Business Price Guide

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

For customers who joined, upgraded or added additional Three Services on or after 12th January 2025.

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

Effective from 12.10.2026

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About this Price Guide

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

All prices in this Price Guide exclude VAT where applicable, except where expressly stated otherwise.
We reserve the right to extend, withdraw or modify the terms, including this Price Guide, relating to Go Roam and/or the destinations or service included at any time. This Price Guide will cover Roaming if included in your tariff plan or Add-on.

If you use your device abroad and it's not included in your plan, the current roaming destinations and charge bands in the Roaming Price Guide will apply.

How to contact Three

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

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

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

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

Voice Plans

SIM Only Plans

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

Valid from 18th April 2026

	Allowance					
Voice minutes	Unlimited					
Texts	Unlimited					
Minimum Term	1 month		12 months		24 months	
Data allowance	3GB	£23	3GB	£20	3GB	£18
	25GB	£24	25GB	£21	25GB	£19
	80GB	£28	80GB	£24	80GB	£22
	500GB	£34	500GB	£30	500GB	£28
	Unlimited	£37	Unlimited	£33	Unlimited	£31
Monthly Charge	The Monthly Charge will depend on the data allowance, and the Minimum Term.					

Valid until 17th April 2026

	Allowance					
Voice minutes	Unlimited					
Texts	Unlimited					
Minimum Term	1 month		12 months		24 months	
Data allowance	3GB	£18	3GB	£12	3GB	£11
	25GB	£23	25GB	£16	25GB	£14
	80GB	£26	80GB	£20	80GB	£15
	500GB	£28	500GB	£22	500GB	£19
	Unlimited	£29	Unlimited	£24	Unlimited	£22
Monthly Charge	The Monthly Charge will depend on the data allowance, and the Minimum Term.					

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Device Plans

- Choose from a variety of Devices (upfront Charges may apply).
- Choose a monthly data allowance.
- 36month plans are no longer available from 1/4/26

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

Mobile Broadband Plans

Device Plans

- Select a Minimum Term
- Choose from a variety of Devices (upfront Charges may apply).
- Choose a monthly data allowance.
- 36month plans are no longer available from 1/4/26

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

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SIM Only Plans
- Select a Minimum Term.
- Choose a monthly data allowance.

Valid from 18th April 2026

	Allowance					
Voice minutes	Unlimited					
Texts	Unlimited					
Minimum Term	1 month		12 months		24 months	
Data allowance	3GB	£22	3GB	£19	3GB	£17
	25GB	£23	25GB	£20	25GB	£18
	80GB	£27	80GB	£23	80GB	£21
	200GB	£31	200GB	£27	200GB	£25
	500GB	£33	500GB	£29	500GB	£27
	Unlimited	£36	Unlimited	£32	Unlimited	£30
Monthly Charge	The Monthly Charge will depend on the data allowance, and the Minimum Term.					
Outside of Allowance Services	If used in the UK to make domestic voice calls or send texts to a UK number, the Customer will be charged 2.5p/min and 1.67p/text.					

Valid until 17th April 2026

	Allowance					
Voice minutes	Unlimited					
Texts	Unlimited					
Minimum Term	1 month		12 months		24 months	
Data allowance	3GB	£14	3GB	£12	3GB	£10
	25GB	£17	25GB	£16	25GB	£14
	80GB	£19	80GB	£18	80GB	£16
	200GB	£21	200GB	£20	200GB	£18
	500GB	£25	500GB	£23	500GB	£19
	Unlimited	£25	Unlimited	£23	Unlimited	£21
Monthly Charge	The Monthly Charge will depend on the data allowance, and the Minimum Term.					
Outside of Allowance Services	If used in the UK to make domestic voice calls or send texts to a UK number, the Customer will be charged 2.5p/min and 1.67p/text.					

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Boundless SIM Only Plans

- Select a Minimum Term

Valid from 18th April 2026

Allowance				
Voice Minutes	Unlimited			
Texts	Unlimited			
Minimum Term	12 Months		24 Months	
SIMs	1	£33	1	£31
	2	£22	2	£20
	3 to 9	£20	3 to 9	£18
	10 to 19	£14	10 to 19	£12
	20 to 50	£13.50	20 to 50	£11.50
Monthly Charge	The Monthly Charge will depend on the data allowance, and the Minimum Term			

Valid until 17th April 2026

Allowance				
Voice Minutes	Unlimited			
Texts	Unlimited			
Minimum Term	12 Months		24 Months	
SIMs	1	£20	1	£19
	2	£15	2	£13
	3 to 9	£13	3 to 9	£11
	10 to 15	£10	10 to 15	£8
Monthly Charge	The Monthly Charge will depend on the data allowance, and the Minimum Term			

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Boundless SIM Only + Inclusive Roaming Plans*

*Please see the Roaming Price Guide for more information regarding Fair Use Policy, eligible destinations and out of bundle charges when roaming in our Go Roam destinations.

	SIMs + Go Roam in Europe	SIMs + Go Roam Around the World Extra
UK Allowance		
Voice Minutes	Unlimited	
Texts	Unlimited	
Data	Unlimited	
Minimum Term	24 Months	
Allowance while Roaming*		
Voice Minutes	Unlimited back to the UK and destinations within Go Roam in Europe	3,000 minutes back to the UK
Texts	Unlimited back to the UK and destinations within Go Roam in Europe	5,000 texts back to the UK
Data	12GB	12GB

Valid from 18th April 2026

	SIMs + Go Roam in Europe	SIMs + Go Roam Around the World Extra
Number of SIMs	Monthly charge (per SIM)	
1	£35.17	£39.33
2	£24.17	£28.33
3 to 9	£22.17	£26.33
10 to 19	£16.17	£20.33
20 to 50	£15.67	£19.83
The Monthly Charge will depend on the data allowance, and the Minimum Term		

Valid until 17th April 2026

	SIMs + Go Roam in Europe	SIMs + Go Roam Around the World Extra
Number of SIMs	Monthly charge (per SIM)	
1	£24.00	£29.00
2	£18.00	£23.00
3 to 9	£16.00	£21.00
10 to 19	£13.00	£18.00
20 to 50	£10.00	£17.50
The Monthly Charge will depend on the data allowance, and the Minimum Term		

Go Roam Around the World Extra Inclusive plans includes destinations from Go Roam in Europe, Go Roam Around the World and Go Roam Around the World Extra.

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Data Connection/Connected Hardware Plans

Three's Data Connection Plans (also known as Connected Hardware Plans) for Business Service are a solution which provides a data-only connection to devices and is primarily intended to enable connectivity on equipment or services that are not traditional mobile services.

Data Connection/ Connected Hardware Plan:	Monthly Charge	Minimum Term
Data Connection 12m 500MB	£5.00	12 months
Data Connection 12m 5GB	£6.00	12 months
Data Connection 12m 20GB	£10.00	12 months
Data Connection 12m 50GB	£13.00	12 months
Data Connection 12m 150GB	£14.00	12 months
Data Connection 12m 400GB	£15.00	12 months
Data Connection 24m 500MB	£4.00	24 months
Data Connection 24m 5GB	£5.00	24 months
Data Connection 24m 20GB	£8.00	24 months
Data Connection 24m 50GB	£9.00	24 months
Data Connection 24m 150GB	£11.00	24 months
Data Connection 24m 400GB	£13.00	24 months

If the Data Connection/Connected Hardware Plan is terminated prior to expiry of the Minimum Term, Customer will have to pay a Cancellation Fee calculated as the total Monthly Charges remaining in the Minimum Term (per line). For full product information and terms see the Data Connection/Connected Hardware Product Terms at Three Business terms and conditions | Three

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Inclusive Go Roam Plans

For a fixed daily charge, you can 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) - fair usage applies. Some of our plans now come with roaming included for an additional charge to your monthly plan, which means you won't need to pay the daily roaming charge. You'll know if you have roaming included in your plan, as either in your plan name or add-ons it will include the term "Go Roam", followed by which set of destinations that roaming is available to you in.

Roaming is part of your plan contract and will be for the full contract term of your main plan.

Plan name includes	Additional recurring monthly cost on top of your voice or handset plan	Destinations included		
		Go Roam in Europe	Go Roam Around the World	Go Roam Around the World Extra
Go Roam in Europe (EUR)	+£5 per month (per line)*	✓	X	X
Go Roam Around the World (ATW)	+£10 per month (per line)	✓	✓	X
Go Roam Around the World Extra (ATWX)	+£15 per month (per line)**	✓	✓	✓

Fair Use Policies apply to roaming within a billing month.

*For customers on Boundless SIM Only + Inclusive Go Roam In Europe (20 – 50 SIMs plan), the monthly charge is reduced to £2.50 per line.

**Introduced on the 22nd June 2025 to eligible plans.

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

Your usage comes from your UK allowance. All usage over the roaming fair use levels will be subject to Three's out of allowance charges (shown in the Roaming Price Guide – as are the destinations that sit in each Go Roam group) .

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.

If a Customer is exempt from the daily roaming charge, a fair use limit applies as follows: if during any 4 month period, Customers roam in Go Roam destinations for 60 days or more, additional roaming charges may apply. Customers shall be notified before charges are applied.

If a User roams exclusively in any international destinations for any two complete months in a rolling 12-month period or excessively, Three may suspend international roaming for that User(s) or Customer, meaning that User(s) or Customer will no longer be able to use their Device or allowances abroad. Three will let Customer know in advance if this is likely to happen.

To see more information relating to Roaming including destinations and out of allowance charges, please review the Roaming Price Guide.

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Three Business Adapt

Three Business 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 8 plans available as either 12, 24 or 36-month Minimum Terms. For more information about Adapt plans refer to Three Business Adapt

May 2022 to 19th August 2025

Three Business Adapt								
	Adapt 15 Up to 15 connections	Adapt 25 Up to 25 connections	Adapt 50 Up to 50 connections	Adapt 75 Up to 75 connections	Adapt 100 Up to 100 connections	Adapt 150 Up to 150 connections	Adapt 200 Up to 200 connections	Adapt 250 Up to 250 connections
Voice minutes	Unlimited							
Texts	Unlimited							
Data Allowance	Unlimited							
Roaming	Go Roam in Europe Included (fair usage policy applies**)							
Three Analyst	Essential* Includes Standard 3Analyst		Enhanced Includes Advanced 3Analyst and Customer Success Executives			Complete Includes Advanced 3Analyst and Customer Success Manager		
Monthly Charge 12 months Minimum Term	£150.00	£249.00	£489.00	£729.00	£961.00	£1,436.00	£1,906.00	£2,379.00
Monthly Charge 24 months Minimum Term	£120.00	£199.00	£389.00	£579.00	£769.00	£1,146.00	£1,522.00	£1,899.00
Monthly Charge 36 months Minimum Term	£105.00	£175.00	£350.00	£525.00	£700.00	£1,050.00	£1,400.00	£1,750.00

20th August 2025 Onwards

Three Business Adapt							
	Adapt 25 Up to 25 connections	Adapt 50 Up to 50 connections	Adapt 75 Up to 75 connections	Adapt 100 Up to 100 connections	Adapt 150 Up to 150 connections	Adapt 200 Up to 200 connections	Adapt 250 Up to 250 connections
Voice minutes	Unlimited						
Texts	Unlimited						
Data Allowance	Unlimited						
Roaming	Go Roam in Europe Included (fair usage policy applies**)						
Three Analyst	Essential* Includes Standard 3Analyst	Enhanced Includes Advanced 3Analyst and Customer Success Executives			Complete Includes Advanced 3Analyst and Customer Success Manager		
Monthly Charge 12 months Minimum Term	£262.50	£525.00	£787.50	£1,050.00	£1,575.00	£2,100.00	£2,625.00
Monthly Charge 24 months Minimum Term	£255.00	£510.00	£765.00	£1,020.00	£1,530.00	£2,040.00	£2,550.00
Monthly Charge 36 months Minimum Term	£237.50	£475.00	£712.50	£950.00	£1,425.00	£1,900.00	£2,375.00

*Adapt 15 and Adapt 25 are able to purchase the Complete Service, Advanced 3Analyst and Customer Success Manager as a separate Add-on Adapt 50, Adapt 75 and Adapt 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.

**Fair use policy applies when roaming, including a monthly cap of 12GB data allowance. For more details and a current list of GoRoam in Europe Destinations when roaming please see the Roaming Price Guide.

- Adapt 15 plans have been withdrawn from new sale on 27/03/25
- 36month plans are no longer available from 1/4/26

Three Business Dynamic

Three Business Dynamic is only available when purchased via a partner. It is a truly unlimited, multi-connection solution for your business that gives Users an unlimited allowance of minutes, texts and domestic data. There are 7 plans available as either 24 or 36-month Minimum Terms.

30th April to 19th August 2025

Three Business Dynamic							
	Dynamic 25 Up to 25 connections	Dynamic 50 Up to 50 connections	Dynamic 75 Up to 75 connections	Dynamic 100 Up to 100 connections	Dynamic 150 Up to 150 connections	Dynamic 200 Up to 200 connections	Dynamic 250 Up to 250 connections
Voice minutes	Unlimited						
Texts	Unlimited						
Data Allowance	Unlimited						
Roaming	Go Roam in Europe Included (fair usage policy applies)						
Three Analyst	Standard Three Analyst	Advanced Three Analyst					
Monthly Charge 24 months Minimum Term	£199.00	£389.00	£579.00	£769.00	£1,146.00	£1,522.00	£1,899.00
Monthly Charge 36 months Minimum Term	£175.00	£350.00	£525.00	£700.00	£1,050.00	£1,400.00	£1,750.00

20th August 2025 Onwards

Three Business Dynamic							
	Dynamic 25 Up to 25 connections	Dynamic 50 Up to 50 connections	Dynamic 75 Up to 75 connections	Dynamic 100 Up to 100 connections	Dynamic 150 Up to 150 connections	Dynamic 200 Up to 200 connections	Dynamic 250 Up to 250 connections
Voice minutes	Unlimited						
Texts	Unlimited						
Data Allowance	Unlimited						
Roaming	Go Roam in Europe Included (fair usage policy applies)						
Three Analyst	Standard Three Analyst	Advanced Three Analyst					
Monthly Charge 24 months Minimum Term	£255.00	£510.00	£765.00	£1,020.00	£1,530.00	£2,040.00	£2,550.00
Monthly Charge 36 months Minimum Term	£237.50	£475.00	£712.50	£950.00	£1,425.00	£1,900.00	£2,375.00

Fair use policy applies when roaming, including a monthly cap of 12GB data allowance.
For more details and a current list of Go Roam in Europe destinations when roaming please see the Roaming Price Guide.

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

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Add-ons

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

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

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

Add-on levels:

- A line level Add-on can be purchased by Customer and applied to selected SIMs in the account.
- Adapt Plan level shared Add-ons apply to all the line level connections under the Adapt Plan only. Connections that aren't on a particular Adapt plan to which the Add-on is applied, will not be able to consume from the Add-on. Best suited when you want to purchase an Add-on specifically for connections on Adapt Plan only.
- Account level shared Add-ons are Add-ons that apply to all line level connections under the billing account. Regardless of the plan a connection is on, all the connections will be able to consume from the Add-on. Best suited when Customer wants to purchase an Add-on for the entire billing account.

Data Add-ons

Single line level data Add-ons

Single line level domestic data Add-ons will be applied to one SIM in the account and can be purchased with Voice and MBB Business Plans.

	Data Add-ons available at line level						
	1GB	**5GB**	**10GB**	**20GB**	**50GB**	**Unlimited One Day Boost**	**Unlimited**
One-off Add-on	£4	£6	£8	£9	£10	£4	–
Recurring Add-on (monthly charge)	£3	£5	£7	£8	–	–	£12

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

Shared data Add-ons

Shared domestic data Add-ons are available to purchase at the billing account level for Voice and MBB Business Plans.

	Shared Data Add-ons available at billing account level									
	30GB	**100GB**	**250GB**	**500GB**	**1TB**	**2TB**	**5TB**	**10TB**	**20TB**	**50TB**
One-off Add-on	£24	£80	£200	£400	£760	Contact 337 from a Three phone for further information				
Recurring Add-on (monthly charge)	£21	£70	£175	£350	£665					

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Roaming Add-ons

When you use your device abroad to call, text and get online, charges depend on the country you are in and the country you are contacting.
To see these charging bands for each destination, please visit the Roaming Price Guide.
We also have some roaming Add-ons which may reduce the cost of using your device abroad by avoiding the daily roaming charge.

Data Passport

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

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

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

Data passport is a one-off Add-on and Charges include VAT where applicable.

1. Customers can buy the data passport in advance of travel.
   If you purchase in the destination, you will be charged any applicable daily Go Roam charges, until the Data Passport takes affect.
2. Activation occurs on first usage of any data (including things like updating of Applications in the background) and will last for 24 hours.
3. From 28th October 2023, UK is no longer included in the destinations list.
4. Data passport is for data only. If you make calls or texts in these destinations, you will be charged a separate Daily Roaming Charge unless inclusive in your tariff plan.
5. You can buy multiple daily Data Passports if you wish to cover a longer period of time.
6. We reserve the right to extend, withdraw or modify the terms, including this Price Guide, or Go Roam and/or the destinations or service included at any time. Please review details concerning destinations and costs in the most up-to-date Price Guide

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Go Roam passes

Go Roam passes allow you to use your UK allowance in our Go Roam destinations without incurring the daily roaming charge.
See the Roaming Price Guide for more information on destinations included and fair use policies that apply.

Add-on name	Destination			Pass Price	
Go Roam Usage comes from your UK monthly plan, Fair Use policy and surcharges apply Including; **Go Roam in Europe** Up to 12GB data, Unlimited Mins/Texts back to the UK and within Go Roam in Europe destinations. **Go Roam Around the World & Go Roam Around the World Extra** Up to 12GB data, 3,000 mins, 5,000 texts back to the UK.	Go Roam in Europe (EU/EUR)	Go Roam Around the World (ATW)	Go Roam Around the World Extra (ATWX)	ex VAT	inc VAT
3 Day Go Roam Pass - EUR	✓	×	×	£4.17	£5.00
7 Day Go Roam Pass - EUR	✓	×	×	£10.00	£12.00
14 Day Go Roam Pass - EUR	✓	×	×	£20.00	£24.00
28 Day Go Roam Pass - EUR	✓	×	×	£40.00	£48.00
56 Day Go Roam Pass - EUR	✓	×	×	£80.00	£96.00
3 Day Go Roam Pass - ATW & EUR	✓	✓	×	£10.42	£12.50
7 Day Go Roam Pass - ATW & EUR	✓	✓	×	£25.00	£30.00
14 Day Go Roam Pass - ATW & EUR	✓	✓	×	£50.00	£60.00
28 Day Go Roam Pass - ATW & EUR	✓	✓	×	£100.00	£120.00
56 Day Go Roam Pass - ATW & EUR	✓	✓	×	£200.00	£240.00
3 Day Go Roam Pass - ATWX, ATW & EUR	✓	✓	✓	£14.58	£17.50
7 Day Go Roam Pass - ATWX, ATW & EURR	✓	✓	✓	£35.00	£42.00
14 Day Go Roam Pass - ATWX, ATW & EUR	✓	✓	✓	£70.00	£84.00
28 Day Go Roam Pass - ATWX, ATW & EUR	✓	✓	✓	£140.00	£168.00
56 Day Go Roam Pass - ATWX, ATW & EUR	✓	✓	✓	£280.00	£336.00

if you do not have a Go Roam pass and you use your phone or device abroad, you will incur Daily Roaming Charges. Go Roam pass Add-ons are valid for use in the destination bands (EUR, ATW or ATWX) as shown in the table.

To see the list of destinations within each Go Roam band, please review the Roaming Price Guide.

How we charge for Go Roam Passes

- These Add-ons will be activated on the first use of your UK allowance in a Go Roam destination (including making calls, sending texts, or using data).
- Once activated you can use the passes, whenever you want, for the number of days allowed on the Add-ons.
- When you visit a destination, the pass which is the most cost effective to you will be consumed first. i.e. If you're in a Go Roam in Europe destination and have both a Go Roam in Europe and a Go Roam Around the World Add-on pass, the Go Roam in Europe pass will be used first.
- Notification (by text message) indicates the start and end of an unlocked period.
- Unused Go Roam passes do not expire and remain on your account until used unless you change the plan in-life or as part of upgrade.

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International Voice and Text Add-ons

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

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

Single line Level International Voice and Text Add-ons

	International Voice Add-ons available				
	International 100 minutes	**International 200 minutes**	**International 300 minutes**	**International 500 minutes**	**International Unlimited mins**
One-off Add-on	£6	£7	£8	£9	£16
Recurring Add-on (monthly charge)	£5	£6	£7	£8	£15

	International Text Add-ons available	
	International 100 text	**International unlimited texts**
One-off Add-on	£6	£11
Recurring Add-on (monthly charge)	£5	£10

Shared International Voice and Text Add-ons

Shared International Voice and Text Add-ons are available at both billing account level and Adapt Plan level.

	Shared International Voice Add-ons available							
	500 minutes	**1000 minutes**	**2000 minutes**	**10,000 minutes**	**20,000 minutes**	**30,000 minutes**	**50,000 minutes**	**100,000 minutes**
One-off Add-on	£30	£60	£116.40	£570	Call 337 from a Three phone for more information			
Recurring Add-on (monthly charge)	£25	£50	£97	£475				

	Shared International Text Add-ons available			
	100 texts	**500 texts**	**10,000 texts**	**20,000 texts**
One-off Add-on	£6	£30	£570	Call 337 from a Three phone for more information
Recurring Add-on (monthly charge)	£5	£25	£475	

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Unlimited calls and texts to Ireland

These Add-ons are designed for Users who regularly call or text from the UK to standard landline or mobile numbers in Ireland. These Add-ons are available at single line level, Adapt Plan level or billing account level as set out below.

	Voice and Text Add-ons available					
	Single connection unlimited minutes to Ireland	**Single connection unlimited texts to Ireland**	**Account level shared 2000 minutes to Ireland**	**Account level shared 2000 texts to Ireland**	**Adapt level shared 2000 minutes to Ireland**	**Adapt level shared 2000 texts to Ireland**
One-off Add-on	£9	£6	£5	£5	£5	£5
Recurring Add-on (monthly charge)	£8	£5	£4	£4	£4	£4

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

Service Add-ons

Service Add-ons are either incorporated within the Adapt Plan as set out above 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*
3Analyst Standard	Adapt 15, Adapt 25 (within Essential Service)	Yes**	No
Complete Service	Adapt 150, Adapt 200 and 250	Yes**	Yes
Customer Success Manager	Adapt 150, Adapt 200 and 250 (included within Complete Service)	Yes**	Yes
3Analyst Advanced	Adapt 50, Adapt 75, Adapt 100, Adapt 150, Adapt 200 and Adapt 250 (included within Enhanced Service and Complete Service)	Yes**	No
Enhanced Service	Adapt 50, Adapt 75 and Adapt 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

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Three Mobile Protect

Three Mobile Protect is designed to keep mobile devices secure from cyber-threats of all forms. This Add-on is available as a recurring standalone line level Add-on to selected SIM Only Voice and MBB plans, Device Voice and MBB plans and Business Adapt plans, and excludes certain MBB devices like Dongle and MiFi. This Add-on carries a monthly recurring charge until removed. For full product information and terms see: Business Product Terms.

Add-on:	Monthly Charge	Minimum Term
Standard Three Mobile Protect	£3.50 per line	None
Three Mobile Protect Enterprise	£4.50 per line	12 months*

*If Three Mobile Protect Enterprise 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.

Three Device Management

Three Device Management is a single solution for the modern management of iOS, Android and the ever-increasing demand for more devices and Apps, allowing businesses to safeguard critical data and assets being accessed on mobile devices. This Add-on is available as a recurring standalone line level Add-on to selected SIM Only Voice, Device Voice and Business Adapt plans, and excludes certain mobile broadband devices like Dongle and MiFi and Business Broadband. This Add-on carries a recurring Monthly Charge for the duration of the Minimum Term and will revert to Three's current list price (as set out in the latest Price Guide available on expiry of the Minimum Term) thereafter, until removed.

License type:	Monthly Charge	Minimum Term
Three Device Management Standard 24m	£3.00 per line	24 months*
Three Device Management Standard 36m	£2.80 per line	36 months*
Three Device Management Secure 24m	£4.00 per line	24 months*
Three Device Management Secure 36m	£4.00 per line	36 months*
Three Device Management Premium 24m	£5.50 per line	24 months*
Three Device Management Premium 36m	£6.50 per line	36 months*

*If Three Device Management is terminated prior to expiry of the Minimum Term, Customer will have to pay a Cancellation Fee calculated as the total Add-on Monthly Charges remaining in the Minimum Term (per line).

It is not possible to select different license types or different Minimum Terms.

The above Charges apply for the Three Device Management licence and standard configuration as set out in the Three Device Management Product Terms. Non-standard requirements or setup will be assessed and quoted for separately on a case-by-case basis.

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

For full product information and terms see the Three Device Management Product Terms at Three Business Adapt terms and conditions | Three

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Charges for calls from the UK to Special Numbers

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

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

Number/ Prefix Price	Price
Freephone numbers 0800 / 0808	Free
UK calls to Three Customer Services (337)	Free
Emergency numbers 999 / 112	Free
Emergency video relay 999 BSL	Free
NHS 111	Free
NHS Test and Trace 119	This will come out of any available allowance of voice minutes
European Commission helplines 116000 / 116006 / 116111 / 116117 / 116123	Free
Single non-emergency police 101	Free
National power emergency 105	Free
Fraud hotline 159	This will come out of any available allowance of voice minutes
Relay UK calls to emergency and non-emergency numbers using 18000 or 18001 999 or 18001 112 or 18001 101	Free
Relay UK calls using 18001 to UK standard landlines (starting 01, 02, 03) and UK mobiles (starting 077, 078 or 079)	This will come out of any available allowance of voice minutes
Relay UK calls to voicemail accessed using 18001 07782 333 123	Free
Relay UK calls to international numbers 18001	A 25% discount will be applied to the standard rates
Corporate Numbers 055	12.75p per minute
084/087 The total cost of the call is the Access Charge plus the Service Charge	54p per minute Access Charge (a 1 minute minimum charge 'Access Charge') Service Charge (a charge set by the company the User is calling – 'Service Charge' – charged after the first minute, and per minute)
Non-standard 07 numbers 0740659 / 074060 / 074061 / 074062 / 0740671 / 074176 / 074181 / 074185 / 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 / 078221 / 078223 / 078224 / 078225 / 078226 / 078227 / 078229 / 078644 / 078727 / 078730 / 078745 / 078920 / 078922 / 078925 /078931 / 078933 / 078938 / 078939 / 079111 / 079112 / 079117 / 079118 / 079245 / 079246 / 079780 / 079781 / 079784 / 079785 / 079786 / 079788 / 079789	From 29p per minute

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Satellite calls 0087 and 0088*	Up to £7.66
Pager 076	£1.02 per call plus 72p per minute
Personal number 070 band 1	26p per minute
Personal number 070 band 2	87p per minute
Personal number 070 band 3	£1.02 per call plus 72p per minute
Premium rate (090, 091, 098) The total cost of the call is the Access Charge plus the Service Charge	54p per minute Access Charge (1-minute minimum charge) Service Charge (set by the company the Customer is calling, charged after the first minute and per minute)
118 Directory Services	Charges vary. Visit three.co.uk/nts to check the cost of calls to a specific number. The total cost of the call is the access charge (set by Three) plus the service charge. See how we charge (below).

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

Calls from the UK to international special numbers

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

074184 / 074520 / 074521 / 074522 / 074523 / 074524 / 075090 / 075091 / 075092 / 075093 / 075094 / 075095 / 075096 / 075097 / 07624 / 077003 / 077007 / 077008 / 07781 / 077977 / 077978 / 077979 / 078297 / 078298 / 078299 / 07839 / 078391 / 078392 / 078397 / 078398 / 079240 / 079241 / 079242 / 079243 / 079244/ 079247 / 079248 / 079370 / 079371 / 079372 / 079373 / 079374 / 079375 / 079376 / 079377 / 079378 / 079379 / 07781	16.25p per minute
Voice calls made to other international special numbers	Charge (per minute) £2.29

Check three.co.uk/nts for specific numbers

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

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

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Directory services for people with disabilities

Number/prefix	Price
Directory services for people with disabilities 195 multi-search	Free to call 195 for Three's registered Users *If the 195 operator connects the User to a number the User has searched for, the call will be charged at the standard rate for the price plan, or will come out of any available allowance the User has. Free text message with the number(s) the User has requested.

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Additional Services and Outside of Allowance Charges

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

Additional Services	Cost
Outside of Allowance Data Usage	0.83p/MB
Multi-Media Messages (MMS), UK Picture and video messages. (Depending on the phone, if a message includes certain emojis, emoticons, or photos, the Customer may be charged this rate for that message.)	54p/message
SMS shortcodes – mobile text shortcode numbers are 5 or 6 digits long and usually begin with a 6, 7 or 8. These are often used to pay for new features in apps, to donate to charity, to enter competitions or to download games and ringtones.	SMS shortcodes will not come out of any inclusive allowance, and are classed as a Premium Rate Service. The network charge is 13p per message, and the charge from the third party varies depending on the promoter's terms and conditions. These should always be checked to find out the exact costs. The Customer and/or Users can check which shortcode services are available on the shortcode checker

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Calling or texting international destinations from the UK

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

The Customer and/or User can check which destinations fall under 'Go Roam in Europe' in the Roaming Price Guide.

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

Costs for calls to non-standard international numbers can be found at three.co.uk/nts
See 'Charges for calls from the UK to special numbers' on page 13 for more information.

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

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

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When you use your device abroad to call, text and get online, charges depend on the country you are in and the country you are contacting. To see the destinations and roaming charge bands, please review the Roaming Price Guide

We have grouped destinations for convenience as follows:

- Go Roam
  - Go Roam in Europe
  - Go Roam Around the World
  - Go Roam Around the World Extra - Launched 26/06/24
- Other destinations (Rest of World)

In Go Roam destinations you may make use of your UK allowance* to contact a UK number (starting 01, 02, 03 or a standard UK mobile) as you would in the UK, subject to the allowance being unlocked as follows:

- Payment of a daily charge (24 hours)
  - To see the destinations and roaming charge bands, please review the Roaming Price Guide
- Purchase of a Go Roam pass Add-on (3-day, 7-day, 14-day, 28-day or 56-day)
  - More details in this Price Guide under Add-ons > Roaming Add-ons ≥ Go Roam Passes
- Purchase of an plan which has Go Roam included

Fair Usage policy

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

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

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 in the Roaming Price Guide). 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.

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.

If a User roams exclusively in any international destinations for any two complete months in a rolling 12-month period or excessively, Three may suspend international roaming for that User(s) or Customer, meaning that User(s) or Customer will no longer be able to use their Device or allowances abroad. Three will let Customer know in advance if this is likely to happen.

If a Customer is exempt from the daily roaming charge due to an inclusive roaming package, a fair use limit applies as follows: if during any 4 month period, Customers roam in Go Roam destinations for 60 days or more, additional roaming charges may apply. Customers shall be notified before charges are applied.

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

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

First month prorated

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

VAT invoices

VAT invoices are issued to all Business customers as standard.

Spend Caps

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

Setting Spend Caps

We ask all new and upgrading customers at point of sale if they want to set a spend cap on their monthly bills which applies to all outside of allowance charges in the UK and whilst roaming, including the daily roaming charge in Go Roam destinations. 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-Go Roam destination.
- Daily roaming charge when roaming in any of the Go Roam in Europe, Go Roam Around the World and Around the World Extra destinations.
- Calls, texts and data when roaming abroad in a Go Roam destination, and the monthly fair use limits or allowance has been exceeded.

Limits on third party charges

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

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What else isn't included in the 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.

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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- **How is data usage measured?**
- **What do unlimited texts and voice minutes mean?**
- **Is there a maximum call duration?**
- **How are call returns and diverted calls charged?**
- **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' on page 3 for contact information.

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

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