Enterprise Roaming Price Guide

This Price Guide defines the prices of Three's Enterprise Roaming Plans for Business.

If you have purchased an Enterprise Roaming Plan on or after 12 January 2025.

To check if this price guide applies to you and for all other pricing other than for Enterprise Roaming plans, please visit Terms

Effective from: 12.10.2026

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About this price guide

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

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

This price guide is reflective of Three's Business Enterprise plans only. For information on Data Passport, International Voice and Text Add-Ons, Unlimited Calls and Texts to Ireland, Service Add-Ons, Three Mobile Protect, Charges for Calls from UK to Special Numbers, Charges for calls to Directory enquiries, Additional Services and Outside of Allowance Charges, refer to Business Price Guide. Three Business Enterprise Plan customers are still eligible to purchase these.

How to contact us

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

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

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

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

The Charges set out within this Price Guide are only applicable to eligible Customers who purchase Three's Enterprise plans.

SIM Only plans include an allowance of voice minutes and texts to UK landlines (starting 01, 02, 03), standard UK mobiles, and data. Mobile Broadband plans (MBB) provide a data solution for Customers' businesses, with voice calls and texts charged at the Outside of Allowance Charges as set out in the Business Price Guide.

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.

Enterprise Voice Plans

SIM Only Plans

- Select a Minimum Term
- Choose a monthly data allowance
- 36 month plans are no longer available from 1/4/26

Valid from 18th April 2026

	Allowance					
Voice	Unlimited					
Texts	Unlimited					
Minimum Term	12 Months Plans		24 Months Plans		36 Months Plans	
Data Allowance	3GB	£21	3GB	£19	Unlimited	n/a
	25GB	£22	25GB	£20		
	80GB	£25	80GB	£23		
	500GB	£31	500GB	£29		
	Unlimited	£34	Unlimited	£32		
Monthly Charge	The Monthly Charge will depend on the data allowance, and the Minimum Term					

Valid until 17th April 2026

	Allowance					
Voice	Unlimited					
Texts	Unlimited					
Minimum Term	12 Months Plans		24 Months Plans		36 Months Plans	
Data Allowance	3GB	£13	3GB	£12	Unlimited	£21
	25GB	£17	25GB	£15		
	80GB	£21	80GB	£16		
	500GB	£23	500GB	£20		
	Unlimited	£25	Unlimited	£23		
Monthly Charge	The Monthly Charge will depend on the data allowance, and the Minimum Term					

Enterprise Mobile Broadband Plans

SIM Only Plans

- Select a Minimum Term
- Choose a monthly data allowance

Valid from 18th April 2026

	Allowance			
Voice	Unlimited			
Texts	Unlimited			
Minimum Term	12 Months Plans		24 Months Plans	
Data Allowance	3GB	£20	3GB	£18
	25GB	£21	25GB	£19
	80GB	£24	80GB	£22
	200GB	£28	200GB	£26
	500GB	£30	500GB	£28
	Unlimited	£33	Unlimited	£31
Monthly Charge	The Monthly Charge will depend on the data allowance, and the Minimum Term			
Outside of Allowance services	If used in the UK to make domestic voice calls or send tests to a UK number, the Customer will be charged 2.5p/min and 1.67p/text.			

Valid until17th April 2026

	Allowance			
Voice	Unlimited			
Texts	Unlimited			
Minimum Term	12 Months Plans		24 Months Plans	
Data Allowance	3GB	£13	3GB	£11
	25GB	£17	25GB	£15
	80GB	£19	80GB	£17
	200GB	£21	200GB	£19
	500GB	£24	500GB	£20
	Unlimited	£25	Unlimited	£22
Monthly Charge	The Monthly Charge will depend on the data allowance, and the Minimum Term			
Outside of Allowance services	If used in the UK to make domestic voice calls or send tests to a UK number, the Customer will be charged 2.5p/min and 1.67p/text.			

Enterprise Adapt Plans

Enterprise Adapt, is a truly unlimited, adaptable, multi-connection solution for your business that gives Users an unlimited allowance of minutes, texts and domestic data. There are 5 plans available as either 12, 24 or 36-month Minimum Terms

	Adapt Ent 75 Up to 75 connections	Adapt Ent 100 Up to 100 connections	Adapt Ent 150 Up to 150 connections	Adapt Ent 200 Up to 200 connections	Adapt Ent 250 Up to 250 connections
Voice minutes	Unlimited				
Texts	Unlimited				
Data allowance	Unlimited				
Service	Enhanced – Includes Advanced Three Analyst and Customer Success Executive		Complete – Includes Advanced Three Analyst and Customer Success Manager		
Monthly – 12 month Minimum Term	£804	£1,061	£1,586	£2,106	£2,629
Monthly Charge – 24 month Minimum Term	£654	£869	£1,296	£1,722	£2,149
Monthly Charge – 36 month Minimum Term	£600	£800	£1,200	£1,600	£2,000

Adapt Ent 75 and Adapt Ent 100 are able to purchase the Customer Success Manager as a separate Add-on.
Please contact Three on 337 from a Three phone, or 0333 338 1030 from any other phone.

36 month plans are no longer available from 1/4/26

Enterprise Add-ons

Service Add-ons

Service Add-ons are either incorporated within the Adapt Ent Plan as set out below or available for all business customers to purchase as standalone recurring Add-ons. The below Add-ons are applied at billing account level. For charges, please contact our Three Business Team on **337** from a Three phone. For full product information and terms see: Business Product Terms

Add-on	Incorporated?	Purchasable as a standalone Add-on?	Minimum Term*
Complete Service	Adapt Ent 150, Adapt Ent 200 and Adapt Ent 250	Yes**	Yes
Customer Success Manager	Adapt Ent 150, Adapt Ent 200 and Adapt Ent 250 (included within Complete Service)	Yes**	Yes
Three Analyst Advanced	Adapt Ent 75, Adapt Ent 100, Adapt Ent 150, Adapt Ent 200 and Adapt Ent 250 (included within Enhanced Service and Complete Service as applicable)	Yes**	No
Enhanced Service	Adapt Ent 75 and Adapt Ent 100	No	Yes

* These service Add-ons carry a Minimum Term as set out in their respective Product Terms. If the service Add-on is terminated prior to expiry of the Minimum Term, Customer may have to pay a Cancellation Fee calculated as the total Add-on Monthly Charges remaining in the Minimum Term.
** Please contact Three on **337** from a Three phone, or **0333 338 1030** from any other phone.

Enterprise Roaming Add-ons

Traveller and Enterprise Add-ons can be purchased for Zone 1 and Zone 2. For details of which countries are included, please see here.

The 'Traveller Add-On' is an 'Opt-In' style product. Opt in once at any time and the bundle of choice and the bundle allowance becomes available as soon as Customer lands in Enterprise Zone 1 or Enterprise Zone 2 destination and uses data. The Add-on will expire at mid-night (UTC time zone).

The Enterprise Add-on (Add-on) is a 'Buy before Use' style product. Customers will have to buy this Add-on before using the bundle allowance in a Zone 1 or Zone 2 destination. The Add-on will last for 24 hours .

	Enterprise Zone 1 Roaming Data Add-ons available per SIM		
	Charge per SIM	**Validity**	**How it works**
Traveller 1 (500MB)	£5	Expires at midnight	Opt-In
Traveller 2 (1GB)	£10	Expires at midnight	Opt-In
Add-on 1 (500MB)	£5	Add-on - valid for 24hrs	Buy before Use
Add-on 2 (1GB)	£10	Add-on - valid for 24hrs	Buy before Use
Add-on 3 (500MB)	£6	Add-on - valid for 7 days	Buy before Use
Add-on 4 (1GB)	£11	Add-on - valid for 7 days	Buy before Use
Add-on 6 (1GB)	£12	Add-on - valid for 15 days	Buy before Use
Add-on 7 (1GB)	£13	Add-on - valid for 30 days	Buy before Use
Add-on 8 (2GB)	£20	Add-on - valid for 30 days	Buy before Use

	Enterprise Zone 1 Roaming Voice Add-ons available per SIM		
	Charge per SIM	**Validity**	**How it works**
Add-on 1 (20mins)	£8	Add-on - valid for 24hrs	Buy before Use
Add-on 2 (50mins)	£20	Add-on - valid for 24hrs	Buy before Use
Add-on 3 (100mins)	£40	Add-on - valid for 24hrs	Buy before Use
Add-on 4 (50mins)	£22.50	Add-on - valid for 7 days	Buy before Use
Add-on 5 (100mins)	£35.00	Add-on - valid for 7 days	Buy before Use

	Enterprise Zone 2 Roaming Data Add-ons available per SIM		
	Charge per SIM	**Validity**	**How it works**
Traveller 3 (100MB)	£5	Expires at midnight	Opt-In
Traveller 4 (200MB)	£10	Expires at midnight	Opt -In
Add-on 1 (100MB)	£5	Add-on 1- valid for 24hrs	Buy before Use
Add-on 2 (200MB)	£10	Add-on 2- valid for 24hrs	Buy before Use
Add-on 3 (400MB)	£20	Add-on 3- valid for 24hrs	Buy before Use
Add-on 4 (1GB)	£51	Add-on 4- valid for 24hrs	Buy before Use
Add-on 5 (2GB)	£102	Add-on 5- valid for 24hrs	Buy before Use
Add-on 6 (1GB)	£56	Add-on 6 – valid for 7 days	Buy before Use
Add-on 8 (2GB)	£20	Add-on - valid for 30 days	Buy before Use

	Enterprise Zone 2 Roaming Voice Add-ons available per SIM		
	Charge per SIM	**Validity**	**How it works**
Add-on 1 (20mins)	£8	Add-on - valid for 24hrs	Buy before Use
Add-on 2 (50mins)	£20	Add-on - valid for 24hrs	Buy before Use
Add-on 3 (100mins)	£40	Add-on - valid for 24hrs	Buy before Use
Add-on 4 (50mins)	£22.50	Add-on - valid for 7 days	Buy before Use
Add-on 5 (100mins)	£45.00	Add-on - valid for 7 days	Buy before Use

Data Passport

The Data Passport unlocks a set access period for a single line level connection to unlimited mobile data in select destinations.
For more information refer to Business Price Guide.

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Enterprise Go Roam Passes

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

Add-on name	Destinations Covered	Duration Price	(£) exc VAT	(£) Inc VAT
3 Day Ent Go Roam Pass - ATW	Enterprise Go Roam Around the World	3 days	10.42	12.50
7 Day Ent Go Roam Pass - ATW	Enterprise Go Roam Around the World	7 days	25.00	30.00
14 Day Ent Go Roam Pass - ATW	Enterprise Go Roam Around the World	14 days	50.00	60.00
28 Day Ent Go Roam Pass - ATW	Enterprise Go Roam Around the World	28 days	100.00	120.00
56 Day Ent Go Roam Pass - ATW	Enterprise Go Roam Around the World	56 days	200.00	240.00

Unless the Plan expressly states otherwise if Customer or User(s) do not have an Enterprise Go Roam Pass and Customer or User(s) use their phone or device abroad, Customer will incur daily roaming charges when UK allowance is used. See the appropriate section of this guide for more detail. Enterprise Go Roam Pass Add-ons are valid for use in the destination zone (Around the World) as shown in the table.

How Three charge for Enterprise Go Roam Passes

- These Add-ons will be activated on the first use of UK allowance in an Enterprise Go Roam destination (including making calls, sending texts, or using data).
- Once activated Customer or User(s) can use the passes, when required, for the number of days allowed on the Add-on.
- Notification (by text message) indicates the start and end of an unlocked period.
- Unused passes do not expire and remain on Customer's account until used unless there is a change of Plan in-life or as part of Customer's upgrade and the Add-on is no longer compatible.

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Calling or texting international destinations from the UK

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

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

Calling or sending a message to								
	Enterprise Go Roam in Europe							
	Ireland	**Rest of Enterprise Go Roam in Europe**	**Enterprise Go Roam Around The World**	**Enterprise Zone 1**	**Enterprise Zone 2**	**Enterprise Zone 3**	**Enterprise Zone 4**	**Enterprise Zone 5**
Voice calls (per minute)	£0.03	£0.15	£0.15	£0.45	£0.45	£0.45	£0.65	£1.00
Texts (per text)	£0.12	£0.12	£0.12	£0.12	£0.12	£0.12	£0.12	£0.12

Costs for calls to non-standard international numbers can be found at three.co.uk/nts
Charges for calls from the UK to special numbers can be found in the Business Price Guide

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

Call durations are rounded up to the nearest minute and charged per minute. Each text message can accommodate up to 160 characters. Long messages will be sent across numerous text messages, and these will be charged separately. Where a message contains non-standard characters (such as emojis), themessage may be sent as an MMS. When the User sends messages to several recipients at the same time, Customer will be charged separately for each recipient.

Using a phone abroad

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

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

A User can unlock their UK voice, text and data allowance in Enterprise Go Roam destinations. There is a daily fee that applies for unlocking it in Enterprise Go Roam Around The World destinations, but there is no daily fee for Enterprise Go Roam in

Europe destinations whilst Customer has an eligible Enterprise Plan. Provided data roaming is switched on in the Device settings, the daily roaming charge starts when the User uses any of their allowances in a Go Roam destination including making calls, sending texts or using data. Once triggered, the charge unlocks User's UK allowance for 24 hours.

A fair use policy applies to all usage on a per SIM basis as set out in "Further information about Enterprise Go Roam".

The daily Charge per SIM to unlock the UK allowance:

Enterprise Go Roam Around the World destinations – £5 (includes VAT where applicable)

For more information about which destinations fall under Enterprise Go Roam, see "Roaming Bands" below.

You can also visit three.co.uk/terms-conditions/business-terms-and-conditions for full details

Our Fair Usage Policy

When unlocking access to your UK allowance, we do impose a Fair Usage cap when abroad in Enterprise Go Roam destinations as follows:

Destination	Voice (minutes)	Texts	Data (GB)
Enterprise Go Roam in Europe	Unlimited	Unlimited	12GB
Enterprise Go Roam Around the World	3,000	5,000	12GB

When roaming in the Republic of Ireland, fair usage limits do not apply.

All usage over a Customers UK allowance will be subject to Three's standard roaming rates (shown under Charges whilst roaming in Go Roam destinations). Customers can only use up to their allowance for both the UK and abroad Fair usage combined within a billing month. i.e. if you have 20GB data and have already used 10GB in the UK, you'll have 10GB to use abroad. For plans with a data allowance less than 12GB, you can only use up to your UK data allowance.

Enterprise Go Roam in Europe

- There are no fair use limits for calls made or texts sent from any available UK allowance to standard landlines or mobile numbers within Enterprise Go Roam in Europe destinations, or back to the UK.
- The Customer can use the allowance to create a personal hotspot in a Enterprise Go Roam in Europe destination.

Enterprise Go Roam Around the World

- If a Customer has a plan that includes text, they can send up to 5,000 texts back to the UK each month
- If a Customer has a plan that includes voice minutes, they can talk for up to 3,000 minutes on calls made to standard UK landlines/mobile numbers each month.

Internet and Data usage abroad

Your usage abroad comes from your UK allowance. If you have a UK data allowance greater than 12GB, you can use up to 12GB of data in a billing month in our Enterprise Go Roam Destinations. If you use 12GB and still have remaining UK data allowance available, you can continue to use your data, but this is subject to a surcharge; Within a billing month, both your usage in the UK and abroad will go towards your total usage i.e. if you have 20GB data and have already used 10GB in the UK, you'll have 10GB to use abroad.

Calling standard landlines and mobiles while abroad

Call costs are charged per minute, and depend on where the User is, and where they're calling. For more information on which destinations are included in each zone refer to the Enterprise Go Roam Destinations and Charge Bands for other Zones.

Where is the User calling?									
Where is the User calling from?	Enterprise Go Roam in Europe	Enterprise Go Roam Around The World	Enterprise Zone 1	Enterprise Zone 2	Enterprise Zone 3	Enterprise Zone 4	Enterprise Zone 5	UK	Rest of The World
Enterprise Go Roam in Europe – EU	£0.025**	£0.40	£0.40	£0.40	£0.40	£0.40	£0.40	£0.025*	£0.40
Enterprise Go Roam in Europe – Non EU	£0.030**	£0.48	£0.48	£0.48	£0.48	£0.48	£0.48	£0.03*	£0.48
Enterprise Go Roam Around The World	£0.33	£0.50	£0.50	£0.50	£0.50	£0.50	£0.50	£0.03*	£0.50
Enterprise Zone 1	£0.60	£0.60	£0.60	£0.60	£0.60	£0.60	£0.60	£0.60	£0.60
Enterprise Zone 2	£0.60	£0.60	£0.60	£0.60	£0.60	£0.60	£0.60	£0.60	£0.60
Enterprise Zone 3	£1.40	£1.40	£1.40	£1.40	£1.40	£1.40	£1.40	£1.40	£1.40
Enterprise Zone 4	£2.00	£2.00	£2.00	£2.00	£2.00	£2.00	£2.00	£2.00	£2.00
Enterprise Zone 5	£2.00	£2.00	£2.00	£2.00	£2.00	£2.00	£2.00	£2.00	£2.00

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

How Three charges for calls abroad

Costs for calls made and received while abroad are rounded up to the first minute, and then charged per minute. Standard roaming charges will apply for listening to voicemail messages or calling Three's dedicated business team when the User is abroad (call **337** from a Three Business Phone or **0333 338 1004** from any other phone). This applies unless the User has unlocked their Go Roam allowance in an Enterprise Go Roam destination, using minutes from their allowance. Enterprise Go Roam is subject to a Daily Charge and Fair Usage policy.

For more information on which destinations are included in each zone refer to the Enterprise Go Roam Destinations and Charge Bands for other Zones.

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

Where is the User?	Cost to receive standard voice calls	Cost to receive SMS or MMS
Enterprise Go Roam in Europe – EU	Free	Free
Enterprise Go Roam in Europe – Non EU	Free	Free
Enterprise Go Roam Around The World	Free	Free
Enterprise Zone 1	£0.30	Free
Enterprise Zone 2	£0.30	Free
Enterprise Zone 3	£0.70	Free
Enterprise Zone 4	£1.00	Free
Enterprise Zone 5	£1.00	Free
UK	Free	Free

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For more information on which destinations are included in each zone refer to the Enterprise Go Roam Destinations and Charge Bands for other Zones.

Where is the User texting from?	Where is the User texting?								
	Enterprise Go Roam in Europe – VAT	**Enterprise Go Roam in Europe – Non VAT**	**Enterprise Go Roam Around The World**	**Enterprise Zone 1**	**Enterprise Zone 2**	**Enterprise Zone 3**	**Enterprise Zone 4**	**Enterprise Zone 5**	**UK**
Enterprise Go Roam in Europe – EU	£0.0167**	£0.0167**	£0.0167	£0.0167	£0.0167	£0.0167	£0.0167	£0.0167	£0.0167*
Enterprise Go Roam in Europe – Non EU	£0.02**	£0.02**	£0.02	£0.02	£0.02	£0.02	£0.02	£0.02	£0.02*
Enterprise Go Roam Around The World	£0.02	£0.02	£0.02	£0.02	£0.02	£0.02	£0.02	£0.02	£0.02*
Enterprise Zone 1	£0.2	£0.2	£0.2	£0.2	£0.2	£0.2	£0.2	£0.2	£0.2
Enterprise Zone 2	£0.2	£0.2	£0.2	£0.2	£0.2	£0.2	£0.2	£0.2	£0.2
Enterprise Zone 3	£0.2	£0.2	£0.2	£0.2	£0.2	£0.2	£0.2	£0.2	£0.2
Enterprise Zone 4	£0.5	£0.5	£0.5	£0.5	£0.5	£0.5	£0.5	£0.5	£0.5
Enterprise Zone 5	£1	£1	£1	£1	£1	£1	£1	£1	£1

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

How Three charges for sending texts while abroad

Each text message can accommodate up to 160 characters. Long messages will be sent across numerous text messages, and these will be charged separately. Where a message contains non-standard characters (such as emojis), the message may be sent as an MMS.

Internet and Data Usage

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

For more information on which destinations are included in each zone refer to the Enterprise Go Roam Destinations and Charge Bands for other Zones.

Zone	Cost per MB
Enterprise Go Roam Around the World	1p
Enterprise Go Roam Europe	1p
Enterprise Zone 1	2p
Enterprise Zone 2	10p
Enterprise Zone 3	35p
Enterprise Zone 4	£1.50
Enterprise Zone 5	£5.00

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

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

For the latest information on which destinations User(s) can roam in, and on which networks, visit our roaming pages online.

Worldwide Data Roaming Limit

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

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

Roaming Bands

Enterprise Go Roam Destinations.

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

*Non-EU destinations

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Enterprise Zone 1	Enterprise Zone 2	Enterprise Zone 3	Enterprise Zone 4	Enterprise Zone 5
Albania	Afghanistan	Angola*	AAM (Maritime) Airplanes	Belize
Argentina	Algeria	Bahamas	Andorra	Ethiopia
Armenia	Anguilla	Bolivia	Cuba	Seychelles
Bahrain	Antigua & Barbuda	Botswana*	Equatorial Guinea*	Vanuatu
Bangladesh	Aruba	Burkina Faso	French Polynesia	
Belarus	Barbados	Cameroon	Lebanon	
Brunei	Bermuda	Cape Verde	Malawi	
Darussalam	Bosnia & Herzegovina	Congo, Republic of	Maldives	
Cambodia	British Virgin Islands	Cote d'Ivoire (Ivory Coast)	Monaco	
Dominican Republic	Cayman Islands	Gambia	Mongolia	
Faroe Islands	Dominica	Gabon	Papua New Guinea*	
Fiji	Egypt	Kazakhstan	Ships & Ferries	
Georgia	Greenland	Madagascar	Turkmenistan*	
Ghana	Grenada	Mauritius	Zambia	
Honduras	Guyana	Mozambique		
Japan	Haiti	Nepal		
Jordan	Iraq	Sierra Leone		
Kosovo	Jamaica	Tanzania		
Kuwait	Kenya	Venezuela		
Kyrgyzstan	Montserrat			
Morocco	Netherlands Antilles			
Nigeria	Oman			
North Macedonia	Philippines			
Paraguay	Saint Kitts & Nevis			
Qatar	Saint Lucia			
Rwanda	Saint Vincent & the Grenadines			
Senegal	Trinidad & Tobago			
South Africa	Turks and Caicos Islands			
Tajikistan				
Uganda				
Uzbekistan				
Yemen				

*data roaming may not be available in this destination

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Further information about Enterprise Go Roam

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

Enterprise Go Roam in Europe and Go Roam Around the World

- There is a fair use limit of 12GB for data in Enterprise Go Roam destinations. If a User has a data allowance greater than 12GB, they can use up to 12GB of data each month. If the User uses 12GB and still has a remaining data allowance available, they can continue to use the data, but this is subject to a surcharge currently set at 0.25p/MB for EU destinations and 0.3p/MB for non-EU destinations.
- To ensure all eligible Customers can benefit from Enterprise Go Roam, Three reserves the right to apply a surcharge in case of abusive use and may monitor usage and presence.
- Enterprise Go Roam is applicable to Voice and Mobile Broadband Enterprise Plans set out within this Price Guide.
- Enterprise Go Roam is intended for UK customers, who are UK residents visiting one of the destinations for short periods, like holidays or business trips. It isn't designed for people who live abroad or stay for extended periods.
- As such, if User(s) roam exclusively in one or more of Three's Enterprise Go Roam destinations (including both Enterprise Go Roam in Europe and Enterprise Go Roam Around the World) for any two complete months in a rolling 12-month period, Three reserves the right to apply a surcharge, currently set at 3p/min, 2p/ SMS and 0.3p/MB for non-EU destinations and 2.5p/min,1.64p/SMS and 0.25p/MB for EU destinations.
- If User(s) spend a full month abroad, but some of that time is spent in a destination that isn't included in Enterprise Go Roam, this fair use policy won't apply.

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

Enterprise Go Roam in Europe

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

Enterprise Go Roam Around the World

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

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

Our systems work to very small fractions of a penny, but we only show your charges to two decimal places on your bill to make it easier to read. To enable this, any usage charges and totals on your bill are also rounded up or down to two decimal places individually, which may affect the total of all Charges once these have been aggregate to produce the sub-total before VAT. Where a usage charge or total has VAT added to it, we carry out rounding on the usage charge or total before VAT is added, and the amount of the VAT itself. The two sums are then added together to produce the final total. Because Of the rounding mechanism, occasionally there may be a small inconsistency between any manual calculation you may carry out and the calculations made by our systems. The difference may be up to a penny higher or lower depending on the services you have used during the month, but don't worry, you're not being incorrectly charged. The 'Total Due By' charge on your bill is based exclusively on the detailed underlying costs in our system.

First month prorated

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

VAT invoices

VAT invoices are issued to all Business customers as standard.

Spend Caps

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

Setting Spend Caps

Three 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 (see 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.

A Spend Cap can control:

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

Limits on third party charges

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

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What else isn't included in the Enterprise Plans allowance?

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

Administration Charges

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

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Here are some frequently asked questions.

What does unlimited data mean?

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

How is data usage measured?

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

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

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

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

What do unlimited texts and voice minutes mean?

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

Is there a maximum call duration?

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

How are call returns and diverted calls charged?

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

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

If the User diverts an incoming call to another number, Three will charge the Customer for each redirected call. The cost of the redirected call depends on the type of number. How does a Customer cancel the price plan or agreement?

Rich Communication Services (RCS)

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

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Rich Communication Services (RCS)

How does a Customer cancel the price plan or agreement?

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

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

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

Three's preferred payment methods and recurring payment discount

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

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

Three will retain a Customer's monthly recurring discount if the Customer gives Three any of the following means of payment. This is provided that the Customer allows Three to store the selected payment method so that Three can charge on the billing date each month.

If a Customer does not permit Three to store payment details, the Customer will lose the recurring payment discount.

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

Rights – Complaints

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

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