Business Price Guide

This Price Guide defines the prices of Three's new Business Pay Monthly plans.

For Business customers who joined, upgraded or added additional Three Services on or after 28 April 2022 and before 24 May 2022

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

Three's voice plans include unlimited minutes and texts to UK landlines (starting 01, 02, 03), and standard UK mobiles. Three's Mobile Broadband plans provide data solutions for Customers' businesses. Using broadband SIMs, the Customer can make voice calls and send/ receive text messages depending on the device using the SIM, at Outside of Allowance Services rates set out within this Price Guide. This Price Guide is effective from the date of publication. Three's Terms and Conditions for Business customers using the Three Network can be found online at Terms & Conditions | Three

All prices in this Price Guide exclude VAT where applicable, except where expressly stated otherwise.

How to contact Three

For service-related queries, call Three free on **337** from a Three phone, or **0333 338 1004** from any other phone.
Lines are open Monday-Friday 08:00-20:00, and Saturday 09:00-17:00.
To speak to Three's sales team, call **0800 033 8022** from any phone.
Lines are open Monday-Friday 08:00-18:00.
Lines are closed Sundays and bank holidays.

Customers can also visit a Three store. Find your nearest store at locator.three.co.uk/search,
or chat to an agent online at three.co.uk/business/messaging

If Customer or User(s) would like a copy of this Price Guide in an alternative format, e.g. Braille or large print, please contact Three Customer Services on **337** from a Three phone, or **0333 338 1030** from any other phone. Lines are open between 08:00-20:00 Monday to Friday, and 09:00-18:00 on Saturdays. For more information on Three's accessibility services, go to three.co.uk/accessibility

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

Handset and SIM Only plans include an allowance of voice minutes and texts to UK landlines (starting 01, 02, 03), standard UK mobiles, and data. Mobile Broadband plans (MBB) provide a data solution for Customers' businesses, with voice calls and texts charged at Outside of Allowance rates. The Customer can choose a SIM Only MBB plan, or one with a Device.

All of Three's plans' Monthly Charges include a £5 discount for paying by the preferred payment method (a recurring method, such as Direct Debit).

Each April, the Plan's Monthly Charge will increase in accordance with the Terms and Conditions for using the Three Network for Business customers and Customer's Agreement. Visit Annual Price Change to Business Plans | Three Business for more information.

Voice Plans

Device Plans

- Choose from a variety of Devices (upfront Charges may apply).
- Choose a monthly data allowance.

	Allowance	
Voice minutes	Unlimited	
Texts	Unlimited	
Minimum Term	24 months	36 months
Data allowance	3GB	3GB
	25GB	25GB
	80GB	80GB
	500GB	500GB
	Unlimited	Unlimited
Monthly Charge	The Monthly Charge will depend on the data allowance, and the Minimum Term.	

SIM Only Plans

- Select a Minimum Term.
- Choose a monthly data allowance.

	Allowance					
Voice minutes	Unlimited					
Texts	Unlimited					
Minimum Term	1 month		12 months		24 months	
Data allowance	3GB	£13	3GB	£7	3GB	£5
	25GB	£18	25GB	£11	25GB	£8
	80GB	£21	80GB	£15	80GB	£10
	500GB	£23	500GB	£17	500GB	£13
	Unlimited	£23	Unlimited	£17	Unlimited	£15
Monthly Charge	The Monthly Charge will depend on the data allowance, and the Minimum Term.					

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Mobile Broadband Plans

Device Plans

- Select a Minimum Term
- Choose from a variety of Devices (upfront Charges may apply).
- Choose a monthly data allowance.

	Allowance			
Voice minutes	None			
Texts	None			
Minimum Term	1 month	12 months	24 months	36 months
Data allowance	3GB	3GB	3GB	3GB
	25GB	25GB	25GB	25GB
	80GB	80GB	80GB	80GB
	200GB	200GB	200GB	200GB
	500GB	500GB	500GB	500GB
	Unlimited	Unlimited	Unlimited	Unlimited
Monthly Charge	The Monthly Charge will depend on the data allowance, and the Minimum Term.			
Outside of Allowance Services	If used in the UK to make domestic voice calls or send texts to a UK number, the Customer will be charged 2.5p/min and 1.67p/text.			

SIM Only Plans

- Select a Minimum Term
- Choose a monthly data allowance.

	Allowance					
Voice minutes	None					
Texts	None					
Minimum Term	1 month		12 months		24 months	
Data allowance	3GB	£9	3GB	£7	3GB	£5
	25GB	£12	25GB	£11	25GB	£9
	80GB	£14	80GB	£13	80GB	£11
	200GB	£16	200GB	£15	200GB	£13
	500GB	£20	500GB	£18	500GB	£14
	Unlimited	£20	Unlimited	£18	Unlimited	£14
Monthly Charge	The Monthly Charge will depend on the data allowance, and the Minimum Term.					
Outside of Allowance Services	If used in the UK to make domestic voice calls or send texts to a UK number, the Customer will be charged 2.5p/min and 1.67p/text.					

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Add-ons

Add-ons are additional, optional or extra services the Customer can bolt on to Device and SIM Only plans. There are two types of Add-on: recurring Add-ons, and one-off Add-ons.

Recurring Add-ons will be charged pro rata for the first month. After the first month, the Customer will be charged the full amount regardless of when the Add-on is cancelled. Recurring Add-on allowances can't be rolled over, and will refresh in line with the Customer's bill cycle until cancelled.

One-off Add-ons are duration based. The Unlimited One Day Boost Add-on lasts until midnight UK time the same day. All other one time Add-ons last 30 days. The Customer will be charged the full amount regardless of when they buy or cancel the Add-on.

An individual Add-on can be purchased by the Customer and applied to selected SIMs in the account.

Data Add-ons

Individual SIM

	Data Add-ons available						
	1GB	5GB	10GB	20GB	50GB	Unlimited One Day Boost	Unlimited
One-off Add-on	£4	£6	£8	£9	£10	£4	-
Recurring Add-on	£3	£5	£7	£8	-	-	£12

These Add-ons can be used in the UK, and in any of our Go Roam destinations (as set out within this Price Guide).

Data Passport

The Data Passport unlocks a set access period to unlimited mobile data in the following destinations:

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

Data Passport Access period	24 hours	7 days	30 days
Charge	£6	£30	£60

Data passport is a one-time Add-on and charges include VAT where applicable.

1. Data Passport Add-ons activate on first use of data in a Data Passport destination.
2. Once activated, the Passport will expire at the end of the Data Passport Access period e.g., a 24 hrs Passport expires 24 hrs following activation and a 7 days Passport will expire 7 days following activation.
3. From 28th October 2023, UK is no longer included in the destinations list.
4. We reserve the right to extend, withdraw or modify the terms, including this Price Guide, relating to Go Roam and/or the destinations or service included at any time. Please review details concerning Roaming destinations and costs in the most up-to-date Price Guide.

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Go Roam Passes

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

Add-on name	Destinations Covered		Duration	Price (£)
3 Day Go Roam Pass - EUROPE	Go Roam in Europe		3 days	4.17
7 Day Go Roam Pass - EUROPE	Go Roam in Europe		7 days	8.33
14 Day Go Roam Pass - EUROPE	Go Roam in Europe		14 days	16.67
28 Day Go Roam Pass - EUROPE	Go Roam in Europe		28 days	33.33
56 Day Go Roam Pass - EUROPE	Go Roam in Europe		56 days	66.67
3 Day Go Roam Pass - ATW & EUROPE	Go Roam in Europe	Go Roam Around the World	3 days	8.33
7 Day Go Roam Pass - ATW & EUROPE	Go Roam in Europe	Go Roam Around the World	7 days	20.83
14 Day Go Roam Pass - ATW & EUROPE	Go Roam in Europe	Go Roam Around the World	14 days	41.67
28 Day Go Roam Pass - ATW & EUROPE	Go Roam in Europe	Go Roam Around the World	28 days	83.33
56 Day Go Roam Pass - ATW & EUROPE	Go Roam in Europe	Go Roam Around the World	56 days	166.67

Unless your plan expressly states otherwise 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 destination zone (Europe or Around the World) as shown in the table.

How we charge for 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).
- Once activated you can use the passes, whenever you want, for the number of days allowed on the add-ons.
- If you have got both Go Roam in Europe and Go Roam in ATW and Europe add-ons, when travelling to a destination in Europe the Europe pass will be consumed first.
- Notification (by text message) indicates the start and end of an unlocked period.
- Unused Go Roam passes do not expire and remain on your account until used unless you change the plan in-life or as part of upgrade.

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International Voice Add-ons

Three's International Voice Add-ons are designed for Users who occasionally call abroad from the UK to standard landline or mobile numbers in:

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

	Voice Add-ons available						
	International 100 minutes	International 200 minutes	International 300 minutes	International 500 minutes	International unlimited minutes	International 100 texts	International unlimited texts
One-off Add-on	£6	£7	£8	£9	£16	£6	£11
Recurring Add-on	£5	£6	£7	£8	£15	£5	£10

Unlimited calls and texts to Ireland

These Add-ons are designed for Users who regularly call or text from the UK to standard landline or mobile numbers in Ireland.

	Voice Add-ons available	
	Unlimited minutes to Ireland	Unlimited texts to Ireland
One-off Add-on	£9	£6
Recurring Add-on	£8	£5

International voice Add-ons can only be used for calls from the UK, and do not include calls to non-standard and premium rate numbers (which will be charged as set out in this Price Guide). International voice Add-ons are not available for Mobile Broadband plans.

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Charges for calls from the UK to Special Numbers

Some calls and other services within the UK fall outside Three's standard rates, and aren't included in plan allowances.

If a Customer would like to know about specific numbers, or the specific price of any call, information can be found at three.co.uk/specialcall

Number/ Prefix Price	Price
Freephone numbers 0800 / 0808	Free
UK calls to Three Customer Services (337)	Free
Emergency numbers 999 / 112	Free
Emergency video relay 999 BSL	Free
NHS 111	Free
NHS Test and Trace 119	This will come out of any available allowance of voice minutes
European Commission helplines 116000 / 116006 / 116111 / 116117 / 116123	Free
Single non-emergency police 101	Free
National power emergency 105	Free
Fraud hotline 159	This will come out of any available allowance of voice minutes
Relay UK calls to emergency and non-emergency numbers using 18000 or 18001 999 or 18001 112 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)	This will come out of any available allowance of voice minutes
Relay UK calls to voicemail accessed using 18001 07782 333 123	Free
Relay UK calls to international numbers 18001	A 25% discount will be applied to the standard rates
Corporate Numbers 055	12.75p per minute
084/087 The total cost of the call is the Access Charge plus the Service Charge	54p per minute Access Charge (a 1 minute minimum charge 'Access Charge') Service Charge (a charge set by the company the User is calling – 'Service Charge' – charged after the first minute, and per minute)
Non-standard 07 numbers 0740659 / 074060 / 074061 / 074062 / 0740671 / 074176 / 074181 / 074185 / 074411 / 074414 / 074515 / 075200 / 075201 / 075203 / 075204 / 075205 / 075207 / 075208 / 075209 / 075370 / 075373 / 075375 / 075376 / 075377 / 075378 / 075379 / 075580 / 075581 / 075582 / 075590 / 075591 / 075592 / 075593 / 075594 / 075595 / 075596 / 075597 / 075598 / 075710 / 075718 / 075890 / 075891 / 075892 / 075893 / 075898 / 075899 / 077001 / 077442 / 077443 / 077444 / 077445 / 077446 / 077447 / 077448 / 077449 / 077552/ 077553 / 077554 / 077555 / 078220 / 078221 / 078223 / 078224 / 078225 / 078226 / 078227 / 078229 / 078644 / 078727 / 078730 / 078744 / 078745 / 078920 / 078922 / 078925 / 078930 / 078931 / 078933 / 078938 / 078939 / 079111 / 079112 / 079117 / 079118 / 079245 / 079246 / 079780 / 079781 / 079784 / 079785 / 079786 / 079788 / 079789	From 29p per minute

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Satellite calls 0087 and 0088*	Up to £7.66
Pager 076	£1.02 per call plus 72p per minute
Personal number 070 band 1	26p per minute
Personal number 070 band 2	87p per minute
Personal number 070 band 3	£1.02 per call plus 72p per minute
Premium rate (090, 091, 098) The total cost of the call is the Access Charge plus the Service Charge	54p per minute Access Charge (1-minute minimum charge) Service Charge (set by the company the Customer is calling, charged after the first minute and 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).

*Calls to satellite numbers cost the same per minute regardless of where in the world you are when making the call, or where the satellite phone is physically located. They normally start with the number prefix 0087 or 0088, and cost up to £7.66 per minute inclusive of VAT.

Calls from the UK to international special numbers

Voice calls made to special numbers in the Isle of Man and Channel Islands

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	16.25p per minute
Voice calls made to other international special numbers	Charge (per minute) £2.29

Check three.co.uk/nts for specific numbers

How Three charges for calls to Special Numbers and 118 Directory Services

Charges for voice calls to special numbers are rounded up to the nearest minute, and charged per minute.

Charges for voice calls to premium rate special numbers (starting 084, 087, 09 and 118) include an Access Charge and a Service Charge. The Access Charge element of these calls will be treated as a minimum of 1 minute, and after the first minute the Access Charge is treated as lasting for its actual duration, with fractions of a second being rounded to the nearest second. The Service Charge is set by the company the User calls, and will be advertised alongside the company phone number.

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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 *If the 195 operator connects the User to a number the User has searched for, the call will be charged at the standard rate for the price plan, or will come out of any available allowance the User has. Free text message with the number(s) the User has requested.

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Additional Services and Outside of Allowance Charges

Three may change or introduce new charges for Additional Services, or Outside of Allowance Services. Three will publish any changes on Three's website. If any Add-ons are affected which have a recurring charge, Three will let the Customer know at least 14 days before the charge changes. If Three do make a change to an Additional Service, and a Customer is not happy with it, the Customer can cancel the Add-on(s) or Users stop using the Additional Services or Outside of Allowance Services. If a Customer would prefer to end the agreement instead, a Cancellation Fee may be payable (please see "Key things to Note").

Additional Services	Charge
Outside of Allowance Data Usage	1p/MB
Multi-Media Messages (MMS), UK Picture and video messages. (Depending on the phone, if a message includes certain emojis, emoticons, or photos, the Customer may be charged this rate for that message.)	54p/message
SMS shortcodes – mobile text shortcode numbers are 5 or 6 digits long and usually begin with a 6, 7 or 8. These are often used to pay for new features in apps, to donate to charity, to enter competitions or to download games and ringtones.	SMS shortcodes will not come out of any inclusive allowance, and are classed as a Premium Rate Service. The network charge is 13p per message, and the charge from the third party varies depending on the promoter's terms and conditions. These should always be checked to find out the exact costs. The Customer and/or Users can check which shortcode services are available on the shortcode checker.

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Calling or texting international destinations from the UK

If a User is using their Device to call or send messages to a standard international landline or mobile number from the UK, the cost will depend on the country the User is contacting. The Customer won't be charged to receive a call or text from an international number while in the UK.

The Customer and/or User can check which destinations fall under "Go Roam in Europe" in the "Using a Phone Abroad" section.

	Calling or sending a message to a Go Roam in Europe destination	Calling or sending a message anywhere else
Voice calls (per minute)	16.25p	£2.50
SMS (per text)	5.17p	54.17p
MMS (each)	54p	54p

Costs for calls to non-standard international numbers can be found at three.co.uk/nts
See "Charges for calls from the UK to special numbers" on page 9 for more information.

How Three charges for standard international calls and text messages from the UK

Call durations are rounded up to the nearest minute, and charged per minute. 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. When the User sends messages to several recipients at the same time, the Customer will be charged separately for each recipient.

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Unless stated at the point of purchase, International Roaming is switched on automatically on a Customer's account. To help manage roaming costs while the Customer is travelling, Three will text information about call charges and roaming rates for each country visited.

Go Roam in Europe and Go Roam Around the World

For a fixed daily charge per SIM, set out below, the User can unlock their UK voice, text and data allowance. A fair use policy applies to all usage.

Provided data roaming is switched on in the Device settings the daily roaming charge starts when you use any of your 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. A fair use policy applies to all usage.

Users can use their unlimited voice and text allowance in Three's Go Roam in Europe destinations to contact a UK number (starting 01, 02, 03 or a standard UK mobile), and up to 3,000 minutes and 5,000 texts in our Go Roam Around the World destinations. The User can also use the Go Roam in Europe allowance to make unlimited calls and texts to standard landline or mobile numbers in other Go Roam in Europe destinations.

For plans with a data allowance of 12GB or greater, a monthly fair use limit of 12GB applies. Data usage over 12GB but within the remaining allowance is subject to a surcharge in Go Roam destinations currently 0.3p per MB. Three's standard roaming rates apply for all data usage thereafter. For plans with a data allowance less than 12 GB, User can only use up to their allowance free of charge. All usage over the allowance is subject to Three's standard roaming rates. The standard roaming rates are set out within this Price Guide. Countries not covered in the Go Roam destinations are charged at standard roaming rates at the time of use.

The daily Charge per SIM to unlock your UK allowance:
Go Roam in Europe EU destinations – £1.67
Go Roam in Europe Non-EU destinations – £2
Go Roam Around the World destinations – £5
There is no daily charge for Republic of Ireland and the Isle of Man.

Three are waiving this charge until 23 October 2022. For more information about which destinations fall under Go Roam, see "Charges while roaming abroad" and for fair usage policies, see "Further information about Go Roam". You can also visit three.co.uk/terms-conditions for full details.

We reserve the right to extend, withdraw or modify the terms, including this Price Guide, relating to Go Roam and/or the destinations or service included at any time. Please review details concerning Roaming destinations and costs in the most up-to-date Price Guide

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Calling standard landlines and mobiles while abroad

Call costs are charged per minute, and depend on where the User is, and where they're calling.

Where is the User calling from?	Where is the User calling?									
	See "Roaming bands"	Go Roam in Europe	Go Roam Around the World	Band 0	Band 1	Band 2	Band 3	Band 4	UK	Rest of World
	Go Roam in Europe (Non-EU destinations)	Included in allowance**	£1.40	£1.40	£1.40	£1.40	£1.40	£1.40	3p*	£1.40
	Go Roam in Europe (EU destinations)	Included in allowance**	£1.17	£1.17	£1.17	£1.17	£1.17	£1.17	3p*	£1.17
	Go Roam Around the World	33p	£1.40	£1.40	£1.40	£1.40	£1.40	£1.40	3p*	£1.40
	Band 0	10p	£1.40	10p	£1.40	£1.40	£1.40	£1.40	10p	£1.40
	Band 1	£1.40	£1.40	£1.40	£1.40	£1.40	£1.40	£1.40	£1.40	£1.40
	Band 2	£2	£2	£2	£2	£2	£2	£2	£2	£2
	Band 3	£3	£3	£3	£3	£3	£3	£3	£3	£3
	Band 4	£3	£3	£3	£3	£3	£3	£3	£3	£3

*These costs will only apply if the User exceeds their unlocked Go Roam Allowance
**If the Customer has unlocked their allowance for use in Go Roam destinations,
otherwise calls will be charged at Outside of Allowance rates, currently set at 2.5p per minute for EU destinations and 3p per minute for non-EU.

Outside of allowance special calls while abroad

Additional costs	Cost to make call / send message	Received
Non-geographic calls (to numbers starting +4484, +4487, +449, +44118) (per minute)	Up to £1.17	N/A

How Three charges for calls abroad

Costs for calls made and received while abroad are rounded up to the first minute, and then charged per minute. Standard roaming charges will apply for listening to voicemail messages or calling Three's dedicated business team when the User is abroad. This applies unless the User has unlocked their Go Roam allowance in a Go Roam destination, using minutes from their allowance. Go to three.co.uk/roaming for more information.

Calling the business support line from outside the UK or Three's Go Roam destinations will be charged at the standard country rate.

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Costs for sending texts while abroad

Where is the User texting from?	Where is the User texting?									
		SMS								MMS
	See "Roaming bands"	Go Roam in Europe	Go Roam Around the World	Band 0	Band 1	Band 2	Band 3	Band 4	UK	Anywhere
	Go Roam in Europe (Non-EU destinations)	Included in Go Roam allowance**	2p	2p	1.3p	1.3p	1.3p	1.3p	2p*	65p
	Go Roam in Europe (EU destinations)	Included in Go Roam allowance**	1.64p	1.64p	1.3p	1.3p	1.3p	1.3p	1.64p*	54p
	Go Roam Around the World	2p	2p	2p	1.3p	1.3p	1.3p	1.3p	2p*	65p
	Band 0	3.34p	3.34p	3.34p	1.3p	1.3p	1.3p	1.3p	3.3p	65p
	Band 1	35p	35p	35p	35p	35p	35p	35p	35p	65p
	Band 2	35p	35p	35p	35p	35p	35p	35p	35p	65p
	Band 3	85p	85p	85p	85p	85p	85p	85p	85p	65p
	Band 4	50p	50p	50p	50p	50p	50p	50p	50p	65p

*These costs will only apply if the User exceeds their Go Roam Allowance
**If the Customer has unlocked their allowance for use in Go Roam destinations, otherwise texts will be charged at Outside of Allowance rates, currently set at 1.64p per text for EU destinations and 2p per text for non-EU.

How Three charges for sending texts while abroad

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 nonstandard characters (such as emojis), the message may be sent as an MMS. When the User sends messages to several recipients at the same time, the Customer will be charged separately for each recipient.

Receiving calls and texts while abroad

The cost to receive a call depends on the User's location, and is priced per second with a minimum 1 minute charge.

Where is the User?	Cost to receive standard voice calls	Cost to receive SMS or MMS
Go Roam in Europe	Free	Free
Go Roam Around the World	Free	Free
Band 0	0.9p	Free
Band 1	99p	Free
Band 2	£1.25	Free
Band 3	£1.25	Free
Band 4	£1.25	Free

Receiving standard phone calls from the UK while abroad is free.

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Internet and Data usage abroad

When the User roams onto other international networks where data roaming is available, the Charges below will apply. In Three's Go Roam destinations, this Outside of Allowance Charge applies where User has exceeded their plan's data allowance.

Band	Cost per MB
Go Roam Around the World	1p
Go Roam Europe	1p
Band 1	10p
Band 2	£3
Band 3	£6

Data charges are for data sent and received, and are calculated to the nearest kilobyte.

The speed and availability of Internet access when abroad will depend on a number of factors, including which network the User is roaming on and the services available. For example, 5G networks may not be available, in which case the User may only be able to access 4G speeds. Other factors which may affect the speeds experienced include distance from the nearest mast, location in a building, local geography, and the type of device used. Certain services such as audio and/or video streaming may be slower than in the UK as a result. For the latest information on which destinations User(s) can roam in, and on which networks, visit three.co.uk/roaming

Worldwide Data Roaming Limit
Three have set up a worldwide data roaming limit of £45 per SIM to stop Customers spending too much. If a Customer prefers, this limit can be removed by contacting Three's dedicated business support team on 337 from a Three phone.

At 80% and 100% of allowance usage, the User will receive service consumption notifications. Following the User using 100% of their allowance, Charges for continued usage will apply thereafter as set out in this Price Guide.

Roaming bands

Go Roam destinations

Go Roam in Europe	Go Roam Around the World
Aland Islands	Australia
Austria	Brazil
Azores	Chile
Balearic Islands	Colombia
Belgium	Costa Rica
Bulgaria	El Salvador
Canary Islands	Guatemala
Croatia	Hong Kong
Cyprus	Indonesia
Czech Republic	Israel
Denmark	Macau
Estonia	New Zealand
Finland	Nicaragua
France	Panama
French Guiana	Peru
Germany	Puerto Rico
Gibraltar*	Singapore
Greece	Sri Lanka
Guadeloupe	Uruguay
Guernsey*	US Virgin Islands
Hungary	USA
Iceland*	Vietnam
Ireland	
Isle of Man*	
Italy	
Jersey*	
Latvia	
Liechtenstein*	
Lithuania	
Luxembourg	
Madeira	
Malta	
Martinique	
Mayotte	
The Netherlands	
Norway*	
Poland	
Portugal	
Reunion	
Romania	
Saint Barthelemy	
Saint Martin	
San Marino	
Slovakia	
Slovenia	
Spain	
Sweden	
Switzerland*	
Vatican City*	

* Non-EU destinations

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Charge bands for other destinations:

	Voice /Text	Data
Afghanistan	2	3
Airplanes	4	3
Albania	2	3
Algeria	2	3
American Samoa	2	3
Andorra	1	3
Angola	2	3
Anguilla	2	3
Antigua and Barbuda	2	3
Argentina	2	3
Armenia	2	3
Aruba	2	3
Ascension Island	2	3
Azerbaijan	2	3
Bahamas	2	3
Bahrain	2	3
Bangladesh	2	3
Barbados	2	3
Belarus	2	3
Belize	2	3
Benin	2	2
Bermuda	2	3
Bhutan	2	3
Bolivia	2	3
Bosnia-Herzegovina	1	3
Botswana	2	2
British Virgin Islands	2	3
Brunei	2	3
Burkina Faso	2	3
Cambodia	2	3
Cameroon	2	3
Canada	1	3
Cape Verde	3	3
Cayman Islands	2	3
Chad	2	3
China	2	3
Congo	2	3
Cuba	3	3

	Voice /Text	Data
Dominica	2	3
Dominican Republic	2	3
East Timor	2	3
Ecuador	2	3
Egypt	2	3
Equatorial Guinea	2	3
Eswatini	2	3
Ethiopia	3	3
Faroe Islands	2	3
Ferries	4	3
Fiji	2	3
French Polynesia	2	3
Gabon	2	3
Gambia	2	3
Georgia	3	3
Ghana	2	3
Greenland	2	3
Grenada	2	3
Guam	2	3
Guinea	2	3
Guyana	2	3
Haiti	2	3
Honduras	2	3
India	2	2
Iran	2	3
Iraq	2	3
Ivory Coast	2	2
Jamaica	2	3
Japan	2	2
Jordan	2	3
Kazakhstan	2	3
Kenya	2	3
Korea (Rep. of)	2	3
Kosovo	2	3
Kuwait	3	3
Kyrgyzstan	2	3
Laos	2	3
Lebanon	2	3

	Voice /Text	Data
Lesotho	2	3
Liberia	2	3
Libya	2	3
Macedonia	1	3
Madagascar	2	3
Malawi	2	3
Malaysia	3	3
Maldives	3	3
Mali	2	3
Maritime Networks	4	3
Mauritania	2	3
Mauritius	2	3
Mexico	2	3
Moldova	2	3
Monaco	0	1
Mongolia	2	3
Montenegro	1	3
Montserrat	2	3
Morocco	3	3
Mozambique	2	3
Myanmar	2	3
Namibia	2	3
Nepal	2	3
Neth. Antilles	2	3
New Caledonia	2	3
Niger	2	3
Nigeria	2	3
North Cyprus	1	2
Oman	3	3
Pakistan	2	3
Palestine	2	3
Papua New Guinea	2	3
Paraguay	2	3
Philippines	2	2
Qatar	2	3
Russia	3	3
Rwanda	2	3
Samoa	2	3

	Voice /Text	Data
Saudi Arabia	2	3
Senegal	2	3
Serbia	2	3
Seychelles	2	3
Ships	4	3
Sierra Leone	2	3
Solomon Islands	2	3
Somali	2	3
South Africa	1	2
St. Kitts	2	3
St. Lucia	2	3
St. Vincent	2	3
Sudan	2	3
Suriname	2	3
Syria	2	3
Taiwan	2	2
Tajikistan	2	3
Tanzania	2	3
Thailand	2	2
Togo	2	3
Tonga	2	3
Trinidad and Tobago	2	3
Tunisia	3	3
Turkey	1	2
Turkmenistan	3	3
Turks and Caicos	2	3
United Arab Emirates	3	3
Uganda	2	3
Ukraine	3	3
Uzbekistan	3	3
Vanuatu	2	3
Venezuela	2	3
Yemen	2	2
Zambia	2	3
Zimbabwe	2	3

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Further information about Go Roam

All details about Go Roam can be found at three.co.uk/go-roam, but here is some key information.

There is a charge per 24 hour period per SIM to unlock the User's allowances in Go Roam destinations. See "Using a phone abroad" for details. Use of Three Services in our Go Roam destinations is subject to Three's fair use policies, which may be updated from time to time.

We reserve the right to extend, withdraw or modify the terms, including this Price Guide, relating to Go Roam and/or the destinations or service included at any time. Please review details concerning Roaming destinations and costs in the most up-to-date Price Guide.

Go Roam in Europe

- There are no fair use limits for calls made or texts sent from any available allowance to standard landlines or mobile numbers within Go Roam in Europe destinations, or back to the UK.
- The User can use the allowance to create a personal hotspot in a Go Roam Europe destination.
- All usage over the allowance will be subject to Three's standard roaming rates. For plans with a data allowance less than 12 GB, User can only use up to their allowance free of charge. All usage over the allowance is subject to Three's standard roaming rates. The standard roaming rates are set out within this Price Guide.

Go Roam Around the World

- If a User has a plan that includes voice and text, they can send up to 5,000 texts back to the UK each month from a Go Roam Around the World destination.
- If a User has a plan that includes voice and text, they can talk for up to 3,000 minutes on calls made to standard UK landlines or mobile numbers each month.
- All usage over the allowance will be subject to Three's standard roaming rates. For plans with a data allowance less than 12 GB, User can only use up to their allowance free of charge. All usage over the allowance is subject to Three's standard roaming rates. The standard roaming rates are set out within this Price Guide.

Go Roam in Europe and Go Roam Around the World

- If a User has a data allowance greater than 12GB, they can use up to 12GB of data each month. If the User uses 12GB and still has a remaining data allowance available, they can continue to use the data, but this is subject to a surcharge currently set at 0.25p/MB for EU destinations and 0.3p/MB for non-EU destinations.
- To ensure all Customers can benefit from Go Roam, Three reserves the right to apply a surcharge in case of abusive use, and may monitor usage and presence.
- Go Roam is intended for 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 User(s) roam exclusively in one or more of Three's Go Roam destinations (including both Go Roam in Europe and Go Roam Around the World) for any two complete months in a rolling 12 month period, Three reserves the right to apply a surcharge, currently set at 3p/min, 2p/SMS and 0.3p/MB for non-EU destinations and 2.5p/min, 1.64p/SMS and 0.25p/MB for EU destinations.
- If User(s) 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.

Please note: Three reserves the right to suspend this service if Three reasonably believes that the Customer and/or User(s) are in contravention of the fair use requirements set out in the Terms and Conditions. Three reserves the right to extend, withdraw, or modify the terms, including this Price Guide, or Go Roam and/or the destinations or services included at any time.

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All calls (except calls to shortcode, premium rate numbers and EU roaming calls) are treated as a minimum of 1 minute. Calls of more than 1 minute are treated as lasting for their actual duration, with fractions of a second being rounded to the nearest second (this does not apply to some roaming calls, calls to Service Numbers and Special Calls).

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 aggregate 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. 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. The difference may be up to a penny higher or lower depending on the services you have used during the month, but don't worry, you're not being incorrectly charged. The 'Total Due By' charge on your bill is based exclusively on the detailed underlying costs in our system.

First month prorated

Unless otherwise stated, the first month's allowance and charge for a Customer's price plan or Add-on(s) will depend on when in the month the Customer joins Three, or purchases the price plan, or when the Add-ons are selected. Whenever that is, the User(s) can start using allowances for the price plan or Add-on straight away. Three will work out an appropriate allowance and charge to take the Customer and/or User(s) to the end of the first month. After that, the Customer simply pays the standard recurring Monthly Charge, or recurring Add-on charge, for a full month's allowance for each bill cycle thereafter.

VAT invoices

VAT invoices are issued to all Business customers as standard.

Spend Caps

Spend Caps and limits are allocated on a per SIM basis.

Setting 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 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). If they choose to do so, the cap will be applied to their account within 7 days of the request. The spend cap can be set or changed by the customer at any time - visit three.co.uk/control-your-spend for more information.

A Spend Cap can control:

- Calls, texts and data usage after the monthly allowance has been used.
- Calls and texts to premium rate numbers.
- Calls for chargeable non-geographical numbers like 0845 and 0345.
- Calls and texts to international numbers from the UK when there isn't an Add-on.
- Calls, texts and data when roaming abroad in a non-Go Roam destination.
- Daily roaming charge when roaming in any of the Go Roam in Europe and Go Roam in Around the world destinations.
- Calls, texts and data when roaming abroad in a Go Roam destination, and the monthly fair use limits or allowance has been exceeded.

Limits on third party charges

Three have automatically applied limits to the amount Customer and/or User(s) spend on third party digital content, 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.

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

Administration Charges

Additional Services	Cost
Charge for paper invoice	£2.08 from 1st April 2026 £2.00 up until 31st March 2026
Charge for a replacement SIM	Free if requested online via three.co.uk/support/sim-support. Otherwise £4.26 per User
Change of phone number	£8.51
Charge for failed / late payment	£4.26 If a Customer has not raised any genuine dispute, the above Charge will be payable. Additionally, Three may take any or all of the recourse options available to them under the Terms until payment is received in full. For further information, go to Terms & Conditions | Three

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- **What else isn't included in the allowance?**
- **Administration Charges**

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Key things to note

Here are some frequently asked questions.

What does unlimited data mean?

If a Customer has unlimited data as part of their package, there are no hidden fair use policies within the UK. Unlimited data should give a Customer and/or User(s) all the access to the Internet normally needed, without worrying about surprise bills. The allowance must be used for legitimate business use only, and not for any illegal, commercial or improper purposes.

How is data usage measured?

Data usage is measured in bytes. This is then aggregated up into larger units of measure:

- Kilobyte (kB) = 1024 bytes
- Megabyte (MB) = 1024kB
- Gigabyte (GB) = 1024MB
- Terabyte (TB) = 1024GB
- Petabyte (PB) = 1024TB

All current data tariffs are charged and purchased as part of an inclusive allowance, and/or as part of an Add-on which provides a specified amount of data to be used for a fixed price. Data usage is calculated based on the amount of data that travels over the data network. Please note that usage may include re-sent data packets, and packets added to control the flow of data over the network.

Data is charged at each full MB level. Any partial MB usage will then be prorated as per the Customer's price plan.

What do unlimited texts and voice minutes mean?

There are no hidden fair use policies with Three's unlimited text or voice allowances when in the UK. For Go Roam allowances, a fair use will apply. See "Further information about Go Roam" for more details.

Is there a maximum call duration?

Three may end any calls a User makes that are longer than 2 hours' duration in order to prevent the Customer from incurring excessive, inadvertent costs. If this does happen, and the User wishes to continue the call, they can simply redial.

How are call returns and diverted calls charged?

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

Call Return from voicemail may not be made to certain numbers, such as international and premium rate numbers. Any call-barring restrictions a User may have will also apply. A User can only return one call directly from the voicemail service. As soon as the User finishes the call, they will be disconnected and will have to redial into voicemail if they wish to continue listening to the voicemail.

If the User diverts an incoming call to another number, Three will charge the Customer for each redirected call. The cost of the redirected call depends on the type of number.

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- **Is there a maximum call duration?**
- **How are call returns and diverted calls charged?**

How does a Customer cancel the price plan or agreement?

How a Customer can end their plan and/or Agreement depends on whether the Customer is in the Minimum Term or not, and whether Three has made any changes to the Agreement that are likely to affect the Customer. For further details on termination, and for a summary of how and when a Customer can end this Agreement, go to Terms & Conditions | Three

If a Cancellation Fee is payable, the fee due will be the total Monthly Charges remaining during the Minimum Term.
Each SIM may have a Cancellation Fee payable. Please see the below table for an example calculation:

Monthly Charge	£25
Number of months remaining in Minimum Term	6
Cancellation Fee	£25 x 6 = £150

Three's preferred payment methods and recurring payment discount

Three recommends that customers join Three using Direct Debit. Payments will be taken automatically, so the Customer's account will not be suspended if the Customer forgets to pay. The Customer should maintain the Direct Debit whilst a pay monthly customer. Customers can change their bank details at any time. Please note that for changes to apply before the next billing cycle, they must be made at least 3 days before payment is due.

A Customer can cancel a Direct Debit at any time by calling Three, or by contacting their bank or building society. However, the Customer is still required to pay bills by the due date. If a Customer cancels a Direct Debit within 3 days of the due date, the balance due will still be taken. To avoid possible bank charges, please contact them to discuss available options.

Three will retain a Customer's monthly recurring discount if the Customer gives Three any of the following means of payment. This is provided that the Customer allows Three to store the selected payment method so that Three can charge on the billing date each month. If a Customer does not permit Three to store payment details, the Customer will lose the recurring payment discount.

Any of the following means of payment can be selected by a Customer:

Rights – Complaints

If a Customer is unhappy with any aspect of Three Services, the Customer should contact Three Customer Services with written notice of the complaint, setting out the full facts and including relevant documentation. See "How to contact Three" on page 3 for contact information.

Three will investigate any complaint in accordance with Three's customer complaints policy, after which Three will contact the Customer with the results. A copy of Three's customer complaints policy can be viewed on Three's website at three.co.uk/complaints. A Customer can also request a copy by contacting Three Customer Services. If Three are unable to resolve a Customer's complaint, the Customer may, depending on the nature of the complaint, be entitled to ask the Communications & Internet Services Adjudication Scheme (CISAS) to consider the complaint. Their website address is: https://www.cedr.com/consumer/cisas/

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