



Hutchison 3G UK Limited  
450 Longwater Avenue  
Green Park  
Reading  
Berkshire  
RG2 6GF

Contact Customer Care: 333 (from a Three Phone) or  
0333 338 1001 (from any other number)

### Contract summary

- This contract summary provides the main elements of this service offer
- It helps to make a comparison between service offers
- Complete information about the service is provided in other documents

#### Services

Mobile voice telephony, Mobile internet access  
Go Roam Fair Use Policies apply. See – [three.co.uk/aboutgoroam](https://three.co.uk/aboutgoroam)

#### Speeds of the internet service and remedies

Estimated maximum speed customers are likely to experience on the Three UK network

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

Speeds may vary due to a number of factors including the Device used which are outlined at [three.co.uk/terms](https://three.co.uk/terms) 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 our Customer Care team on the contact details above.

#### Price

Standard UK rates for voice calls, texts and data:

Voice calls to standard UK landlines (starting 01, 02, 03), and standard UK mobiles (any network) and your Three voicemail	10p/minute
Texts (excluding SMS shortcodes)	10p/text
Data	5p/MB

Depending on when and where you purchased your SIM, different options may apply. Check which Pay As You Go plan you have at [three.co.uk/terms-conditions/price-guides](https://three.co.uk/terms-conditions/price-guides) You may also purchase Data Packs or Add-Ons which give you minutes, texts and more data for your money. If you have purchased a SIM with an Add-On or Data Pack, your allowances will be listed on the Pack. For information on charges not included in our Standard rates see your Price Guide at [three.co.uk/terms-conditions/price-guides](https://three.co.uk/terms-conditions/price-guides)

#### Duration, renewal and termination

You can end your Pay As You Go Agreement at any time by stopping your use of Three Services. If within a 180 day period you have not made any chargeable events or activities (for example, made a call, sent a text, accessed data or any other Three Services for which a charge is made), we may suspend the Three Services or disconnect you. If you opt to Auto-Renew your Data Pack on a monthly basis, you can stop the auto-renewal at any time before the date your pack renews on the Three Pay As You Go app or online in My3.

#### Accessibility features

If you would like a copy of this document in an alternative format (e.g. Braille or large print) contact Three on the details above. For information on Three's accessibility services see [three.co.uk/Accessibility](https://three.co.uk/Accessibility).