# Three Your Way Plans Price Guide

**Pricing information for customers who joined or upgraded on a Three Your Way plan from 18 April 2026**

**To check if this price guide applies to you, visit Terms and Conditions | Three**

**Effective from: 12.10.2026**

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# About this price guide

This Price Guide defines the prices of our Three Your Way Plans services, details of which can be found online at three.co.uk/three-your-way. 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 include VAT, where applicable.

# How to contact us

You can contact Three Customer Services by Live chat (available 24 hours each day).

If you would like a copy of this Price Guide in an alternative format (e.g. 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's preferred payment method

New Three Your Way Plan customers can only join on Direct Debit, and all of the monthly charges in this Price Guide include a £5 discount for paying by the preferred payment method (a recurring method such as Direct Debit).

Direct Debit is brilliant for you, as payment will be taken automatically so you don't 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. Simply allow us to store details and you will remain eligible for the £5 monthly recurring discount. See "Recurring payment discount" section for more info.

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

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# Using your device

To use your device you can use any allowances included in your plan. To make calls, send texts or use data which is not included in your plan, you may be able to do any of the following:

- Purchase an add-on
- Pay for your usage at the rates defined in this guide

## Standard rates

Our standard rates for voice calls, texts, data and MMS in the UK are as follows:

| | Charge |
|---|---|
| **Voice calls to standard UK landlines (starting 01, 02, 03), UK mobiles (any network) and your Three voicemail** | 65p/ minute |
| **Texts (excluding SMS shortcodes)** | 2p/ message |
| **Data** | 10p/ MB |
| **MMS** | 65p/ message |

## How we charge standard rates

- Call durations are treated as a minimum of one minute. Calls of more than one minute are treated as lasting for their actual duration, with fractions of a second being rounded to the nearest second.
- Charges for individual voice calls are rounded up or down to the nearest penny.
- We charge for data sent and received. Amounts are calculated to the nearest kilobyte (kB).
- Each text message can accommodate up to 160 characters. Long messages will be sent across numerous text messages and these will be charged separately.
- Where a message contains non-standard characters (such as emojis), the message may be sent as an MMS. Separate charges apply for MMS.
- 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 a voicemail message, by keying # at the end of the message) are charged at your standard rates 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 which are longer than 2 hours, in order to prevent you from incurring excessive, inadvertent costs. If this does happen, and you wish to continue your call, please redial.
- Once you've used up your data allowance, you won't be able to continue using data charged per MB. Instead, you'll need to buy an Add-on or change price plan. This does not apply if you have a Connect plan. If this applies to you, we'll contact you in advance to remind you that we are making this change.

Other sections in this guide explain how we charge for:

- Calls to special numbers;
- calls to directory enquiries;
- calls and texts from the UK to international numbers;
- using your phone abroad.



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# Three Your Way Airtime Plans – if you buy a handset

Three Your Way Airtime Plans, when purchasing a device, are available on a range of different minimum terms. You can cancel at any time on 30 days' notice (there may be a cancellation fee if you're still within your minimum term). You can end your agreement at any time, on 30 days' notice following the end of your minimum term.

| | Lite | | Lite+** | | Value | | Complete | |
|---|---|---|---|---|---|---|---|---|
| **Term** | **12 months** | **24 months** | **12 months** | **24 months** | **12 months** | **24 months** | **12 months** | **24 months** |
| **Roaming** | | | | | Inclusive roaming in Go Roam in Europe only | | Inclusive roaming in all Go Roam bands (Go Roam in Europe, Go Roam Around the World, Go Roam Around the World Extra) | |
| **Content** | | | | | | | Inclusive Paramount+ for full contract term (12 months) | Inclusive Paramount+ for full contract term (24 months) |
| **Maximum download speeds** | Up to 100Mbps | | Our best possible network speeds | | Up to 100Mbps | | Up to 100Mbps | |
| **Warranty** | | | | | Up to 36 months Extended Warranty | | Up to 36 months Extended Warranty | |
| **Screen repair** | | | | | | | | 1 screen repair only for duration of plan (£25 repair fee) |

** Our Lite+ plan gives you all the benefits of our Lite plan plus includes the Full Speed Add-on.

## 12 month plans

| | Monthly allowance | | | | | |
|---|---|---|---|---|---|---|
| **Data** | **5GB** | **15GB** | **30GB** | **150GB** | **250GB** | **Unlimited** |
| **Minutes** | Unlimited | | | | | |
| **Texts** | Unlimited | | | | | |
| **Monthly charge** | Your monthly charge will depend on which Three Your Way plan you select | | | | | |
| **Lite** | £20 | £21 | £22 | £27 | £30 | £33 |
| **Lite+** | | | | | | £37 |
| **Value** | £25 | £26 | £27 | £32 | £35 | £38 |
| **Complete** | £30 | £31 | £32 | £37 | £40 | £43 |

Some plans are not always available in all channels. If your plan does not appear in this price guide, please refer to your Customer Agreement Form for your monthly charge



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## 24 month plans

| | Monthly allowance | | | | | |
|---|---|---|---|---|---|---|
| **Data** | **5GB** | **15GB** | **30GB** | **150GB** | **250GB** | **Unlimited** |
| **Minutes** | Unlimited | | | | | |
| **Texts** | Unlimited | | | | | |
| **Monthly charge** | Your monthly charge will depend on which Three Your Way plan you select | | | | | |
| **Lite** | £18 | £19 | £20 | £25 | £28 | £31 |
| **Lite+** | | | | | | £35 |
| **Value** | £23 | £24 | £25 | £30 | £33 | £36 |
| **Complete** | £28 | £29 | £30 | £35 | £38 | £41 |

Some plans are not always available in all channels. If your plan does not appear in this price guide, please refer to your Customer Agreement Form for your monthly charge.



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# Three Your Way SIM Only Plans

Three Your Way SIM Only Plans are available on a range of different minimum terms. You can cancel at any time on 30 days' notice (there may be a cancellation fee if you're still within your minimum term).

| | Lite | | | Lite+** | | | Value | | Complete | |
|---|---|---|---|---|---|---|---|---|---|---|
| **Term** | **1 month** | **12 months** | **24 months** | **12 months** | **24 months** | **1 month** | **12 months** | **24 months** | **12 months** | **24 months** |
| **Roaming** | | | | | | Inclusive roaming in Go Roam in Europe only | | | Inclusive roaming in all Go Roam bands (Go Roam in Europe, Go Roam Around the World, Go Roam Around the World Extra) | |
| **Content** | | | | | | | Inclusive Paramount+ for half contract term (6 months) | Inclusive Paramount+ for half contract term (12 months) | Inclusive Paramount+ for full contract term (12 months) | Inclusive Paramount+ for full contract term (24 months) |
| **Maximum download speeds** | Up to 100Mbps | | | Our best possible network speeds | | Up to 100Mbps | | | Up to 100Mbps | |

** Our Lite+ plan gives you all the benefits of our Lite plan plus includes the Full Speed Add-on.

## 1 month plan

| | Monthly allowance | | | | |
|---|---|---|---|---|---|
| **Data** | **4GB** | **12GB** | **25GB** | **30GB** | **Unlimited** |
| **Minutes** | Unlimited | | | | |
| **Texts** | Unlimited | | | | |
| **Monthly charge** | Your monthly charge will depend on which Three Your Way plan you select | | | | |
| **Lite** | £20 | £21 | £21 | £22 | £36 |
| **Lite+** | | | | | £40 |
| **Value** | | | | | £25 |

Some plans are not always available in all channels. If your plan does not appear in this price guide, please refer to your Customer Agreement Form for your monthly charge

## 12 month plans

| | Monthly Allowance | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **Data** | **4GB** | **12GB** | **25GB** | **30GB** | **120GB** | **150GB** | **250GB** | **Unlimited** |
| **Minutes** | Unlimited | | | | | | | |
| **Texts** | Unlimited | | | | | | | |
| **Monthly charge** | Your monthly charge will depend on which Three Your Way plan you select | | | | | | | |
| **Lite** | £15 | £16 | £16 | £17 | £18 | £22 | £25 | £31 |
| **Lite+** | | | | | | | | £35 |
| **Value** | £20 | £21 | £21 | £22 | £23 | £27 | £30 | £36 |
| **Complete** | £25 | £26 | £26 | £27 | £28 | £32 | £35 | £41 |

Some plans are not always available in all channels. If your plan does not appear in this price guide, please refer to your Customer Agreement Form for your monthly charge.

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## 24 month plans

| | Monthly Allowance | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| **Data** | **4GB** | **12GB** | **25GB** | **30GB** | **120GB** | **150GB** | **250GB** | **Unlimited** |
| **Minutes** | Unlimited | | | | | | | |
| **Texts** | Unlimited | | | | | | | |
| **Monthly Charge** | Your monthly charge will depend on which Three Your Way plan you select | | | | | | | |
| **Lite** | £13 | £14 | £14* | £15 | £16* | £20 | £23 | £29 |
| **Lite+** | | | | | | | | £33 |
| **Value** | £18 | £19 | £19 | £20 | £21 | £25 | £28 | £34 |
| **Complete** | £23 | £24 | £24 | £25 | £26 | £30 | £33 | £39 |

Some plans are not always available in all channels. If your plan does not appear in this price guide, please refer to your Customer Agreement Form for your monthly charge. *First 6 months charged at half price. Daily roaming charge will not increase on 1 April each year for these selected plans. These plans give access to our best possible network speeds.


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# Three Your Way Connect plans – Tablet and Laptop

Our Three Your Way Connect Plans , which include a tablet, iPad or laptop, are available on a range of different terms. You can cancel at any time on 30 days' notice (there may be a cancellation fee if you're still within your minimum term). Laptops are only available on Lite plans.

| | Lite | | Lite+** | | Value | | Complete | |
|---|---|---|---|---|---|---|---|---|
| **Term** | **12 months** | **24 months** | **12 months** | **24 months** | **12 months** | **24 months** | **12 months** | **24 months** |
| **Roaming** | | | | | Inclusive roaming in Go Roam in Europe only | | Inclusive roaming in all Go Roam bands (Go Roam in Europe, Go Roam Around the World, Go Roam Around the World Extra) | |
| **Content** | | | | | | | Inclusive Paramount+ for full contract term (12 months) | Inclusive Paramount+ for full contract term (24 months) |
| **Maximum download speeds** | Up to 100Mbps | | Our best possible network speeds | | Up to 100Mbps | | Up to 100Mbps | |
| **Warranty** | | | | | Up to 36 months Extended Warranty | | Up to 36 months Extended Warranty | |
| **Screen repair** | | | | | | | | 1 screen repair only for duration of plan (£25 repair fee) |

** Our Lite+ plan gives you all the benefits of our Lite plan plus includes the Full Speed Add-on.

## 12 month plans

| | Monthly allowance | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| **Data** | **2GB** | **5GB** | **10GB** | **15GB** | **30GB** | **80GB** | **150GB** | **300GB** | **Unlimited** |
| **Minutes** | Will be charged at our standard rates. | | | | | | | | |
| **Texts** | Will be charged at our standard rates. | | | | | | | | |
| **Monthly charge** | Your monthly charge will depend on which Three Your Way plan you select | | | | | | | | |
| **Lite** | £12 | - | £14 | £15 | £16 | £17 | £18 | £19 | £20 |
| **Lite+** | | | | | | | | | £24 |
| **Value** | £17 | £17 | £19 | £20 | - | £22 | £23 | £24 | - |
| **Complete** | £22 | - | £24 | £25 | - | £27 | £28 | £29 | - |

Some plans are not always available in all channels. If your plan does not appear in this price guide, please refer to your Customer Agreement Form for your monthly charge.

## 24 month plans

| | Monthly allowance | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| **Data** | **2GB** | **5GB** | **10GB** | **15GB** | **30GB** | **80GB** | **150GB** | **300GB** | **Unlimited** |
| **Minutes** | Will be charged at our standard rates. | | | | | | | | |
| **Texts** | Will be charged at our standard rates. | | | | | | | | |
| **Monthly charge** | Your monthly charge will depend on which Three Your Way plan you select | | | | | | | | |
| **Lite** | £10 | - | £12 | £13 | £14 | £15 | £16 | £17 | £18 |
| **Lite+** | | | | | | | | | £22 |
| **Value** | £15 | £15 | £17 | £18 | £19 | £20 | £21 | £22 | £23 |
| **Complete** | £20 | £20 | £22 | £23 | £24 | £25 | £26 | £27 | £28 |

Some plans are not always available in all channels. If your plan does not appear in this price guide, please refer to your Customer Agreement Form for your monthly charge.

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# Three Your Way Data SIM plans

Our Three Your Way Data SIM Plans (suitable for use with a broadband device such as a tablet or laptop) are available on a range of different terms. You can cancel at any time on 30 days' notice (there may be a cancellation fee if you're still within your minimum term).

| | Lite | | | Lite+** | | | Value | | Complete | |
|---|---|---|---|---|---|---|---|---|---|---|
| **Term** | **1 month** | **12 months** | **24 months** | **1 month** | **12 months** | **24 months** | **12 months** | **24 months** | **12 months** | **24 months** |
| **Roaming** | | | | | | | Inclusive roaming in Go Roam in Europe only | | Inclusive roaming in all Go Roam bands (Go Roam in Europe, Go Roam Around the World, Go Roam Around the World Extra) | |
| **Content** | | | | | | | | | Inclusive Paramount+ for full contract term (12 months) | Inclusive Paramount+ for full contract term (24 months) |
| **Maximum download speeds** | Up to 100Mbps | | | Our best possible network speeds | | | Up to 100Mbps | | Up to 100Mbps | |

** Our Lite+ plan gives you all the benefits of our Lite plan plus includes the Full Speed Add-on.

## 1 month plans

| | Monthly allowance | | |
|---|---|---|---|
| **Data** | **4GB** | **12GB** | **Unlimited** |
| **Minutes** | Will be charged at our standard rates. | | |
| **Texts** | Will be charged at our standard rates. | | |
| **Monthly charge** | Your monthly charge will depend on which Three Your Way plan you select | | |
| **Lite** | £19 | £25 | £40 |
| **Lite+** | | | £44 |

Some plans are not always available in all channels. If your plan does not appear in this price guide, please refer to your Customer Agreement Form for your monthly charge.

## 12 month plans

| | Monthly allowance | | | |
|---|---|---|---|---|
| **Data** | **4GB** | **12GB** | **120GB** | **Unlimited** |
| **Minutes** | Unlimited | | | |
| **Texts** | Unlimited | | | |
| **Monthly charge** | Your monthly charge will depend on which Three Your Way plan you select | | | |
| **Lite** | £10 | £14 | £20 | £24 |
| **Lite+** | | | | £28 |
| **Value** | £15 | £19 | £25 | £29 |
| **Complete** | £20 | £24 | £30 | £34 |

Some plans are not always available in all channels. If your plan does not appear in this price guide, please refer to your Customer Agreement Form for your monthly charge.

## 24 month plans

| | Monthly allowance | | | |
|---|---|---|---|---|
| **Data** | **4GB** | **12GB** | **120GB** | **Unlimited** |
| **Minutes** | Unlimited | | | |
| **Texts** | Unlimited | | | |
| **Monthly charge** | Your monthly charge will depend on which Three Your Way plan you select | | | |
| **Lite** | £9 | £12 | £20 | £24 |
| **Lite+** | | | | £28 |
| **Value** | £14 | £17 | £25 | £29 |
| **Complete** | £19 | £22 | £30 | £34 |

Some plans are not always available in all channels. If your plan does not appear in this price guide, please refer to your Customer Agreement Form for your monthly charge.

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# Smartwatch Pairing Plan

Smartwatch Pairing allows you to share the allowances in your Primary Service with your smartwatch. The Smartwatch Pairing Plan does not include any allowance calls, texts or data so your smartwatch must be paired with your phone to enable your smartwatch to share the allowances included in your Primary Service.

| Plan Name | Duration | Monthly charge |
|---|---|---|
| **Smartwatch Pairing 1m** | 1 month | £7 |
| **Smartwatch Pairing 12m** | 12 month | £6 |
| **Smartwatch Pairing 24m** | 24 month | £5 |

Each April your Monthly Charge will increase as described in the "Increase to your monthly charge" section of this guide.

# How we charge for our Three Your Way Plans

- A calendar month is the length of time from a date in any month to the same date in the following month. When a plan starts on the last day of the month and the following month has fewer days, the calendar month ends on the last day of that month.
- 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 pay the standard monthly recurring charge or Add-on charge for a full month's allowance. The exception to this is if you purchase one of our Add Personal Hotspot Add-ons, the first month of which will not be pro-rated. You will receive the full monthly allowance and be charged the full amount for that Add-on in the first month of purchase.
- Any unused data from your allowance expires at the end of the calendar month and does not roll over to the next month.
- If you have a minutes allowance this may be used for voice calls to standard UK landline or mobile numbers (starting 07). Separate charges apply for voice calls to international numbers or when using your device abroad.
- Separate charges apply for premium rate messages and international special numbers.

# Our Three Your Way Plan Add-ons

Go Roam passes allow you to use your UK allowance in our Go Roam destinations without incurring the daily roaming charge (see Using your device abroad section for more info).

| Add-on name | Destinations covered | | | Duration | Price |
|---|---|---|---|---|---|
| **3-day Go Roam in Europe pass** | Go Roam in Europe | | | 3 days | £5.00 |
| **7-day Go Roam in Europe pass** | Go Roam in Europe | | | 7 days | £12.00 |
| **14-day Go Roam in Europe pass** | Go Roam in Europe | | | 14 days | £24.00 |
| **3-day Go Roam Around the World pass** | Go Roam in Europe | Go Roam Around the World | | 3 days | £12.50 |
| **7-day Go Roam Around the World pass** | Go Roam in Europe | Go Roam Around the World | | 7 days | £30.00 |
| **14-day Go Roam Around the World pass** | Go Roam in Europe | Go Roam Around the World | | 14 days | £60.00 |
| **3-day Go Roam Around the World Extra pass** | Go Roam in Europe | Go Roam Around the World | Go Roam Around the World Extra | 3 days | £17.50 |
| **5-day Go Roam Around the World Extra pass** | Go Roam in Europe | Go Roam Around the World | Go Roam Around the World Extra | 5 days | £29.75 |
| **7-day Go Roam Around the World Extra pass** | Go Roam in Europe | Go Roam Around the World | Go Roam Around the World Extra | 7 days | £42.00 |
| **14-day Go Roam Around the World Extra pass** | Go Roam in Europe | Go Roam Around the World | Go Roam Around the World Extra | 14 days | £84.00 |

If you do not have a Go Roam pass and you use your phone or device abroad, you will incur daily roaming charges when you use your UK allowance.
See the appropriate section of this guide for more detail.

Go Roam pass add-ons are valid for use in the appropriate destinations (Go Roam in Europe, Go Roam Around the World, Go Roam Around the World Extra) as shown in the table.



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# Data Travel Passes

Travel smarter with a flexible Data Travel Pass. Stay connected in 51 of our Europe or 31 of our Worldwide destinations, without dipping into your UK plan allowance.

| Add-on name | Destinations covered (see table) | Duration | Allowance | Price |
|---|---|---|---|---|
| **7-day Europe Data Travel Pass** | Europe | 7 days | 18GB | £16.00 |
| **14-day Europe Data Travel Pass** | Europe | 14 days | 40GB | £33.00 |
| **1-day Uld Europe Data Travel Pass** | Europe | 1 day | Unlimited | £7.00 |
| **7-day Worldwide Data Travel Pass** | Worldwide | 7 days | 18GB | £26.00 |
| **14-day Worldwide Data Travel Pass** | Worldwide | 14 days | 40GB | £54.00 |

**Data Travel Passes can be used in the following destinations:**

**Available in 51 of our Europe destinations:**

Aland Islands (Finland)
Austria
Azores (Portugal)
Balearic Islands (Spain)
Belgium
Bulgaria
Canary Islands (Spain)
Croatia
Cyprus
Czech Republic
Denmark
Estonia
Faroe Islands
Finland
France
French Guiana
Germany
Gibraltar
Greece
Guadeloupe
Guernsey
Hungary
Iceland
Ireland
Isle of Man
Italy
Jersey
Kosovo
Latvia
Lichtenstein
Lithuania
Luxembourg
Madeira (Portugal)
Malta
Martinique
Mayotte
Netherlands
Norway
Poland
Portugal
Reunion
Romania
Saint Barthelemy
Saint Martin
San Marino
(Italy)
Slovakia
Slovenia
Spain
Sweden
Switzerland
Vatican City

**Available in 31 of our Worldwide destinations:**

Albania
Anguilla
Antigua and Barbuda
Aruba (Netherlands Antilles)
Australia
Barbados
Bermuda
Bosnia and Herzegovina
British Virgin Islands
Canada
Cayman Islands
Dominica
Ghana
Grenada
Jamaica
Kenya
Mexico
Montserrat
New Zealand
North Cyprus (Turkey)
Saba (Netherlands Antilles)
Saint Kitts and Nevis
Saint Lucia
Saint Vincent & Grenadines
Sint Eustatius (Netherlands Antilles)
Sint Maarten (Netherlands Antilles)
South Africa
Trinidad and Tobago
Turkey
Turks & Caicos
United States
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## Data passport (available for purchase before 14 June 2026)

Data Passport provides unlimited data in any of the listed destinations.
The data may be used to get online, create a personal hotspot, stream or connect to a VPN.

| Add-on name | Duration | Price |
|---|---|---|
| **Data Passport** | 24 hours | £7.00 |

**Data Passport can be used in the following destinations:**

Aland Islands (Finland)
Australia
Austria
Azerbaijan
Azores (Portugal)
Balearic Islands (Spain)
Belgium
Brazil
Bulgaria
Canada
Canary Islands (Spain)
Chile
Colombia
Costa Rica
Croatia
Cyprus
Czech Republic
Denmark
El Salvador
Estonia
Finland
France
French Guiana
Germany
Gibraltar
Greece
Guadeloupe
Guatemala
Guernsey
Hong Kong (China)
Hungary
Iceland
Indonesia
Ireland
Isle of Man
Israel
Italy
Jersey
Latvia
Liechtenstein
Lithuania
Luxembourg
Macau (China)
Madeira (Portugal)
Malaysia
Malta
Martinique
Mayotte
Mexico
Moldova
Montenegro
Myanmar
Netherlands
New Zealand
Nicaragua
Norway
Pakistan
Panama
Peru
Poland
Portugal
Puerto Rico
Reunion
Romania
Russia
Saint Barthelemy
Saint Martin
San Marino (Italy)
Saudi Arabia
Serbia
Singapore
Slovakia
Slovenia
South Korea
Spain
Sri Lanka
Sweden
Switzerland
Taiwan
Thailand
Tunisia
Turkey
Ukraine
United Arab Emirates
Uruguay
US Virgin Islands
USA
Vatican City
Vietnam

## How we charge for Roaming Add-ons

**Go Roam passes**

- These Add-ons will be activated on the first use of your UK allowance in a Go Roam destination (including making calls, sending texts, or using data) if your plan does not have roaming built-in.
- Once activated, Go Roam pass Add-ons unlock your UK allowance for the full duration of the Add-on in the appropriate Go Roam band (Go Roam in Europe, Go Roam Around the World or Go Roam Around the World Extra.
- Go Roam passes expire after activation according to their duration (3-day/ 72 hours; 5-day/ 120 hours; 7-day/ 168 hours; 14-day/ 336 hours respectively) irrespective of the time zone in which they are used.
- You can purchase more than one Go Roam pass Add-on, of any duration, and these will be redeemed in the order of purchase for that type of pass. For example, if you've purchased multiple Go Roam in Europe passes, they will redeem in the order they were purchased. And if you've purchased multiple Go Roam Around the World passes, they will redeem in the order they were purchased.
- You can also purchase more than one type of Go Roam pass Add-on. If you have both Go Roam in Europe passes and Go Roam Around the World passes and the first use of your UK allowance is in a Go Roam in Europe destination, Go Roam in Europe passes will redeem ahead of any Go Roam Around the World passes.
- Notification (by text message) indicates the start and end of an unlocked period.

**Data Passport (available for purchase before 14 June 2026)**

- Data Passport Add-ons are active on first use of data and expire after 24 hours.

Any Monthly Recurring Add-ons purchased on or up to 27 October 2023 will continue to recur at the original prices until cancelled.
One-off Add-ons are charged at the point of purchase and are effective until they expire.

**How we charge for Data Travel Passes**

These Add-ons will be activated on the first use of data in a Data Travel Pass destination.

Once activated, data usage will be consumed from your active Data Travel Pass Add-on, and continue until completely consumed, or the pass Add-on duration has elapsed.

Data Travel Pass Add-ons expire after activation according to their duration (1-day/ 24 hours; 7-day/ 168 hours; 14-day/ 336 hours respectively) irrespective of the time zone in which they are used.

You can purchase more than one Data Travel Pass Add-on, of any duration, and these will be redeemed in the order of purchase for that type of pass.

If you already have an unused Data Passport, this will be consumed before any Data Travel Passes.



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## How we charge for Roaming Add-ons

**Go Roam passes**

- These Add-ons will be activated on the first use of your UK allowance in a Go Roam destination (including making calls, sending texts, or using data) if your plan does not have roaming built-in.
- Once activated, Go Roam pass Add-ons unlock your UK allowance for the full duration of the Add-on in the appropriate Go Roam band (Go Roam in Europe, Go Roam Around the World or Go Roam Around the World Extra.
- Go Roam passes expire after activation according to their duration (3-day/ 72 hours; 5-day/ 120 hours; 7-day/ 168 hours; 14-day/ 336 hours respectively) irrespective of the time zone in which they are used.
- You can purchase more than one Go Roam pass Add-on, of any duration, and these will be redeemed in the order of purchase for that type of pass. For example, if you've purchased multiple Go Roam in Europe passes, they will redeem in the order they were purchased. And if you've purchased multiple Go Roam Around the World passes, they will redeem in the order they were purchased.
- You can also purchase more than one type of Go Roam pass Add-on. If you have both Go Roam in Europe passes and Go Roam Around the World passes and the first use of your UK allowance is in a Go Roam in Europe destination, Go Roam in Europe passes will redeem ahead of any Go Roam Around the World passes.
- Notification (by text message) indicates the start and end of an unlocked period.

**Data Passport (available for purchase before 14 June 2026)**

- Data Passport Add-ons are active on first use of data and expire after 24 hours.

Any Monthly Recurring Add-ons purchased on or up to 27 October 2023 will continue to recur at the original prices until cancelled.
One-off Add-ons are charged at the point of purchase and are effective until they expire.

## Data Add-ons

| Add-on name | Allowance | Duration | Price |
|---|---|---|---|
| **One Day Boost (Unlimited Data)** | Unlimited | One-off | £9 |
| **One Month Boost (Unlimited Data)** | Unlimited | One-off | £25 |
| **Monthly Boost 1GB Oct 23** | 1GB | Monthly recurring | £6 |
| **Monthly Boost 3GB Oct 23** | 3GB | Monthly recurring | £8 |
| **5GB Monthly Boost** | 5GB | Monthly recurring | £10 |
| **10GB Monthly Boost** | 10GB | Monthly recurring | £13 |
| **Unlimited Monthly Boost** | Unlimited | Monthly recurring | £20 |

## How we charge for Data Add-ons

- One-off Data Add-ons provide data for the appropriate duration and are activated on purchase or upon consumption of any existing data allowance. If you use up your data allowance and purchase a Data Add-on without your data usage being interrupted between the two, you may be charged outside of allowance charges for the intervening period.
- One Day Data Boost Add-on provides unlimited data to use on the day of purchase until midnight GMT +1 (British Summer Time).
- One Month Data Boost provides unlimited data to use for a calendar month. A calendar month is the length of time from a date in any month to the same date in the following month. When a plan starts on the last day of the month and the following month has fewer days, the calendar month ends on the last day of that month. You will be charged the full amount, regardless of when you choose to cancel.
- Recurring Data Add-ons automatically recur every month until you choose to cancel.
- Data Add-ons can be used in the same way as the data in your plan.



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## Voice Add-ons

Voice Add-ons provide an allowance of voice minutes for use when making voice calls from the UK to standard International numbers in any of the destinations listed below.

| | | | | | | |
|---|---|---|---|---|---|---|
| Australia | China | France | Ireland | Macau (China) | Norway | Slovakia |
| Austria | Colombia | Germany | Israel | Malaysia | Paraguay | South Korea |
| Bangladesh | Croatia | Greece | Italy | Malta | Poland | Spain |
| Belgium | Cyprus | Guam | Japan | Mexico | Portugal | Sweden |
| Bermuda | Czech Republic | Hong Kong (China) | Kuwait | Mongolia | Puerto Rico | Switzerland |
| Brunei | Denmark | Hungary | Latvia | Namibia | Romania | Thailand |
| Bulgaria | Estonia | Iceland | Lithuania | Netherlands | San Marino (Italy) | USA |
| Canada | Finland | India | Luxembourg | New Zealand | Singapore | |

| Add-on name | Allowance | Duration | Price |
|---|---|---|---|
| **Call Abroad 100 Minutes** | 100 minutes | Monthly Recurring | £7 |
| **Call Abroad Unlimited** | Unlimited minutes | Monthly Recurring | £12 |

## How we charge for Voice Add-ons

- Voice Add-ons automatically recur every month until you choose to cancel. A calendar month is the length of time from a date in any month to the same date in the following month. When a plan starts on the last day of the month and the following month has fewer days, the calendar month ends on the last day of that month. You will be charged the full amount, regardless of when you choose to cancel.
- If you make a call to an International number, you will not be charged while you have allowance remaining in the appropriate Voice Add-on. Please check the terms of the Voice Add-on used.
- Calls made to an International number when you do not have allowance remaining will be charged according to the rates defined in this guide.
- These Add-ons can only be used in the UK.

## Full Speed Add-on

With our Full Speed Add-on you get full access to our best possible network speeds, whether in the UK or whilst using your handset abroad. 5G speeds depend on device compatibility and 5G location (please see coverage checker for details).

| Add-on name | Duration | Price |
|---|---|---|
| **Full Speed Add-on** | Monthly recurring | £4.00 |

**How we charge for Full Speed Add-on**

- Full Speed Add-on recurs automatically every month.
- It activates immediately on purchase.
- Cancelling during the month will not result in any pro rata refund.



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## Device security (available for purchase before 1st October 2026)

| Add-on name | Duration | Price |
|---|---|---|
| Three Device Security Powered by Bitdefender | Monthly recurring | £1 |

**How we charge for Three Device Security Powered by Bitdefender**

- Three Device Security Add-on automatically recurs every calendar month until you choose to cancel. A calendar month is the length of time from a date in any month to the same date in the following month.
- When bought as an Add-on, the subscription price, any discount and the free period end date will be displayed and itemised within your bill.
- You have the right to cancel the Three Device Security Add-on at any time, including within the free trial period. This can be done through the Three app or My3, through retail stores or by contacting us.
- Once the free trial period has ended, you will be charged each calendar month for the recurring subscription to Three Device Security.
  -The subscription to Three Device Security Add-on begins on the day the Add-on was taken out.
- If cancelled, the subscription service to Three Device Security will continue until the end of the current billing cycle. After this, no further payments will be taken, and the subscription service will be cancelled.

## Paramount+

| Add-on name | Duration | Price |
|---|---|---|
| Paramount+ | Monthly recurring | £9.99 |

**How we charge for Paramount+**

- Paramount+ Add-on automatically recurs every calendar month until you choose to cancel. A calendar month is the length of time from a date in any month to the same date in the following month.
- When bought as an Add-on, the subscription price, any discount and the free period end date will be displayed and itemised within your bill.
- You have the right to cancel the Paramount+ Add-on at any time. This can be done through the Three app or My3, through retail stores or by contacting us.
- You will be charged each calendar month for the recurring subscription to Paramount+. The subscription to Paramount+ Add-on begins on the day the Add-on was taken out.
- If cancelled, the subscription service to Paramount+ will continue until the end of the current billing cycle. After this, no further payments will be taken, and the subscription service will be cancelled.

# Charges for calls from the UK to Special numbers and Directory Services

## Special Numbers

Some calls and other services within the UK fall outside our standard rates and aren't included in any 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

| Number/ prefix | Price |
|---|---|
| **Freefone numbers 0800 and 0808** | Free |
| **UK calls to Three Customer Services (333)** | Free |
| **Emergency numbers 999/ 112** | Free |
| **Emergency video relay 999 BSL** | Free |
| **NHS 111** | Free |
| **Helplines 116000, 116006, 116111, 116117, 116123** | Free |
| **Single non-emergency 101** | Free |


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| | |
|---|---|
| **National power emergency 105** | Free |
| **Fraud hotline 159** | Will come from any available allowance of voice minutes |
| **Relay UK calls to emergency numbers using 18000 or 18001 999 or 18001 112** | Free |
| **Relay UK calls to non-emergency numbers using 18000 or 18001 999 or 18001 101** | Free |
| **Relay UK calls using 18001 to UK standard landlines (starting 01, 02, 03) and UK mobiles (starting 077, 078 or 079)** | These will come out of any available allowance of voice minutes or, if no allowance is available, will be charged at a discounted rate of no less than 25% will be applied to the standard rates. |
| **Relay UK calls to international numbers using 18001** | A 25% discount will be applied to the standard rates. |
| **Corporate numbers 055** | 10.2p to 15.3p/ minute |
| **084/ 087** | 65p/ minute access charge (set by Three). The service charge is set by the company you're calling (they'll tell you this). The total cost of the call is the access charge plus the service charge. See How we charge (below). |
| **Non-standard 07 numbers 0740659/ 074060/ 074061/ 074062/ 0740671–9/ 074176/ 074181/ 074185/ 074414/ 074515/ 075200/ 075201/ 075203/ 075204/ 075205/ 075207/ 075208/ 075209/ 075370/ 075373/ 075375/ 075376/ 075377/ 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/ 078221/ 078223/ 078224/ 078225/ 078226/ 078227/ 078229/ 078644/ 078727/ 078730/ 078745/ 078920/ 078922/ 078931/ 078933/ 078938/ 078939/ 079111/ 079112/ 079117/ 079118/ 079245/ 079246/ 079780/ 079781/ 079784/ 079785/ 079786/ 079788/ 079789** | Out of allowance UK mobile charges apply (see three.co.uk/specialcall for exact costs). |
| **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** | 19.5p/ minute |
| **Satellite calls 0087 and 0088** | £7.66/ minute |
| **Pager 076** | £1.22/ call plus 85.8p/ minute |
| **Personal number 070 band 1** | 30.6p/ minute |
| **Personal number 070 band 2** | £1.04/ minute |
| **Personal number 070 band 3** | £1.22/ call plus 85.5p/ minute. Both charges apply from the start of the call. |
| **Premium rate (090, 091, 098) – Bands A, B, C, D, E** | Charges vary. Visit three.co.uk/nts to check the cost of calls to a specific number. The total cost of the call is the access charge (set by Three) plus the service charge. See How we charge (below). |
| **00800 numbers** | 40p per minute |
| **118 Directory Services** | Charges vary. Visit three.co.uk/nts to check the cost of calls to a specific number. The total cost of the call is the access charge (set by Three) plus the service charge. See How we charge (below). |



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## How we charge for calls to Special Numbers and Directory Services

Calls to numbers starting 084, 087, 090, 091 or 098 comprise of an Access Charge and a Service Charge:

- The Access charge has a one minute minimum charge. 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 up or down to the nearest second.
- The Service Charge is set by the company you call, and will be advertised alongside the company phone number.
- Call durations are rounded up to the nearest minute and are charged per minute. Charges are not included in any allowance you may have

Calls to numbers starting 00800:

- Minimum call duration is one minute and calls are rounded up to the nearest second.
- Fractions of a second are rounded up or down to the nearest second.
- Service Charge is set by the company you're calling - they'll tell you this

## Other services

| Service | Price |
|---|---|
| **Text delivery report** | 1.2p/ request |
| **Change of phone number** | £10.21 |
| **SMS short codes Mobile text Short codes 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. |

# Directory Services for People with Disabilities

| Number prefix | Price |
|---|---|
| **Directory services for people with disabilities 195 multi-search** | Free to call 195 for Three's registered users.<br>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.<br>Free text message with the number(s) you've requested. For more information on Three's accessibility services please see three.co.uk/accessibility. |



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# Calls and texts from the UK to international numbers

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

## International calls and messages from the UK

The band for each destination is listed in the table for voice calls and text messages.

| Band | Voice call (per minute) | SMS (per text) | MMS (per message) |
|---|---|---|---|
| **Band 1** | 19.5p | 6.2p | 65p |
| **Band 2** | £3.00 | 65p | 65p |

**How we charge for calls to international numbers**

- Call durations have a one minute minimum charge and are then charged for their actual duration, with fractions of a second being rounded up or down to the nearest second.

## Charge bands for international destinations

| Destination | Voice | Text |
|---|---|---|
| Afghanistan | 2 | 2 |
| Aland Islands (Finland) | 1 | 1 |
| Albania | 2 | 2 |
| Algeria | 2 | 2 |
| American Samoa | 2 | 2 |
| Andorra | 2 | 2 |
| Angola | 2 | 2 |
| Anguilla | 2 | 2 |
| Antigua and Barbuda | 2 | 2 |
| Argentina | 2 | 2 |
| Armenia | 2 | 2 |
| Aruba (Netherlands Antilles) | 2 | 2 |
| Ascension | 2 | 2 |
| Australia | 2 | 2 |
| Austria | 1 | 1 |
| Azerbaijan | 2 | 2 |
| Azores (Portugal) | 1 | 1 |
| Bahamas | 2 | 2 |
| Bahrain | 2 | 2 |
| Balearic Islands (Spain) | 1 | 1 |
| Bangladesh | 2 | 2 |

| Destination | Voice | Text |
|---|---|---|
| Barbados | 2 | 2 |
| Belarus | 2 | 2 |
| Belgium | 1 | 1 |
| Belize | 2 | 2 |
| Benin | 2 | 2 |
| Bermuda | 2 | 2 |
| Bhutan | 2 | 2 |
| Bolivia | 2 | 2 |
| Bonaire (Netherlands Antilles) | 2 | 2 |
| Bosnia and Herzegovina | 2 | 2 |
| Botswana | 2 | 2 |
| Brazil | 2 | 2 |
| British Virgin Islands | 2 | 2 |
| Brunei | 2 | 2 |
| Bulgaria | 1 | 1 |
| Burkina Faso | 2 | 2 |
| Cambodia | 2 | 2 |
| Cameroon | 2 | 2 |
| Canada | 2 | 2 |
| Canary Islands (Spain) | 1 | 1 |
| Cape Verde | 2 | 2 |

| Destination | Voice | Text |
|---|---|---|
| Cayman Islands | 2 | 2 |
| Chad | 2 | 2 |
| Chile | 2 | 2 |
| China | 2 | 2 |
| Colombia | 2 | 2 |
| Congo, Republic of | 2 | 2 |
| Costa Rica | 2 | 2 |
| Cote d'Ivoire (Ivory Coast) | 2 | 2 |
| Croatia | 1 | 1 |
| Cuba | 2 | 2 |
| Cyprus | 1 | 1 |
| Cyprus, North (Turkey) | 2 | 2 |
| Czech Republic | 1 | 1 |
| Denmark | 1 | 1 |
| Dominica | 2 | 2 |
| Dominican Republic | 2 | 2 |
| Ecuador | 2 | 2 |
| Egypt | 2 | 2 |
| El Salvador | 2 | 2 |
| Equatorial Guinea | 2 | 2 |
| Estonia | 1 | 1 |
| Ethiopia | 2 | 2 |

| Destination | Voice | Text |
|---|---|---|
| Faroe Islands | 2 | 2 |
| Fiji | 2 | 2 |
| Finland | 1 | 1 |
| France | 1 | 1 |
| French Guiana | 1 | 1 |
| French Polynesia | 2 | 2 |
| Gabon | 2 | 2 |
| Gambia | 2 | 2 |
| Georgia | 2 | 2 |
| Germany | 1 | 1 |
| Ghana | 2 | 2 |
| Gibraltar | 1 | 1 |
| Greece | 1 | 1 |
| Greenland | 2 | 2 |
| Grenada | 2 | 2 |
| Guadeloupe | 1 | 1 |
| Guatemala | 2 | 2 |
| Guernsey | 1 | 1 |
| Guinea | 2 | 2 |
| Guyana | 2 | 2 |
| Haiti | 2 | 2 |
| Honduras | 2 | 2 |
| Hong Kong (China) | 2 | 2 |
| Hungary | 1 | 1 |
| Iceland | 1 | 1 |



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| Destination | Voice | Text |
|---|---|---|
| India | 2 | 2 |
| Indonesia | 2 | 2 |
| Iran | 2 | 2 |
| Iraq | 2 | 2 |
| Ireland | 1 | 1 |
| Isle of Man | 1 | 1 |
| Israel | 2 | 2 |
| Italy | 1 | 1 |
| Jamaica | 2 | 2 |
| Japan | 2 | 2 |
| Jersey | 1 | 1 |
| Jordan | 2 | 2 |
| Kazakhstan | 2 | 2 |
| Kenya | 2 | 2 |
| Kosovo | 2 | 2 |
| Kuwait | 2 | 2 |
| Kyrgyzstan | 2 | 2 |
| Laos | 2 | 2 |
| Latvia | 1 | 1 |
| Lebanon | 2 | 2 |
| Lesotho | 2 | 2 |
| Liberia | 2 | 2 |
| Libya | 2 | 2 |
| Liechtenstein | 1 | 1 |
| Lithuania | 1 | 1 |
| Luxembourg | 1 | 1 |
| Macau (China) | 2 | 2 |
| Macedonia | 2 | 2 |
| Madagascar | 2 | 2 |
| Madeira (Portugal) | 1 | 1 |
| Malawi | 2 | 2 |
| Malaysia | 2 | 2 |
| Maldives | 2 | 2 |
| Mali | 2 | 2 |
| Malta | 1 | 1 |
| Martinique | 1 | 1 |
| Mauritania | 2 | 2 |
| Mauritius | 2 | 2 |
| Mayotte | 1 | 1 |
| Mexico | 2 | 2 |

| Destination | Voice | Text |
|---|---|---|
| Moldova | 2 | 2 |
| Monaco | 1 | 1 |
| Mongolia | 2 | 2 |
| Montenegro | 2 | 2 |
| Montserrat | 2 | 2 |
| Morocco | 2 | 2 |
| Mozambique | 2 | 2 |
| Myanmar | 2 | 2 |
| Namibia | 2 | 2 |
| Nepal | 2 | 2 |
| Netherlands | 1 | 1 |
| Netherlands Antilles | 2 | 2 |
| New Caledonia | 2 | 2 |
| New Zealand | 2 | 2 |
| Nicaragua | 2 | 2 |
| Niger | 2 | 2 |
| Nigeria | 2 | 2 |
| Norway | 1 | 1 |
| Oman | 2 | 2 |
| Pakistan | 2 | 2 |
| Palestine | 2 | 2 |
| Panama | 2 | 2 |
| Papua New Guinea | 2 | 2 |
| Paraguay | 2 | 2 |
| Peru | 2 | 2 |
| Philippines | 2 | 2 |
| Poland | 1 | 1 |
| Portugal | 1 | 1 |
| Puerto Rico | 2 | 2 |
| Qatar | 2 | 2 |
| Reunion | 1 | 1 |
| Romania | 1 | 1 |
| Russia | 2 | 2 |
| Rwanda | 2 | 2 |
| Saba (Netherlands Antilles) | 2 | 2 |
| Saint Barthelemy | 1 | 1 |
| Saint Kitts and Nevis | 2 | 2 |
| Saint Lucia | 2 | 2 |

| Destination | Voice | Text |
|---|---|---|
| Saint Martin | 1 | 1 |
| Saint Vincent and the Grenadines | 2 | 2 |
| Samoa | 2 | 2 |
| San Marino (Italy) | 1 | 1 |
| Saudi Arabia | 2 | 2 |
| Senegal | 2 | 2 |
| Serbia | 2 | 2 |
| Seychelles | 2 | 2 |
| Sierra Leone | 2 | 2 |
| Singapore | 2 | 2 |
| Sint Eustatius (Netherlands Antilles) | 2 | 2 |
| Sint Maarten (Netherlands Antilles) | 2 | 2 |
| Slovakia | 1 | 1 |
| Slovenia | 1 | 1 |
| Solomon Islands | 2 | 2 |
| South Africa | 2 | 2 |
| South Korea | 2 | 2 |
| Spain | 1 | 1 |
| Sri Lanka | 2 | 2 |
| Sudan | 2 | 2 |
| Surinam | 2 | 2 |
| Sweden | 1 | 1 |
| Switzerland | 1 | 1 |
| Syria | 2 | 2 |
| Taiwan | 2 | 2 |
| Tajikistan | 2 | 2 |
| Tanzania, United Republic of | 2 | 2 |
| Thailand | 2 | 2 |
| Togo | 2 | 2 |
| Tonga | 2 | 2 |
| Trinidad and Tobago | 2 | 2 |
| Tunisia | 2 | 2 |
| Turkey | 2 | 2 |
| Turkmenistan | 2 | 2 |

| Destination | Voice | Text |
|---|---|---|
| Turks and Caicos Islands | 2 | 2 |
| Uganda | 2 | 2 |
| Ukraine | 2 | 2 |
| United Arab Emirates (UAE) | 2 | 2 |
| United States of America (USA) | 2 | 2 |
| Uruguay | 2 | 2 |
| US Virgin Islands | 2 | 2 |
| Uzbekistan | 2 | 2 |
| Vanuatu | 2 | 2 |
| Vatican City | 1 | 1 |
| Venezuela | 2 | 2 |
| Vietnam | 2 | 2 |
| Yemen | 2 | 2 |
| Zambia | 2 | 2 |
| Zimbabwe | 2 | 2 |



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# Using your device abroad

When you use your device abroad to call, text and get online, charges depend on the country you are in and the country you are contacting.
We have grouped destinations for convenience as follows:

- Go Roam
  - Go Roam in Europe (GRE)
  - Go Roam Around the World (GRATW)
  - Go Roam Around the World Extra (GRATWX)
- Other destinations (Rest of World)
  - Band 1
  - Band 2
  - Band 3
  - Band 4

In Go Roam destinations you may make use of your UK allowance to contact a UK number (starting 01, 02, 03 or a standard UK mobile) as you would in the UK.
You can do this either by:

- Having roaming "built-in" (some of our plans have inclusive roaming)

Or by unlocking your allowance by:

- Payment of a daily charge (24 hours)
- Purchase of a Go Roam pass Add-on (3-day, 5-day, 7-day, 14-day)

## Charge bands whilst abroad

**Go Roam in Europe destinations (GRE)**

| | | | | | | |
|---|---|---|---|---|---|---|
| Aland Islands (Finland) | Croatia | French Guiana | Iceland | Lithuania | Norway | San Marino (Italy) |
| Austria | Cyprus | Germany | Ireland | Luxembourg | Poland | Slovakia |
| Azores (Portugal) | Czech Republic | Gibraltar | Isle of Man | Madeira (Portugal) | Portugal | Slovenia |
| Balearic Islands (Spain) | Denmark | Greece | Italy | Malta | Reunion | Spain |
| Belgium | Estonia | Guadeloupe | Jersey | Martinique | Romania | Sweden |
| Bulgaria | Finland | Guernsey | Latvia | Mayotte | Saint Barthelemy | Switzerland |
| Canary Islands (Spain) | France | Hungary | Liechtenstein | Netherlands | Saint Martin | Vatican City |

**Go Roam Around the World destinations (GRATW)**

| | | | | | |
|---|---|---|---|---|---|
| Australia | Costa Rica | Indonesia | Nicaragua | Singapore | USA |
| Brazil | El Salvador | Israel | Panama | Sri Lanka | Vietnam |
| Chile | Guatemala | Macau (China) | Peru | Uruguay | |
| Colombia | Hong Kong (China) | New Zealand | Puerto Rico | US Virgin Islands | |

**Go Roam Around the World Extra destinations (GRATWX)**

| | | | | | |
|---|---|---|---|---|---|
| Albania | British Virgin Islands | Faroe Islands | Kuwait | Paraguay | South Africa |
| Andorra | Brunei | Gabon | Kyrgyzstan | Qatar | South Korea |
| Anguilla | Burkina Faso | Georgia | Liberia | Rwanda | Suriname |
| Antigua and Barbuda | Cambodia | Ghana | Madagascar | Saba (Netherlands Antilles) | Taiwan |
| Argentina | Cameroon | Greenland | Malawi | Saint Kitts and Nevis | Tajikistan |
| Armenia | Canada | Grenada | Malaysia | Saint Lucia | Thailand |
| Aruba (Netherlands Antilles) | Cayman Islands | Guinea | Mexico | Saint Vincent and the Grenadines | Trinidad and Tobago |
| Azerbaijan | China | Guyana | Moldova | Saudi Arabia | Tunisia |
| Bahamas | Cote d'Ivoire (Ivory Coast) | Haiti | Montenegro | Senegal | Turkey |
| Bahrain | Curacao (Netherlands Antilles) | Honduras | Montserrat | Serbia | Turks and Caicos Islands |
| Bangladesh | Cyprus, North (Turkey) | India | Morocco | Seychelles | Uganda |
| Barbados | Dominica | Jamaica | Myanmar | Sint Eustatius (Netherlands Antilles) | Ukraine |
| Bermuda | Dominican Republic | Japan | Niger | Sint Maarten (Netherlands Antilles) | United Arab Emirates (UAE) |
| Bonaire (Netherlands Antilles) | Ecuador | Jordan | Nigeria | | Uzbekistan |
| Bosnia and Herzegovina | Egypt | Kazakhstan | North Macedonia | | Zambia |
| | | Kenya | Oman | | |
| | | Kosovo | Pakistan | | |



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**All bands when roaming abroad**

| Destination | Voice /Text | Data |
|---|---|---|
| Afghanistan | 2 | 3 |
| Airlines (SITA On Air, Aeromobile) | 4 | 3 |
| Aland Islands (Finland) | GRE | GRE |
| Albania | GRATWX | GRATWX |
| Algeria | 2 | 3 |
| Andorra | GRATWX | GRATWX |
| Angola | 2 | 3 |
| Anguilla | GRATWX | GRATWX |
| Antigua and Barbuda | GRATWX | GRATWX |
| Argentina | GRATWX | GRATWX |
| Armenia | GRATWX | GRATWX |
| Aruba (Netherlands Antilles) | GRATWX | GRATWX |
| Australia | GRATW | GRATW |
| Austria | GRE | GRE |
| Azerbaijan | GRATWX | GRATWX |
| Azores (Portugal) | GRE | GRE |
| Bahamas | GRATWX | GRATWX |
| Bahrain | GRATWX | GRATWX |
| Balearic Islands (Spain) | GRE | GRE |
| Bangladesh | GRATWX | GRATWX |
| Barbados | GRATWX | GRATWX |
| Belarus | 2 | 3 |
| Belgium | GRE | GRE |
| Belize | 2 | 3 |
| Bermuda | GRATWX | GRATWX |
| Bolivia | 2 | 3 |
| Bonaire (Netherlands Antilles) | GRATWX | GRATWX |
| Bosnia and Herzegovina | GRATWX | GRATWX |
| Botswana | 2 | 2 |
| Brazil | GRATW | GRATW |
| British Virgin Islands | GRATWX | GRATWX |
| Brunei | GRATWX | GRATWX |
| Bulgaria | GRE | GRE |
| Burkina Faso | GRATWX | GRATWX |
| Cambodia | GRATWX | GRATWX |
| Cameroon | GRATWX | GRATWX |
| Canada | GRATWX | GRATWX |

| Destination | Voice /Text | Data |
|---|---|---|
| Canary Islands (Spain) | GRE | GRE |
| Cape Verde | 3 | 3 |
| Cayman Islands | GRATWX | GRATWX |
| Chile | GRATW | GRATW |
| China | GRATWX | GRATWX |
| Colombia | GRATW | GRATW |
| Congo, Democratic Republic of | 2 | 3 |
| Congo, Republic of | 2 | 3 |
| Costa Rica | GRATW | GRATW |
| Cote d'Ivoire (Ivory Coast) | GRATWX | GRATWX |
| Croatia | GRE | GRE |
| Cuba | 3 | 3 |
| Curacao (Netherlands Antilles) | GRATWX | GRATWX |
| Cyprus | GRE | GRE |
| Cyprus, North (Turkey) | GRATWX | GRATWX |
| Czech Republic | GRE | GRE |
| Denmark | GRE | GRE |
| Dominica | GRATWX | GRATWX |
| Dominican Republic | GRATWX | GRATWX |
| Ecuador | GRATWX | GRATWX |
| Egypt | GRATWX | GRATWX |
| El Salvador | GRATW | GRATW |
| Equatorial Guinea | 2 | 3 |
| Estonia | GRE | GRE |
| Ethiopia | 3 | 3 |
| Falkland Islands (Malvinas) | 2 | 3 |
| Faroe Islands | GRATWX | GRATWX |
| Fiji | 2 | 3 |
| Finland | GRE | GRE |
| France | GRE | GRE |
| French Guiana | GRE | GRE |
| French Polynesia | 2 | 3 |
| Gabon | GRATWX | GRATWX |
| Gambia | 2 | 3 |
| Georgia | GRATWX | GRATWX |
| Germany | GRE | GRE |
| Ghana | GRATWX | GRATWX |

| Destination | Voice /Text | Data |
|---|---|---|
| Gibraltar | GRE | GRE |
| Greece | GRE | GRE |
| Greenland | GRATWX | GRATWX |
| Grenada | GRATWX | GRATWX |
| Guadeloupe | GRE | GRE |
| Guam | 2 | 3 |
| Guatemala | GRATW | GRATW |
| Guernsey | GRE | GRE |
| Guinea | GRATWX | GRATWX |
| Guyana | GRATWX | GRATWX |
| Haiti | GRATWX | GRATWX |
| Honduras | GRATWX | GRATWX |
| Hong Kong (China) | GRATW | GRATW |
| Hungary | GRE | GRE |
| Iceland | GRE | GRE |
| India | GRATWX | GRATWX |
| Indonesia | GRATW | GRATW |
| Iraq | 2 | 3 |
| Ireland | GRE | GRE |
| Isle of Man | GRE | GRE |
| Israel | GRATW | GRATW |
| Italy | GRE | GRE |
| Jamaica | GRATWX | GRATWX |
| Japan | GRATWX | GRATWX |
| Jersey | GRE | GRE |
| Jordan | GRATWX | GRATWX |
| Kazakhstan | GRATWX | GRATWX |
| Kenya | GRATWX | GRATWX |
| Kosovo | GRATWX | GRATWX |
| Kuwait | GRATWX | GRATWX |
| Kyrgyzstan | GRATWX | GRATWX |
| Latvia | GRE | GRE |
| Lebanon | 2 | 3 |
| Liberia | GRATWX | GRATWX |
| Liechtenstein | GRE | GRE |
| Lithuania | GRE | GRE |
| Luxembourg | GRE | GRE |
| Macau (China) | GRATW | GRATW |
| Madagascar | GRATWX | GRATWX |
| Madeira (Portugal) | GRE | GRE |



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| Destination | Voice /Text | Data |
|---|---|---|
| Malawi | GRATWX | GRATWX |
| Malaysia | GRATWX | GRATWX |
| Maldives | 3 | 3 |
| Malta | GRE | GRE |
| Maritime Networks (Ships, Ferries, Cruise Liners) | 4 | 3 |
| Martinique | GRE | GRE |
| Mauritius | 2 | 3 |
| Mayotte | GRE | GRE |
| Mexico | GRATWX | GRATWX |
| Moldova | GRATWX | GRATWX |
| Monaco | 0 | 1 |
| Mongolia | 2 | 3 |
| Montenegro | GRATWX | GRATWX |
| Montserrat | GRATWX | GRATWX |
| Morocco | GRATWX | GRATWX |
| Mozambique | 2 | 3 |
| Myanmar | GRATWX | GRATWX |
| Namibia | 2 | 3 |
| Nepal | 2 | 3 |
| Netherlands | GRE | GRE |
| Netherlands Antilles | 2 | 3 |
| New Zealand | GRATW | GRATW |
| Nicaragua | GRATW | GRATW |
| Niger | GRATWX | GRATWX |
| Nigeria | GRATWX | GRATWX |
| North Macedonia | GRATWX | GRATWX |
| Norway | GRE | GRE |
| Oman | GRATWX | GRATWX |
| Pakistan | GRATWX | GRATWX |
| Panama | GRATW | GRATW |
| Papua New Guinea | 2 | 3 |
| Paraguay | GRATWX | GRATWX |
| Peru | GRATW | GRATW |
| Philippines | 2 | 2 |
| Poland | GRE | GRE |
| Portugal | GRE | GRE |
| Puerto Rico | GRATW | GRATW |
| Qatar | GRATWX | GRATWX |
| Reunion | GRE | GRE |

| Destination | Voice /Text | Data |
|---|---|---|
| Romania | GRE | GRE |
| Russia | 3 | 3 |
| Rwanda | GRATWX | GRATWX |
| Saba (Netherlands Antilles) | GRATWX | GRATWX |
| Saint Barthelemy | GRE | GRE |
| Saint Helena and Ascension | 2 | 3 |
| Saint Kitts and Nevis | GRATWX | GRATWX |
| Saint Lucia | GRATWX | GRATWX |
| Saint Martin | GRE | GRE |
| Saint Vincent and the Grenadines | GRATWX | GRATWX |
| San Marino (Italy) | GRE | GRE |
| Saudi Arabia | GRATWX | GRATWX |
| Senegal | GRATWX | GRATWX |
| Serbia | GRATWX | GRATWX |
| Seychelles | GRATWX | GRATWX |
| Sierra Leone | 2 | 3 |
| Singapore | GRATW | GRATW |
| Sint Eustatius (Netherlands Antilles) | GRATWX | GRATWX |
| Sint Maarten (Netherlands Antilles) | GRATWX | GRATWX |
| Slovakia | GRE | GRE |
| Slovenia | GRE | GRE |
| South Africa | GRATWX | GRATWX |
| South Korea | GRATWX | GRATWX |
| Spain | GRE | GRE |
| Sri Lanka | GRATW | GRATW |
| Suriname | GRATWX | GRATWX |
| Sweden | GRE | GRE |
| Switzerland | GRE | GRE |
| Taiwan | GRATWX | GRATWX |
| Tajikistan | GRATWX | GRATWX |
| Tanzania, United Republic of | 2 | 3 |
| Thailand | GRATWX | GRATWX |
| Togo | 2 | 3 |
| Trinidad and Tobago | GRATWX | GRATWX |

| Destination | Voice /Text | Data |
|---|---|---|
| Tunisia | GRATWX | GRATWX |
| Turkey | GRATWX | GRATWX |
| Turkmenistan | 3 | 3 |
| Turks and Caicos Islands | GRATWX | GRATWX |
| Uganda | GRATWX | GRATWX |
| Ukraine | GRATWX | GRATWX |
| United Arab Emirates (UAE) | GRATWX | GRATWX |
| United States of America (USA) | GRATW | GRATW |
| Uruguay | GRATW | GRATW |
| US Virgin Islands | GRATW | GRATW |
| Uzbekistan | GRATWX | GRATWX |
| Vanuatu | 2 | 3 |
| Vatican City | GRE | GRE |
| Venezuela | 2 | 3 |
| Vietnam | GRATW | GRATW |
| Yemen | 2 | 2 |
| Zambia | GRATWX | GRATWX |

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## Daily charges in Go Roam destinations

For a fixed daily charge, set out in this table, our Three Your Way Plans allow you to use your UK allowance in any of our Go Roam destinations to contact a UK number (starting 01, 02, 03 or a standard UK mobile) - subject to our Fair Usage policy. Republic of Ireland and Isle of Man are excluded from the daily roaming charge. These charges won't apply if you have roaming built in or if you have purchased a Go Roam pass Add-on. Inclusive roaming is valid throughout the duration of the Minimum Term of your plan.

Daily roaming charges will increase each 1 April by the Consumer Price Index rate published in January of that year + an additional 3.9%. This increase will not apply to customers who joined or upgraded to SIMO 24m Lite plans (25GB and 120GB) from 31 May 2025.

| Where are you roaming? | Daily charge to unlock your UK allowance | Charge from 1 April 2026 |
|---|---|---|
| **Go Roam in Europe (GRE)** | £2 | £2.75 |
| **Go Roam Around the World (GRATW)** | £5 | £8.00 |
| **Go Roam Around the World Extra (GRATWX)** | £7 | £8.00 |

Add-ons may reduce the cost of using your device abroad by avoiding the daily roaming charge. See the appropriate section in this guide for details of Roaming Add-ons.

## Charges whilst roaming in Go Roam destinations

The table below shows the charges for roaming in Go Roam destinations if you don't have any inclusive allowance or if you have used your allowance.

| Where you are calling from? | Data | Voice calls/ texts back to the UK | | Voice calls/ texts to Go Roam in Europe | | Voice calls/ texts to Go Roam Around the World | | Voice calls/ texts to Go Roam Around the World Extra | | Voice calls/ texts to anywhere else in the world | | Receiving voice calls | Sending MMS | Receiving texts or MMS |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Per MB** | **Per min** | **Per text** | **Per min** | **Per text** | **Per min** | **Per text** | **Per min** | **Per text** | **Per min** | **Per text** | **Per min** | **Per message** | **Per message** |
| **Go Roam in Europe** | 1p | 3p | 2p | 3p | 2p | £1.40 | 2p | £1.40 | 2p | £1.40 | 2p | Free | 65p | Free |
| **Go Roam Around the World** | 1p | 3p | 2p | 3.3p | 2p | £1.40 | 2p | £1.40 | 2p | £1.40 | 2p | Free | 65p | Free |
| **Go Roam Around the World Extra** | 1p | 3p | 2p | 3.3p | 2p | £1.40 | 2p | £1.40 | 35p | £1.40 | 35p | Free | 65p | Free |

## Charges whilst roaming abroad in other destinations

If your allowance doesn't include roaming abroad or if you have used all your allowance, or if you don't have an allowance you will be charged according to the following table.

| Where you are calling from? (See table) | Data | Voice calls/ texts back to the UK or to the same band | | Voice calls/ texts to Go Roam in Europe destinations | | Voice calls/texts to Go Roam Around the World or Go Roam Around the World Extra destinations | | Voice calls/ texts to anywhere else in the world | | Receiving voice calls | Sending MMS | Receiving texts or MMS |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Per MB** | **Per min** | **Per text** | **Per min** | **Per text** | **Per min** | **Per text** | **Per min** | **Per text** | **Per min** | **Per message** | **Per message** |
| **0** | n/a | 10p | 4p | 10p | 4p | £1.404 | 4p | £1.404 | 4p | 0.9p | 65p | Free |
| **1** | 10p | £1.40 | 35p | £1.40 | 35p | £1.40 | 35p | £1.40 | 35p | 99p | 65p | Free |
| **2** | £3.00 | £2.00 | 35p | £2.00 | 35p | £2.00 | 35p | £2.00 | 35p | £1.25 | 65p | Free |
| **3** | £6.00 | £3.00 | 35p | £3.00 | 35p | £3.00 | 35p | £3.00 | 35p | £1.25 | 65p | Free |
| **4** | n/a | £3.00 | 50p | £3.00 | 50p | £3.00 | 50p | £3.00 | 50p | £1.25 | 65p | Free |



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## How we charge whilst you're abroad

- The daily roaming charge is automatically applied when you use any of your UK allowances in a Go Roam destination including making calls, sending texts or using data. Once triggered, the charge unlocks your UK allowance for 24 hours in Go Roam destinations. If you have set a Spend Cap, you will need to ensure that it is at a level which permits the daily charge to be applied. If this daily charge cannot be made, you will not be able to use your device in Go Roam destinations.
- Calls to standard landlines and mobile numbers made in an EU country are charged by the second and have a 30-second minimum charge unless otherwise stated in this price guide.
- Calls made in a non-EU country are charged per minute, rounded up to the next minute and have a one-minute minimum charge unless otherwise stated in this price guide
- Calls received in a non-EU country are charged by the second and have a one-minute minimum charge.
- Voice minutes to standard landlines and mobile numbers, Texts and Data will always be consumed from an available Add-on before any available credit is used.
- If you do not have an appropriate allowance (Plan or Add-on), charges will be applied according to our Out of Allowance rates.
- To help you manage your roaming costs when travelling, we'll send you a text message about call charges and roaming rates for each country you visit.
- Calls to pick up your voicemail while you're abroad will be taken from your UK allowance when in a Go Roam destination and this may result in us applying the Daily Roaming Charge to unlock your allowance. In all other destinations these calls will be charged at the rate for a voice call back to the UK.
- Calls to us while you're abroad will be taken from your UK allowance when in a Go Roam destination and this may result in us applying the Daily Roaming Charge to unlock your allowance. In all other destinations these calls will be charged at the rate for a voice call back to the UK
- Calls to 00800 numbers are charged at 40p per minute, with a minimum call duration of 1 minute and are rounded up to the nearest second, fractions of a second are rounded up or down to the nearest second..
- Visit three.co.uk/roaming for more information.

## Our Fair Usage policy

You can use your UK allowance in any of our Go Roam destinations subject to a daily roaming charge. Your usage comes from your UK allowance.

If you have a data allowance greater than 12GB, you can use up to 12GB of data each month. If you use 12GB and still have remaining data allowance available, you can continue to use your data, but this is subject to a surcharge - currently 0.3p/MB. When roaming in the Republic of Ireland, fair usage limits do not apply.

We impose a Fair Usage cap in Go Roam destinations as follows:

<table>
<tr><th>Destination</th><th>Voice (minutes)</th><th>Texts (texts)</th><th>Data (GB)</th></tr>
<tr><td>Go Roam in Europe</td><td>Unlimited</td><td>Unlimited</td><td rowspan="3">12GB</td></tr>
<tr><td>Go Roam Around the World*</td><td rowspan="2">3,000</td><td rowspan="2">5,000</td></tr>
<tr><td>Go Roam Around the World Extra*</td></tr>
</table>

*Usage above these amounts for voice calls and texts will be charged at the rates as specified in the "Charges whilst roaming abroad" table.

## Worldwide data roaming limit

We've set up a worldwide data roaming limit of £45 (excl VAT) to stop you spending too much. If you would like this limit changed or removed, please contact Three Customer Services.

## Internet and data usage abroad

The speed and availability of Internet access when abroad will depend on several factors, including which network you are roaming on and the services they have available – for example, 4G or 5G 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 information on which countries you can roam in, visit three.co.uk/roaming



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## What other useful information is there for using Go Roam?

- Go Roam is intended for our UK customers, who are UK residents 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.
- As such, if you roam exclusively in one or more of our Go Roam in Europe, Go Roam Around the World or Go Roam Around the World Extra destinations for any two complete months in a rolling 12-month period, we may suspend international roaming on your account, meaning you will no longer be able to use your device abroad. Of course, we'll 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 Go Roam, this fair use policy won't apply.
- In Go Roam destinations, Three may deploy traffic management measures, known collectively as TrafficSense™, to protect the network and to give customers the best internet experience.

**Please note:** Three reserves the right to suspend this service if we reasonably believe that you are 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 Go Roam and/or the destinations or service included at any time. See three.co.uk/go-roam/information for full details on how this service works and additional details that may be of interest.

# Recurring payment discount

New Three Your Way Plan customers can only join 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 your payment details and you will remain eligible for the £5 monthly recurring discount.

# Other charges

## Limits on third party charges

We've automatically applied limits to the amount you spend on third party digital content and premium rate calls (including directory enquiries) and texts (including SMS shortcode messages). The spend limits are £40 per single payment transaction and the cumulative sum of £240 for payment transactions made over the course of a calendar month. These limits are set by law and can't be changed. For more information, including confirmation of what types of transactions are affected, visit three.co.uk/spendlimits

## Spend Caps

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 outside of allowance charges in the UK and whilst roaming, including the daily roaming charge in Go Roam destinations (see three.co.uk/Go-Roam). The Spend Cap does not apply to your monthly plan charge, Add-ons, insurance and Three Pay purchases (eg Google Play, App Store, Spotify). The Spend Cap can be set or changed by the customer at any time and will be applied within 7 days of the request. Visit three.co.uk/control-your-spend

## Key things to note about rounding on your bill.

Our systems work to very small fractions of a penny, but we only show your charges to two decimal places on your bill to make it easier to read. To enable this, any usage charges and totals on your bill are also rounded up or down to two decimal places individually, which may affect the total of all charges once these have been aggregated to produce the sub-total before VAT. Where a usage charge or total has VAT added to it, we carry out rounding on the usage charge or total before VAT is added, and the amount of the VAT itself. The two sums are then added together to produce the final total. Where your Monthly Charge is subject to a price rise in accordance with our Terms and Conditions, the amount of the increase is rounded to two decimal places and is added to the original Monthly Charge. VAT is then calculated and added as set out above. Because of the rounding mechanism, occasionally there may be a small inconsistency between any manual calculation you may carry out and the calculations made by our systems. Due to rounding mechanisms on billing systems, there may be a +/-1p inconsistency in event charges, and when events are totalled in the invoice it could be more than +/-1p. For more information visit www.three.co.uk/support/bills-and-contracts/understanding-your-bill/about-rounding-on-your-bill The 'Total Due By' charge on your bill is based exclusively on the detailed underlying costs in our system.



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## Rich Communication Services

RCS Chats is a "Rich Communication Service" that enables messages to be sent via Wi-Fi and mobile data. Mobile data you use when using RCS Chats will be deducted from any data allowance you have with your plan.

# Charges for other services

| Service | Charge |
|---|---|
| **Text delivery report** | 1.2p per request |
| **Additional paper copy of invoice** | Up to £5.11 per copy |
| **Fully itemised paper bill** | £2.50 |
| **Charge for replacement SIM** | Free |
| **Unlock fee for Three handsets** | Free |
| **Change of phone number** | £10.21 |
| **Charge for failed/late payment** | £5.11 |

# 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 |

# Increase to your Monthly Charge

Each April, your Monthly Charge will increase by a fixed amount depending on your plan's data allowance. Plans 4GB or less and Smartwatch Pairing Plans will increase by £1.80 per month. Plans from 5GB to 99GB will increase by £1.90 per month. Plans 100GB or over will increase by £2.30 per month. Visit the price increase page for full details. 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,Three Your Way device plan agreement repayments, or Three Insurance premiums. Check out our full terms..

| 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 your data allowance is 4GB on a Pay Monthly SIMO plan meaning that your Monthly Charge will increase each April by £1.80 per month. | | |
| **£30** | £30 + £1.80= £31.80 | £31.80+ £1.80= £33.60 |

To find out more about our price increases, please visit our dedicated Price Increase page here.
This increase applies if you joined or upgraded on or after 18 December 2025. See our Terms for Three Services for more information Three.co.uk/terms



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# 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); or
- 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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