



Further Contract Information

Who is Three and how can Customers contact us?

Three Services are provided by Hutchison 3G UK Limited registered at 450 Longwater Avenue, Green Park, Reading, Berkshire RG2 6GF.

Personal customers can call Three on 333 free from a Three phone or 0333 338 1001 from any other phone, for help with an account or to make a complaint.

Description of Services

Three will provide you with the Three Services set out in the Service Schedule provided

Due to the nature of mobile services Three cannot guarantee coverage and there may be areas where you don't have access to all Three Services or where coverage is limited or unavailable. For more information see three.co.uk/Discover/Network/Coverage.

The estimated maximum speed that you are likely to experience on the Three network is as follows:

	Download	Upload
3G	18 Mbps	2.6 Mbps
4G	70 Mbps	22 Mbps
5G	597 Mbps	50 Mbps

Speeds will vary due to a number of factors including your distance from the nearest mast, location in a building, local geography, congestion and the type of equipment used. If you experience continuous or regularly recurring disruption to services you may be entitled to a price reduction or other remedy available under consumer law. Please contact Three Customer Services on the contact details above.

Delivery of service

Your SIM is ready to go when you receive it. You just need to install it into your phone and we will text you your new number.

Switching your services & bringing your number to Three

You can find guidance on how to switch your services and how to bring your number to Three on our support pages: three.co.uk/support/switching.

When joining Three, you can decide whether to bring your old number(s) with you or leave your number with your previous provider. You can do this through Three's online portal at three.co.uk/support/switching/switch-to-three

Your switch will happen on the next available working day from the date the request is completed, or you can pick any working day within the next 30 days' (not including Bank Holidays or weekends) if you'd prefer.

Our switching support pages have more information on Three's switching process. This sets out your right to compensation where applicable including how such compensation can be accessed and how it will be paid. From 3rd April 2023, if there's a delay to your switch which is caused by us or your existing provider, you will receive compensation on your Three account within 30 days. For anything else, just get in touch at three.co.uk/contact_us if you need to make a claim.

Leaving Three

If you've got cash credit left, we can refund your cash credit and any unused Add-ons after you switch, but you'll need to contact us within 90 days. If you would like to claim a refund, please get in touch at three.co.uk/support/contact-us

Controlling Spend

Spend Limits are applied to your account for third party payment services including third-party digital content, subscription services and premium rate calls and messages. The limits are set under the Payment Services Regulations at £40 per single transaction and a cumulative limit of £240 per month.

Three has also set a **Worldwide data roaming limit** of £45 per month to help you control your spend whilst roaming. You can find more information, including details of how to change this limit here three.co.uk/Support/Roaming_and_International/Managing_Roaming_Costs. Wherever you roam, you will always receive a text confirming the roaming costs as soon as you arrive at your destination.

Using Three Services outside the UK

Go Roam is included in your plan and works automatically when you arrive in a Go Roam destination as long as data roaming is switched on in your device's settings. Go Roam lets you use your plan or add-on allowances in up to 71 destinations and is made up of Go Roam in Europe and Go Roam Around the World.

With Go Roam in Europe you can call and text back to the UK and use your data, (up to Three's fair use limit) as well as make calls and send texts between Three's Go Roam in Europe destinations. If you are travelling to one of Three's Go Roam Around the World destinations, you can also use your allowances to call and text the UK and use your data (up to Three's fair use limit). See three.co.uk/aboutgoroam for full details.

Three may deploy traffic management measures when you roam, known collectively as TrafficSense™. For details see three.co.uk/trafficsense. Three reserves the right to review and amend any such measures from time to time.

Remedies

Due to the nature of mobile technology, there may be situations when Three Services aren't always available, or the quality or network speeds are affected and so Three cannot guarantee continuous fault-free service due to maintenance or other factors outside Three's control. More detail can be found at three.co.uk/terms-conditions/paym-and-payg

If you experience continuous or regularly recurring disruption to Three Services (such as where access to Three Services is limited or unavailable) you may be entitled to a price reduction based upon the period of the disruption. This may take the form of a partial or full credit or refund. To receive a credit or refund you will need to report the disruption to Three so that we may investigate your concerns, consider the extent to which you use the Three Services in question and measure the disruption against your typical usage history. An alternative means of accessing the disrupted Three Service (for example, using Three InTouch Wi-Fi Calling or Home Signal) must also be unavailable to you.

Complaints

If you are unhappy about any aspect of the Three Services, you should contact Three on Live Chat three.co.uk/support/how-to-complain. Personal customers can also call Three Customer Services on 333 (free from a Three phone) or 0333 338 1001 (from any other phone). If you prefer to write please send your thoughts to Three Customer Complaints, Hutchison 3G UK Ltd, PO Box 333, Glasgow, G2 9AG or using the Complaints Form at three.co.uk/support/how-to-complain with written notice of the complaint which sets out the full facts and includes relevant documentation.

Three will investigate any complaint in accordance with its customer complaints code, after which Three will contact you with the results. A copy of Three's customer complaints code can be viewed on our website at three.co.uk/terms-conditions/customer-complaints-code or you can request a copy by contacting Three Customer Services. Three's Customer Complaints Code complies with Ofcom's Approved Complaints Code which can be found on Ofcom's website in the Annex to General Condition C4 at ofcom.org.uk. If Three is unable to resolve your complaint, you may, depending on the nature of the complaint, be entitled to ask Ombudsman Services: Communications to consider the complaint. If this is the case, we will notify you by email or by post. The Ombudsman's website address is: ombudsman-services.org.

Privacy

In order to supply you with Three Services under this agreement, Three may process your personally identifiable information:

- (a) that you give to Three or that Three may obtain about you as a result of any application or registration for, and use of, Three Services.

This may include name, current and previous address(es), date of birth, phone and fax numbers, gender, email address, employment, bank and credit or debit card information, and information obtained from credit reference and fraud prevention agencies; and

- (b) acquired and processed about your use of Three Services while you are a customer of Three.

This may include Location Data, Communications Data, dynamic IP addresses, phone number, the unique code identifying your Phone and SIM, data from marketing organisations and those who provide services to us (including information from other countries) and your account information, including contact history notes.

For more information on how Three uses personally identifiable information, go to our Privacy Portal at three.co.uk/your_privacy

Security

Three will inform you in the event of unauthorised disclosure, loss or destruction of any Personal Data processed in the course of providing the Three Services which comes to Three's attention. Unless required by law or other obligation, Three agrees that it will not discuss any individual case with any third party including but not limited to the media, vendors, consumers and affected individuals without your consent.

Accessibility

Three offers a wide range of services and support to ensure that we meet the needs of all our customers. To find out more about these options, please visit three.co.uk/Accessibility

Access to emergency organisations and caller location information

If you use Three's Wi-Fi calling service to call 999 in the UK, please note that a call may be interrupted, or end, if you have a power cut or your internet connection fails. If you are having problems connecting with Wi-Fi, you may wish to use a mobile or fixed network connection.

Keeping your Three account information updated (i.e. your current home address / address where you plan to use Wi-Fi calling services) will allow us to provide support should an emergency occur. Please note, you may still be asked to confirm, or provide, your location when making an emergency call.

Calls to the Emergency Services cannot be made using Skype (or certain other voice over IP services). To contact the Emergency Services, please use a standard voice call from your device. Calls to the Emergency Services from outside the UK, can be made by calling "112" or using the emergency services number for the area you are visiting. ("112" is recognised by most mobile operators worldwide.) Please note, neither your phone number nor location data will be transmitted to the emergency services in these circumstances.

If you are using a device, other than a phone, such as a tablet, which can make telephone calls, you may be able to use this to make free calls to emergency services in the UK by calling 999 or 112. Please note, when using a tablet, your Location Data may not be transmitted to the emergency services in these circumstances.

If you are using a device that operates on Android operating system, 2.3 and above, please note that on calling 999 or 112, while in the UK and connected via the Three Network, your Location Data may be automatically transmitted to the emergency services to help them locate you in an emergency.

Should you prefer to contact the Emergency Services by text message, the Emergency SMS service lets you send a text to the UK emergency services. Your message will be directed to the service you need, whether it is the Police, Ambulance, Fire Service, or Coastguard. It is important to remember that you need to register your phone number first. Text "Register" to 999 before trying to use the service. You will get a confirmation text when you are successfully registered. To find out more, please visit three.co.uk/Accessibility.