



## Price Guide for our Simply Business Plans

# Simply Business Plans Price Guide

**Our Voice plans include unlimited minutes and texts. You pick the amount of data you need and away you go.**

**Our Mobile Broadband plans provide only data. Just pick the amount of data you need.**

**This is where you'll find all the pricing information for your Simply Business Plan if you joined or upgraded on Three from 1 October 2021.**

**In the event of a discrepancy between this publication and the information provided elsewhere, other than the customer terms, this publication will take precedence.**

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## On a different plan?

If you are on a different plan you can find pricing details in our separate price guides at [Three.co.uk/pricguide](https://three.co.uk/pricguide).

## Three Customer Services

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# Simply Business Plan Benefits

**We know that, as a business owner, you don't want to worry about your smartphone tariff – you just want to know that it's simple, it's good value and it's sorted**  
**Choose from a Voice plan or a Mobile Broadband plan.**

-  Our Simply Business plans offer a range of one or two year minimum term contracts, along with a range of Handset or SIM Only options.
-  For a fixed daily charge unlock your UK allowance of voice, text and data in 71 destinations worldwide for 24 hours with Go Roam both in Europe and Around the World. Republic of Ireland and the Isle of Man are excluded so no daily charge applies. Fair use policies apply. See page 15 for more details..
-  Tether your device and use it on the go (or at home) with Personal Hotspot – you can use all or any of your data allowance to create a Personal Hotspot.
-  Control your costs by setting limits for voice and data to avoid getting that shocking big bill.
-  Change your plan – temporarily or permanently – when you need to.
-  Make free calls from the UK and our Go Roam in Europe destinations to our dedicated business support team.

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# Our Simply Business Plans

Our Simply Business Handset and SIM Only Plans are available with a minimum term of either 1 or 2 years so we have a plan that's exactly right for you. To end your contract, you'll just need to give us 30 days' notice (there may be a Cancellation Fee payable if you're still within your Minimum Term – see page 19).

Simply Business Handset and SIM Only Plans give you and your employees a monthly allowance for use within the UK or, subject to a daily charge, while in a Go Roam destination.

## Our Simply Business Handset Plans

- +** Choose from a variety of devices (upfront charges may apply).
- +** Choose a 12-month or 24-month contract term.
- +** Choose a monthly data allowance.

| Voice          | Unlimited minutes*                                                                                |     |      |       |       |            |
|----------------|---------------------------------------------------------------------------------------------------|-----|------|-------|-------|------------|
| Text           | Unlimited texts*                                                                                  |     |      |       |       |            |
| Data           | 2GB                                                                                               | 5GB | 10GB | 20GB* | 40GB* | Unlimited* |
| Monthly charge | Your monthly charge will depend on the device chosen and the amount you've chosen to pay upfront. |     |      |       |       |            |

Above prices include a £5 discount for paying by our preferred payment method, which is by recurring method such as Direct Debit.

### \*Notes

- Unlimited minutes in the UK and our Go Roam in Europe destinations; up to 3,000 minutes in our Go Roam Around the World destinations.
- Unlimited texts in the UK and our Go Roam in Europe destinations; up to 5,000 minutes in our Go Roam Around the World destinations.
- 20GB, 40GB and Unlimited allowances include 12GB in our Go Roam destinations.

## Simply Business SIM Only Voice plans

| Voice     | Unlimited minutes* |     |      |       |       |            |
|-----------|--------------------|-----|------|-------|-------|------------|
| Text      | Unlimited texts*   |     |      |       |       |            |
| Data      | 2GB                | 5GB | 10GB | 20GB* | 40GB* | Unlimited* |
| 1-month   | £14                | £16 | £18  | £20   | £25   | £24        |
| 12-months | £12                | £15 | £12  | £20   | £22   | £21        |
| 24-months | £10                | £13 | £10  | £18   | £20   | £19        |

Prices include VAT. Above prices include a £5 discount for paying by our preferred payment method, which is by recurring method such as Direct Debit.

### \*Notes

- Unlimited minutes in the UK and our Go Roam in Europe destinations; up to 3,000 minutes in our Go Roam Around the World destinations.
- Unlimited texts in the UK and our Go Roam in Europe destinations; up to 5,000 minutes in our Go Roam Around the World destinations.
- 20GB, 40GB and Unlimited allowances include 12GB in our Go Roam destinations.

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## Simply Business SIM Only Mobile Broadband plans

| Voice     | No allowance of minutes* |     |      |       |       |            |
|-----------|--------------------------|-----|------|-------|-------|------------|
| Text      | No allowance of texts*   |     |      |       |       |            |
| Data      | 2GB                      | 5GB | 10GB | 20GB* | 40GB* | Unlimited* |
| 1-month   | £8                       | £15 | £17  | £18   | £22   | £23        |
| 12-months | £5                       | £8  | £9   | £13   | £17   | £18        |
| 24-months | £5                       | £8  | £9   | £13   | £17   | £18        |

Prices include VAT. Above prices include a £5 discount for paying by our preferred payment method, which is by recurring method such as Direct Debit.

### \*Notes

- Mobile Broadband plans do not include any allowance of minutes or texts.
- 20GB, 40GB and Unlimited allowances include 12GB in our Go Roam destinations.

If you use your Simply Business SIM Only Mobile Broadband plan in the UK to make domestic voice calls or send texts to a UK number you will be charged 3p/min and 2p/text.

# Three's preferred payment method

New Simply Business Plan customers can only join on Direct Debit and the above 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. You can choose any of the following given means of payment. Simply allow us to store details and you will remain eligible for the £5 monthly recurring discount. See page 24 for more info.



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## If you've used up all of your monthly data allowance:

- If you or any of your employees need extra data, you can choose to buy a 5GB Add-on to get extra data which will last until their monthly allowance is refreshed (see page 7). If you or your employees need an increased data allowance on a longer-term basis, you can change price plan to one with an increased monthly data allowance.

## Additional Services

**These are the additional, optional or extra services you can bolt on to your handset and SIM Only Voice plan, and include our Simply Business Data Add-on, the cost of calling Special Numbers and our International Charges.**

We may change or introduce new charges for Additional Services, or Services Outside of your Allowance. If we do, we'll publish any changes on our website. If any Add-ons are affected which have a recurring charge, we'll let you know at least 14 days before the charge changes. If we do make a change to an Additional Service, and you're not happy with it, you can cancel the Add-on(s) or stop using the Additional Services or Services Outside of your Allowance. If you'd prefer to end your contract instead, a Cancellation Fee will be payable (please see page 19).

| Additional Services cost                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| UK Video calls                                                                                                                                                                                                                                   | 65p / min                                                                                                                                                                                                                                                                                       |
| UK Video messages (MMS)                                                                                                                                                                                                                          | 65p / message                                                                                                                                                                                                                                                                                   |
| UK Picture messages (MMS) (depending on your phone, if your message includes certain emojis, emoticons, or photos, you may be charged this rate for that message)                                                                                | 65p / 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 and 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 15p per message and the charge from the third party varies, depending on the promoter's terms and conditions. These should be checked to find out the exact costs. |

All prices include VAT.

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## Simply Business Add-ons and Changing your Price Plan

With Three's Simply Business Add-ons, it's easy to customise your plan to give you even more flexibility and value. This Add-on is available on every Handset or SIM Only Voice Simply Business Plan.

If you want to increase your allowance on a longer-term basis, you can do so by changing your price plan. A change of price plan may incur a small one-off fee allowing you to use your new increased allowances immediately. You will then be charged your new monthly price from the following month. Changing your price plan will not affect your contract end date.

### Add Data

If you or one of your employees need more data or an increased Personal Hotspot allowance for the remainder of their current bill cycle, as the bill payer you can add the following Short-Term Add-on if required:

| Add-on name | When is this Add-on available?                                                                                                  | Can this Add-on allowance be used as a Personal Hotspot allowance in the UK? | Price |
|-------------|---------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|-------|
| Add 5 GB    | This Add-on is available on a monthly rolling basis and will be added each month to your account until you ask us to remove it. | Yes                                                                          | £8.00 |

The Add-on allowance can't be rolled over to the next month. Three reserves the right to suspend, modify or withdraw Add-ons without notice, at any time. The Add-on can be added to selected user accounts at the bill payer's discretion. Price includes VAT.

### International Calls

| Add-on name           | Voice allowance   | How can I use this allowance?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Monthly price (rolling) |
|-----------------------|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| Call Abroad 100       | 100 minutes       | <p>Great for those who occasionally call abroad giving 100 voice minutes to use in the UK to call standard landline or mobile numbers in:</p> <p>Australia, Austria, Bangladesh, Belgium, Bermuda, Brunei, Bulgaria, Canada, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Guam, Hong Kong, Hungary, Iceland, India, Ireland, Israel, Italy, Japan, Kuwait, Latvia, Lithuania, Luxembourg, Macau, Malaysia, Malta, Mexico, Mongolia, Namibia, Netherlands, New Zealand, Norway, Paraguay, Poland, Portugal, Puerto Rico, Romania, San Marino, Singapore, Slovakia, South Korea, Spain, Sweden, Switzerland, Thailand, USA.</p> <p>These Add-ons cannot be used while roaming outside the UK and non-standard and premium rate numbers are excluded. Please be aware these are recurring add-ons which will refresh each month until you choose to cancel and you'll be charged the full amount regardless of when you buy or cancel the add-on.</p>    | £5.00                   |
| Call Abroad Unlimited | Unlimited minutes | <p>Great for those who regularly call abroad giving unlimited voice minutes to use in the UK to call standard landline or mobile numbers in:</p> <p>Australia, Austria, Bangladesh, Belgium, Bermuda, Brunei, Bulgaria, Canada, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Guam, Hong Kong, Hungary, Iceland, India, Ireland, Israel, Italy, Japan, Kuwait, Latvia, Lithuania, Luxembourg, Macau, Malaysia, Malta, Mexico, Mongolia, Namibia, Netherlands, New Zealand, Norway, Paraguay, Poland, Portugal, Puerto Rico, Romania, San Marino, Singapore, Slovakia, South Korea, Spain, Sweden, Switzerland, Thailand, USA.</p> <p>These Add-ons cannot be used while roaming outside the UK and non-standard and premium rate numbers are excluded. Please be aware these are recurring add-ons which will refresh each month until you choose to cancel and you'll be charged the full amount regardless of when you buy or cancel the add-on.</p> | £15.00                  |

Prices include VAT

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## Charges for calls from the UK to Special Numbers & Directory Services

There are certain types of calls in the UK that are not covered by your monthly allowance of voice minutes. Charges for these calls are shown in the following tables. Please go to [Three.co.uk/nts](https://three.co.uk/nts) or call our dedicated business support team for details of specific numbers.

Calls to numbers starting 0800 and 0808 are free for everyone to call, and the charge for calls to numbers starting 084, 087, 118 and 09 are split into two elements: an Access Charge (set by us at 65p per minute including VAT, with a 1-minute minimum charge) and a Service Charge (set by the company you're calling – they'll tell you this).

### Calls, data and fax to other Special Numbers.

| Number prefix                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Price                                                                                           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>■ Calls whilst you're in the UK to 337 (our dedicated business support team), 444 / 555 Pay As You Go Top-up / balance enquiry</li> <li>■ 999 / 112</li> <li>■ NHS 111</li> <li>■ 116000 / 116006 / 116111 / 116117 / 116123</li> <li>■ 105 National Power Emergency</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Free                                                                                            |
| ■ 0800 / 0808                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Free                                                                                            |
| ■ 101 Single non-emergency                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Free                                                                                            |
| ■ 084 / 087 / 118 (check <a href="https://three.co.uk/nts">Three.co.uk/nts</a> for specific numbers)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 65 per minute Access Charge (1-minute minimum charge) plus the Service Charge                   |
| ■ Corporate Numbers – 055                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 15.3p per minute                                                                                |
| Non-Standard 07 numbers –<br>0740659 / 074060 / 074061 / 074062 / 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 35p per minute (see <a href="https://three.co.uk/nts">Three.co.uk/nts</a> for exact costs) |
| 0087 and 0088* (Satellite phones)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Up to £7.66 per minute                                                                          |
| Voice calls made from the UK to international numbers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | See page 10.                                                                                    |
| 076 – Pager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | £1.22 per call plus 85.8p per minute                                                            |
| Premium Rate (09, 091, 098) – (check <a href="https://three.co.uk/nts">Three.co.uk/nts</a> for specific numbers)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | 65p per minute Access Charge (1-minute minimum charge) plus the Service Charge                  |

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| Number prefix                                                                                                                         | Price                                                                                                                                                                                                         |
|---------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Relay UK calls to emergency services using 18000 or 18001 999 or 18001 112<br>Relay UK calls to non-emergency numbers using 18001 101 | Free                                                                                                                                                                                                          |
| Relay UK calls using 18001 to UK standard landlines (starting 01,02, 03) and UK mobiles (starting 007, 078 or 079)                    | These will come out of any available allowance of voice minutes or, if you've used up all your inclusive allowance and continue to use your account, will be charged at a discounted rate of no less than 25% |
| Relay UK calls to international numbers using 18001                                                                                   | A 25% discount will be applied to the standard rates set out on pages 16 and 18                                                                                                                               |
| Relay UK calls to voicemail can be accessed using 18001 07782 333 123                                                                 | Free                                                                                                                                                                                                          |
| National 118333 – multi-search                                                                                                        | 65p per minute Access Charge (1-minute minimum charge) + £3.60 to connect + (after the first minute) per Service Charge of 10p per minute.                                                                    |
| International 118313 – multi-search                                                                                                   | 65p per minute Access Charge (1-minute minimum charge) + £3.60 to connect + (after the first minute) per Service Charge of 10p per minute.                                                                    |

All prices include VAT. \*Satellite calls e.g. Inmarsat, excluding International Calls. \*\*Both charges from the start of the call.

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

| Number prefix                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Price                                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|
| International 07 number prefixes for Isle of Man and Channel Islands (Jersey, Guernsey, Herm, Sark):<br>074184 / 074520 / 074521 / 074522 / 074523 / 074524 / 075090 / 075091 / 075092 / 075093 / 075094/<br>075095 / 075096 / 075097 / 07624 / 077003 / 077007 / 077008 / 07781 / 077977 / 077978 / 077979/<br>078297 / 078298 / 078299 / 07839 / 078391 / 078392 / 078397 / 078398 / 079240 / 079241 / 079242/<br>079243 / 079244 / 079247 / 079248 / 079370 / 079371 / 079372 / 079373 / 079374 / 079375 / 079376/<br>079377 / 079378 / 079379 / 07781 | Go Roam in Europe Band<br>(see page 16) |

## Voice calls made to other international special numbers

| Cost (per minute)                                                                                        | Cost (per minute) |
|----------------------------------------------------------------------------------------------------------|-------------------|
| Check <a href="https://three.co.uk/specialnumbers3">three.co.uk/specialnumbers3</a> for specific numbers | £2.75             |

## 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<br><small>*If the 195 operator connects the User to a number the User has searched for, the call will be charged at a 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.</small> |

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## Using Your Phone Abroad

**Unless stated at point of purchase, International Roaming is switched on automatically on your account, so you can use your phone abroad, including in all 71 of our Go Roam destinations straight away. You'll just need to make sure that you haven't set your Spend Cap to zero before roaming.**

For a fixed daily charge you can use your UK allowance in any of our Go Roam destinations to make calls to a UK number (starting 01, 02, 03 or text standard landline or UK mobile) or go online. You can also use your UK allowance for a 24 hour period in a Go Roam in Europe destination to make calls to standard landline or mobile numbers in other Go Roam in Europe destinations. Fair Use Policies apply.

When dialling international special numbers and in destinations not covered by Go Roam, additional costs will be incurred. How much these are depends on where you are and where the person you're contacting is (you can find out more on page 10).

To help you manage your roaming costs when you're travelling, we'll text you information about call charges and roaming rates for each country you visit.

If you need to contact our dedicated business support team while abroad, call +44 7782 333 337 (unless you're in a Go Roam destination, this call will be charged at your standard roaming rate). Calls made from abroad to your voicemail will also be charged at standard roaming rates unless you're in a Go Roam destination. Go to [Three.co.uk/roaming](https://three.co.uk/roaming) for more information.

Did you know:

- We've also set up a worldwide data roaming limit of £45 to stop you spending too much. If you'd prefer, you can have this limit removed or changed by contacting our dedicated business support team.
- Calls made when you're in a non-EU country are normally charged per minute.
- Calls received when you're in a non-EU country normally have a 1-minute minimum charge and then are charged by the second.

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To see the **roaming rates you'll be charged for calls and texts to standard international landline and mobile numbers**, you'll need to know (1) the Band that the country you're in is in, and (2) which Band the country you're trying to contact falls within. Check the table below to find out:

| Go Roam in Europe                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Go Roam Around the World                                                                                                                                                                                                                                                 | Band 0 | Band 1                                                                                                           | Band 2                                                                                                                                                                                                                                                                                                     | Band 3                                                                                                                                                                               | Band 4                                                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|
| Åland Islands<br>Austria<br>Azores<br>Balearic Islands<br>Belgium<br>Bulgaria<br>Canary Islands<br>Croatia<br>Cyprus<br>Czech Republic<br>Denmark<br>Estonia<br>Finland<br>France<br>French Guiana<br>Germany<br>Gibraltar<br>Greece<br>Guadeloupe<br>Guernsey<br>Hungary<br>Iceland<br>Ireland<br>Isle of Man<br>Italy<br>Jersey<br>Latvia<br>Liechtenstein<br>Lithuania<br>Luxembourg<br>Madeira<br>Malta<br>Martinique<br>Mayotte<br>The Netherlands<br>Norway<br>Poland<br>Portugal<br>Réunion<br>Romania<br>Saint Barthélemy<br>Saint Martin<br>San Marino<br>Slovakia<br>Slovenia<br>Spain<br>Sweden<br>Switzerland<br>Vatican City | Australia<br>Brazil<br>Chile<br>Colombia<br>Costa Rica<br>El Salvador<br>Guatemala<br>Hong Kong<br>Indonesia<br>Israel<br>Macau<br>New Zealand<br>Nicaragua<br>Panama<br>Peru<br>Puerto Rico<br>Singapore<br>Sri Lanka<br>Uruguay<br>US Virgin Islands<br>USA<br>Vietnam | Monaco | Andorra<br>Bosnia and Herzegovina<br>Canada<br>Macedonia<br>Montenegro<br>North Cyprus<br>South Africa<br>Turkey | Rest of the world (that is, not within Go Roam Bands or Bands 0, 1, 3 or 4).<br>If you can't see the country you're looking for and want to double-check if it falls within Band 2, go to <a href="https://www.three.co.uk/roaming">Three.co.uk/roaming</a> to see if you can use your Three device there. | Cape Verde<br>Cuba<br>Ethiopia<br>Georgia<br>Kuwait<br>Malaysia<br>Maldives<br>Morocco<br>Oman<br>Russia<br>Tunisia<br>Turkmenistan<br>Ukraine<br>United Arab Emirates<br>Uzbekistan | Ships,<br>Ferries,<br>Airplane and<br>Maritime Networks |

See page 17 for international data roaming bands and charges.

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## Using your Simply Business Plan allowance abroad with Go Roam.

For a fixed daily charge, set out below, our Simply Business 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) or go online. Fair use policies apply - see page 15.

The daily charge to unlock your UK allowances:

Go Roam in Europe destinations - £2

Go Roam Around the World destinations - £5

Republic of Ireland and the Isle of Man are excluded so no daily charge applies.

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. The daily roaming charge includes VAT where applicable and is per sim

It's free to receive calls, texts, photo messages and video messages when in a Go Roam destination on our Simply Business Plans.

For the cost of calling non-standard international numbers see [Three.co.uk/nts](https://www.three.co.uk/nts).

As a reminder, Go Roam can be used in the following destinations (we've split these into two bands, based on whether they're within the EU or not, as this will affect some out of allowance charges):

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

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## Out of allowance charges when in a Go Roam destination

If you use up all of your plan's allowances when in a Go Roam destination, you'll be charged for additional use at the below out of allowance rates:

|                                                   |                                                                                                                                                                                       | Where are you calling or messaging?                               |                                                                   |                            |                 |
|---------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|-------------------------------------------------------------------|----------------------------|-----------------|
|                                                   |                                                                                                                                                                                       | Back to the UK                                                    | Back to Go Roam in Europe destinations                            | Anywhere else in the World | Cost to receive |
| Where are you calling, texting or getting online? | <b>Call charges (per minute) to standard landlines and mobile numbers.</b><br>(find out more about the cost of calling non-standard international numbers at <b>Three.co.uk/nts</b> ) |                                                                   |                                                                   |                            |                 |
|                                                   | Go Roam in Europe                                                                                                                                                                     | These calls will come out of your allowance of unlimited minutes. | These calls will come out of your allowance of unlimited minutes. | £1.40                      | Free            |
|                                                   | Go Roam Around the World                                                                                                                                                              | These calls will come out of your allowance of unlimited minutes. | 3.3p                                                              | £1.40                      | Free            |
|                                                   | <b>SMS charges (per message)</b>                                                                                                                                                      |                                                                   |                                                                   |                            |                 |
|                                                   | Go Roam in Europe                                                                                                                                                                     | These calls will come out of your allowance of unlimited minutes. | These calls will come out of your allowance of unlimited minutes. | Up to 2p                   | Free            |
|                                                   | Go Roam Around the World                                                                                                                                                              | These calls will come out of your allowance of unlimited minutes. | 2p                                                                | Up to 2p                   | Free            |
|                                                   | <b>Internet data (per MB)</b>                                                                                                                                                         |                                                                   |                                                                   |                            |                 |
|                                                   | Go Roam in Europe                                                                                                                                                                     | 1p                                                                |                                                                   |                            | N/A             |
|                                                   | Go Roam Around the World                                                                                                                                                              | 1p                                                                |                                                                   |                            | N/A             |

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Photo messages, video messages and calls to non-geographic numbers (starting 084, 087, 09 or 118 if dialled from the UK) don't form part of your allowance, therefore the following charges will apply when in a Go Roam destination (regardless of which country you are calling or messaging):

|                                                                                    | Cost to make call / send message | Received    |
|------------------------------------------------------------------------------------|----------------------------------|-------------|
| Photo message (per message)                                                        | 65p                              | Free        |
| Video message (per message)                                                        | 65p                              | Free        |
| Video call (per minute)                                                            | Up to £2.042 (to any number)     | Up to £1.54 |
| Non-geographic calls (to numbers starting +4484, +4487, +449, +44118) (per minute) | Up to £1.40                      | N/A         |

Prices quoted above include VAT, where applicable.

Check [Three.co.uk/go-roam](https://three.co.uk/go-roam) for more information and the latest on which destinations are included.

## Is there any other information about Go Roam that I should know?

- There is a daily rate to unlock your UK allowance for 24 hours in Go Roam destinations. See page 13 for details. Use of Three Services in our Go Roam destinations is subject to our fair use policies. These fair use policies differ depending on whether you are roaming in a Go Roam in Europe or Go Roam Around the World destination and may be updated from time to time:

### Go Roam in Europe

- There are no fair use limits for calls made or texts sent to standard landlines or mobile numbers within our Go Roam in Europe destinations or back to the UK.

### Go Roam Around the World

- If you have more than 5,000 texts included in your allowance, you can send up to 5,000 texts back to the UK each month from a Go Roam Around the World destination
- If you have 3,000 or more minutes included in your allowance, you can talk for up to 3,000 minutes on calls made to standard UK landlines or mobile numbers each month.
- If you exceed any of these fair use limits for any two months within a rolling 12-month period we have the right to suspend international roaming on your account, meaning you will no longer be able to use your device or allowances abroad. Of course, we will let you know in advance if this is likely to happen.

### Go Roam in Europe and Go Roam Around the World

- 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.
- 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 destinations (including both Go Roam in Europe and Go Roam Around the World) 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 phone or 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.

You can find out more about Go Roam at [three.co.uk/go-roam](https://three.co.uk/go-roam). And just so you know, we reserve the right to extend, withdraw or modify the terms of Go Roam and/or the destinations of service included at any time.

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## Making and receiving calls when abroad to standard international landline and mobile numbers

|                             |        | Where are you calling?                             |                                                         |                                                                      |
|-----------------------------|--------|----------------------------------------------------|---------------------------------------------------------|----------------------------------------------------------------------|
| Where are you calling from? |        | Back to the UK & within the same Band (per minute) | Anywhere else in the world (per minute)                 | How much will it cost to receive a call in these Bands? (per minute) |
|                             | Band 0 | 10p                                                | 10p to Go Roam in Europe destinations, otherwise £1.404 | 0.9p                                                                 |
|                             | Band 1 | £1.40                                              | £1.40                                                   | 99p                                                                  |
|                             | Band 2 | £2.00                                              | £2.00                                                   | £1.25                                                                |
|                             | Band 3 | £3.00                                              | £3.00                                                   | £1.25                                                                |
|                             | Band 4 | £3.00                                              | £3.00                                                   | £1.25                                                                |

Note: The above table does not include out of allowance roaming charges for Go Roam destinations – please see page 14 for these. All prices include VAT, where applicable.

## Sending and receiving texts while abroad

| Where are you texting from? | Cost to send (per message) to anywhere in the world                               | Cost to receive a text (per message) |
|-----------------------------|-----------------------------------------------------------------------------------|--------------------------------------|
| Band 0                      | 4p                                                                                | Free                                 |
| Band 1                      | 35p                                                                               |                                      |
| Band 2                      | 35p                                                                               |                                      |
| Band 3                      | 35p (except if you're in Russia, Cuba or Tunisia, in which case it will cost 50p) |                                      |
| Band 4                      | 50p                                                                               |                                      |

All prices include VAT, where applicable.

If you're in the UK and want to call or text local numbers in Go Roam destinations, these are charged:

| Where are you calling or messaging?                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call cost (per minute) | Cost (per message) |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------------------|
| UK to Australia, Brazil, Chile, Colombia, Costa Rica, El Salvador, Guatemala, Hong Kong, Indonesia, Israel, Macau, New Zealand, Nicaragua, Panama, Peru, Puerto Rico, Singapore, Sri Lanka, Uruguay, USA, US Virgin Islands and Vietnam                                                                                                                                                                                                                                                                                                            | £3.00                  | 65p                |
| UK to Åland Islands, Austria, Azores, Balearic Islands, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, The Netherlands, Norway, Poland, Portugal, Réunion, Romania, Saint Barthélemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City | 19.5p                  | 6.2p               |

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## What about destinations not covered by Go Roam – how much will it cost to use my phone there?

It's important to remember that the allowances included in your Simply Business Plan are for calls and texts to standard UK numbers, not international numbers (unless you're calling or texting an international number within our Go Roam in Europe destinations, while roaming within a Go Roam in Europe destination). Our international charges for calling or texting vary depending on (1) where you are and (2) where the person you are calling or texting is located. The relevant international costs to call or text outside of our Go Roam destinations are listed below.

The cost of data use abroad (when not in a Go Roam destination) is set out below (please note, the Bands are different for data use).

To see the roaming rates you'll be charged when in a specific country, [use the table on page 12](#) to identify the band that the country you're going to falls within, and if you are contacting someone in a different country (on an international number), check which band that destination falls into. Then check the tables below.

### Internet and data usage abroad.

When you roam onto other international networks where data roaming is available, the charges below will apply (except if you're in a Go Roam destination – see page 13 for more information).

The speed and availability of Internet access when abroad will depend on a number of factors, including which network you are roaming on and the services they have available – for example, 4G networks may not be available, in which case you may only be able to enjoy 3G speeds. Other factors which may affect the speeds that you'll experience include your distance from the nearest mast, your location in a building, local geography, and the type of device you're using. Certain services such as audio and/or video streaming may be slower than in the UK as a result. For the latest information on which countries you can roam in, and on which networks, visit [Three.co.uk/roaming](https://www.three.co.uk/roaming)

| Band        | Countries                                                                                                                   | Cost per MB |
|-------------|-----------------------------------------------------------------------------------------------------------------------------|-------------|
| Data Band 1 | Monaco                                                                                                                      | 10p         |
| Data Band 2 | Benin, Botswana, Cyprus (North), India, Ivory Coast, Japan, Philippines, South Africa, Taiwan, Thailand, Turkey, Yemen      | £3          |
| Data Band 3 | Rest of the World excluding Go Roam destinations – see page 12. Maritime Networks (Ships, Ferries, Cruise Liners), Airlines | £6          |

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

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## Calling and texting abroad from the UK

Your inclusive allowances can't be used to make calls or send messages to international numbers unless you're in a Go Roam in Europe destination calling or texting an international number in a Go Roam in Europe destination. If you're calling abroad, the cost will depend on which band the number you are calling falls within (see table on page 12). If you're receiving a call from an international number, when in the UK, you won't be charged to receive that call.

### Voice calls made from the UK to standard landlines and mobile numbers.

(find out more about the cost of calling non-standard international numbers at [Three.co.uk/nts](https://www.three.co.uk/nts))

| Where are you calling? | Cost (per minute) |
|------------------------|-------------------|
| Go Roam in Europe      | See page 16       |
| Everywhere else        | £3.00             |

### Voice calls made from the UK to international special numbers

Charges for these calls are shown on page 10.

If you're sending messages (or making video calls) from the UK to an international number, the cost is the same regardless of where you're messaging or calling:

| Charges from the UK to any country             | Cost to send (per message) or make a video call (per minute) | Cost to receive |
|------------------------------------------------|--------------------------------------------------------------|-----------------|
| SMS (excluding SMS to shortcodes – see page 6) | 65p                                                          | Free            |
| Photo message                                  | 65p                                                          | Free            |
| Video message                                  | 65p                                                          | Free            |
| Video call                                     | £1.532                                                       | Free            |

All prices include VAT, where applicable.

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# Charges for other services, including cancellation fee

We charge you for a range of other activities.

| Charges for other services       | Price                                                                                                                                                                                                                                                                    |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Text delivery report             | 1.2p per request                                                                                                                                                                                                                                                         |
| Additional copy of invoice       | Up to £5.11 per copy                                                                                                                                                                                                                                                     |
| Charge for a replacement SIM     | Free if requested online via <a href="https://three.co.uk/support/sim-support">Three.co.uk/support/sim-support</a> ; otherwise £5.11 per user                                                                                                                            |
| Unlock Fee for Three handsets    | Free                                                                                                                                                                                                                                                                     |
| Change of phone number           | £10.21 per user                                                                                                                                                                                                                                                          |
| Cancellation Fee                 | 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 discount from time to time. See calculation example below. |
| Charge for failed / late payment | £5.11                                                                                                                                                                                                                                                                    |

| 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                             |

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# Key things to note

We've set out some of the questions that we often get asked, and their answers below.

## About your Simply Business Plan allowance.

Your Simply Business Plan includes a monthly allowance of voice minutes, texts and data which can be used within the UK and, for an additional fixed daily charge, in our Go Roam destinations voice calls (to standard UK landlines and mobiles), text messages sent to a standard UK mobile number or data (subject to our fair use policies - see page 15.)

Plus, if you're in one of our Go Roam in Europe destinations, you can also use your voice minutes and texts to respectively call and text standard landline and mobile numbers in and between Go Roam in Europe destinations. It's worth remembering that if you don't use up your allowance in a month, you lose the unused portion, as it doesn't roll over to the next month.

### How can I use my voice minutes?

- Your unlimited minutes are for voice calls made either within the UK or, for a fixed daily charge, while in a Go Roam destination to any other standard UK mobile (beginning 07 but excluding certain non-standard numbers – see page 8 for details), UK landlines (beginning 01, 02 and 03) and voicemail (retrieved by calling 123 from your mobile in the UK).
- Your unlimited minutes can also be used when roaming within our Go Roam in Europe destinations to call standard landline or mobile numbers in that or any other Go Roam in Europe destination.

### How can I use my texts?

- Your unlimited texts are for SMS texts sent within the UK or, for a fixed daily charge, while in a Go Roam destination to a UK standard mobile (beginning 07 but excluding certain non-standard numbers – see page 8 for details) or for SMS texts sent when roaming within a Go Roam in Europe destination to a standard mobile number from a Go Roam in Europe destination. You cannot use your allowance of unlimited texts to send SMS shortcode messages – see page 6 for details regarding these.
- Your monthly allowance of unlimited texts cannot be text messages sent from the UK or a Go Roam destination to a non-UK standard mobile number (except for text messages sent within Go Roam in Europe destinations to an international mobile number from a Go Roam in Europe destination); messages sent while abroad in a non-Go Roam destination; text messages received in non-Go Roam destinations; photo and / or video messages; or alerts received as part of Three's Alerts services.

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## How can I use my data?

- Your plan's data allowance can be used to connect to the Internet on your phone whether in the UK or, for a fixed daily charge, while in a Go Roam destination.
- You can also use your data allowance to set up a Personal Hotspot if you want to connect more than one device to the Internet at once. You can use any or all of your allowance for this purpose.

## What else can't I use my allowances for?

- 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

## Go Binge

Go Binge was available for customers taking our Simply Business Plans with a regular data allowance of 10GB or above until 30 September 2020. For our customers with Go Binge, it provides you with an unlimited data allowance for streaming video and music from selected partners as long as you've some of your standard data allowance remaining. Existing customers will need to upgrade or change their price plan to a higher plan with at least a data allowance of 10GB or above. You can choose to opt out of Go Binge at any time and use your standard data allowance instead. Go Binge can be used within the UK and our Go Roam destinations (a fair use policy may apply – see [Three.co.uk/go-roam](https://www.three.co.uk/go-roam)), but some services may not be available while roaming due to licensing conditions. Go Binge includes a range of third party services, some of which may require their own subscription to access them, and some additional content, such as adverts, may come out of your regular data allowance. For more details of what's included and how to access it, see [Three.co.uk/go-binge](https://www.three.co.uk/go-binge)

## What do you mean by unlimited?

### Unlimited data.

If you have unlimited data as part of your package, there are no hidden fair use policies within the UK. Unlimited data should give you all the access to the Internet you would normally need, without worrying about hefty bills. If you're in a Go Roam destination, you can use up to 12GB of data each month.

### Unlimited texts and minutes.

There are no hidden fair use policies with our unlimited text or voice allowances when in the UK but in our Go Roam in Europe destinations a fair use limit will apply – we just ask that you use this allowance in accordance with our Terms for Three Services – that is, for personal use only, and not for any illegal, commercial or improper purposes. In addition to these unlimited UK and Go Roam in Europe destination allowances, you also get 5,000 texts and 3,000 voice minutes to use respectively each month, when in a Go Roam Around the World destination.

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### Key things to note

## How do you measure data usage?

Data usage is measured in bytes, this is then aggregated up into large 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 you can use 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 plan.

## International messaging.

Messages sent from the UK to international destinations, messages sent and received whilst abroad, photo and video messages and alerts received as part of Three's Alerts services are excluded from your monthly allowance for messages. Your international messaging function is subject to services arrangements with respective networks abroad.

## What will I have to pay if I want to cancel my contract?

If you ask to cancel your package before the end of your Minimum Term, you'll be asked to pay a Cancellation Fee (see 'Charge for other services' on page 19). If you are outside of your Minimum Term and want to cancel your contract, there is no Cancellation Fee to pay. For more information call our dedicated business support team.

|                                                                   |                                     |
|-------------------------------------------------------------------|-------------------------------------|
| <b>Monthly Charge</b>                                             | £25                                 |
| <b>Total of Monthly Charges remaining during the Minimum Term</b> | £25 x 6 months = £150               |
| <b>Less discount of 3%</b>                                        | £150 - £4.50 (3% of £150) = £145.50 |
| <b>Cancellation Fee</b>                                           | £145.50                             |

## Is there anything else I should note?

### Is there a maximum call duration that I should know about?

We may end any calls that you make that are longer than 2 hours' duration, in order to prevent you from incurring excessive, inadvertent costs. If this does happen, and you wish to continue your call, please simply redial.

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### Key things to note

## Can I set up a Call Return?

Yes – you can return a call directly to someone who has left you a message by simply keying # at the end of their message. This is called Call Return (returning a call directly from the voicemail service).

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

Call Return from voicemail may not be made to certain numbers such as international and premium rate numbers. 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.

## Charging / billing.

- All calls (except calls to shortcode, premium rate numbers and EU roaming calls) 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 (this does not apply to some roaming calls, calls to Service Numbers and Special Calls).
- Calls to Service Numbers (starting 084, 087, 09 and 118) are charged differently from other numbers. The Access Charge element of these calls will be treated as a minimum of one minute. If your call lasts less than one minute, your Access Charge will be rounded up to a duration of one minute. 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 to the nearest second. The Service Charge element is set by the company you're calling, and may comprise (1) a price per minute Service Charge; (2) a price per call Service Charge; (3) a price per call Service Charge plus a price per minute Service Charge (which runs from the start of your call); and (4) a price per call Service Charge plus a price per minute Service Charge (which runs from 60 seconds after the call starts). If the Service Charge includes a price per minute Service Charge, this will be treated as lasting its actual duration (except if the first 60 seconds have been excluded), with fractions of a second being rounded to the nearest second. For example, if you make a call to a service number, where the Service Charge is 10p per minute, which is simply charged at a price per minute rate, and your call lasts 30 seconds, you'll be charged a total of 70p for this call, as the Access Charge element will be rounded up to a duration of one minute at 65p plus 5p for the 30 seconds of call time for the Service Charge element.
- Each individual charge on your bill is shown with VAT excluded (where relevant), and is rounded up or down to the nearest tenth of a penny to make it easier to read. This rounding process means that the total charges you see on our bill summary page may not always be identical to the 'Total due by' charge you see on the front page of your bill. Don't worry, this is normal and you're not being overcharged or undercharged. The actual amount you need to pay is the one shown on your bill's front page, next to 'Total due by'.

## 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](https://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](https://Three.co.uk/control-your-spend)

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## Spend limits.

We've automatically applied limits to the amount you spend on third party digital content and premium rate calls (including directory enquiries) and messages (including SMS shortcode messages). The 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](https://Three.co.uk/spendlimits)

## VAT invoices.

VAT invoices are issued to all our Simply Business customers as standard.

## First month pro-rated.

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 simply pay the standard monthly recurring charge or Add-on charge for a full month's allowance.

## Recurring payment discount.

New customers can only join pay monthly plans 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 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.



## Your Rights - Complaints

Remember, if you're unhappy about any aspect of our services, you should contact Three Customer Services on 337 (free) from your Three phone or 0333 338 1030 from any other phone.

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](https://Three.co.uk/complaints) or you can request a copy by contacting us on the numbers mentioned above.

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