your Monthly Charge is £30 and you are on a Home Broadband plan meaning that your Monthly Charge will increase each April by £3.50 per month		
£30	£30 + £3.50 = £33.50	£33.50 + £3.50 = £37

To find out more about our price increases, please visit our dedicated Price Increase page **here**. This increase applies if you joined or upgraded between 1 October 2021 and 31 October 2022. See our Terms for Three Services for more information **Three.co.uk/terms**

Recurring Payment Discount

Our plans' prices include a £5 discount for paying by Direct Debit. Direct Debit is brilliant for you as payment will be taken automatically and your account will not be suspended if you forget to pay. You should maintain your Direct Debit whilst you stay as a pay monthly customer.

If you cancel your Direct Debit you are still required to pay your bills by the due date. You can pay by credit or debit card and you will retain your discount if you simply allow us to store your selected payment method so we can charge you on your billing date each month. If you do not permit us to store payment details you will lose the recurring payment discount.

Your rights – complaints

Remember, if you're unhappy about any aspect of our services, you can register your complaint:

- via Live chat with a member of our Customer Relations Team at **three.co.uk/support/how-to-complain**;
- by calling 333 from your Three phone (0333 338 1001 from any other phone);
- by writing to Three Customer Complaints, Hutchison 3G UK Ltd, PO Box 333, Glasgow.

We'll investigate any complaint in accordance with our customer complaints code, after which we'll contact you with the results. A copy of our customer complaints code can be viewed on our website at **three.co.uk/complaints** or is available upon request.

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