Business Broadband Price Guide

This Price Guide defines the prices of Three's Business Broadband plans

If you have purchased a Business Broadband plan on or after 7 February 2025

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

Effective from 12.10.2026

Contents

About this price guide	3
How to contact us	3
Business Broadband price plans	4
Acceptable use	4
Unlimited data	4
Understanding our charges	4
Your first bill	5
VAT invoices	5
Spend caps	5
Early cancellation fee	5
Final bill refunds	5
Broadband equipment return policy	6
Administration Charges	6
Recurring payment discount	6
Your rights – complaints	6

Contents

About this price guide
How to contact us
Business Broadband price plans
Acceptable use
Unlimited data
Understanding our charges
Your first bill
VAT invoices
Spend caps
Early cancellation fee
Final bill refunds
Broadband equipment return policy
Administration Charges
Recurring payment discount
Your rights – complaints

About this price guide

This price guide includes the prices of Three's Business Broadband service. Three's Business Broadband plans provide data solutions for customers' businesses. 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

Terms and Conditions for the Three Business Broadband product can be found at three.co.uk/terms-conditions/business-broadband

All prices in this price guide exclude VAT where applicable.

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.

If you would like a copy of this price guide in an alternative format, like 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 Monday-Friday 08:00-20:00 and Saturdays 09:00-17:00. Lines are closed on Sundays.

For more information on Three's accessibility services, go to three.co.uk/accessibility

To speak to Three's **sales team**, call **0800 033 8022** from any phone. Lines are open Monday-Friday 09:00-18:00. Lines are closed weekends and bank holidays.

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

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

Contents

About this price guide
How to contact us
Business Broadband price plans
Acceptable use
Unlimited data
Understanding our charges
Your first bill
VAT invoices
Spend caps
Early cancellation fee
Final bill refunds
Broadband equipment return policy
Administration Charges
Recurring payment discount
Your rights – complaints

Business Broadband price plans

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.

	Allowance		
Voice minutes	None		
Texts	None		
Data allowance	Unlimited		
Minimum term	12m	24m	24m
Monthly charge	£21.00	£17.50	£27.50
Accessories	n/a	n/a	2x eeros
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		

All prices in this price guide exclude VAT where applicable.

Acceptable use

Three Business Broadband is a UK service designed for use in your business premises and not intended for roaming. If you roam with your Three Broadband Hub, you will be subject to a daily charge to access your data allowance, within your Go Roam destination(s), and our fair use policies will apply. These may be updated from time to time. For full details on charges, please see our current Business price guide.

The SIM that comes with your Broadband Hub is intended for data use in the UK. Although not its intended use, the SIM will allow customers to make voice calls and send/receive text messages (depending on the device using the SIM) and these will be charged at "Outside of Allowances Service Rates". These charges can be found in the Business price guide.

Three reserve the right to apply a surcharge and/or suspend a customer's account in line with our fair use policy, and in case of abusive use. See three.co.uk/go-roam

Unlimited data

Unlimited data is part of every customer's plan, so there are no hidden caps or limits when using Three Business Broadband within the UK. Your allowance must be used for legitimate business use only, and not for any illegal, commercial or improper purposes. See Three's Terms and Conditions for acceptable use.

Understanding our charges

Each individual charge on your bill is shown with VAT excluded (where relevant), and is rounded up or down to the nearest penny. This rounding process means that the total charges on your bill summary page may not always be identical to the 'Total due by' charge seen on the front page of your bill. This is normal and you will not be overcharged or undercharged. The amount you need to pay is the one shown on the bill's front page, next to 'Total due by'.

Business Broadband price guide

Contents

About this price guide How to contact us

Business Broadband price plans

Acceptable use

Unlimited data

Understanding our charges

Your first bill

VAT invoices

Spend caps

Early cancellation fee

Final bill refunds

Broadband equipment return policy

Administration Charges

Recurring payment discount

Your rights – complaints

Your first bill

The charges you pay on your first month's bill will depend on the date you joined Three, or the date you purchased your plan and any other Add-ons. Your first bill's charges and allowances will reflect the number of days between that date until the end of the calendar month. From then on, you simply pay the standard recurring monthly charge, or recurring Add-on charge, for each monthly billing cycle.

VAT invoices

VAT invoices are issued to all Business customers as standard.

Setting spending caps

All the Business Broadband plans featured in this price guide allow you to control your spend if you are worried about incurring additional costs.

We ask all new and upgrading customers at the point of sale if they want to set a spend cap on their monthly bills. This will apply to all outside of allowance charges in the UK and while roaming, including the daily roaming charge in Go Roam destinations.

Customers can set up or change their spend cap with Three at any time – just log in to your Business account online, select "Manage Plan", and then "Change Spend Cap".

Please note: Three Business Broadband is intended for data only. If you put the SIM from your Broadband Hub in a device that can also make and receive calls and texts, the customer will be charged for any calls or texts in line with Three's current Business price guide.

Early cancellation fee

If you cancel your Three Business Broadband plan prior to the end of any fixed term you may be charged a fee for leaving 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 plan.

Cancellation fee calculation example	
Monthly charge	£24
Number of months remaining in the minimum term	6
Cancellation fee	£24 x 6 months = £144

Final bill refunds

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

Business Broadband price guide

Contents
About this price guide
How to contact us
Business Broadband price plans
Acceptable use
Unlimited data
Understanding our charges
Your first bill
VAT invoices
Spend caps
Early cancellation fee
Final bill refunds
Broadband equipment return policy
Administration Charges
Recurring payment discount
Your rights – complaints

Broadband equipment return policy

5G Hub
(ZTE models: MC801a, MC888, MC888AD, Green Packet Model: E5)
The 5G hub remains the property of Three. If you cancel your service at any point, whether inside or outside the Minimum Term, you must return the 5G hub back to us. If you don't return the hub a charge of no more than £125 + VAT will be placed on your account.

5G Outdoor Hub (Green Packet Y5)
The Outdoor 5G hub remains the property of Three. If you cancel your service at any point, whether inside or outside the Minimum Term, you must return the 5G hub back to us. If you don't return the hub a charge of no more than £208.33 + VAT will be placed on your account.

Eero devices (where applicable)
If you cancel your service within the change of mind period, you must return your eero devices. Full details of our Returns and Exchanges policy can be found at three.co.uk/support/device_support/returns

Administration Charges

Additional Services	Cost
Charge for paper invoice	£2.08
Charge for replacement SIM	£4.26 per SIM
Change of a phone number	£8.51
Charge for failed/late payment	£4.26

Recurring payment discount

Our price plans include a £5 discount for paying by Direct Debit.

We recommend that Business customers join using Direct Debit. Payments will be taken automatically, so your account will not be suspended if you forget to pay.

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 your bank to discuss available options.

Your rights – complaints

If you're unhappy about any aspect of Three's services, you can contact us:

- via Live Chat with a member of our Customer Relations Team at three.co.uk/support/how-to-complain.
- by calling 337 from your Three phone (0333 338 1004 from any other phone).
- by writing to Three Customer Complaints, Hutchison 3G UK Ltd, PO Box 333, Glasgow, G2 9AG.

Three will 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.

If Three are unable to resolve a customers' complaint, they 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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Business Broadband price guide

Contents
About this price guide
How to contact us
Business Broadband price plans Acceptable use
Unlimited data
Understanding our charges
Your first bill
VAT invoices
Spend caps
Early cancellation fee
Final bill refunds
Broadband equipment return policy
Administration Charges
Recurring payment discount
Your rights – complaints