Price Guide for our Advanced Plans

Advanced Plans Price Guide

This is where you'll find all the pricing information for your voice plan if you joined or upgraded on Three on either a Pay Monthly Handset Package or a SIM Only Plan from 19 April 2026.

In the event of a discrepancy between this publication and the information provided elsewhere, other than the customer terms, this publication will take precedence.

Effective 12.10.2026

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On a different plan?

Price Guides for other plans can be found at Three.co.uk/priceguide

Three Customer Services

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The customer terms will take precedence if there is any discrepancy with this publication. In the event of a discrepancy between this publication and information provided on Three.co.uk, other than the customer Terms for Service, this publication will take precedence.

Advanced Plan Benefits

Want to use your data, your way? Tired of worrying about your mobile bill – home or away? With our Advanced Plans you'll enjoy:

- For a fixed daily charge unlock your UK allowance of voice, text and data in more than 160 destinations worldwide for 24 hours with Go Roam. Republic of Ireland and the Isle of Man are excluded so no daily charge applies. Fair use policies apply. See page 21 for more details.
- Tethering your device and using it on the go (or at home) with Personal Hotspot – you can use all or any of your data allowance to create a personal hotspot within the UK, or in our Go Roam in Europe destinations.
- Control your spend by setting your own limits for voice and data to avoid getting that shocking big bill.
- Change your plan – temporarily or permanently – when you need to.
- Free calls from the UK and our Go Roam in Europe destinations to Three customer services.

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Our Advanced Plans are available on both Pay Monthly Packages, which include a device and have a minimum term of 24 months, and on a SIM Only basis, where you can choose a minimum term of 1, 12 or 24 months. You can cancel at any time on 30 days' notice (there may be a cancellation fee payable if you're still within your Minimum Term – see page 30.

Whether you're on an Advanced Plan Pay Monthly Package or SIM Only Advanced Plan, you'll get a monthly allowance of voice, text and data for use within the UK and, subject to a daily charge, in our Go Roam destinations.

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Plans offering speeds of up to 100Mbps

	Monthly allowance									
Data	500MB	1GB	2GB	4GB	8GB	12GB	30GB	100GB	300GB	Unlimited
Minutes	100/ 300/ 600/ unlimited	100/ 300/ 600/ unlimited	100/ 300/ 600/ unlimited	100/ 300/ 600/ unlimited	100/ 300/ 600/ unlimited	100/ 300/ 600/ unlimited	100/ 300/ 600/ unlimited	Unlimited	Unlimited	100/ 300/ 600/ unlimited
Texts	Unlimited									
Monthly charge	Your monthly charge will depend on the mobile or device chosen and the amount you've chosen to pay upfront, and includes a £5 discount for paying by our preferred payment method, which is by a recurring method, such as Direct Debit. Each April, your Monthly Charge will increase as described in the "Increases to your Monthly Charge" section of this guide.									
Daily charge	There is a daily charge to unlock your UK allowance for 24 hours in Go Roam destinations (except Republic of Ireland and Isle of Man, where daily charge does not apply). See page 21 for details.									

Plans giving you access to our best possible network speeds

	Monthly allowance		
Data	100GB	300GB	Unlimited
Minutes	Unlimited		
Texts	Unlimited		
Monthly charge	Your monthly charge will depend on the mobile or device chosen and the amount you've chosen to pay upfront, and includes a £5 discount for paying by our preferred payment method, which is by a recurring method, such as Direct Debit. Each April, your Monthly Charge will increase as described in the "Increases to your Monthly Charge" section of this guide.		
Daily charge	There is a daily charge to unlock your UK allowance for 24 hours in Go Roam destinations (except Republic of Ireland and Isle of Man, where daily charge does not apply). See page 21 for details.		

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Our SIM Only Advanced Plans

Plans offering speeds of up to 100Mbps

	Monthly allowance										
Data	500MB	1GB	2GB	3GB	4GB	8GB	12GB	30GB	100GB	250GB	Unlimited
Minutes	200	600/ Unlimited	200	Unlimited	600/ Unlimited	600/ Unlimited	200/ 600/ Unlimited	200/ 600/ Unlimited	Unlimited	Unlimited	200/ 600/ Unlimited
Texts	Unlimited										
Monthly charge	Your monthly charge will depend on the mobile or device chosen and the amount you've chosen to pay upfront, and includes a £5 discount for paying by our preferred payment method, which is by a recurring method, such as Direct Debit. Each April, your Monthly Charge will increase as described in the "Increases to your Monthly Charge" section of this guide.										
Daily charge	There is a daily charge to unlock your UK allowance for 24 hours in Go Roam destinations (except Republic of Ireland and Isle of Man, where daily charge does not apply). See page 21 for details.										

Plans giving you access to our best possible network speeds

	Monthly allowance				
Data	8GB	30GB	100GB	120GB	Unlimited
Minutes	Unlimited				
Texts	Unlimited				
Monthly charge	Your monthly charge will depend on the mobile or device chosen and the amount you've chosen to pay upfront, and includes a £5 discount for paying by our preferred payment method, which is by a recurring method, such as Direct Debit. Each April, your Monthly Charge will increase as described in the "Increases to your Monthly Charge" section of this guide.				
Daily charge	There is a daily charge to unlock your UK allowance for 24 hours in Go Roam destinations (except Republic of Ireland and Isle of Man, where daily charge does not apply). See page 21 for details.				

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Our SIM Only Advanced Plan Prices

Each of these SIM Only plans include unlimited texts in their allowance. The monthly charge shown includes a £5 discount for paying by our preferred payment method, which is by a recurring method, such as Direct Debit (see below).

Plans offering speeds of up to 100Mbps

		Minutes allowance chosen						
		200 minutes		600 minutes		Unlimited minutes		
	Minimum term	1 month	12 months	1 month	12 months	1 month	12 months	24 months
Data allowance chosen	500MB	£12*	£5*					
	1GB			£14	£10	£14*	£9*	
	2GB	£16*	£13*					
	3GB						£18*	£15*
	4GB			£18*	£15*	£16	£13	£12
	8GB						£10	£19
	12GB	£22*	£19*	£24*	£21*	£19	£16	£14
	30GB	£25*	£22*	£29*	£19*	£24	£20	£18
	100GB					£29*	£25*	£20
	250GB						£20	£20
	Unlimited data	£27*	£24*	£30*	£24*	£26	£26	£22

*Not currently available

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	Unlimited minutes		
	Minimum term	**12 months**	**24 months**
Data allowance chosen	**8GB**	£27	£24
	30GB	£30	£27
	100GB	£33	
	120GB	£36	£33
	Unlimited	£39	£36

Three's Preferred Payment Method

New Advanced Plan customers (whether on a Pay Monthly Package or SIM Only plan) can only join on Direct Debit, and the above plans' prices include a discount for paying by this efficient means.

Direct Debit is brilliant for you, as payment will be taken automatically and your account will not be suspended if you forget to pay. It is also the most efficient method for us. You should maintain your Direct Debit whilst you stay as a pay monthly customer.

You can change your bank details at any time, just let us know. You can choose any of the following given means of payment. Simply allow us to store details and you will remain eligible for the £5 monthly recurring discount. See page 35 for more info.

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Outside your Allowance

If you've used up all of your monthly inclusive allowance and continue to use your account, you'll be charged the following rates:

Out of allowance cost	
Calls to standard UK landlines (starting 01, 02 or 03; excludes calls to the Isle of Man or the Channel Islands), UK mobiles (any network) and your Three voicemail (once you've used your allowance)	65p / min
Data	Not available on a per MB basis – see our data Add-ons on page 11

- If you've used up all of your data allowance, you can choose to buy an Add-on which will last until your monthly allowance is refreshed (see page 11) or, if you find yourself needing an increased allowance on a longer-term basis, you can change you price plan (via your My3 account) to one with an increased monthly data allowance.
- If you've used up all of your voice minutes, you can continue to make calls and just be billed for these at the rate set out above – or you can change your price plan (via your My3 account) to one with an increased allowance if you find yourself needing an increased allowance on a longer-term basis.

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Additional Services

These are the additional, optional or extra services you can bolt on to your plan and include our range of Add-ons, the cost of calling Special Numbers and our International Charges.

We may change or introduce new charges for Additional Services, or Services Outside of your Allowance. If we do, we'll publish any changes on our website. If any Add-ons are affected which have a recurring charge, we'll let you know at least 14 days before the charge changes. If we do make a change to an Additional Service and you're not happy with it, you can cancel the Add-on(s) or stop using the Additional Services or Services Outside of your Allowance. If you'd prefer to end your contract instead, a cancellation fee will be payable (please see page 29).

Additional Services cost	
MMS (depending on your phone, if your message includes certain emojis, emoticons or photos, you may be charged this rate for that message)	65p / 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 and 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 £0.15 per message and the charge from the third party varies, depending on the promoter's terms and conditions. These should be checked to find out the exact costs.

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Add-ons & Changing your Price Plan

With Three's Add-ons, it's easy to customise your plan to give you even more flexibility and value

If you want to increase your allowance on a longer-term basis, you can now change your price plan via your My3 account. A change of price plan may incur a small one-off fee allowing you to use your new increased allowances immediately. You will then be charged your new monthly price from the following month. Changing your price plan will not affect your contract end date.

One Day Boost

Need an extra hit of data? Whether you're spoiler-phobic and need to binge a whole series before work or you're on the road rinsing Spotify playlists so you don't miss your turn, sometimes a one-off boost is all you need. A One Day Boost gives you that short-term hit, ending at midnight. No scary bills. No stress.

Add-on name	Data allowance	What's included?	Monthly price (lasts until midnight UK time)
One Day Boost Unlimited Data	Unlimited	If you're in the UK you'll be able to buy this Add-on which gives you unlimited data to use as you like (whether that's simply to get online, use personal hotspot or stream) on the day of purchase until midnight GMT.	£8

Monthly Boost

Having one of those months where you end up using your phone a lot more than usual? A Monthly Boost is just what you need to get you through without changing your plan. And you can cancel it at any time.

These Add-ons are available on a monthly rolling basis and will be added each month to your account until you ask us to remove them.

Add-on name	Data allowance	What's included?	Monthly price (rolling)
Monthly Boost 1GB - Oct 23	1GB	On purchasing a Monthly Boost you will receive the full allowance immediately. You will be charged the full monthly price as Monthly Boosts are not pro-rated. Can be used for data and personal hotspot.	£6
Monthly Boost 3GB - Oct 23	3GB		£8
5GB Monthly Boost	5GB		£10
10GB Monthly Boost	10GB		£13
Unlimited Monthly Boost	Unlimited		£20

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These Add-ons are available on a short-term basis and last until the end of the billing month.

Add-on name	Data allowance	What's included?	Monthly price
One month Boost Unlimited data	Unlimited	On purchasing a Short term Boost you will receive the full allowance immediately. You will be charged the full monthly price as Short term Boosts are not prorated. Can be used for data and personal hotspot.	£25

No Add-on allowance can be rolled over to the next month. Three reserves the right to suspend, modify or withdraw Add-ons without notice, at any time.

Data Passport (available for purchase before 14 June 2026)

Add-on name	Data allowance	When is this Add-on available?	Daily price (24 hours)
Data Passport	Unlimited	If you're in the UK or one of the following destinations you'll be able to buy this Add-on which gives you unlimited data to use as you like (whether that's simply to get online, use personal hotspot, stream or connect to VPNs) for 24 hours from activation: Åland Islands (Finland), Australia, Austria, Azerbaijan, Azores (Portugal), Balearic Islands (Spain), Belgium, Brazil, Bulgaria, Canada, Canary Islands (Spain), Chile, Colombia, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, El Salvador, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guatemala, Guernsey, Hong Kong (China), Hungary, Iceland, Indonesia, Ireland, Isle of Man, Israel, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Macau (China), Madeira (Portugal), Malaysia, Malta, Martinique, Mayotte, Mexico, Moldova, Montenegro, Myanmar, Netherlands, New Zealand, Nicaragua, Norway, Pakistan, Panama, Peru, Poland, Portugal, Puerto Rico, Réunion, Romania, Russia, Saint Barthélemy, Saint Martin, San Marino (Italy), Saudi Arabia, Serbia, Singapore, Slovakia, Slovenia, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Tunisia, Ukraine, United Arab Emirates (UAE), Uruguay, US Virgin Islands, United States of America (USA), Vatican City and Vietnam.	£7

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Add Minutes

Add-on name	Voice allowance	How can I use this allowance?	Monthly price (rolling)
Add Landlines 1,000	1,000 minutes	Calls made from the UK to any standard UK landline (01, 02, 03) or from any of our Go Roam in Europe destinations to standard landline numbers within our Go Roam in Europe destinations.	£5.00
Add Landlines	2,000 minutes	Calls made from the UK to any standard UK landline (01, 02, 03) or from any of our Go Roam in Europe destinations to standard landline numbers within our Go Roam in Europe destinations.	£10.21
Call Abroad 100	100 minutes	Great for those who occasionally call abroad giving 100 voice minutes to use in the UK to call standard landline or mobile numbers in: Australia, Austria, Bangladesh, Belgium, Bermuda, Brunei, Bulgaria, Canada, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Guam, Hong Kong (China), Hungary, Iceland, India, Ireland, Israel, Italy, Japan, Kuwait, Latvia, Lithuania, Luxembourg, Macau (China), Malaysia, Malta, Mexico, Mongolia, Namibia, Netherlands, New Zealand, Norway, Paraguay, Poland, Portugal, Puerto Rico, Romania, San Marino (Italy), Singapore, Slovakia, South Korea, Spain, Sweden, Switzerland, Thailand, United States of America (USA). These Add-ons cannot be used while roaming outside the UK and non-standard and premium rate numbers are excluded. Please be aware these are recurring Add-ons which will refresh each month until you choose to cancel and you'll be charged the full amount regardless of when you buy or cancel the Add-on.	£6.00
Call Abroad Unlimited	Unlimited minutes	Great for those who regularly call abroad giving unlimited voice minutes to use in the UK to call standard landline or mobile numbers in: Australia, Austria, Bangladesh, Belgium, Bermuda, Brunei, Bulgaria, Canada, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Guam, Hong Kong (China), Hungary, Iceland, India, Ireland, Israel, Italy, Japan, Kuwait, Latvia, Lithuania, Luxembourg, Macau (China), Malaysia, Malta, Mexico, Mongolia, Namibia, Netherlands, New Zealand, Norway, Paraguay, Poland, Portugal, Puerto Rico, Romania, San Marino (Italy), Singapore, Slovakia, South Korea, Spain, Sweden, Switzerland, Thailand, United States of America (USA). These Add-ons cannot be used while roaming outside the UK and non-standard and premium rate numbers are excluded. Please be aware these are recurring Add-ons which will refresh each month until you choose to cancel and you'll be charged the full amount regardless of when you buy or cancel the Add-on.	£12.00

Any monthly recurring Add-ons purchased up to October 26th 2023 will continue to recur at the above prices until cancelled. If you cancel a recurring add on after 27th October, you will not be able to re-add the same price. On-off Add-ons are charged at the point of purchase and are effective until they expire,

Add Smartwatch Pairing

Add-on name	Allowance	What's included	Monthly Price
Smart-watch Pairing 24m	Smartwatch Pairing allows you to share the allowances in your Package with your smartwatch.	Smartwatch Pairing 24m is included in your Package and forms part of your Monthly Charge. The Smartwatch Pairing Plan does not include any calls, texts or data so your smartwatch must be paired with your phone to enable your smartwatch to share the allowances included in your Package.	Included in the monthly price for your package
Smart-watch Pairing 1m	Smartwatch Pairing allows you to share the allowances in your Package with your smartwatch.	Smartwatch Pairing 1m is a monthly rolling Add-on and will be added to your account until you ask us to remove it. The Smartwatch Pairing Plan does not include any calls, texts or data so your smartwatch must be paired with your phone to enable your smartwatch to share the allowances included in your Package.	£7

Full Speed Add-on

With our Full Speed Add-on you get full access to our best possible network speeds, whether in the UK or whilst using your handset abroad. 5G speeds depend on device compatibility and 5G location (please see coverage checker for details).

Add-on name	Duration	Price
Full Speed Add-on	Monthly recurring	£4.00

How we charge for Full Speed Add-on

- Full Speed Add-on recurs automatically every month.
- It activates immediately on purchase.
- Cancelling during the month will not result in any pro rata refund.

Device security (available for purchase before 1st October 2026)

Add-on name	Duration	Price
Three Device Security Powered by Bitdefender	Monthly recurring	£1

How we charge for Three Device Security Powered by Bitdefender

- Three Device Security Add-on automatically recurs every calendar month until you choose to cancel. A calendar month is the length of time from a date in any month to the same date in the following month.
- When bought as an Add-on, the subscription price, any discount and the free period end date will be displayed and itemised within your bill.
- You have the right to cancel the Three Device Security Add-on at any time, including within the free trial period. This can be done through the Three app or My3, through retail stores or by contacting us.
- Once the free trial period has ended, you will be charged each calendar month for the recurring subscription to Three Device Security.
  -The subscription to Three Device Security Add-on begins on the day the Add-on was taken out.
- If cancelled, the subscription service to Three Device Security will continue until the end of the current billing cycle. After this, no further payments will be taken, and the subscription service will be cancelled.

Add-ons no longer available for purchase

We have previously sold the below Add-ons. While they're not available for purchase now, if you purchased one of these in the past, it'll stay on your account each month on a rolling basis until you ask us to remove it.

These Add-on allowances are for use in the UK and, subject to a daily charge, in our Go Roam in Europe and Go Roam Around the World destinations – fair use policies apply (see below).

Add-on name	Data allowance	Can this Add-on allowance be used as a personal hotspot allowance in the UK?	Monthly Price	Term
Add 500MB	500MB	Yes	£3.00	One month rolling
Add 1GB	1GB	Yes	£3.00	
Add unlimited data	Unlimited in the UK - up to 12GB in Go Roam in Europe and Go Roam Around the World destinations.	Yes	£3.00	

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Add-on name	Voice allowance	Monthly price	Term
Add 50 Minutes	50 minutes	£3.00	One month rolling
Add 200 Minutes	200 minutes	£3.00	
Add 300 Minutes	300 minutes	£3.00	
Add unlimited minutes	Unlimited in the UK and within our Go Roam in Europe destinations (up to 3,000 can be used in Go Roam Around the World destinations to call back to the UK)	£3.00	

Charges for calls from the UK to Special Numbers & Directory Services

There are certain types of calls in the UK that are not covered by your monthly allowance of voice minutes. Charges for these calls are shown in the following tables. Please go to Three.co.uk/nts or call Customer Services for details of specific numbers.

Calls to numbers starting 0800 and 0808 are free for everyone to call and the charge for calls to numbers starting 084, 087, 118 and 09 are split into two elements: an Access Charge (set by us at 65p per minute, with a one-minute minimum charge) and a Service Charge (set by the company you're calling – they'll tell you this).

Calls, data and fax to other Special Numbers.

Number prefix	Price
■ Calls whilst you're in the UK to 333 (Three Customer Services), 444 / 555 Pay As You Go Top-up / balance enquiry ■ 999 / 112 ■ NHS 111 ■ 116000 / 116006 / 116111 / 116117 / 116123 ■ 105 National Power Emergency	Free
■ 0800 / 0808	Free
■ 101 Single non-emergency	Free
■ 084 / 087 / 118 (check Three.co.uk/nts for specific numbers)	65p per minute Access Charge (one-minute minimum charge) plus the Service Charge

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■ Corporate Numbers – 055	15.3p per minute
Non-Standard 07 numbers 0740659 / 074060 / 074061 / 074062 / 074176 / 074181 / 074185 / 074414 / 074515 / 075200 / 075201 / 075203 / 075204 / 075205 / 075207 / 075208 / 075209 / 075370 / 075373 / 075375 / 075376 / 075377 / 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 / 078931 / 078933 / 078938 / 078939 / 079111 / 079112 / 079117 / 079118 / 079245 / 079246 / 079780 / 079781 / 079784 / 079785 / 079786 / 079788 / 079789	Out of allowance UK mobile charges apply (see for exact costs) Three.co.uk/nts
0087 and 0088* (satellite phones)	Up to £7.66 per minute
076 – Pager	£1.22 per call plus 85.8p per minute
Premium Rate (09, 091, 098) – (check Three.co.uk/nts for specific numbers)	65p per minute Access Charge (one-minute minimum charge) plus the Service Charge
Relay UK Relay UK calls to emergency services using 18000 or 18001 999 or 18001 112 Relay UK calls to non-emergency numbers using 18001 101	Free
Relay UK call made via the shortcode 18001 to UK standard landlines (starting 01, 02, 03) and UK mobiles (starting 077, 078, 079)	These will come out of your monthly inclusive allowance of voice minutes or, if you've used up all your inclusive allowance and continue to use your account, will be charged at a discounted rate of no less than 25%
Relay UK call to international numbers via the shortcode 18001	A 25% discount will be applied to the standard rates set out on pages 27.
Relay UK calls to voicemail can be accessed using 18001 07782 333 123	Free
00800 numbers	40p per minute (minimum call duration is one minute and calls are rounded up to the nearest second) plus any Service Charge

All prices include VAT. *Satellite calls e.g. Inmarsat, excluding International Calls. **Both charges from the start of the call.

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How much does it cost for calls to satellite phones?
Calls to satellite numbers cost the same per minute regardless of where in the world you are when making the call (whether from the UK or abroad) 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.

How much does it cost for Directory Services?
There is a host of directory enquiry services available, all of which have different phone numbers and different charges. These calls do not come out of an allowance of voice minutes and you'll be charged the rates below to call these.

The table here only shows a fraction of the directory services available (which is changing frequently) – go to Three.co.uk/nts for the latest details.

How do I access directory services for people with disabilities?

Directory Services for People with Disabilities	
Directory services for people with disabilities – 195 – multi-search	Free to call 195 for Three's registered users. ■ If the 195 operator then connects you to a number you've searched for, your call will be charged at the standard rate for your price plan or will come out of any available allowance you have. Free text message with the number(s) you've requested.

Voice calls from the UK or abroad to international special numbers

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

Number prefix	Price
International 07 number prefixes for Isle of Man and Channel Islands (Jersey, Guernsey, Herm, Sark): 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	Go Roam in Europe Band (see page 19)

Voice calls made to other international special numbers

Where are you calling?	Cost (per minute)
Check Three.co.uk/specialnumbers3 for specific numbers	£2.75

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Using your device abroad

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.

We have grouped destinations for convenience as follows:

- Go Roam
  - Go Roam in Europe (GRE)
  - Go Roam Around the World (GRATW)
  - Go Roam Around the World Extra (GRATWX)
- Other destinations (Rest of World)
  - Band 1
  - Band 2
  - Band 3
  - Band 4

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)
- Purchase of a Go Roam pass Add-on (3-day, 7-day, 14-day)
- Use of Daily Go Roam Passes (individual daily passes may be included in your plan)

Charge bands whilst abroad

Go Roam in Europe destinations (GRE)

Aland Islands (Finland)	Croatia	French Guiana	Iceland	Lithuania	Norway	San Marino (Italy)
Austria	Cyprus	Germany	Ireland	Luxembourg	Poland	Slovakia
Azores (Portugal)	Czech Republic	Gibraltar	Isle of Man	Madeira (Portugal)	Portugal	Slovenia
Balearic Islands (Spain)	Denmark	Greece	Italy	Malta	Reunion	Spain
Belgium	Estonia	Guadeloupe	Jersey	Martinique	Romania	Sweden
Bulgaria	Finland	Guernsey	Latvia	Mayotte	Saint Barthelemy	Switzerland
Canary Islands (Spain)	France	Hungary	Liechtenstein	Netherlands	Saint Martin	Vatican City

Go Roam Around the World destinations (GRATW)

Australia	Costa Rica	Indonesia	Nicaragua	Singapore	USA
Brazil	El Salvador	Israel	Panama	Sri Lanka	Vietnam
Chile	Guatemala	Macau (China)	Peru	Uruguay	
Colombia	Hong Kong (China)	New Zealand	Puerto Rico	US Virgin Islands	

Go Roam Around the World Extra destinations (GRATWX)

Albania	British Virgin Islands	Faroe Islands	Kuwait	Paraguay	South Africa
Andorra	Brunei	Gabon	Kyrgyzstan	Qatar	South Korea
Anguilla	Burkina Faso	Georgia	Liberia	Rwanda	Suriname
Antigua and Barbuda	Cambodia	Ghana	Madagascar	Saba (Netherlands Antilles)	Taiwan
Argentina	Cameroon	Greenland	Malawi	Saint Kitts and Nevis	Tajikistan
Armenia	Canada	Grenada	Malaysia	Saint Lucia	Thailand
Aruba (Netherlands Antilles)	Cayman Islands	Guinea	Mexico	Saint Vincent and the Grenadines	Trinidad and Tobago
Azerbaijan	China	Guyana	Moldova	Saudi Arabia	Tunisia
Bahamas	Cote d'Ivoire (Ivory Coast)	Haiti	Montenegro	Senegal	Turkey
Bahrain	Curacao (Netherlands Antilles)	Honduras	Montserrat	Serbia	Turks and Caicos Islands
Bangladesh	Cyprus, North (Turkey)	India	Morocco	Seychelles	Uganda
Barbados	Dominica	Jamaica	Myanmar	Sint Eustatius (Netherlands Antilles)	Ukraine
Bermuda	Dominican Republic	Japan	Niger	Sint Maarten (Netherlands Antilles)	United Arab Emirates (UAE)
Bonaire (Netherlands Antilles)	Ecuador	Jordan	Nigeria		
Bosnia and Herzegovina	Egypt	Kazakhstan	North Macedonia		
		Kenya	Oman		
		Kosovo	Pakistan		

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Other destinations

Destination	Voice /Text	Data
Afghanistan	2	3
Airlines (SITA On Air, Aeromobile)	4	3
Aland Islands (Finland)	GRE	GRE
Albania	GRATWX	GRATWX
Algeria	2	3
Andorra	GRATWX	GRATWX
Angola	2	3
Anguilla	GRATWX	GRATWX
Antigua and Barbuda	GRATWX	GRATWX
Argentina	GRATWX	GRATWX
Armenia	GRATWX	GRATWX
Aruba (Netherlands Antilles)	GRATWX	GRATWX
Australia	GRATW	GRATW
Austria	GRE	GRE
Azerbaijan	GRATWX	GRATWX
Azores (Portugal)	GRE	GRE
Bahamas	GRATWX	GRATWX
Bahrain	GRATWX	GRATWX
Balearic Islands (Spain)	GRE	GRE
Bangladesh	GRATWX	GRATWX
Barbados	GRATWX	GRATWX
Belarus	2	3
Belgium	GRE	GRE
Belize	2	3
Bermuda	GRATWX	GRATWX
Bolivia	2	3
Bonaire (Netherlands Antilles)	GRATWX	GRATWX
Bosnia and Herzegovina	GRATWX	GRATWX
Botswana	2	2
Brazil	GRATW	GRATW
British Virgin Islands	GRATWX	GRATWX
Brunei	GRATWX	GRATWX
Bulgaria	GRE	GRE
Burkina Faso	GRATWX	GRATWX
Cambodia	GRATWX	GRATWX
Cameroon	GRATWX	GRATWX
Canada	GRATWX	GRATWX
Canary Islands (Spain)	GRE	GRE
Cape Verde	3	3
Cayman Islands	GRATWX	GRATWX
Chile	GRATW	GRATW
China	GRATWX	GRATWX
Colombia	GRATW	GRATW
Congo, Democratic Republic of	2	3
Congo, Republic of	2	3
Costa Rica	GRATW	GRATW
Cote d'Ivoire (Ivory Coast)	GRATWX	GRATWX
Croatia	GRE	GRE
Cuba	3	3
Curacao (Netherlands Antilles)	GRATWX	GRATWX
Cyprus	GRE	GRE
Cyprus, North (Turkey)	GRATWX	GRATWX
Czech Republic	GRE	GRE
Denmark	GRE	GRE
Dominica	GRATWX	GRATWX
Dominican Republic	GRATWX	GRATWX
Ecuador	GRATWX	GRATWX
Egypt	GRATWX	GRATWX
El Salvador	GRATW	GRATW
Equatorial Guinea	2	3
Estonia	GRE	GRE
Ethiopia	3	3
Falkland Islands (Malvinas)	2	3
Faroe Islands	GRATWX	GRATWX
Fiji	2	3
Finland	GRE	GRE
France	GRE	GRE
French Guiana	GRE	GRE
French Polynesia	2	3
Gabon	GRATWX	GRATWX
Gambia	2	3
Georgia	GRATWX	GRATWX
Germany	GRE	GRE
Ghana	GRATWX	GRATWX
Gibraltar	GRE	GRE
Greece	GRE	GRE
Greenland	GRATWX	GRATWX
Grenada	GRATWX	GRATWX
Guadeloupe	GRE	GRE
Guam	2	3
Guatemala	GRATW	GRATW
Guernsey	GRE	GRE
Guinea	GRATWX	GRATWX
Guyana	GRATWX	GRATWX
Haiti	GRATWX	GRATWX
Honduras	GRATWX	GRATWX
Hong Kong (China)	GRATW	GRATW
Hungary	GRE	GRE
Iceland	GRE	GRE
India	GRATWX	GRATWX
Indonesia	GRATW	GRATW
Iraq	2	3
Ireland	GRE	GRE
Isle of Man	GRE	GRE
Israel	GRATW	GRATW
Italy	GRE	GRE
Jamaica	GRATWX	GRATWX
Japan	GRATWX	GRATWX
Jersey	GRE	GRE
Jordan	GRATWX	GRATWX
Kazakhstan	GRATWX	GRATWX
Kenya	GRATWX	GRATWX
Kosovo	GRATWX	GRATWX
Kuwait	GRATWX	GRATWX
Kyrgyzstan	GRATWX	GRATWX
Latvia	GRE	GRE
Lebanon	2	3
Liberia	GRATWX	GRATWX
Liechtenstein	GRE	GRE
Lithuania	GRE	GRE
Luxembourg	GRE	GRE
Macau (China)	GRATW	GRATW

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Destination	Voice /Text	Data
Madagascar	GRATWX	GRATWX
Madeira (Portugal)	GRE	GRE
Malawi	GRATWX	GRATWX
Malaysia	GRATWX	GRATWX
Maldives	3	3
Malta	GRE	GRE
Maritime Networks (Ships, Ferries, Cruise Liners)	4	3
Martinique	GRE	GRE
Mauritius	2	3
Mayotte	GRE	GRE
Mexico	GRATWX	GRATWX
Moldova	GRATWX	GRATWX
Monaco	0	1
Mongolia	2	3
Montenegro	GRATWX	GRATWX
Montserrat	GRATWX	GRATWX
Morocco	GRATWX	GRATWX
Mozambique	2	3
Myanmar	GRATWX	GRATWX
Namibia	2	3
Nepal	2	3
Netherlands	GRE	GRE
Netherlands Antilles	2	3
New Zealand	GRATW	GRATW
Nicaragua	GRATW	GRATW
Niger	GRATWX	GRATWX
Nigeria	GRATWX	GRATWX
North Macedonia	GRATWX	GRATWX
Norway	GRE	GRE
Oman	GRATWX	GRATWX
Pakistan	GRATWX	GRATWX
Panama	GRATW	GRATW
Papua New Guinea	2	3
Paraguay	GRATWX	GRATWX
Peru	GRATW	GRATW
Philippines	2	2
Poland	GRE	GRE
Portugal	GRE	GRE
Puerto Rico	GRATW	GRATW

Destination	Voice /Text	Data
Qatar	GRATWX	GRATWX
Reunion	GRE	GRE
Romania	GRE	GRE
Russia	3	3
Rwanda	GRATWX	GRATWX
Saba (Netherlands Antilles)	GRATWX	GRATWX
Saint Barthelemy	GRE	GRE
Saint Helena and Ascension	2	3
Saint Kitts and Nevis	GRATWX	GRATWX
Saint Lucia	GRATWX	GRATWX
Saint Martin	GRE	GRE
Saint Vincent and the Grenadines	GRATWX	GRATWX
San Marino (Italy)	GRE	GRE
Saudi Arabia	GRATWX	GRATWX
Senegal	GRATWX	GRATWX
Serbia	GRATWX	GRATWX
Seychelles	GRATWX	GRATWX
Sierra Leone	2	3
Singapore	GRATW	GRATW
Sint Eustatius (Netherlands Antilles)	GRATWX	GRATWX
Sint Maarten (Netherlands Antilles)	GRATWX	GRATWX
Slovakia	GRE	GRE
Slovenia	GRE	GRE
South Africa	GRATWX	GRATWX
South Korea	GRATWX	GRATWX
Spain	GRE	GRE
Sri Lanka	GRATW	GRATW
Suriname	GRATWX	GRATWX
Sweden	GRE	GRE
Switzerland	GRE	GRE
Taiwan	GRATWX	GRATWX
Tajikistan	GRATWX	GRATWX
Tanzania, United Republic of	2	3
Thailand	GRATWX	GRATWX
Togo	2	3
Trinidad and Tobago	GRATWX	GRATWX

Destination	Voice /Text	Data
Tunisia	GRATWX	GRATWX
Turkey	GRATWX	GRATWX
Turkmenistan	3	3
Turks and Caicos Islands	GRATWX	GRATWX
Uganda	GRATWX	GRATWX
Ukraine	GRATWX	GRATWX
United Arab Emirates (UAE)	GRATWX	GRATWX
United States of America (USA)	GRATW	GRATW
Uruguay	GRATW	GRATW
US Virgin Islands	GRATW	GRATW
Uzbekistan	GRATWX	GRATWX
Vanuatu	2	3
Vatican City	GRE	GRE
Venezuela	2	3
Vietnam	GRATW	GRATW
Yemen	2	2
Zambia	GRATWX	GRATWX

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Daily charges in Go Roam destinations

For a fixed daily charge, set out in this table, our Advance Plans allow you to 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). Republic of Ireland and Isle of Man are excluded from the daily roaming charge. These charges won't apply if you have roaming passes available (such as any included in your plan, or those which you have purchased as Add-ons).

Where you are roaming	Daily charge to unlock your UK allowance
Go Roam in Europe	£2
Go Roam Around the World	£5
Go Roam Around the World Extra	£7

Add-ons may reduce the cost of using your device abroad by avoiding the daily roaming charge. See the appropriate section in this guide for details of Roaming Add-ons.

Charges whilst roaming in Go Roam destinations

The table below shows the charges for roaming in Go Roam destinations if you don't have any inclusive allowance or if you have used your allowance.

Where you are calling from?	Data	Voice calls/ texts back to the UK		Voice calls/ texts to Go Roam in Europe		Voice calls/ texts to Go Roam Around the World		Voice calls/ texts to Go Roam Around the World Extra		Voice calls/ texts to anywhere else in the world		Receiving voice calls	Sending MMS	Receiving texts or MMS
	Per MB	**Per min**	**Per text**	**Per min**	**Per text**	**Per min**	**Per text**	**Per min**	**Per text**	**Per min**	**Per text**	**Per min**	**Per message**	**Per message**
Go Roam in Europe	1p	3p	2p	3p	2p	£1.40	2p	£1.40	2p	£1.40	2p	Free	65p	Free
Go Roam Around the World	1p	3p	2p	3.3p	2p	£1.40	2p	£1.40	2p	£1.40	2p	Free	65p	Free
Go Roam Around the World Extra	1p	3p	2p	3.3p	2p	£1.40	2p	£1.40	35p	£1.40	35p	Free	65p	Free

Charges whilst roaming abroad in other destinations

If your allowance doesn't include roaming abroad or if you have used all your allowance, or if you don't have an allowance you will be charged according to the following table.

Where you are calling from? (See table)	Data	Voice calls/ texts back to the UK or to the same band		Voice calls/ texts to Go Roam in Europe destinations		Voice calls/texts to Go Roam Around the World or Go Roam Around the World Extra destinations		Voice calls/ texts to anywhere else in the world		Receiving voice calls	Sending MMS	Receiving texts or MMS
	Per MB	**Per min**	**Per text**	**Per min**	**Per text**	**Per min**	**Per text**	**Per min**	**Per text**	**Per min**	**Per message**	**Per message**
0	n/a	10p	4p	10p	4p	£1.404	4p	£1.404	4p	0.9p	65p	Free
1	10p	£1.40	35p	£1.40	35p	£1.40	35p	£1.40	35p	99p	65p	Free
2	£3.00	£2.00	35p	£2.00	35p	£2.00	35p	£2.00	35p	£1.25	65p	Free
3	£6.00	£3.00	35p	£3.00	35p	£3.00	35p	£3.00	35p	£1.25	65p	Free
4	n/a	£3.00	50p	£3.00	50p	£3.00	50p	£3.00	50p	£1.25	65p	Free

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How we charge whilst you're abroad

- The daily roaming charge is automatically applied when you use any of your UK allowances in a Go Roam destination including making calls, sending texts or using data. Once triggered, the charge unlocks your UK allowance for 24 hours in Go Roam destinations. If you have set a Spend Cap, you will need to ensure that it is at a level which permits the daily charge to be applied. If this daily charge cannot be made, you will not be able to use your device in Go Roam destinations.
- Calls to standard landlines and mobile numbers made in an EU country are charged by the second and have a 30-second minimum charge unless otherwise stated in this price guide.
- Calls made in a non-EU country are charged per minute, rounded up to the next minute and have a one-minute minimum charge unless otherwise stated in this price guide.
- Calls received in a non-EU country are charged by the second and have a one-minute minimum charge.
- Voice minutes to standard landlines and mobile numbers, Texts and Data will always be consumed from an available Add-on before any available credit is used.
- If you do not have an appropriate allowance (Plan or Add-on), charges will be applied according to our Out of Allowance rates.
- To help you manage your roaming costs when travelling, we'll send you a text message about call charges and roaming rates for each country you visit.
- Calls to pick up your voicemail while you're abroad will be taken from your UK allowance when in a Go Roam destination and this may result in us applying the Daily Roaming Charge to unlock your allowance. In all other destinations these calls will be charged at the rate for a voice call back to the UK.
- Calls to us while you're abroad will be taken from your UK allowance when in a Go Roam destination and this may result in us applying the Daily Roaming Charge to unlock your allowance. In all other destinations these calls will be charged at the rate for a voice call back to the UK.
- Calls to 00800 numbers are charged at 40p per minute, with a minimum call duration of 1 minute and are rounded up to the nearest second, fractions of a second are rounded up or down to the nearest second.
- Visit three.co.uk/roaming for more information.

Our Fair Usage policy

You can use your UK allowance in any of our Go Roam destinations subject to a daily roaming charge. Your usage comes from your UK allowance.

If you have a data allowance greater than 12GB, you can use up to 12GB of data each month. If you use 12GB and still have remaining data allowance available, you can continue to use your data, but this is subject to a surcharge - currently 0.3p/MB. When roaming in the Republic of Ireland, fair usage limits do not apply.

We impose a Fair Usage cap in Go Roam destinations as follows:

<table>
<tr><th>Destination</th><th>Voice (minutes)</th><th>Texts (texts)</th><th>Data (GB)</th></tr>
<tr><td>Go Roam in Europe</td><td>Unlimited</td><td>Unlimited</td><td rowspan="3">12GB</td></tr>
<tr><td>Go Roam Around the World*</td><td rowspan="2">3,000</td><td rowspan="2">5,000</td></tr>
<tr><td>Go Roam Around the World Extra*</td></tr>
</table>

*Usage above these amounts for voice calls and texts will be charged at the rates as specified in the "Charges whilst roaming abroad" table.

Worldwide data roaming limit

We've set up a worldwide data roaming limit of £45 (excl VAT) to stop you spending too much. If you would like this limit changed or removed, please contact Three Customer Services.

Internet and data usage abroad

The speed and availability of Internet access when abroad will depend on several factors, including which network you are roaming on and the services they have available – for example, 4G or 5G networks may not be available, in which case you may only be able to enjoy 3G speeds. Other factors which may affect the speeds that you'll experience include your distance from the nearest mast, your location in a building, local geography and the type of device you're using. Certain services such as audio and/or video streaming may be slower as a result than in the UK. For information on which countries you can roam in, visit three.co.uk/roaming

What other useful information is there for using Go Roam?

- Go Roam is intended for our 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 you roam exclusively in one or more of our Go Roam in Europe, Go Roam Around the World or Go Roam Around the World Extra destinations for any two complete months in a rolling 12-month period, we may suspend international roaming on your account, meaning you will no longer be able to use your device abroad. Of course, we'll let you know in advance if this is likely to happen.
- If you spend a full month abroad but some of that time is spent in a destination that isn't included in Go Roam, this fair use policy won't apply.

Please note: Three reserves the right to suspend this service if we reasonably believe that you are in contravention of our fair use requirements set out in our Terms and Conditions. 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. See three.co.uk/go-roam/information for full details on how this service works and additional details that may be of interest.

Data Travel Passes

Travel smarter with a flexible Data Travel Pass. Stay connected in 51 of our Europe or 31 of our Worldwide destinations, without dipping into your UK plan allowance.

Add-on name	Destinations covered (see table)	Duration	Allowance	Price
7-day Europe Data Travel Pass	Europe	7 days	18GB	£16.00
14-day Europe Data Travel Pass	Europe	14 days	40GB	£33.00
1-day Uld Europe Data Travel Pass	Europe	1 day	Unlimited	£7.00
7-day Worldwide Data Travel Pass	Worldwide	7 days	18GB	£26.00
14-day Worldwide Data Travel Pass	Worldwide	14 days	40GB	£54.00

Data Travel Passes can be used in the following destinations:

Available in 51 of our Europe destinations:

Aland Islands (Finland)
Austria
Azores (Portugal)
Balearic Islands (Spain)
Belgium
Bulgaria
Canary Islands (Spain)
Croatia
Cyprus
Czech Republic
Denmark
Estonia
Faroe Islands
Finland
France
French Guiana
Germany
Gibraltar
Greece
Guadeloupe
Guernsey
Hungary
Iceland
Ireland
Isle of Man
Italy
Jersey
Kosovo
Latvia
Lichtenstein
Lithuania
Luxembourg
Madeira (Portugal)
Malta
Martinique
Mayotte
Netherlands
Norway
Poland
Portugal
Reunion
Romania
Saint Barthelemy
Saint Martin
San Marino
(Italy)
Slovakia
Slovenia
Spain
Sweden
Switzerland
Vatican City

Available in 31 of our Worldwide destinations:

Albania
Anguilla
Antigua and Barbuda
Aruba (Netherlands Antilles)
Australia
Barbados
Bermuda
Bosnia and Herzegovina
British Virgin Islands
Canada
Cayman Islands
Dominica
Ghana
Grenada
Jamaica
Kenya
Mexico
Montserrat
New Zealand
North Cyprus (Turkey)
Saba (Netherlands Antilles)
Saint Kitts and Nevis
Saint Lucia
Saint Vincent & Grenadines
Sint Eustatius (Netherlands Antilles)
Sint Maarten (Netherlands Antilles)
South Africa
Trinidad and Tobago
Turkey
Turks & Caicos
United States of America (USA)

How we charge for Data Travel Passes

These Add-ons will be activated on the first use of data in a Data Travel Pass destination.

Once activated, data usage will be consumed from your active Data Travel Pass Add-on, and continue until completely consumed, or the pass Add-on duration has elapsed.

Data Travel Pass Add-ons expire after activation according to their duration (1-day/ 24 hours; 7-day/ 168 hours; 14-day/ 336 hours respectively) irrespective of the time zone in which they are used.

You can purchase more than one Data Travel Pass Add-on, of any duration, and these will be redeemed in the order of purchase for that type of pass.

If you already have an unused Data Passport, this will be consumed before any Data Travel Passes.

Calls and texts from the UK to international numbers

If you're using your device to call or send messages to an international number from the UK, the cost will depend on which country you're contacting. You won't be charged to receive a call from an international number when in the UK.

International calls and messages from the UK

The band for each destination is listed in the table for voice calls and text messages.

Band	Voice call (per minute)	SMS (per text)	MMS (per message)
Band 1	19.5p	6.2p	65p
Band 2	£3.00	65p	65p

How we charge for calls to international numbers

- Call durations have a one minute minimum charge and are then charged for their actual duration, with fractions of a second being rounded up or down to the nearest second.

Charge bands for international destinations

Destination	Voice	Text
Afghanistan	2	2
Aland Islands (Finland)	1	1
Albania	2	2
Algeria	2	2
American Samoa	2	2
Andorra	2	2
Angola	2	2
Anguilla	2	2
Antigua and Barbuda	2	2
Argentina	2	2
Armenia	2	2
Aruba (Netherlands Antilles)	2	2
Ascension	2	2
Australia	2	2
Austria	1	1
Azerbaijan	2	2
Azores (Portugal)	1	1
Bahamas	2	2
Bahrain	2	2
Balearic Islands (Spain)	1	1
Bangladesh	2	2
Barbados	2	2
Belarus	2	2
Belgium	1	1
Belize	2	2
Benin	2	2
Bermuda	2	2
Bhutan	2	2
Bolivia	2	2
Bonaire (Netherlands Antilles)	2	2
Bosnia and Herzegovina	2	2
Botswana	2	2
Brazil	2	2
British Virgin Islands	2	2
Brunei	2	2
Bulgaria	1	1
Burkina Faso	2	2
Cambodia	2	2
Cameroon	2	2
Canada	2	2
Canary Islands (Spain)	1	1
Cape Verde	2	2
Cayman Islands	2	2
Chad	2	2
Chile	2	2
China	2	2
Colombia	2	2
Congo, Republic of	2	2
Costa Rica	2	2
Cote d'Ivoire (Ivory Coast)	2	2
Croatia	1	1
Cuba	2	2
Cyprus	1	1
Cyprus, North (Turkey)	2	2
Czech Republic	1	1
Denmark	1	1
Dominica	2	2
Dominican Republic	2	2
Ecuador	2	2
Egypt	2	2
El Salvador	2	2
Equatorial Guinea	2	2
Estonia	1	1
Ethiopia	2	2
Faroe Islands	2	2
Fiji	2	2
Finland	1	1
France	1	1
French Guiana	1	1
French Polynesia	2	2
Gabon	2	2
Gambia	2	2
Georgia	2	2
Germany	1	1
Ghana	2	2
Gibraltar	1	1
Greece	1	1
Greenland	2	2
Grenada	2	2
Guadeloupe	1	1
Guatemala	2	2
Guernsey	1	1
Guinea	2	2
Guyana	2	2
Haiti	2	2
Honduras	2	2
Hong Kong (China)	2	2
Hungary	1	1
Iceland	1	1

Destination	Voice	Text
India	2	2
Indonesia	2	2
Iran	2	2
Iraq	2	2
Ireland	1	1
Isle of Man	1	1
Israel	2	2
Italy	1	1
Jamaica	2	2
Japan	2	2
Jersey	1	1
Jordan	2	2
Kazakhstan	2	2
Kenya	2	2
Kosovo	2	2
Kuwait	2	2
Kyrgyzstan	2	2
Laos	2	2
Latvia	1	1
Lebanon	2	2
Lesotho	2	2
Liberia	2	2
Libya	2	2
Liechtenstein	1	1
Lithuania	1	1
Luxembourg	1	1
Macau (China)	2	2
Macedonia	2	2
Madagascar	2	2
Madeira (Portugal)	1	1
Malawi	2	2
Malaysia	2	2
Maldives	2	2
Mali	2	2
Malta	1	1
Martinique	1	1
Mauritania	2	2
Mauritius	2	2
Mayotte	1	1
Mexico	2	2

Destination	Voice	Text
Moldova	2	2
Monaco	1	1
Mongolia	2	2
Montenegro	2	2
Montserrat	2	2
Morocco	2	2
Mozambique	2	2
Myanmar	2	2
Namibia	2	2
Nepal	2	2
Netherlands	1	1
Netherlands Antilles	2	2
New Caledonia	2	2
New Zealand	2	2
Nicaragua	2	2
Niger	2	2
Nigeria	2	2
Norway	1	1
Oman	2	2
Pakistan	2	2
Palestine	2	2
Panama	2	2
Papua New Guinea	2	2
Paraguay	2	2
Peru	2	2
Philippines	2	2
Poland	1	1
Portugal	1	1
Puerto Rico	2	2
Qatar	2	2
Reunion	1	1
Romania	1	1
Russia	2	2
Rwanda	2	2
Saba (Netherlands Antilles)	2	2
Saint Barthelemy	1	1
Saint Kitts and Nevis	2	2
Saint Lucia	2	2

Destination	Voice	Text
Saint Martin	1	1
Saint Vincent and the Grenadines	2	2
Samoa	2	2
San Marino (Italy)	1	1
Saudi Arabia	2	2
Senegal	2	2
Serbia	2	2
Seychelles	2	2
Sierra Leone	2	2
Singapore	2	2
Sint Eustatius (Netherlands Antilles)	2	2
Sint Maarten (Netherlands Antilles)	2	2
Slovakia	1	1
Slovenia	1	1
Solomon Islands	2	2
South Africa	2	2
South Korea	2	2
Spain	1	1
Sri Lanka	2	2
Sudan	2	2
Surinam	2	2
Sweden	1	1
Switzerland	1	1
Syria	2	2
Taiwan	2	2
Tajikistan	2	2
Tanzania, United Republic of	2	2
Thailand	2	2
Togo	2	2
Tonga	2	2
Trinidad and Tobago	2	2
Tunisia	2	2
Turkey	2	2
Turkmenistan	2	2

Destination	Voice	Text
Turks and Caicos Islands	2	2
Uganda	2	2
Ukraine	2	2
United Arab Emirates (UAE)	2	2
United States of America (USA)	2	2
Uruguay	2	2
US Virgin Islands	2	2
Uzbekistan	2	2
Vanuatu	2	2
Vatican City	1	1
Venezuela	2	2
Vietnam	2	2
Yemen	2	2
Zambia	2	2
Zimbabwe	2	2

Charges for other services, including cancellation fee

We charge you for a range of other activities.

Charges for other services	Price
Text delivery report	1.2p per request
Additional copy of invoice	Up to £5.11 per copy
Fully itemised bill	£2.50
Charge for a replacement SIM	Free
Unlock Fee for Three handsets	Free
Change of phone number	£10.21
Cancellation fee	Lump sum equivalent to the total of the Monthly Charges remaining during the Minimum Term of your agreement less a variable discount, currently 3%. We reserve the right to vary the amount of the percentage discount from time to time. See calculation example below.
Charge for failed / late payment	£5.11

Cancellation fee calculation example	
Monthly Charge	£25
Total of Monthly Charges remaining during the Minimum Term	£25 x 6 months = £150
Less discount of 3%	£150 - £4.50 (3% of £150) = £145.50
Cancellation fee	£145.50

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Key things to note

We've set out some of the questions that we often get asked and their answers below.

About your Advanced Plan allowance.

Your Advanced Plan includes a monthly allowance of voice, text and data for use within the UK and, for an additional fixed daily charge, in our Go Roam destinations for voice calls (to standard UK landlines starting 01, 02, 03 and UK mobiles), text messages sent to a standard UK mobile number or data use. Plus, if you're in one of our Go Roam in Europe destinations, you can also use your minutes and texts allowance to call and text landline and mobile numbers in the UK and in Go Roam in Europe destinations. It's worth remembering that if you don't use up your allowance in a month, you lose the unused portion, as it doesn't roll over to the next month.

After your monthly allowance (of minutes, texts or data) is used up, prices for use outside of your allowance for additional calls or messages are shown on page 24. If your inclusive allowance of voice minutes runs out during a call, we will charge you for the remainder of the call at the charges published in this guide.

How can I use my voice minutes?

- Inclusive voice minutes in any packages or Add-ons are for voice calls made either within the UK or, for a fixed daily charge, while in a Go Roam destination to any other standard UK mobile (beginning 07 but excluding certain non-standard numbers – see page 24 for details), UK landlines (beginning 01, 02 and 03) and voicemail (retrieved by calling 123 from your mobile in the UK). Inclusive voice minutes in any package or Add-on can also be used when roaming within our Go Roam in Europe destinations to call standard landline or mobile numbers in that or any other Go Roam in Europe destination.

How can I use my text allowance?

- Inclusive texts are for SMS texts sent within the UK or, for a fixed daily charge, while in a Go Roam destination to a UK standard mobile (beginning 07 but excluding certain non-standard numbers – see page 24 for details) or for SMS texts sent when roaming within a Go Roam in Europe destination to a standard mobile number from a Go Roam in Europe destination. You cannot use your inclusive texts to send SMS shortcode messages – see page 10 for details.
- Texts within a monthly allowance cannot be: text messages sent from the UK or a Go Roam destination to a non-UK standard mobile number (except for text messages sent within Go Roam in Europe destinations to an international mobile number from a Go Roam in Europe destination); messages sent while abroad in a non-Go Roam destination; text messages received in non-Go Roam destinations; and MMS messages; or alerts received as part of Three's Alerts services. These services are also excluded from any Add-on allowances for messages.

How can I use my data allowance?

- The inclusive data allowance in your package or Add-on can be used to connect to the Internet on your phone whether in the UK or, for a fixed daily charge, while in a Go Roam destination (fair use limits apply), unless you've chosen an Add-on that specifically states it is for UK use only.
- You can also use your data to set up a personal hotspot if you want to connect more than one device to the Internet at once. You can use any or all of your allowance for this purpose.

What else can't I use my allowances for?

- 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).

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What do you mean by unlimited?

Unlimited data.
If you have unlimited data as part of your package or with an Add-on, there are no hidden fair use policies within the UK. Unlimited data should give you all the access to the Internet you would normally need, without worrying about hefty bills. However, if you're in a Go Roam destination, you will be subject to our fair use limits meaning you can use up to 12GB of data each month.

Unlimited texts and minutes.
There's no hidden fair use policies with our unlimited text or voice minutes allowances either when in the UK or our Go Roam in Europe destinations – we just ask that you use this allowance in accordance with our Terms for Three Services – that is, for personal use only and not for any illegal, commercial or improper purposes. Our Fair Usage policy applies when using your phone in our Go Roam destinations (see page 25).

How do you measure data usage?

Data usage is measured in bytes, this is then aggregated up into large 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 you can use 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 plan.

International messaging.

Messages sent from the UK to international destinations, messages sent and received whilst abroad, and MMS messages and alerts received as part of Three's Alerts services are excluded from any monthly and/or Add-on allowances for messages. Your international messaging function is subject to services arrangements with respective networks abroad.

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What will I have to pay if I want to cancel my contract?

If you ask to cancel your package before the end of your Minimum Term, you'll be asked to pay a cancellation fee (see 'Charges for other services' on page 29). If you are outside of your Minimum Term and want to cancel your contract, there is no cancellation fee to pay. For more information, call Three customer services.

Monthly Charge	£25
Total of Monthly Charges remaining during the Minimum Term	£25 x 6 months = £150
Less discount of 3%	£150 - £4.50 (3% of £150) = £145.50
Cancellation fee	£145.50

Final Bill Refund

When you cancel your account, you won't be able to view your bills on My3 or the Three App, so we'll send you your final bill by post. If your account is in credit when it closes, you may be owed a refund. Any refund owed to you over 50p, will be refunded within 14 days of your final bill. This refund will be sent to the bank account linked to your Three account. If you settle your monthly bill by card payment, any refund owed to you will be refunded directly to your card.

If your refund is less than 50p, a refund can be arranged by calling 0333 338 1001, or by using our Live Chat service. If we cannot refund your credit and it remains unclaimed for a period of 6 months, Three will donate this credit to our charity partner.

Please note, not all types of credit are eligible for a refund. To find out more about our terms and conditions on refunds, please visit three.co.uk/terms-conditions.

Is there anything else I should note?

Is there a maximum call duration that I should know about?
We may end any calls that you make that are longer than two hours' duration, in order to prevent you from incurring excessive, inadvertent costs. If this does happen and you wish to continue your call, please simply redial.

Can I set up a Call Return?

Yes – you can return a call directly to someone who has left you a message by simply keying # at the end of their message. This is called Call Return (returning a call directly from the voicemail service).

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

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

If you divert your incoming calls to another number, we'll charge you for each redirected call. The cost of the redirected call depends on the type of number.

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Charging/billing.

- All calls (except calls to shortcode, premium rate numbers and EU roaming calls) are treated as a minimum of one minute. Calls of more than one 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).
- Calls to Service Numbers (starting 084, 087, 09 and 118) are charged differently from other numbers. The Access Charge element of these calls will be treated as a minimum of one minute. If your call lasts less than one minute, your Access Charge will be rounded up to a duration of one minute. For calls of more than one minute, the Access Charge element is treated as lasting for its actual duration, with fractions of a second being rounded to the nearest second. The Service Charge element is set by the company you're calling and may comprise (1) a price per minute Service Charge; (2) a price per call Service Charge; (3) a price per call Service Charge plus a price per minute Service Charge (which runs from the start of your call); and (4) a price per call Service Charge plus a price per minute Service Charge (which runs from 60 seconds after the call starts). If the Service Charge includes a price per minute Service Charge, this will be treated as lasting its actual duration (except if the first 60 seconds have been excluded), with fractions of a second being rounded to the nearest second. For example, if you make a call to a service number, where the Service Charge is 10p per minute, which is simply charged at a price per minute rate and your call lasts 30 seconds, you'll be charged a total of 70p for this call, as the Access Charge element will be rounded up to a duration of one minute at 65p plus 5p for the 30 seconds of call time for the Service Charge element.
- Each individual charge on your bill is shown with VAT included (where relevant) and is rounded up or down to the nearest tenth of a penny to make it easier to read. This rounding process means that the total charges you see on our bill summary page may not always be identical to the 'Total due by' charge you see on the front page of your bill because the rounding may affect the total of all charges once these have been aggregated to produce the sub-total before VAT. Don't worry, this is normal and you're not being overcharged or undercharged. The actual amount you need to pay is the one shown on your bill's front page, next to 'Total due by'.

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

Spend Limits.

We've automatically applied limits to the amount you spend on third party digital content and premium rate calls (including directory enquiries) and messages (including SMS shortcode messages). The 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

VAT invoices.

These plans are for your personal use only and are not intended for commercial use – this means that if you signed up to one of these plans on or after 18 August 2016, we're afraid we will not be able to issue you with a VAT invoice in relation to this account. If you do need a VAT invoice in relation to your mobile account, please have a look at one of our Business Plans.

If you joined us before 18 August 2016, you may be able to request a VAT invoice subject to a few simple verification checks – please note that Three will only issue a tax invoice on these plans where it is obliged to do so, in accordance with VAT regulations. You can make this request by calling 333 free from a Three phone, or 0333 338 1001 from any other phone (standard call rate applies) and select the Billing option.

First month pro-rated.

Unless otherwise stated, your first month's allowance and charge for your price plan or Add-on will depend on when in the month you join Three or when you decide to select your Add-on. Whenever that is, you can start using your allowance for your price plan or Add-on straight away. We'll work out an appropriate allowance and charge to take you to the end of the first month. After that, you simply pay the standard monthly recurring charge or Add-on charge for a full month's allowance. The exception to this is if you purchase one of our Add Personal Hotspot Add-ons, the first month of which will not be pro-rated. You will simply receive the full monthly allowance and be charged the full amount for that Add-on in the first month of purchase.

Rich Communication Services

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.

Increase to your Monthly Charge.

Each April, your Monthly Charge will increase by a fixed amount depending on your plan's data allowance. Plans 4GB or less and Smartwatch Pairing Plans will increase by £1.80 per month. Plans from 5GB to 99GB will increase by £1.90 per month. Plans 100GB or over will increase by £2.30 per month.

Your monthly charge includes a £5 discount for paying by a recurring method, such as Direct Debit. The £5 monthly recurring payment discount and the annual price increase do not apply to Add-ons or out-of-allowance charges.

Monthly Charge until March 2026	Monthly Charge from April 2026 to March 2027	Monthly Charge from April 2027 to March 2028
Price A	Price A + price increase as set out above (=Price B)	Price B + price increase as set out above (=Price C)
We have set out an example below showing how this would work if your Monthly Charge is £30 and your Data Allowance is 4GB on a Pay Monthly SIMO plan meaning that your Monthly Charge will increase each April by £1.80 per month		
£30	£30 + £1.80 = £31.80	£31.80 + £1.80 = £33.60

To find out more about our price increases, please visit our dedicated Price Increase page here. This increase applies if you joined or upgraded on or after 1 November 2022. See our Terms for Three Services for more information Three.co.uk/terms

Recurring payment discount.

New customers can only join pay monthly plans on Direct Debit, and our plans' prices include a discount for paying by this efficient means. Direct Debit is brilliant for you, as payment will be taken automatically and your account will not be suspended if you forget to pay. It is also the most efficient method for us. You should maintain your Direct Debit whilst you stay as a pay monthly customer. You can change your bank details at any time, just let us know.

We cannot prevent you from cancelling your Direct Debit and if you do, you are still required to pay your bills by the due date. We will retain your discount if you give us any of the following given means of payment provided that you simply allow us to store your selected payment method so that we can charge you on your billing date each month. Don't worry, you can swap these details at any time and on multiple occasions. If you do not permit us to store payment details you will lose the recurring payment discount.

You can choose any of the following given means of payment. Simply allow us to store your payment details and you will remain eligible for the £5 monthly recurring discount.

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If you need help with anything to do with your Three contract, call us on 333 from your Three phone or 0333 338 1001 from any other phone. If you need help with your Device Finance agreement, log in to your Creation account and use the 'Contact us' form. Or you can call Creation on 0371 964 2010.

Your Rights – Complaints

Remember, if you're unhappy about any aspect of our services, you should contact Three Customer Services on 333 (free) from your Three phone or 0333 338 1001 from any other phone.

We'll investigate any complaint in accordance with our customer complaints code, after which we'll contact you with the results. A copy of our customer complaints code can be viewed on our website att Three.co.uk/complaints or you can request a copy by contacting us on the numbers mentioned above.

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