Price Guide for our Mobile Broadband plans

This Price Guide defines the prices of our Mobile Broadband services if you joined or upgraded on Three from 1 November 2022.

We've set out what you'll get each month as part of your plan, the cost of any services used outside your allowance and for any Additional Services you may use (including international charges).

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Effective from: 12.10.2026

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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.

Pay Monthly packages or SIM Plans

All of our pay monthly packages include a device (whether tablet, mobile or HomeFi or dongle) and an allowance of data. For a fixed daily charge you can unlock your UK allowance of data in more than 160 destinations worldwide with Go Roam in Europe, Go Roam Around the World and Go Roam Around the World Extra. A fair use policy applies see page 15. Republic of Ireland and the Isle of Man are excluded so no daily charge applies. The daily charges are detailed on Page 9 of this Price Guide.

Our 24-month pay monthly tablet packages

With our pay monthly tablet packages you're in control. Once you've chosen your tablet you can then choose how much you want to pay upfront and your data allowance, which you can use in the UK and, subject to paying a daily roaming charge, in our Go Roam destinations. Your contract will last a minimum of 24 months and you can cancel at any time on 30 days notice, but a cancellation fee may be payable if you're still within your minimum term.

Step 1	**Choose your tablet from our great range**				
Step 2	**Choose how much you want to pay upfront (options available depend on package chosen)**				
Step 3	**Choose your data allowance**				
How much data do you want?	2GB	5GB	15GB	20GB	40GB
Using your allowance in Go Roam destinations (subject to daily charge).	2GB	5GB	12GB	12GB	12GB
Monthly Charge	Your monthly charge will depend on the tablet 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 an additional fixed daily charge to unlock UK allowance in Go Roam destinations (except Republic of Ireland and Isle of Man, where no daily charge a applies). See page 9 for details.				

With our pay monthly Mobile Wi-Fi, HomeFi or dongle packages you're in control. Once you've chosen your device, you can then choose how much you want to pay upfront, how long your contract will last (you can cancel at any time on 30 days notice, but a cancellation fee may be payable if you're still within your minimum term) and your data allowance, which you can use in the UK and our Go Roam destinations.

Step 1	**Choose your Mobile Wi-Fi, HomeFi or dongle from our great range**							
Step 2	**Choose how much you want to pay upfront (options available depending on package chosen)**							
Step 3: Choose your minimum term	**1 month**		**12 months**		**24 months**			
Step 4	**Choose your data allowance from:**							
How much data do you want?	2GB	5GB	10GB	15GB	20GB	40GB	100GB	Unlimited
Using your allowance in Go Roam destinations (subject to daily charge).	2GB	5GB	10GB	12GB	12GB	12GB	12GB (Available on selected products only)	12GB (Available on selected products only)
Monthly Charge	Your monthly charge depends on the 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 an additional fixed daily charge to unlock your UK allowance in Go Roam destinations (except Republic of Ireland and Isle of Man, where no daily charge a applies). See page 9 for details.							

It's worth noting that even if you used your phone for every minute of every day you'd only use, subject to TrafficSense™, around 1,000GB each month. That's why we've set a usage cap at 1,000GB, in order to identify commercial use of the service, for example, which is not permitted under the Terms for Three Services.

SIM plans

Our pay monthly SIM Plans are available on a choice of a 1-month rolling, 12-month or 24-month minimum term. You just need to choose how much data you want, which you can then use either in the UK or in one of our Go Roam destinations (subject to our fair use policies – see page 15 and paying the daily roaming charge) and the minimum term of your contract and you're ready to go. You can end your contract at any time on 30 days notice (a cancellation fee may be payable if you're still within your minimum term).

Step 1	**Choose your data allowance**																									
How much data do you want?	500MB	1GB	2GB			5GB			10GB			15GB			20GB			40GB			100GB			Unlimited		
Using your allowance in Go Roam destinations (subject to daily charge).	500MB	1GB	2GB			5GB			10GB			12GB			12GB			12GB			12GB			12GB		
Step 2 Choose your Minimum Term	1-month*	12-month	1 month	12 month	24 month	1 month	12 month	24 month	1 month	12 month	24 month	1 month	12 month	24 month	1 month	12 month	24 month	1 month	12 month	24 month	1 month	12 month	24 month	1 month	12 month	24 month
Monthly Charge	£7	£7.50	£13	£10	£8	£16	£13	£10	£18	£14	£12	£20	£16	£14	£20	£18	£16	£23	£20	£16	£24	£21	£19	£26	£24	£22
	Your monthly charge 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 9 for details.																									

*Available only to eligible upgrading customers.

Control your spend

On all our Pay Monthly plans featured in this Price Guide, you have the ability to control your spend if you're worried about going over your monthly data allowance. You can switch on a 'block' in your My3 account, which will prevent you from using data outside of your allowance, for which you'd normally be charged. You can change the settings to switch this on and off multiple times each month.

If you're using your SIM in a device that can also make and receive calls and texts, please note that these won't be blocked. This is because the charges for these are always outside of your allowance on these plans and so won't be caught by this block.

You can also block calls to non-standard UK landlines (for example, to numbers like 0845 or those starting 09) and international calls, as well as blocking texts to shortcodes, for things like competitions, companies or social media in your My3.

It's really easy to switch these blocks on or off – just log into your My3 account. Then under Allowances, select Control Your Spending. You can then choose how you want to control your spend from the options available.

Additional Services & benefits for our Pay Monthly & SIM plan customers

These are the additional, optional or extra services you can use in addition to your plan's inclusive data allowance.

One of the features of our new plans is that if your device is able to make and receive calls and texts, you can also use your new SIM to make calls and send texts on the rates set out on page 7 onwards.

Please be aware that we may change or introduce new charges for our Additional Services, including 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 may be payable (see page 16).

Data usage outside of your allowance

On the pay monthly and SIM plans set out in this Price Guide, if you run out of data, you can continue to use data outside of your allowance, and you'll be charged for what you use at 1p/MB in the UK. See "Using your device or SIM abroad" section for details of charges outside the UK.

What short-term Add-ons are available?

If, as a pay monthly or SIM customer, you find yourself needing an increased data allowance in the UK or in one of our Go Roam destinations and you prefer to have a fixed data allowance to use, why not choose one of our short-term Add-ons below? You can only buy one of each, each bill cycle, and it will last until your next bill cycle when your plan's data allowance refreshes.

Add-on	Allowance	Price
1GB	1GB	£5
5GB	5GB	£15
10GB	10GB	£20

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

Add-on name	Duration	Monthly 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.

Pay As You Go plans

Pay As You Go shouldn't be complicated. That's not right at all. It should be flexible and simple to use so you can get the most out of your tablet, mobile Wi-Fi, HomeFi or dongle. Perfect if you love the control and peace of mind you get with an allowance, but with the freedom of Pay As You Go.

Top–ups

To get credit on your Pay As You Go account, you just need to top up. Once activated, Top-ups never expire.

Your My3 account is the easiest and most convenient way to top up once you have set it up, simply register your credit or debit card and you'll be able to top up whenever you like. Plus, with My3 you can see exactly how you are using your credit or any allowance.

You can top up in the following amounts:

	£2	£5	£10	£15	£20	£25	£30	£40	£50
Data Reward Plans	✔	✔	✔	✔	✔	✔	✔	✔	✔
Existing Pay As You Go Plans			✔		✔		✔	✔	✔

You can find out more on how to top up at **Three.co.uk/topup**. Please note that not all Add-ons and Top-ups are available through all channels – for example, some may only be available online or by calling Customer Services.

Great value Add-ons

Running out of data shouldn't stop you enjoying your tablet. Just pop some more credit on your account and maximise your Top-up with one of our great value Add-ons for use within 30 days. What's more, you can also use your Add-on's data allowance to get online abroad at no extra cost in 71 destinations with Go Roam in Europe and Go Roam Around the World (subject to our fair use policies - see page 15).There is no daily charge to unlock your UK allowance in Go Roam in Europe or Go Roam Around the World destinations on our Pay As You Go accounts. Please note that Go Roam Around the World Extra destinations are excluded from our Pay As You Go plans. For details of how we charge outside of the UK please refer to the "Using your device or SIM abroad" section.

	Choose a Pay As You Go Mobile Broadband Data Reward Add-on			Choose an existing Pay As You Go Mobile Broadband Add-on			
Add-on Name	2 GB Data Add-on	5 GB Data Add-on	10 GB Data Add-on	500 MB data Add-on	1 GB data Add-on	3 GB data Add-on	7 GB data Add-on
Data allowance for use in the UK or our Go Roam in Europe and Go Roam Around the World destinations)	2GB	5GB	10GB	500MB	1GB	3GB	7GB
Price	£15	£20	£25	£2.99	£10	£15	£25
Duration	30 days	30 days	30 days	1 day **	30 days	30 days	30 days
Other info	These data Add-ons are compatible with our Data Reward plan. Pay 1p per MB when you run out of data or just use your top-up credit.			These data Add-ons are compatible with our existing Pay As You Go Mobile Broadband plans.			

**Note: Expires midnight after the day you bought it or if you use up the data – whatever comes first.

More about our Add-ons

How long do Add-ons last? Add-ons are valid for 30 days from the date and time you activate them apart from the 500 MB data Add-on which lasts for one day. Add-ons need to be activated within 90 days of purchase.

What happens to any remaining allowance when my Add-on has expired?
Once an Add-on expires, any unused allowance will be lost and can't be rolled over to another Add-on.

Can I cancel an Add-on? Once an Add-on has been activated it can't be cancelled.

Can I buy more than one Add-on at a time? Generally, only one of each Add-on can be active on your account at any one time, but if you've used all of your Add-on allowance, you can then activate another Add-on.

How do I find out more about converting a Top-up to an Add-on? You can find out how to convert a Top-up to an Add-on online at **Three.co.uk/Support/Top_Up**

What are the costs outside of my allowance?

If you use data outside of your allowance, without buying an Add-on, or if you can use your device to make calls or send messages, the charges for these activities are set out below:

Outside of allowance – UK use	Pay As You Go plans Cost (per MB/ minute/ message)	Pay Monthly plans Cost (per MB/ minute/message)
Data (per MB)	1p*	1p
UK text messages (up to a max. of 160 characters).	2p*	2p
SMS shortcode messages.**	15p	15p
MMS	55p	65p
Voice and fax calls to standard UK landlines (starting 01, 02, 03) and to UK mobiles (any network)	3p*	65p
Non-standard 07 numbers: 0740659 / 074060 / 074061 / 074062 / 0740671 – 9 / 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	
076 – Pager	£1.22 per call plus 85.8p per minute	
Premium rate (09, 091, 098) – Bands A-E (check **Three.co.uk/nts** for specific numbers)	55p per minute Access Charge (1-minute minimum charge) plus the Service Charge	65p per minute Access Charge (1-minute minimum charge) plus the Service Charge
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 calls using 18001 to UK standard landlines (starting 01, 02, 03) and UK mobiles (starting 077, 078 or 079)	A discount of no less than 25% will be applied to the standard rates set out in this table	
Relay UK calls to international numbers using 18001	A 25% discount will be applied to the standard rates set out on page 16	
00800 numbers	Service not available	40p per minute (minimum call duration is one minute and calls are rounded up to the nearest second) plus any Service Charge

Voice calls made from the UK to international numbers – See page 8

* These rates apply to our Pay Monthly packages, SIM plans and our Pay As You Go Data Reward plan. If you're on one of our existing Pay As You Go mobile broadband plans, you'll be charged 10.2p per text message and 25.5p per minute for voice and fax calls to standard UK landlines (starting 01, 02, 03) and to UK mobiles (any network). On these older plans, you'll need a data Add-on to get online.

** SMS shortcodes are a type of text message sent to a 5 or 6 digit number that normally begins with a 6, 7 or 8. They are often used to pay for new features in apps, to donate to charity, to enter competitions and to download games and ringtones. They are classed as a type of Premium Rate Service. The cost will vary with the promoter's terms and conditions (which should always be checked to find out the exact cost of sending the message). SMS shortcode messages will not come out of any inclusive allowance.

How much does it cost to call Directory Services?

There is a host of directory enquiry services available, all of which have different phone numbers and different charges. Visit three.co.uk/nts to check the cost of calls to a specific number. The total cost of the call is the access charge (set by Three) plus the service charge. The service charge is set by the company you call, and will be advertised alongside the company phone number.

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.	**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

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 / 047781 / 077977 / 077978 / 077979 / 078297 / 078298 / 078299 / 047839 / 078391 / 078392 / 078397 / 078398 / 079240 / 079241 / 079242 / 079243 / 079244 / 079247 / 079248 / 079370 / 079371 / 079372 / 079373 / 079374 / 079375 / 079376 / 079377 / 079378 / 079379 / 07781	International band 0 (see page 10)

Voice calls made to other international special numbers

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

Using your device or SIM abroad - Pay Monthly

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. Charges for each band are shown on page 15.

International roaming is switched on automatically on your account, so you can use your SIM abroad, including in Go Roam in Europe and Go Roam Around the World destinations, straight away.

For a fixed daily charge unlock your UK data allowance for 24 hours in more than 160 destinations worldwide with Go Roam. Republic of Ireland and the Isle of Man are excluded so no daily charge applies. The daily charges are detailed below.

A fair use policy applies see page 15.

As our mobile broadband plans do not include voice or text allowances, making calls and sending texts on these plans will incur additional costs according to where you are roaming.

Making calls and sending texts in Go Roam destinations will incur additional costs.

In destinations not covered by Go Roam, additional costs will be incurred when using data services, making/ receiving calls or sending texts.

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 0
  - Band 1
  - Band 2
  - Band 3
  - Band 4

Daily charges in Go Roam destinations
For a fixed daily charge, set out below, our Pay Monthly Mobile Broadband Plans allow you to use your UK data allowance in any of our Go Roam destinations. Republic of Ireland and Isle of Man are excluded from the daily roaming charge.

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

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

All 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	GData
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

Destination	Voice/ text	Data
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
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

Destination	Voice/ text	Data
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
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

Destination	Voice/ text	Data
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
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

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.

Using your device or SIM abroad – Pay As You Go plans

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. Charges for each band are shown on page 15.

International roaming is switched on automatically on your account, so you can use your SIM abroad, including in Go Roam in Europe and Go Roam Around the World destinations, straight away. On our Pay As You Go plans you'll need to activate your SIM in the UK first.

On our Pay As You Go plans there is no fixed daily charge to unlock your UK data allowance and you can choose to use either your top-up credit or an Add-on at no extra cost in our Go Roam in Europe and Go Roam Around the World destinations.

A fair use policy applies see page 12.

As our mobile broadband plans do not include voice or text allowances, making calls and sending texts on these plans will incur additional costs according to where you are roaming.

Making calls and sending texts in Go Roam in Europe and Go Roam Around the World destinations will incur additional costs. In destinations not covered by Go Roam, additional costs will be incurred when using data services, making/ receiving calls or sending texts.

We have grouped destinations for convenience as follows:

- Go Roam
  - Go Roam in Europe (GRE)
  - Go Roam Around the World (GRATW)
- Other destinations (Rest of World)
  - Band 0
  - Band 1
  - Band 2
  - Band 3
  - Band 4

Charge bands whilst abroad – Pay Monthly plans
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	

All destinations

Destination	Voice/ text	Data
Afghanistan	2	3
Airlines (SITA On Air, Aeromobile)	4	3
Aland Islands (Finland)	GRE	GRE
Albania	2	3
Algeria	2	3
Andorra	1	3
Angola	2	3
Anguilla	2	3
Antigua and Barbuda	2	3
Argentina	2	3
Armenia	2	3
Aruba (Netherlands Antilles)	2	3
Australia	GRATW	GRATW
Austria	GRE	GRE
Azerbaijan	2	3
Azores (Portugal)	GRE	GRE
Bahamas	2	3
Bahrain	2	3
Balearic Islands (Spain)	GRE	GRE
Bangladesh	2	3
Barbados	2	3
Belarus	2	3
Belgium	GRE	GRE
Belize	2	3
Bermuda	2	3
Bolivia	2	3
Bonaire (Netherlands Antilles)	2	3
Bosnia and Herzegovina	1	3
Botswana	2	2
Brazil	GRATW	GRATW
British Virgin Islands	2	3
Brunei	2	3
Bulgaria	GRE	GRE
Burkina Faso	2	3
Cambodia	2	3
Cameroon	2	3
Canada	1	3
Canary Islands (Spain)	GRE	GRE
Cape Verde	3	3
Cayman Islands	2	3
Chile	GRATW	GRATW
China	2	3
Colombia	GRATW	GRATW
Congo, Democratic Republic of	2	3
Congo, Republic of	2	3
Costa Rica	GRATW	GRATW
Cote d'Ivoire (Ivory Coast)	2	2
Croatia	GRE	GRE
Cuba	3	3
Curacao (Netherlands Antilles)	2	3
Cyprus	GRE	GRE
Cyprus, North (Turkey)	1	2
Czech Republic	GRE	GRE
Denmark	GRE	GRE
Dominica	2	3
Dominican Republic	2	3
Ecuador	2	3
Egypt	2	3
El Salvador	GRATW	GRATW
Equatorial Guinea	2	3
Estonia	GRE	GRE
Ethiopia	3	3
Falkland Islands (Malvinas)	2	3
Faroe Islands	2	3
Fiji	2	3
Finland	GRE	GRE
France	GRE	GRE
French Guiana	GRE	GRE
French Polynesia	2	3
Gabon	2	3
Gambia	2	3
Georgia	3	3
Germany	GRE	GRE
Ghana	2	3
Gibraltar	GRE	GRE
Greece	GRE	GRE
Greenland	2	3
Grenada	2	3
Guadeloupe	GRE	GRE
Guam	2	3
Guatemala	GRATW	GRATW
Guernsey	GRE	GRE
Guinea	2	3
Guyana	2	3
Haiti	2	3
Honduras	2	3
Hong Kong (China)	GRATW	GRATW
Hungary	GRE	GRE
Iceland	GRE	GRE
India	2	2
Indonesia	GRATW	GRATW
Iraq	2	3
Ireland	GRE	GRE
Isle of Man	GRE	GRE
Israel	GRATW	GRATW
Italy	GRE	GRE
Jamaica	2	3
Japan	2	2
Jersey	GRE	GRE
Jordan	2	3
Kazakhstan	2	3
Kenya	2	3
Kosovo	2	3
Kuwait	3	3
Kyrgyzstan	2	3
Latvia	GRE	GRE
Lebanon	2	3
Liberia	2	3
Liechtenstein	GRE	GRE
Lithuania	GRE	GRE
Luxembourg	GRE	GRE
Macau (China)	GRATW	GRATW
Madagascar	2	3
Madeira (Portugal)	GRE	GRE
Malawi	2	3
Malaysia	3	3
Maldives	3	3
Malta	GRE	GRE
Maritime Networks (Ships, Ferries, Cruise Liners)	4	3
Martinique	GRE	GRE
Mauritius	2	3
Mayotte	GRE	GRE
Mexico	2	3
Moldova	2	3
Monaco	0	1
Mongolia	2	3
Montenegro	1	3
Montserrat	2	3
Morocco	3	3
Mozambique	2	3
Myanmar	2	3
Namibia	2	3
Nepal	2	3
Netherlands	GRE	GRE
Netherlands Antilles	2	3
New Zealand	GRATW	GRATW
Nicaragua	GRATW	GRATW
Niger	2	3
Nigeria	2	3
North Macedonia	1	3
Norway	GRE	GRE
Oman	3	3
Pakistan	2	3
Panama	GRATW	GRATW
Papua New Guinea	2	3
Paraguay	2	3
Peru	GRATW	GRATW
Philippines	2	2
Poland	GRE	GRE
Portugal	GRE	GRE
Puerto Rico	GRATW	GRATW
Qatar	2	3
Reunion	GRE	GRE
Romania	GRE	GRE
Russia	3	3
Rwanda	2	3
Saba (Netherlands Antilles)	2	3
Saint Barthelemy	GRE	GRE
Saint Helena and Ascension	2	3
Saint Kitts and Nevis	2	3
Saint Lucia	2	3

Destination	Voice/ text	Data
Saint Martin	GRE	GRE
Saint Vincent and the Grenadines	2	3
San Marino (Italy)	GRE	GRE
Saudi Arabia	2	3
Senegal	2	3
Serbia	2	3
Seychelles	2	3
Sierra Leone	2	3
Singapore	GRATW	GRATW
Sint Eustatius (Netherlands Antilles)	2	3
Sint Maarten (Netherlands Antilles)	2	3
Slovakia	GRE	GRE
Slovenia	GRE	GRE
South Africa	1	3
South Korea	2	3

Destination	Voice/ text	Data
Spain	GRE	GRE
Sri Lanka	GRATW	GRATW
Suriname	2	3
Sweden	GRE	GRE
Switzerland	GRE	GRE
Taiwan	2	2
Tajikistan	2	3
Tanzania, United Republic of	2	3
Thailand	2	2
Togo	2	3
Trinidad and Tobago	2	3
Tunisia	3	3
Turkey	1	2
Turkmenistan	3	3
Turks and Caicos Islands	2	3
Uganda	2	3

Destination	Voice/ text	Data
Ukraine	3	3
United Arab Emirates (UAE)	3	3
United States of America (USA)	GRATW	GRATW
Uruguay	GRATW	GRATW
US Virgin Islands	GRATW	GRATW
Uzbekistan	3	3
Vanuatu	2	3
Vatican City	GRE	GRE
Venezuela	2	3
Vietnam	GRATW	GRATW
Yemen	2	2
Zambia	2	3

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. Note that Go Roam Around the World Extra charges are not applicable to our Pay As You Go plans.

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		Voice calls /texts to anywhere else in the world		Receiving voice calls	Receiving texts
	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 text	Per min	Per message
Go Roam in Europe	1p	3p	2p	3p	2p	£1.40	2p	£1.40	2p	£1.40	2p	£1.40	2p	Free	Free
Go Roam Around the World	1p	3p	2p	3.3p	2p	£1.40	2p	£1.40	2p	£1.40	2p	£1.40	2p	Free	Free
Go Roam Around the World Extra	1p	3p	2p	3.3p	2p	£1.40	2p	£1.40	35p	£1.40	35p	£1.40	35p	Free	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?	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	Receiving texts
	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
Band 0	n/a	10p	4p	£1.404	4p	£1.404	4p	£1.404	4p	£1.404	4p	0.9p	Free
Band 1	10p	£1.40	35p	£1.40	35p	£1.40	35p	£1.40	35p	£1.40	35p	99p	Free
Band 2	£3.00	£2.00	35p	£2.00	35p	£2.00	35p	£2.00	35p	£2.00	35p	£1.25	Free
Band 3	£6.00	£3.00	35p	£3.00	35p	£3.00	35p	£3.00	35p	£3.00	35p	£1.25	Free
Band 4	n/a	£3.00	50p	£3.00	50p	£3.00	50p	£3.00	50p	£3.00	50p	£1.25	Free

MMS and calls to non-geographic numbers (starting +4484, +4487, +449, +44118) 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	Pay As You Go plans Cost (per message/minute)	Pay Monthly plans Cost (per message/minute)	Received
MMS (per message)	55p	65p	Free
Non-geographic calls (per minute)	Up to £1.40 (to any number)		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.

How we charge whilst you're abroad

- The daily roaming charge is automatically applied when you use any of your UK data allowance in a Go Roam in Europe, or Go Roam Around the World or Go Roam Around the World Extra destination. Once triggered, the charge unlocks your UK data 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 in Europe or Go Roam Around the World destinations.
- Calls made when you're in a non-EU country are normally charged per minute.
- Calls received when you're in a non-EU country normally have a 1-minute minimum charge and are then charged by the second, unless otherwise stated in this price guide
- When you're roaming in the EU, the minimum charge for a call is for 30 seconds, after which calls are charged by the second unless otherwise stated in this price guide.
- If you do not have an appropriate allowance (Plan or Add-on), charges will be applied according to our Out of Allowance rates.
- 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. 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.
- We charge for data sent and received. Amounts are calculated to the nearest kilobyte (kB).

Our Fair Usage policy

You can use your UK allowance in any of our Go Roam destinations. 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:

Destination	Data
Go Roam in Europe	12GB
Go Roam Around the World	
Go Roam Around the World Extra	

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?

- 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.
- 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 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 won't 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.

Calling and texting abroad from the UK

If you're using your device to call a standard 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. For the cost of calling non-standard international numbers see: three.co.uk/specialnumbers3

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

	Pay As You Go plans			Pay Monthly plans		
	Voice calls (per minute)	SMS (per message)	MMS (per message)	Voice calls (per minute)	SMS (per message)	MMS (per message)
Aland 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, Netherlands, Norway, Poland, Portugal, Réunion, Romania, San Marino (Italy), Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City	19.5p	6.2p	55p	19.5p	6.2p	65p
All other international destinations	£2.75	35p	55p	£3.00	65p	65p

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
Change of phone number	£10.21
Cancellation Fee	Lump sum equivalent to the total 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	£20
Total of Monthly Charges remaining during the Minimum Term	£20 x 6 months = £120
Less discount of 3%	£120 - £3.60 (3% of £120) = £116.40
Cancellation Fee	£116.40

Key things to note

We've set out some of the questions that we often get asked, and their answers below. We've also explained in more detail about your plan including how you can use it in Go Roam destinations.

About your plan

What does my plan include?

- If you have a Pay Monthly plan which includes a device, it includes a monthly allowance of data for use within the UK and, for an additional fixed daily charge, in our Go Roam in Europe and Go Roam Around the World destinations.
- If you have one of our Pay Monthly SIM plans, it includes a monthly allowance of data for use within the UK and, for an additional fixed daily charge, in our Go Roam in Europe, Go Roam Around the World and Go Roam Around the World Extra destinations.
- If you have one of our Pay As You Go mobile broadband plans, there is no fixed daily charge to use your UK allowance in our Go Roam destinations.
- 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 data allowance is used up, prices for use outside of your allowance for additional data as well as for any calls or messages are shown on page 7.

How can I use my data?

- You can use your data in the UK or in any of our Go Roam in Europe, Go Roam Around the World and Go Roam Around the World Extra destinations, as set out on page 10.
- 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, when in the UK or in a Go Roam in Europe destination.
- To help you see the value you're getting with our Pay As You Go Data Add-ons, we've set out in the table below the per MB cost for each Pay As You Go Data Add-on:

Pay as You Go Data Add-ons	
500 MB Data Add-on	0.598p
1 GB Data Add-on	0.976p
2 GB Data Add-on	0.732p
3 GB Data Add-on	0.488p
5 GB Data Add-on	0.391p
7 GB Data Add-on	0.349p
10 GB Data Add-on	0.244p

Do you break down the cost of the data that I get as part of my package anywhere?

Yes – you'll see a breakdown of the exact cost of the data included within your package's allowances on page 2 of your monthly bill in the 'Answering your questions' section titled 'About your allowance's unit costs' – we believe this helps you understand the value you're getting from your package. The data allowance for each package is set out on the relevant pages of this Price Guide.

For example, the cost for the 5 GB mobile data, 12-month SIM Plan costing £13 a month is 0.254p per megabyte. These aren't charges for going over your allowance, this data allowance is included in your plan. They also don't include any one-off reductions, discounts, or any Add-on allowances.

We have set out the cost per MB for our pay monthly Add-ons in the table below.

Add-on	Per MB cost
1GB	0.488p
5GB	0.293p
10GB	0.195p

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.

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 'What do you charge for Other Services' on page 14). 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	£20
Total of Monthly Charges remaining during the Minimum Term	£20 x 6 months = £120
Less discount of 3%	£120 - £3.60 (3% of £120) = £116.40
Cancellation Fee	£116.40

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 1003, 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?

Depending on your device, you may be able to use it to make calls and send texts. If so, you should note the following:

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 using a Pay Monthly plan 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 your bill because the rounding may affect the total of all charges once these have been aggregated to produce the sub-total before VAT summary page may not always be identical to the 'Total due by' charge you see on the front page of your bill. 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 in Europe, Go Roam Around the World and Go Roam Around the World Extra destinations - **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.

First month pro-rated: 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 line rental or Add-on charge for a full month's allowance.

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.

Recurring payment method: 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 details and you will remain eligible for the £5 monthly recurring discount.

Increases to your Monthly Charge

Each April, your Monthly Charge will increase by a fixed amount of £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 you are on a MBB plan meaning that your Monthly Charge will increase each April by £2.30 per month		
£30	£30 + £2.30 = £32.30	£32.30 + £2.30 = £34.60
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 1 November 2022 and 29 January 2023. See our Terms for Three Services for more information **Three.co.uk/terms**		

Your Rights – Complaints

Remember, if you're unhappy about any aspect of our services, you should contact Three Customer Services on 500 (free) from your Three phone or 0333 338 1003 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.