Mobile Broadband Plans Price Guide

Pricing information for customers who joined or upgraded on a Mobile Broadband plan from 8 September 2024 to 8 November 2025.

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 Mobile Broadband services, details of which can be found at https://www.three.co.uk/store/broadband/mobile-broadband if you joined Three from 30 January 2023

If you've purchased a Three Your Way Connect Plan (Tablets and Laptops) or Three Your Way Data SIM Plan on or after 30 January 2023, please refer to our Three Your Way Plans Price Guide for the relevant prices and information about your plan.

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's preferred payment method

New Mobile Broadband Device customers can only join on Direct Debit, and all of the monthly charges in the Price Guide include a £5 discount for paying by the preferred payment method (a recurring method such as Direct Debit).

Direct Debit is brilliant for you, as payment will be taken automatically so you don't forget to pay. It is 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 detail at any time, just let us know. Simply allow us to store details and you will remain eligible for the £5 monthly recurring discount. See "Recurring payment discount" section for more info.

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.

Using your device

To use your device, you can use any allowances included in your plan. To make calls, and send texts (if you can use your device to make calls or send messages), or to use data, which is not included in your plan, you may be able to do any of the following:

- Purchase an add-on
- Pay for your usage at the rates defined in this guide

Standard Rates

Or standard rates for voice calls, texts, data and MMS in the UK are as follows

	Charge
Voice calls to standard UK landlines (starting 01,02,03), UK mobiles (any network) and your Three voicemail	**65p/minute**
Texts (excluding SMS shortcodes)	**2p/message**
Data	**1p/MB**
MMS	**65p/message**

How we charge standard rates

Call durations 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.

- Charges for individual voice calls are rounded up or down to the nearest penny.
- We charge for data sent and received. Amounts are calculated to the nearest kilobyte (kB).
- Each text message can accommodate up to 160 characters. Long messages will be sent across numerous text messages and these will be charged separately.
- Where a message contains non-standard characters (such as emojis), the message may be sent as an MMS. Separate charges apply for MMS.
- When you send messages to several recipients at the same time you will be charged separately for each recipient.
- Call Return calls (when you return a call directly to someone who has left a voicemail message, by keying # at the end of the message) are charged at your standard rates as if you had made the call directly. 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 you're calling.
- We may end any calls that you make which are longer than 2 hours, in order to prevent you from incurring excessive, inadvertent costs. If this does happen, and you wish to continue your call, please redial.
- From February 2023, once you've used up your data allowance, you won't be able to continue using data charged per MB. Instead, you'll need to buy an Add-on or change price plan. This does not apply if you have a Connect plan. If this applies to you, we'll contact you in advance to remind you that we are making this change.

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Other sections in this guide explain how we charge for:

- Calls to special numbers;
- Calls to directory enquiries;
- Calls and texts from the UK to international numbers;
- Using your phone abroad

Control your spend

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 this Price Guide.

Our Plans

With our pay monthly plans you're in control. Once you've chosen your Mobile Broadband Device, 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.

4G Plans			
Duration	**Price**	**Upfront cost**	**Data**
24 months	£22	£0	Unlimited
1 month	£32	£39	Unlimited

5G Plans			
Duration	**Price**	**Upfront cost**	**Data**
24 months	£28	£0	Unlimited
1 month	£35	£249	Unlimited

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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

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	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.

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Charges for calls from the UK to Special numbers and Directory Services

Special Numbers

Some calls and other services within the UK fall outside our standard rates and aren't included in any allowances you may have. They're shown below. If you'd like to know about specific numbers and to check the specific price of any call, please go to three.co.uk/specialcall

Number/ prefix	Price
Freefone numbers 0800 and 0808	Free
UK calls to Three Customer Services (333)	Free
Emergency numbers 999/ 112	Free
Emergency video relay 999 BSL	Free
NHS 111	Free
Helplines 116000, 116006, 116111, 116117, 116123	Free
Single non-emergency 101	Free
National power emergency 105	Free
Fraud hotline 159	Will come from any available allowance of voice minutes
Relay UK calls to emergency numbers using 18000 or 18001 999 or 18001 112	Free
Relay UK calls to non-emergency numbers using 18000 or 18001 999 or 18001 101	Free
Relay UK calls using 18001 to UK standard landlines (starting 01, 02, 03) and UK mobiles (starting 077, 078 or 079)	These will come out of any available allowance of voice minutes or, if no allowance is available, will be charged at a discounted rate of no less than 25% will be applied to the standard rates.
Relay UK calls to international numbers using 18001	A 25% discount will be applied to the standard rates.
Corporate numbers 055	10.2p to 15.3p/ minute
084/ 087	65p/ minute access charge (set by Three). The service charge is set by the company you're calling (they'll tell you this). The total cost of the call is the access charge plus the service charge. See How we charge (below).

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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/specialcall for exact costs).
International 07 number prefixes for Isle of Man and Channel Islands (Jersey, Guernsey, Herm, Alderney, 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	19.5p/minute
Satellite calls 0087 and 0088	£7.66/ minute
Pager 076	£1.22/ call plus 85.8p/ minute
Personal number 070 band 1	30.6p/ minute
Personal number 070 band 2	£1.04/ minute
Personal number 070 band 3	£1.22/ call plus 85.5p/ minute. Both charges apply from the start of the call.
Premium rate (090, 091, 098) – Bands A, B, C, D, E	Charges vary. 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. See How we charge (below).
00800 numbers	40p per minute
118 Directory Services	Charges vary. 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. See How we charge (below).

Other services

Service	Price
Text delivery report	1.2p/ request
Change of phone number	£10.21
SMS short codes Mobile text Short codes 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 Short codes are classed as a Premium Rate Service. The cost varies, depending on the promoter's terms and conditions, which should always be checked to find out the exact cost, as this will vary with the promoter and service.

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Directory Services for People with Disabilities

Number prefix	Price
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. For more information on Three's accessibility services please see three.co.uk/accessibility.

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Calls and texts from the UK to international numbers

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

International calls and messages from the UK

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

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

How we charge for calls to international numbers

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

Charge bands for international destinations

Destination	Voice	Text
Afghanistan	2	2
Aland Islands (Finland)	1	1
Albania	2	2
Algeria	2	2
American Samoa	2	2
Andorra	2	2
Angola	2	2
Anguilla	2	2
Antigua and Barbuda	2	2
Argentina	2	2
Armenia	2	2
Aruba (Netherlands Antilles)	2	2
Ascension	2	2
Australia	2	2
Austria	1	1
Azerbaijan	2	2
Azores (Portugal)	1	1
Bahamas	2	2
Bahrain	2	2
Balearic Islands (Spain)	1	1
Bangladesh	2	2

Destination	Voice	Text
Barbados	2	2
Belarus	2	2
Belgium	1	1
Belize	2	2
Benin	2	2
Bermuda	2	2
Bhutan	2	2
Bolivia	2	2
Bonaire (Netherlands Antilles)	2	2
Bosnia and Herzegovina	2	2
Botswana	2	2
Brazil	2	2
British Virgin Islands	2	2
Brunei	2	2
Bulgaria	1	1
Burkina Faso	2	2
Cambodia	2	2
Cameroon	2	2
Canada	2	2
Canary Islands (Spain)	1	1
Cape Verde	2	2

Destination	Voice	Text
Cayman Islands	2	2
Chad	2	2
Chile	2	2
China	2	2
Colombia	2	2
Congo, Republic of	2	2
Costa Rica	2	2
Cote d'Ivoire (Ivory Coast)	2	2
Croatia	1	1
Cuba	2	2
Cyprus	1	1
Cyprus, North (Turkey)	2	2
Czech Republic	1	1
Denmark	1	1
Dominica	2	2
Dominican Republic	2	2
Ecuador	2	2
Egypt	2	2
El Salvador	2	2
Equatorial Guinea	2	2
Estonia	1	1
Ethiopia	2	2

Destination	Voice	Text
Faroe Islands	2	2
Fiji	2	2
Finland	1	1
France	1	1
French Guiana	1	1
French Polynesia	2	2
Gabon	2	2
Gambia	2	2
Georgia	2	2
Germany	1	1
Ghana	2	2
Gibraltar	1	1
Greece	1	1
Greenland	2	2
Grenada	2	2
Guadeloupe	1	1
Guatemala	2	2
Guernsey	1	1
Guinea	2	2
Guyana	2	2
Haiti	2	2
Honduras	2	2
Hong Kong (China)	2	2
Hungary	1	1
Iceland	1	1

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

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

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

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

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Using your device abroad

When you use your device abroad to call, text and get online, charges depend on the country you are in and the country you are contacting.

We have grouped destinations for convenience as follows:

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

In Go Roam destinations you may make use of your UK allowance as you would in the UK, subject to the allowance being unlocked as follows:

- Payment of a daily charge (24 hours)
- Purchase of a Go Roam pass add-on (3-day, 7-day, 14-day)
- Use of Daily Go Roam Passes (individual daily passes may be included in your plan)

Charge bands whilst abroad

Go Roam in Europe destinations (GRE)

Aland Islands (Finland)
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
Netherlands
Norway
Poland
Portugal
Reunion
Romania
Saint Barthelemy
Saint Martin
San Marino (Italy)
Slovakia
Slovenia
Spain
Sweden
Switzerland
Vatican City

Go Roam Around the World destinations (GRATW)

Australia
Brazil
Chile
Colombia
Costa Rica
El Salvador
Guatemala
Hong Kong (China)
Indonesia
Israel
Macau (China)
New Zealand
Nicaragua
Panama
Peru
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Uruguay
US Virgin Islands
United States of America (USA)
Vietnam

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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
Zambia

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Other destinations

Destination	Voice /Text	Data
Afghanistan	2	3
Airlines (SITA On Air, Aeromobile)	4	3
Aland Islands (Finland)	GRE	GRE
Albania	GRATWX	GRATWX
Algeria	2	3
Andorra	GRATWX	GRATWX
Angola	2	3
Anguilla	GRATWX	GRATWX
Antigua and Barbuda	GRATWX	GRATWX
Argentina	GRATWX	GRATWX
Armenia	GRATWX	GRATWX
Aruba (Netherlands Antilles)	GRATWX	GRATWX
Australia	GRATW	GRATW
Austria	GRE	GRE
Azerbaijan	GRATWX	GRATWX
Azores (Portugal)	GRE	GRE
Bahamas	GRATWX	GRATWX
Bahrain	GRATWX	GRATWX
Balearic Islands (Spain)	GRE	GRE
Bangladesh	GRATWX	GRATWX
Barbados	GRATWX	GRATWX
Belarus	2	3
Belgium	GRE	GRE
Belize	2	3
Bermuda	GRATWX	GRATWX
Bolivia	2	3
Bonaire (Netherlands Antilles)	GRATWX	GRATWX
Bosnia and Herzegovina	GRATWX	GRATWX
Botswana	2	2
Brazil	GRATW	GRATW
British Virgin Islands	GRATWX	GRATWX
Brunei	GRATWX	GRATWX
Bulgaria	GRE	GRE
Burkina Faso	GRATWX	GRATWX
Cambodia	GRATWX	GRATWX
Cameroon	GRATWX	GRATWX
Canada	GRATWX	GRATWX

Destination	Voice /Text	Data
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

Destination	Voice /Text	Data
Gibraltar	GRE	GRE
Greece	GRE	GRE
Greenland	GRATWX	GRATWX
Grenada	GRATWX	GRATWX
Guadeloupe	GRE	GRE
Guam	2	3
Guatemala	GRATW	GRATW
Guernsey	GRE	GRE
Guinea	GRATWX	GRATWX
Guyana	GRATWX	GRATWX
Haiti	GRATWX	GRATWX
Honduras	GRATWX	GRATWX
Hong Kong (China)	GRATW	GRATW
Hungary	GRE	GRE
Iceland	GRE	GRE
India	GRATWX	GRATWX
Indonesia	GRATW	GRATW
Iraq	2	3
Ireland	GRE	GRE
Isle of Man	GRE	GRE
Israel	GRATW	GRATW
Italy	GRE	GRE
Jamaica	GRATWX	GRATWX
Japan	GRATWX	GRATWX
Jersey	GRE	GRE
Jordan	GRATWX	GRATWX
Kazakhstan	GRATWX	GRATWX
Kenya	GRATWX	GRATWX
Kosovo	GRATWX	GRATWX
Kuwait	GRATWX	GRATWX
Kyrgyzstan	GRATWX	GRATWX
Latvia	GRE	GRE
Lebanon	2	3
Liberia	GRATWX	GRATWX
Liechtenstein	GRE	GRE
Lithuania	GRE	GRE
Luxembourg	GRE	GRE
Macau (China)	GRATW	GRATW

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

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

Destination	Voice /Text	Data
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
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Venezuela	2	3
Vietnam	GRATW	GRATW
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Daily charges in Go Roam destinations

For a fixed daily charge, set out below, our Mobile Broadband Plans allow you to use your UK allowance in any of our Go Roam destinations. Republic of Ireland and Isle of Man are excluded from the daily roaming charge. These charges won't apply if you have roaming passes available (such as any included in your plan, or those which you have purchased as add-ons).

Where you are roaming	Daily charge to unlock your UK allowance
Go Roam in Europe **(GRE)**	£2
Go Roam Around the World **(GRATW)**	£5
Go Roam Around the World Extra **(GRATWX)**	£7

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

Daily Go Roam Passes

Your plan may include a number of Daily Go Roam Passes. These passes are valid for use throughout the Minimum Term of your plan, after which they will automatically expire.

Charges whilst roaming in Go Roam destinations

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 anywhere else in the world		Receiving voice calls	Sending MMS	Receiving texts or MMS
	Per MB	Per min	Per text	Per min	Per text	Per min	Per text	Per min	Per text	Per min	Per message	Per message
Go Roam in Europe	1p	3p	2p	3p	2p	£1.40	2p	£1.40	2p	Free	65p	Free
Go Roam Around the World	1p	3p	2p	3.3p	2p	£1.40	2p	£1.40	2p	Free	65p	Free
Go Roam Around the World Extra	1p	3p	2p	3.3p	2p	£1.40	2p	£1.40	35p	£1.40	35p	Free

Charges whilst roaming abroad in other destinations

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

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

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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.

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How we charge whilst you're abroad

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

Daily Go Roam Passes

When available on your account, these passes are activated automatically on the first use of your UK allowance in a Go Roam destination including making calls, sending texts or using data.

- Once activated, the pass will unlock your UK allowance for 24 hours.
- Notification (by text message) indicates the start and end of an unlocked period.

Our Fair Usage policy

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

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

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

Destination	Data (GB)
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

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What other useful information is there for using Go Roam?

- Go Roam is intended for our UK customers, who are UK residents visiting one of the destinations for short periods, like holidays or business trips. It isn't designed for people who live abroad or stay for extended periods.
- As such, if you roam exclusively in one or more of our Go Roam in Europe, Go Roam Around the World or Go Roam Around the World Extra destinations for any two complete months in a rolling 12-month period, we may suspend international roaming on your account, meaning you will no longer be able to use your device abroad. Of course, we'll let you know in advance if this is likely to happen.
- If you spend a full month abroad but some of that time is spent in a destination that isn't included in Go Roam, this fair use policy won't apply.

Please note: Three reserves the right to suspend this service if we reasonably believe that you are in contravention of our fair use requirements set out in our Terms and Conditions. We reserve the right to extend, withdraw or modify the terms, including this Price Guide, or Go Roam and/or the destinations or service included at any time. See three.co.uk/go-roam/information for full details on how this service works and additional details that may be of interest.

Recurring payment discount

New Mobile Broadband Plan customers can only join 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.

Other charges

Limits on third party charges

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

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 outside of allowance charges in the UK and whilst roaming, including the daily roaming charge in Go Roam destinations (see three.co.uk/Go-Roam). The spend cap does not apply to your monthly plan charge, add-ons, insurance and Three Pay purchases (eg Google Play, App Store, Spotify). The spend cap can be set or changed by the customer at any time and will be applied within 7 days of the request. Visit three.co.uk/control-your-spend

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 individually, which may affect the total of all charges once these have been aggregated to produce the sub-total before VAT. 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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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.

Charges for other services

Service	Charge
Text delivery report	1.2p per request
Additional paper copy of invoice	Up to £5.11 per copy
Fully itemised paper bill	£2.50
Charge for replacement SIM	Free
Unlock fee for Three handsets	Free
Change of phone number	£10.21
Charge for failed/late payment	£5.11

Early cancellation fee

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

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 £1.00 per month. Plans from 5GB to 99GB will increase by £1.25 per month. Plans 100GB or over will increase by £1.50 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, out-of-allowance charges, Three Your Way device plan agreement repayments, or Three Insurance premiums. Check out our full terms.

For example:

Monthly price until March 2025	Monthly price from April 2025 to March 2026	Monthly price from April 2026 to March 2027
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 per month..		
£30	£30 + £1 = £31	£32 + £2 = £34

To find out more, please visit our dedicated Price Increase page here.

This increase applies if you joined or upgraded on or after 8 September 2024. See our Terms for Three Services for more information: Three.co.uk/terms-conditions.

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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); or
- by writing to Three Customer Complaints, Hutchison 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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