Price Guide for our Essential Plans

Essential Plans Price Guide

Our Essential Plans were available for purchase from 29 June 2016 and are no longer for sale. We've set out the differences between these and our Advanced Plans, what you get as part of your Package or Plan each month, the cost of any Services used outside of your allowance and for any Additional Services, including International Roaming.

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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Our Essential Plans

Our SIM Only Essential Plans

Three's preferred payment method

Outside your Allowance

Additional Services

Add-ons & Changing your Price Plan

Charges to Special Numbers & Directory Services

International Roaming, including Go Roam, using your phone abroad

Calling and texting abroad from the UK

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Key things to note

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On a different plan?

Price Guides for other plans can be found at Three.co.uk/priceguide. If you joined Three on a Pay Monthly handset package before 18 March 2014 or on a SIM Only Plan before 15 July 2014 and are on one of our older plans (for example: The One Plan, Essential Internet, Ultimate Internet or SIM Zero), you can find details of these and the pricing for each under the heading "Price guides for older plans" 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.

Essential Plan Benefits

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

- Using your phone abroad at no extra cost with Go Roam in Europe and Go Roam Around the World. Available in 71 destinations worldwide. Your plan includes a set of allowances of voice, text and data which you can use in the UK and in all our Go Roam in Europe and Go Roam Around the World destinations (subject to our fair use policies see page 21).
  Note that Go Roam Around the World Extra destinations are excluded from Essential Plans.
- 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.

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Our Pay Monthly Essential Plan Packages

	Monthly allowance						
Data	**500MB**	**1GB**	**2GB**	**4GB**	**8GB**	**12GB**	**30GB**
Minutes	300	Unlimited					
Texts	Unlimited						
Using your allowance in Go Roam in Europe and Go Roam Around the World destinations (subject to our Fair Usage policy)	500MB	1GB	2GB	4GB	8GB	12GB	12GB
	300 minutes	Unlimited minutes					
	Unlimited texts						
Monthly charge	Your monthly charge will depend on the mobile 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 May, your Monthly (Recurring) Charge will increase by an amount up to the January RPI rate (published each February) (see page 24 for details).						

Our SIM Only Essential Plans

	Monthly allowance				
Data	**500MB**	**1GB**	**2GB**	**4GB**	**30GB**
Minutes	200	600	200	Unlimited	Unlimited
Texts	Unlimited				
Using your allowance in Go Roam in Europe and Go Roam Around the World destinations (subject to our Fair Usage policy)	500MB	1GB	2GB	4GB	12GB
	300 minutes	Unlimited minutes			
	Unlimited texts				
Monthly charge	Your plan's monthly charge set out below already includes a £5 discount for paying by our preferred payment method, which is by a recurring method, such as Direct Debit (see page 6).				
1 month minimum	£10*	£15*	£13*	£15*	£35*
12 months minimum	£9*	£10*	£10*	£10*	£25*

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Three's preferred payment method

New 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 32 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 26).

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 and Changing your Price Plan – valid until 26th October 2023

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	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.	£5

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 1 GB	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.	£5
Monthly Boost 3 GB	3GB		£7
Monthly Boost 6 GB	6GB		£8
Monthly Boost Unlimited data	Unlimited Data		£15

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Key things to note

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
Short term Boost Unlimited data	Unlimited Data	On purchasing a Short term Boost you will receive the full allowance immediately. You will be charged the full monthly price as Short term Boost are not prorated. Can be used for data and personal hotspot.	£20

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, The 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, Uruguay, US Virgin Islands, USA, Vatican City and Vietnam.	£7

Add Minutes

Add-on name	Voice allowance	How can I use this allowance?	Monthly price (rolling)
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, 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.	£5.00
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, 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.	£10.00

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

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Key things to note

Add-ons & Changing your Price Plan - valid from 27th October 2023

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 1 GB - 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 3 GB - 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 Data	On purchasing a Short term Boost you will receive the full allowance immediately. You will be charged the full monthly price as Short term Boost 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, The 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, Uruguay, US Virgin Islands, USA, Vatican City and Vietnam.	£7

Add Minutes

Add-on name	Voice allowance	How can I use this allowance?	Monthly price (rolling)
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, 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, 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

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.

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
■ 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
■ 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 Three.co.uk/nts for exact costs)
0087 and 0088* (satellite phones)	Up to £7.66 per min

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Number prefix	Price
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 21 and 23
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.

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.

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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 phone abroad

As an Essential Plan customer, International Roaming is switched on automatically on your account, so you can use your phone abroad, including in all 71 of our Go Roam in Europe and Go Roam Around the World destinations straight away.

The good news is that International Roaming is not subject to additional charges if you're using your phone to contact a UK number (starting 01, 02, 03 or a standard UK mobile) or go online from any Go Roam in Europe or Go Roam Around the World destination. It also won't cost you any extra when in a Go Roam in Europe destination to make calls or text to standard landline or mobile numbers in other Go Roam in Europe destinations. Fair Use Policies Apply (see page 23).

However, when dialling international special numbers and in destinations not covered by Go Roam, additional costs will be incurred. How much these are depends on where you are and where the person you're contacting is (you can find out more on page 23).

To help you manage your roaming costs when you're travelling, we'll text you information about call charges and roaming rates for each country you visit.

Calls to us while you're abroad will be taken from your UK allowance when in a Go Roam destination. In all other destinations these calls will be charged at the rate for a voice call back to the UK.
Calls to pick up your voicemail while you're abroad will be taken from your UK allowance when in a Go Roam destination. In all other destinations these calls will be charged at the rate for a voice call back to the UK.

Did you know:

- We've also set up a worldwide data roaming limit of £45 (incl VAT) to stop you spending too much. If you'd prefer, you can have this limit removed or changed by contacting Three Customer Services.
- 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 when you're in a non-EU country normally have a one-minute minimum charge and then are charged by the second
- Calls made from abroad to your voicemail will also be charged at standard roaming rates – go to Three.co.uk/roaming for more information.
- 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.

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To see the **roaming rates you'll be charged for calls and texts**, you'll need to know (1) the Band that the country you're in falls into and (2) which Band the country you're trying to contact falls within. Check the table below to find out:

Go Roam in Europe	Go Roam Around the World	Band 0	Band 1	Band 2	Band 3	Band 4
Åland Islands (Finland) Austria Azores (Portugal) Balearic Islands (Spain) Belgium Bulgaria Canary Islands (Spain) Croatia Cyprus Czech Republic Denmark Estonia Finland France French Guiana Germany Gibraltar Greece Guadeloupe Guernsey Hungary Iceland Ireland Isle of Man Italy Jersey Latvia Liechtenstein Lithuania Luxembourg Madeira (Portugal) Malta Martinique Mayotte The Netherlands Norway Poland Portugal Réunion Romania Saint Barthélemy Saint Martin San Marino (Italy) Slovakia Slovenia Spain Sweden Switzerland Vatican City	Australia Brazil Chile Colombia Costa Rica El Salvador Guatemala Hong Kong (China) Indonesia Israel Macau (China) New Zealand Nicaragua Panama Peru Puerto Rico Singapore Sri Lanka Uruguay US Virgin Islands USA Vietnam	Monaco	Andorra Bosnia and Herzegovina Canada North Macedonia Montenegro Cyprus North (Turkey) South Africa Turkey	Rest of the world (that is, not within Go Roam Bands or Bands 0, 1, 3 or 4). If you can't see the country you're looking for and want to double check if it falls within Band 2, go to Three.co.uk/roaming to see if you can use your Three device there.	Cape Verde Cuba Ethiopia Georgia Kuwait Malaysia Maldives Morocco Oman Russia Tunisia Turkmenistan Ukraine United Arab Emirates Uzbekistan	Maritime Networks (Ships, Ferries, Cruise Liners), Airlines (SITA On Air, Aeromobile)

See page 24 for international data roaming bands and charges.

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Use your Essential Plan abroad at no extra cost with Go Roam.

Because on our Essential Plans your allowances of voice, text and data can be used in the UK and in all our Go Roam destinations, with both Go Roam in Europe and Go Roam Around the World you can call and text back to the UK and get online without paying a penny more. Plus, when roaming in a Go Roam in Europe destination, you can make calls and send texts to standard landline and mobile numbers in Go Roam in Europe destinations at no extra cost. Fair use policies apply - go to page 21.

It's also free to receive calls, texts, and MMS when in a Go Roam destination on our Essential Plans.

Your Essential Plan can be used in Go Roam in Europe and Go Roam Around the World destinations

Out of allowance charges when in a Go Roam destination

If you use up all of your plan's allowances when in a Go Roam destination, you'll be charged for additional use at the below 'out of allowance' rates:

		Where are you calling or messaging?			
		Back to the UK	Back to Go Roam in Europe destinations *	Anywhere else in the World	Cost to receive
Where are you calling, texting or getting online?	**Call charges (per minute) to standard landlines and mobile numbers.** (find out more about the cost of calling non-standard international numbers at Three.co.uk/nts)				
	Go Roam in Europe	3p	3p	£1.40	Free
	Go Roam Around the World	3p	3.3p	£1.40	Free
	SMS charges (per message)				
	Go Roam in Europe	2p	2p	Up to 2p	Free
	Go Roam Around the World	2p	2p	Up to 2p	Free
	Internet data (per MB)				
	Go Roam in Europe	1p			N/A
	Go Roam Around the World	1p			N/A

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MMS and calls to non-geographic numbers (starting 084, 087, 09 or 118 if dialled from the UK) don't form part of your allowance, therefore the following charges will apply when in a Go Roam destination (regardless of which country you are calling or messaging):

	Cost to make call / send message	Received
MMS (per message)	65p	Free
Non-geographic calls (to numbers starting +4484, +4487, +449, +44118) (per minute)	Up to £1.40	N/A

Prices quoted above include VAT, where applicable.
Check Three.co.uk/go-roam for more information and the latest on which destinations are included.

Is there any other information about Go Roam that I should know?

Use of Three Services in our Go Roam destinations is subject to our fair use policies. When roaming in the Republic of Ireland, fair usage limits do not apply.

These fair use policies differ depending on whether you are roaming in a Go Roam in Europe or Go Roam Around the World destination and may be updated from time to time:

Go Roam in Europe

- There are no fair use limits for calls made or texts sent to standard landline or mobile numbers within our Go Roam in Europe destinations or back to the UK.

Go Roam Around the World

- If you have more than 5,000 texts included in your allowance, you can send up to 5,000 texts back to the UK each month from a Go Roam Around the World destination.
- If you have 3,000 or more minutes included in your allowance, you can talk for up to 3,000 minutes on calls made to standard UK landlines or mobile numbers each month.
- If you exceed any of these fair use limits for any two months within a rolling 12-month period we have the right to suspend international roaming on your account, meaning you will no longer be able to use your device or allowances abroad. Of course, we will let you know in advance if this is likely to happen.

Go Roam in Europe and Go Roam Around the World

- 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.
- 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.

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- As such, if you roam exclusively in one or more of our Go Roam in Europe or Go Roam Around the World 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 phone or 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 wont apply.
- In Go Roam destinations, Three may deploy traffic management measures, known collectively as TrafficSense™, to protect the network and to give customers the best internet experience. Find out more about TrafficSense™
- You can find out more about Go Roam at three.co.uk/go-roam. And just so you know, we reserve the right to extend, withdraw or modify the terms of Go Roam and/or the destinations of service included at any time.

Making and receiving calls when abroad to standard international landline and mobile numbers

		Where are you calling?		
Where are you calling from?		**Back to the UK & within the same Band** (per minute)	**Anywhere else in the world** (per minute)	**How much will it cost to receive a call in these Bands?** (per minute)
	Band 0	10p	10p to Go Roam in Europe destinations, otherwise £1.404	0.9p
	Band 1	£1.40	£1.40	99p
	Band 2	£2.00	£2.00	£1.25
	Band 3	£3.00	£3.00	£1.25
	Band 4	£3.00	£3.00	£1.25

Note: The above table does not include out of allowance roaming charges for Go Roam destinations – please see page 20 for these.

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Sending and receiving texts while abroad

Where are you texting from?	Cost to send (per message) to anywhere in the world	Cost to receive a text (per message)
Band 0	4p	Free
Band 1	35p	
Band 2	35p	
Band 3	35p	
Band 4	50p	

If you're in the UK and want to call or text local numbers in Go Roam destinations, please see page 27.

Please note: Three reserves the right to suspend Go Roam if we reasonably believe that you are in contravention of our use requirements set out in our Terms and Conditions of use for Three Services. We reserve the right to extend, withdraw or modify the terms of Go Roam and/or the destinations of 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.

What about destinations not covered by Go Roam – how much will it cost to use my phone there?

It's important to remember that the allowances included in your Essential Plan are for calls and texts to standard UK numbers, not international numbers (unless you're calling or texting an international number within our Go Roam in Europe destinations, while roaming within a Go Roam in Europe destination). Our international charges for calling or texting vary depending on (1) where you are and (2) where the person you are calling or texting is located. The relevant international costs to call or text outside of our Go Roam destinations are listed below.

The cost of data use abroad (when not in a Go Roam destination) is set out below (please note, the Bands are different for data use).

> To see the roaming rates you'll be charged when in a specific country, use the table on page 22 to identify the band that the country you're going to falls within and if you are contacting someone in a different country (on an international number), check which band that destination falls into. Then check the tables below.

Internet and data usage abroad.

When you roam onto other international networks where data roaming is available, the charges below will apply (except if you're in a Go Roam destination – see page 20 for more information).

The speed and availability of Internet access when abroad will depend on a number of factors, including which network you are roaming on and the services they have available – for example, 4G 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 the latest information on which countries you can roam in and on which networks, visit Three.co.uk/roaming

Band	Countries	Cost per MB
Data Band 1	Monaco.	10p
Data Band 2	Botswana, Cyprus North (Turkey), India, Ivory Coast, Japan, Philippines, South Africa, Taiwan, Thailand, Turkey, Yemen.	£3
Data Band 3	Rest of the World excluding Go Roam destinations – see page 22. Maritime Networks (Ships, Ferries, Cruise Liners), Airlines (SITA On Air, Aeromobile).	£6

Data charges are for data sent and received and are calculated to the nearest kilobyte.

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.

Calling & texting abroad from the UK

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

Voice calls made from the UK to a standard international landline or mobile number

Where are you calling?	Cost (per minute)
Åland Islands (Finland), Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Jersey, Isle of Man, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Monaco, The Netherlands, Norway, Poland, Portugal, Réunion, Romania, San Marino San Marino (Italy), Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City	19.5p
All other international destinations	£3.00

If you're calling abroad regularly, don't forget to check out our Call Abroad Add-ons on page 16.

Voice calls made from the UK to international special numbers

Charges for these calls are shown on page 27.

If you're sending messages from the UK to an international number, the cost is the same regardless of where you're messaging or calling:

Charges from the UK to any country	Cost to send (per message)	Cost to receive
SMS to Åland Islands (Finland), Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana,Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Jersey, Isle of Man, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Monaco, The Netherlands, Norway, Poland, Portugal, Réunion, Romania, San Marino (Italy), Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City	6.2p	Free
SMS to all other international destinations (excluding SMS to shortcodes – see page 10)	65p	Free
MMS	65p	Free

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

Key things to note

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

About your Essential Plan allowance.

Your Essential Plan includes a monthly allowance of voice, text and data for use within the UK and in our Go Roam in Europe or Go Roam Around the World 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 voice and text allowance to respectively 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 9. 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 while in a Go Roam in Europe or Go Roam Around the World destinations to any other standard UK mobile (beginning 07 but excluding certain non-standard numbers – see page 15 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 a Go Roam in Europe or Go Roam Around the World destinations to a UK standard mobile (beginning 07 but excluding certain non-standard numbers – see page 15 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 regarding these.
- Texts within a monthly allowance cannot be: text messages sent from the UK or a Go Roam in Europe or Go Roam Around the World destinations 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.

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How can I use my data?

- 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 a Go Roam in Europe or Go Roam Around the World destinations (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).

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 in Europe or Go Roam Around the World 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. In addition to these unlimited UK and Go Roam in Europe destination allowances, you also get 5,000 texts and 3,000 voice minutes to use respectively each month, when in a Go Roam Around the World destination.

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.

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 26). 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. 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 between 29 May 2015 and 29 October 2020. 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.

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 at Three.co.uk/complaints or you can request a copy by contacting us on the numbers mentioned above.

Essential Plan Benefits

Our Essential Plans

Our SIM Only Essential Plans

Three's preferred payment method

Outside your Allowance

Additional Services

Add-ons & Changing your Price Plan

Charges to Special Numbers & Directory Services

International Roaming, including Go Roam, using your phone abroad

Calling and texting abroad from the UK

Charges for other services, including cancellation fee

Key things to note