



Enterprise Roaming Price Guide

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

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 30.03.2023

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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, 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 for Direct 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 Three

For service-related queries, call Three free on **337** from a Three phone, or **0800 033 8033** from any other phone. To speak to Three's sales team, call **0800 033 8022** from any phone. Lines are open Monday-Friday 08:00-20:00, and Saturday 09:00-18:00. Lines are closed Sundays 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 Monthly Charge will increase by 4.5% . For an example of how this will be calculated, please see [Terms](#).

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).

Enterprise Voice Plans

SIM Only Plans

- Select a Minimum Term
- Choose a monthly data allowance

Allowance		
Voice minutes	Unlimited	
Texts	Unlimited	
Minimum Term	12 months	24 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	

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Enterprise Mobile Broadband Plans

SIM Only Plans

- Select a Minimum Term
- Choose a monthly data allowance

Allowance		
Voice minutes	None	
Texts	None	
Minimum Term	12 months	24 months
Data allowance	3GB	3GB
	25GB	25GB
	80GB	80GB
	200GB	200GB
	500GB	500GB
	Unlimited	Unlimited
Monthly Charge	The Monthly Charge will depend on the data allowance, and the Minimum Term	

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Enterprise Add-ons

Enterprise Roaming Add-ons

Traveler and Enterprise Add-ons can be purchased for [Zone 1](#) and [Zone 2](#). For details of which countries are included, please see [page 15](#).

The 'Traveler 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 Zone 1 or 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
Traveler 1 (500MB)	£5	Expires at midnight	Opt-In
Traveler 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

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Enterprise [Zone 2](#) Roaming Data Add-ons available per SIM

	Charge per SIM	Validity	How it works
Traveler 3 (100MB)	£5	Expires at midnight	Opt-In
Traveler 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

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](#).

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 each Zone in the ["Using a Phone Abroad"](#) section.

Calling or sending a message to								
	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
	Ireland	Rest of Enterprise Go Roam in Europe						
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), 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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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](#) and for fair usage policies, see [About Go Roam | Support | Three](#) or [Further information about Enterprise Go Roam](#).

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

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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?								
		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 World
Where is the User calling from?	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 the 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.

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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 your Three Business Phone or [0333 338 1004](tel:03333381004) 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. Go to three.co.uk/roaming for more information.

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?								
		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
Where is the User texting from?	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 nonstandard characters (such as emojis), the message may be sent as an MMS.

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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 three.co.uk/roaming

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.

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Roaming Bands

Enterprise Go Roam Destinations

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

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Charge zones for other destinations

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

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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).

Each individual charge on the Customer's bill is shown with VAT excluded (where relevant) and is rounded up or down to the nearest penny. This rounding process means that the total Charges on the bill summary page may not always be identical to the 'Total due by' charge seen on the front page of the bill. Don't worry, this is normal, and customers are not being overcharged or undercharged. The amount a Customer needs to pay is the one shown on the bill's front page, next to 'Total due by'.

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 (link to three.co.uk/Go-Roam). If they choose to do so, the cap will be applied to their account within 7 days of the request. The spend cap can be set or changed by the customer at any time - visit three.co.uk/control-your-spend for more information.

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.
- 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, 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
Charge for a replacement SIM	Free if requested online via three.co.uk/support/sim-support . 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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Key things to note

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.

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- **What does unlimited data mean?**
- **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?**

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 Ombudsman Services: Communications to consider the complaint. Their website address is: ombudsman-services.org

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