Home Broadband Plans Price Guide

Pricing information for customers who joined or upgraded on a Three Home Broadband plan from 30 January 2023 to 7 September 2024.

To check if this price guide applies to you, visit Terms and Conditions | Three

Effective from: 12.10.2026

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About this price guide

This Price Guide defines the prices of our Home Broadband services, details of which can be found at three.co.uk/store/broadband/home-broadband if you joined or upgraded on Three from 30 January 2023.

This Price Guide is effective from the date of publication. In the event of a difference between this Price Guide and the information published elsewhere, other than the customer terms, this Price Guide will take precedence.

Our customer terms may be found online at three.co.uk/terms-conditions.

All prices in this Price Guide include VAT, where applicable.

How to contact us

You can contract Three Customer Services by Live chat (available 24 hours each day), through either our website or our Three UK app.

If you would like a copy of this Price Guide in an alternative format (e.g. Braille or large print) please contact Three Customer Services or call our Accessibility Services team on 0333 338 1012 between 9am and 6:30pm Monday to Friday.

For more information on Three's accessibility services please three.co.uk/accessibility.

Three Customer Services, Hutchison 3G UK Ltd, PO Box 333, Glasgow G2 9AG
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Unlimited

With Unlimited data as part of your plan there are no hidden caps or limits when using your device within the UK. Unlimited data should give you all the access to the internet you would normally need without worrying about hefty bills, so you can use our service to your heart's content.

Acceptable Use

The Three Home Broadband Service is a domestic service and roaming will not apply. We are supplying you with Equipment for use in your home. Should you roam with your Equipment you will be charged in line with our current Mobile Broadband Price Guide (available at three.co.uk/priceguide).
We reserve the right to apply a surcharge and/or suspend your account in line with our fair use policy and in case of abusive use. Our fair use policies apply – see three.co.uk/go-roam.

Control your spend

On all our Home Broadband plans featured in the Price Guide you have the ability to control your spend if you're worried about incurring additional costs.

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 three.co.uk/Go-Roam).

You can set up or change your spend cap with us at anytime – just log into your My3 account. Then under Allowance and Price Plan, select Control Your Spending.

Please note: If you put your SIM in a device that can also make and receive calls and texts, you will be charged for any calls made or texts in line with our current Mobile Broadband Price Guide (available at three.co.uk/priceguide). This is because these are always outside of your Unlimited Home Broadband.

Our plans

With our pay monthly plans you're in control. Once you've chosen your hub, you can then choose how much you want to pay upfront and how long your contract will last. Your contract will last a minimum of 1 month, and you'll need to give us 30 days' notice to end this.

This Price Guide is reflective of base pricing and does not include any promotions that may have been applied to your monthly recurring charge.

If you bought your Three Home Broadband Service from another retailer or partner, the monthly price and upfront cost of your plan may vary from those show below.

Valid before 19th May 2024

4G Hub				
Name	**Duration**	**Price**	**Upfront Cost**	**Data**
Unlimited Home Broadband	24 months	£22	£0	Unlimited
4G+ Hub*				
Name	**Duration**	**Price**	**Upfront Cost**	**Data**
Unlimited Home Broadband	24 months	£24	£0	Unlimited
5G Hub				
Name	**Duration**	**Price**	**Upfront Cost**	**Data**
Unlimited Home Broadband	1 month	£25	£0	Unlimited
Unlimited Home Broadband	24 months	£22	£0	Unlimited

*Tariff no longer available to new/upgrading customers

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Valid from 19th May 2024

4G Hub				
Name	**Duration**	**Price**	**UFC**	**Data**
Unlimited Home Broadband	24 Months	£24	£0	Unlimited
5G Hub				
Name	**Duration**	**Price**	**UFC**	**Data**
Unlimited Home Broadband	1 Month	£28	£0	Unlimited
Unlimited Home Broadband	24 Months	£24	£0	Unlimited

Other Charges

Early cancellation fee

We hope you don't want to leave us but if you do decide we're not right for you before your contract ends, we will charge you a fee for leaving us early.

The cancellation fee will be calculated as a 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 from time to time. See calculation example below.

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

Final Bill Refunds

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 isn't 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 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 you refund is less than 50p, a refund can be arranged by calling 0333 338 1993, 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, please visit three.co.uk/terms-conditions

Returns & Exchange Policy

If you return your hub used or damage under our returns policy, we will charge you a fee based on the particular make and model. We may also charge a fee for used, damaged or missing accessories.

Full details of our returns and Exchange Policy can be found at three.co.uk/support/device_support/returns.

If you bought your Three Home Broadband Service and hub from another retailer or partner, you'll need to check directly with them to see what their returns and exchanges policy is and whether any fees apply for returning a used or damaged hub or for failing to return the hub if you leave.

Any 5G home broadband hub supplied by Three remains the property of Three and must be returned to should you ever decide to leave us, whether you are in or out of contract. If you fail to return the hub you may liable for a fee.

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5G Hub Device

If you decide to leave you must return your 5G Hub to us under our Terms & Conditions. If you don't return the hub a charge will be placed on your account.

Return Period	Fee
Inside cooling off period	£350
Outside of cooling period	£105

We will provide you free of charge, a pre-paid returns bag to assist in returning the 5G hub to us.

Our customer terms may be found online at three.co.uk/terms-conditions.

Full details of our Returns and Exchanges Policy can be found at: three.co.uk/support/device_support/returns

Key things to note about rounding on your bill.

Our systems work to very small fractions of a penny, but we only show your charges to two decimal places on your bill to make it easier to read. To enable this, any usage charges and totals on your bill are also rounded up or down to two decimal places. Where a usage charge or total has VAT added to it, we carry out rounding on the usage charge or total before VAT is added, and the amount of the VAT itself. The two sums are then added together to produce the final total. Where your Monthly Charge is subject to a price rise in accordance with our Terms and Conditions, the amount of the increase is rounded to two decimal places and is added to the original Monthly Charge. VAT is then calculated and added as set out above. Because of the rounding mechanism, occasionally there may be a small inconsistency between any manual calculation you may carry out and the calculations made by our systems. Due to rounding mechanisms on billing systems, there may be a +/-1p inconsistency in event charges, and when events are totalled in the invoice it could be more than +/-1p. For more information visit www.three.co.uk/support/bills-and-contracts/understanding-your-bill/about-rounding-on-your-bill The 'Total Due By' charge on your bill is based exclusively on the detailed underlying costs in our system.

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Increases to your Monthly Charge

If you have NOT received a contractual modification from us

The Monthly Charge for your package us the minimum price you agree to pay us for Three Services provided to you under your agreement, for the Minimum Term. Each April, your Monthly Charge will increase by the December CPI Rate plus 3.9%. We've shown an example in the following table of how this increase will work.

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 + an amount up to December 2025 CPI+3.9% (=Price B)"	"Price B + an amount up to December 2026 CPI+3.9% (=Price C)"
We've set out an example showing how this would work if your Monthly Charge is £25, and CPI is 4% in December 2025 and 4% in December 2026		
£25	£25 + up to £1.98 (7.9% of £25.00) = £26.98	£26.98 + up to £2.13 (7.9% of £26.98) = £29.11

You can create a personalised example of what your new Monthly Charge could be after each CPI rate increase, by using the calculator found on three.co.uk/CPI. This annual price change applies if you joined or upgraded between 30 January 2023 and 7 September 2024 and have not received a contractual modification. See our Terms for Three Services for more information: three.co.uk/terms.

If you have received a contractual modification from us

Each April, your Monthly Charge will increase by £3.50 per month.

Visit the price increase page for full details. 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. Check out our full terms.

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 you are on a Home Broadband plan meaning that your Monthly Charge will increase each April by £3.50 per month		
£30	£30 + £3.50 = £33.50	£33.50 + £3.50 = £37

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 30 January 2023 and 7 September 2024 and have received a contractual modification. See our Terms for Three Services for more information Three.co.uk/terms

Recurring Payment Discount

Our plans' prices include a £5 discount for paying a Direct Debit. Direct Debit is brilliant for you as payment will be taken automatically and your account will not be suspended if you forget to pay. You should maintain your Direct Debit whilst you stay as a pay monthly customer.

If you cancel your Direct Debit you are still required to pay your bills by the due date. You can pay by credit or debit and you will retain your discount if you simply allow us to store your selected payment method so we can charge you on your billing date each month. If you do not permit us to store payment details you will lose the recurring payment discount.

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Remember, if you're unhappy about any aspect of our services, you can register your complaint:

- Via Live chat with a member of our Customer Relations Team at three.co.uk/support/how-to-complain;
- By calling 333 from your Three phone (0333 338 1001 from any other phone);
- By writing to Three Customer Complaints, Hutchinson 3G UK Ltd, PO Box 333, Glasgow.

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 is available upon request.

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