New Pay As You Go Price Guide

To check if this price guide applies to you, visit three.co.uk/paygSIM

Effective date: 29.10.2026

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About this price guide

This price guide applies to our Pay As You Go Voice and Pay As You Go Mobile Broadband services. Throughout the guide we have used the terms “device” and “phone” interchangeably.

This Price Guide defines the prices of our Pay As You Go services, details of which can be found at https://www.three.co.uk/payg-sim.

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 https://www.three.co.uk/payg-sim. All prices in this Price Guide Prices include VAT, where applicable, unless otherwise stated.

How to contact us

You can contact Three Customer Services by Live chat (8am-8pm Monday-Friday and 9am-8pm at weekends), through either our website or our Three app.

If you would like a copy of this Price Guide in an alternative format (eg 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 see three.co.uk/accessibility.

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

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Using your device

To use your phone you can either top up with credit and pay for your usage with our standard rates, or you can buy a Pack.

Standard rates

Our 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	35p/ minute
Texts (excluding SMS shortcodes)	15p/ text
Data	10p/ MB
MMS	40p/ message

If within 180 days you have not made any chargeable events or activities (for example, made telephone calls, sent text or photo messages, accessed content using the internet or any other Three Services for which a charge is made), we may also suspend our Services or disconnect you.

How we charge standard rates

- Call durations are treated as a minimum of one minute and are charged per minute.
- 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).
- Charges are taken from your Pay As You Go credit or from any allowance you have.
- 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 that are longer than 2 hours' duration, in order to prevent you from incurring excessive, inadvertent costs. If this does happen, and you wish to continue your call, please redial.

Network data speeds

Our New PAYG plans provide access to our network at 25Mbps except in the following MBB Data cases where we offer speeds of up to 50Mbps:

- MBB Data Only Data packs
- MBB Data at our Standard rates

For details of how we charge for special charges, calls to directory enquiries, when making international calls and sending texts from the UK, and for Using your device abroad, refer to the appropriate section in this guide.

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Top-up credit is available in the following amounts:

£5 £10 £15 £20 £25
£30 £35 £40 £50 £60 £90

Voice Data Packs

Our Data Packs give you an allowance of data, plus voice minutes and texts and offer greater value for money. If you've used all the data allowance in your Pack, you can buy a Data Add-on.

	Duration	Price	Data	Mins/texts
25GB Data Pack	1 month	£10	25GB	Unlimited
80GB Data Pack	1 month	£15	80GB	Unlimited
160GB Data Pack	1 month	£20	160GB	Unlimited
Unlimited Data Pack	1 month	£35	Unlimited	Unlimited
Unlimited Data Pack	3 month	£90	Unlimited	Unlimited

Data Packs can be used in the UK to create personal hotspots. For details of how Data Packs can be used when roaming abroad,see "Using your device abroad".

Voice Data Add-ons

Name	Duration	Price	Data
1 Day Data Add-on	1 day	£5	Unlimited
14 Day Data Add-on	14 days	£20	Unlimited
6GB Data Add-on	1 month	£8	6GB
10GB Data Add-on	1 month	£12	10GB
15GB Data Add-on	1 month	£15	15GB

1 day Add-ons start on activation and last for 24 hours.

14 day Add-ons start on activation and last for 336 hours (14 Days by the hour)
A Data Add-on can only be applied when a Data Pack is active.

Voice Add-ons

Add on name	Allowance	Duration	Inclusive Destinations	Price
Call Abroad 200	200 Minutes	1 Month	39	£5

- This Add-on gives you 200 minutes to use in the UK to call abroad to standard landlines or mobile numbers in: Australia, Austria, Bangladesh, Bulgaria, Canada, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Estonia, France, Germany, Greece, Hungary, Iceland, India, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malaysia, Malta, Mongolia, Netherlands, Norway, Poland, Portugal, Puerto Rico, Romania, San Marino (Italy), Singapore, Slovakia, Slovenia, South Korea, Spain, Sweden, United States of America (USA).
- This Add-on cannot be used while roaming outside the UK and non-standard and premium rate numbers are excluded.
- This Add-on can only be purchased when you have an active Data Pack on your account. Your call allowance lasts for 1 calendar month from activation.

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MBB Data Only Packs and Add-ons

Our Data Packs give you an allowance of data, and offer greater value for money. If you've used all the data allowance in your Pack, you can buy a Data Add-on.

Name	Duration	Price	Data
10GB Data Pack	1 month	£10	10GB
15GB Data Pack	3 months	£20	15GB
120GB Data Pack	12 months	£40	120GB
50GB Data Pack	12 months	£60	50GB

Data Packs can be used in the UK to create personal hotspots. For details of how Data Packs can be used when roaming abroad, see ''Using your device abroad.

MBB Data Add-ons

Name	Duration	Price	Data
1GB Data Add-on	30 days	£10	1GB
3GB Data Add-on	30 days	£15	3GB
7GB Data Add-on	30 days	£25	7GB

A Data Add-on can only be applied when a Data Pack is active.

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How we charge for Data Packs and Add-ons

- Unlimited data with a Data Pack or Data Add-on means you have unlimited data. There are no hidden “fair use policies” within the UK. See “Using your device abroad” for details of what this means when abroad.
- Data will always be consumed from a Data Add-on (if you have one), or Data Pack before any available credit is used. If you buy a Data Add-on whilst you still have a remaining allowance of data on your Data Pack, data will be consumed from your Data Add-on from purchase until your allowance is exhausted and will thereafter be consumed from any remaining Data Pack Allowance.
- 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.
- Each text message can accommodate up to 160 characters. Long messages will be sent across numerous text messages and these will be deducted from any allowance or 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 or deducted from any Add-on allowance, 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 that are longer than 2 hours’ duration, in order to prevent you from incurring excessive, inadvertent costs. If this does happen, and you wish to continue your call, please redial.
- What we mean by a month.
  One month is the length of time from a date in any month to the same date in the following month. When activation occurs on the last day of the month and the following month has fewer days, the calendar month ends on the last day of that month.
- Your credit may be consumed for any usage you make in the limited time between purchase of a Data Pack or Add-on, and it taking effect. This will be:
  - Data: A maximum of 5MB or 10 minutes, which ever happens first.
  - Voice: A maximum of 5 minutes or the end of the current call, whichever happens first
- If you have a Data Pack or Data Add-on on your account and are running more than one data session at a time for example, both tethering and streaming we'll reserve some of your Data Pack or Add-on's data allowance against each data session to make sure that you can continue to use both of these services in parallel using your available data allowance. If you exhaust the reserved data for one session before you use up the other, you'll start to be charged from any top-up credit, even if you have some residual data allowance left. You should therefore end all active data sessions when you receive a 100% usage notification to avoid top-up credit being used to provide data services to you, instead of your Data Pack or Data-Add on's allowances. You can do this by toggling off/on the data service on your device, or turning your device off and on again.

If you don’t have any credit, usage will not be permitted until your Data Pack or Add-on takes effect. We will let you know when the Pack or Add-on has been applied, but you can also check this on the Three App.

Data Packs and Add-ons cannot be used for the following purposes:

- International calls and messages from the UK (excluding Call Abroad 200 Voice Add On)
- Premium rate calls and messages (including text shortcode messages)
- Reverse charges
- Message alert services
- Directory services calls

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Charges for calls from the UK to 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	Price
Freefone numbers 0800 and 0808	Free
UK calls to Three Customer Services (333) and Pay As You Go top up/ balance enquiry (444, 555)	Free
Emergency numbers 999 / 112	Free
NHS 111	Free
101 single non-emergency	Free
105 National power emergency	Free
Fraud hotline 159	Free
05 corporate numbers and IP phones, 082	10.2p to 15.3p/ minute
084/ 087	45p/ minute Access charge*

*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).

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 / 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	35p/ minute
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 / 07781	19.5p/ minute
Voice calls made from the UK to international numbers – See page 10	
0087 and 0088 (satellite calls)	Up to £7.66
076 pager	£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*
Premium rate (090, 091, 098) – Bands A, B, C, D, E **Visit three.co.uk/nts to check the cost of calls to a specific number.	Charges vary* The total cost of the call is the Access Charge plus the Service Charge. (See how we charge below.)
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

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Relay UK calls using 18001 to UK standard landlines (starting 01, 02, 03) and UK 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 credit is being used, will be charged at a discounted rate of no less than 25%
Relay UK calls to international numbers 18001	A 25% discount will using be applied to the standard rates set on rates set out on page 17.
Relay UK calls to voicemail can be accessed 18001 07782 333 123	These will come out of any using available allowance of voice minutes or, if credit is being used, will be charged at a discounted rate of no less than 25%
Corporate numbers	10.2p/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)

How we charge for calls to Special Numbers and Directory Services

Calls to numbers starting 084, 087, 090 comprise of an Access Charge and a Service Charge:

- The Access Charge has a one minute minimum charge. 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 up or down to the nearest second.
- The Service Charge is set by the company you call, and will be advertised alongside the company phone number
- Call durations are rounded up to the nearest minute and are charged per minute

Charges are not included in any allowance you may have and are taken from your Pay As You Go credit.

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	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.
Voice calls made to other international special numbers Where are you calling? three.co.uk/specialnumbers3	 Charge (per minute) £2.75

Calls to Directory enquiries

There are many different directory enquiry services and the table below does not reflect the full list of available services.
Call charges for other directory services can be found online at three.co.uk/nts

Directory Services for people with disabilities	
Directory services for people with disabilities 195 multi-search. 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.

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International calls and messages from the UK

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.

The band for each destination is listed in the table on pages 16 to 18.

Band	Voice Call (per minute)	SMS (per text)	MMS (per message)
1	3p	6.2p	40p
2	19.5p	25.2p	40p
3	£1.50		

How we charge for standard international calls and messages from the UK

- Call durations are rounded up to the nearest minute and are charged per minute.
- International calls and messages from the UK are not included in any allowance you may have, and charges are taken from your Pay As You Go credit.

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Charge bands for international destinations

Destination	Voice	Text
Afghanistan	3	2
Aland Islands (Finland)	2	1
Albania	3	2
Algeria	3	2
American Samoa	3	2
Andorra	3	2
Angola	3	2
Anguilla	3	2
Antigua and Barbuda	3	2
Argentina	3	2
Armenia	3	2
Aruba (Netherlands Antilles)	3	2
Ascension	3	2
Australia	1	2
Austria	2	1
Azerbaijan	3	2
Azores (Portugal)	3	2
Bahamas	3	2
Bahrain	3	2
Balearic Islands (Spain)	3	2
Bangladesh	1	2
Barbados	3	2
Belarus	3	2
Belgium	2	1
Belize	3	2
Benin	3	2
Bermuda	3	2
Bhutan	3	2
Bolivia	3	2
Bonaire (Netherlands Antilles)	2	2
Bosnia and Herzegovina	3	2
Botswana	3	2
Brazil	3	2
British Virgin Islands	3	2
Brunei	3	2
Bulgaria	1	1
Burkina Faso	3	2
Cambodia	3	2
Cameroon	3	2
Canada	1	2
Canary Islands (Spain)	3	2
Cape Verde	3	2
Cayman Islands	3	2
Chad	3	2
Chile	3	2
China	1	2
Colombia	3	2
Congo, Democratic Republic of	3	2
Congo, Republic of	3	2
Costa Rica	3	2
Cote d'Ivoire (Ivory Coast)	3	2
Croatia	2	1
Cuba	3	2
Curacao (Netherlands Antilles)	3	2
Cyprus	1	1
Cyprus, North (Turkey)	3	2
Czech Republic	2	1
Denmark	2	1
Dominica	3	2
Dominican Republic	3	2
Ecuador	3	2
Egypt	3	2
El Salvador	3	2
Equatorial Guinea	3	2
Estonia	2	1
Ethiopia	3	2
Faroe Islands	3	2
Fiji	3	2
Finland	2	1
France	1	1
French Guiana	2	1
French Polynesia	3	2
French West Indies	3	2
Gabon	3	2
Gambia	3	2
Georgia	3	2
Germany	1	1
Ghana	3	2
Gibraltar	2	1
Greece	2	1
Greenland	3	2
Grenada	3	2
Guadeloupe	2	1
Guatemala	3	2
Guernsey	2	1
Guinea	3	2
Guyana	3	2
Haiti	3	2
Honduras	3	2
Hong Kong (China)	3	2
Hungary	2	1
Iceland	2	1
India	1	2
Indonesia	3	2
Iran	3	2
Iraq	3	2
Ireland	2	1
Isle of Man	2	1
Israel	3	2
Italy	1	1
Jamaica	3	2
Japan	3	2
Jersey	2	1
Jordan	3	2
Kazakhstan	3	2
Kenya	3	2
Kosovo	3	2
Kuwait	3	2
Kyrgyzstan	3	2
Laos	3	2
Latvia	1	1
Lebanon	3	2
Lesotho	3	2
Liberia	3	2
Libya	3	2
Liechtenstein	2	1
Lithuania	1	1
Luxembourg	2	1
Macao (China)	3	2
Madagascar	3	2
Madeira (Portugal)	3	2
Malawi	3	2
Malaysia	3	2
Maldives	3	2
Mali	3	2
Malta	2	1
Martinique	2	1
Mauritania	3	2
Mauritius	3	2
Mayotte	3	2
Mexico	3	2
Moldova	3	2
Monaco	2	1
Mongolia	3	2

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Destination	Voice	Text
Montenegro	3	2
Montserrat	3	2
Morocco	3	2
Mozambique	3	2
Myanmar	3	2
Namibia	3	2
Nepal	3	2
Netherlands	1	1
Netherlands Antilles	3	2
New Caledonia	3	2
New Zealand	3	2
Nicaragua	3	2
Niger	3	2
Nigeria	3	2
North Macedonia	3	2
Norway	2	1
Oman	3	2
Pakistan	1	2
Palestine	3	2
Panama	3	2
Papua New Guinea	3	2
Paraguay	3	2

Destination	Voice	Text
Peru	3	2
Philippines	3	2
Poland	1	1
Portugal	1	1
Puerto Rico	3	2
Qatar	3	2
Reunion	2	1
Romania	1	1
Russia	3	2
Rwanda	3	2
Saba (Netherlands Antilles)	3	2
Saint Barthelemy	3	2
Saint Kitts and Nevis	3	2
Saint Lucia	3	2
Saint Martin	3	2
Saint Vincent and the Grenadines	3	2
Samoa	3	2
San Marino (Italy)	2	1
Saudi Arabia	3	2
Senegal	3	2
Serbia	3	2

Destination	Voice	Text
Seychelles	3	2
Sierra Leone	3	2
Singapore	3	2
Sint Eustatius (Netherlands Antilles)	3	2
Sint Maarten (Netherlands Antilles)	3	2
Slovakia	2	1
Slovenia	2	1
Solomon Islands	3	2
South Africa	1	2
South Korea	3	2
Spain	1	1
Sri Lanka	3	2
Sudan	3	2
Suriname	3	2
Sweden	2	1
Switzerland	2	1
Syria	3	2
Taiwan	3	2
Tajikistan	3	2
Tanzania, United Republic of	3	2
Thailand	3	2

Destination	Voice	Text
Togo	3	2
Tonga	3	2
Trinidad and Tobago	3	2
Tunisia	3	2
Turkey	3	2
Turkmenistan	3	2
Turks and Caicos Islands	3	2
Uganda	3	2
Ukraine	3	2
United Arab Emirates (UAE)	3	2
United States of America (USA)	1	2
Uruguay	3	2
US Virgin Islands	3	2
Uzbekistan	3	2
Vanuatu	3	2
Vatican City	2	1
Venezuela	3	2
Vietnam	3	2
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Zambia	3	2
Zimbabwe	3	2

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Using your device abroad

When you use your phone abroad to call, text and get online, charges depend on the country you are in and the country you are contacting. To use Three Services outside of the UK, Pay As You Go Customers must first make a purchase associated with the SIM in the UK to ensure it is correctly provisioned on the Three Network.

Go Roam destinations

(Go Roam in Europe and Go Roam Around the World)

Go Roam lets you roam abroad at no extra cost in more than 70 destinations, whether using your Top-up credit with our standard rates (35p/ minute; 15p/ text; 10p/ MB) or with one of our Packs. To enjoy Go Roam on Pay As You Go with a Pack, all you need to do is convert your Top-up credit into a Pack to get an allowance of voice minutes, texts and data which may be used either in the UK or in our Go Roam destinations. Your UK allowance and Inclusive Roaming Allowance refreshes each calendar month. You can then use the allowance in the UK and any Go Roam destination to call and text the UK, and use the Internet, just like you would back home. Plus, in our Go Roam in Europe destinations you can also use your voice and text allowances to make calls and send texts to local numbers in Go Roam destinations.

Go Roam destinations are shown in the table on page 15-16. Note that Go Roam Around the World Extra destinations are supported by some of our Pay Monthly plans, and not by our New PAYG plans, where charges are as per the "Other roaming charges" table below.

When dialling international special numbers and in destinations not covered by Go Roam, additional costs will be incurred. How much these are, depend on where you are, and where the person you're contacting is. You can find out more about International Special Numbers on page 10 of this Price Guide.

Roaming in other destinations

If you have purchased a Data Pack or a Data Add-on, your allowance doesn't cover roaming in other destinations. You will need to top up your credit to use your phone in these destinations and usage will be charged according to the table below.

Charges whilst roaming abroad

Go Roam charges

The table below shows how your Top-up credit will be used when you're roaming in a Go Roam destination. If you have a Data Pack or Data Add-on, we've highlighted in grey how your data allowance(s) calls and texts to standard landline and mobile numbers can be used at no extra cost. You'll only be charged if your allowance runs out. And remember, it's free to receive calls, texts (SMS) and photo messages (MMS) in all our Go Roam in Europe and Go Roam Around the World destinations.

Band (See table below)	Data (per MB)	Voice call/text (back to the UK) (per min/ per text)	Voice call/text (Go Roam in Europe) (per min/ per text)	Voice call/text (Go Roam Around the World) (per min/ per text)	Voice call/text (Anywhere else in the world) (per min/ per text)	Voice call (receiving (per min)	Receiving a SMS or MMS (per message)	Sending MMS (per message)
Go Roam in Europe	10p/MB	35p/min 15p/SMS	35p/min 15p/SMS	£1.40p/min 35p/SMS	£1.40p/min 35p/SMS	Free	Free	40p/message
Go Roam Around the World			35p/min 15p/SMS					

New Pay As You Go

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Other roaming charges

Data Pack or Data Add-on allowances can't be used to make calls, send texts or use the Internet if you're roaming anywhere else in the world (i.e. travelling outside a Go Roam destination). Usage is always charged and taken from available top up credit. The exact charge depends upon the Roaming Band the country you're in (see table on pages 15-16).

Band (See table on pages 15-16)	Data (per MB)	Voice call/text (back to the UK) (per min/ per text)	Voice call/text (Go Roam in Europe) (per min/ per text)	Voice call/text (Go Roam Around the World) (per min/ per text)	Voice call/text (Anywhere else in the world) (per min/ per text)	Voice call (receiving) (per min)	Receiving a SMS or MMS (per message)	Sending MMS (per message)
0	–	10p / 4p	£1.40 / 4p	£1.40 / 4p	£1.40 / 4p	0.9p	Free	40p/message
1	10p	£1.40 / 35p	£1.40 / 35p	£1.40 / 35p	£1.40 / 35p	99p		
2	£3	£2 / 35p	£2 / 35p	£2 / 35p	£2 / 35p	£1.25		
3	£6	£3 / 35p	£3 / 35p	£3 / 35p	£3 / 35p	£1.25		
4	–	£3 / 50p	£3 / 50p	£3 / 50p	£3 / 50p	£1.25		

Data Packs and Add-ons can be used when roaming in different destinations according to the table below. See the Inclusive Roaming Allowances section of this guide for details of how your UK allowance may be used when roaming in Go Roam destinations.

	Go Roam in Europe	Go Roam Around the World	Roaming in other destinations
Data	Yes	Yes	No
Personal hotspot	Yes	No	No

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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	

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

Destination	Voice/ Text	Data
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

Destination	Voice/ Text	Data
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

Destination	Voice/ Text	Data
French West Indies	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

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Destination	Voice/ Text	Data
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
Libya	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

Destination	Voice/ Text	Data
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

Destination	Voice/ Text	Data
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
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
Spain	GRE	GRE
Sri Lanka	GRATW	GRATW
Suriname	2	3

Destination	Voice/ Text	Data
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
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

How we charge whilst you're abroad

- Calls to standard landlines and mobile numbers made in an EU country are charged by the second and have a 30-second minimum charge.
- Calls made in a non-EU country are charged per minute, rounded up to the next minute and have a one-minute minimum charge.
- 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 (Data Pack or Add-on), charges will come from available credit.
- 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.
- If you pick up your voicemail while you're abroad, you will be charged at your standard roaming rate.
- If you need to contact us while you're abroad, you will be charged at your standard roaming rate.
- Visit three.co.uk/roaming for more information.

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Inclusive Roaming Allowance

If you're travelling within one of our Go Roam in Europe or Go Roam Around the World destinations using an allowance of voice minutes, texts or data from a Data Pack or Add-on, a portion of this UK allowance may be used when roaming. These are shown in the table below. Usage above these amounts for voice minutes, texts and data will be charged at the rates specified in the "Go Roam charges" table on page 13-14. When roaming in the Republic of Ireland, all of your UK allowance may be used.

Note: To use your phone abroad you need to have connected to our network in the UK before you travel. Put your SIM into the phone; turn your phone on; wait until your phone has connected to our network.

Voice Data Packs

			Voice Data Pack								Add-on		
Destination	**Voice (minutes)**	**Texts (texts)**	**£10**	**£15**	**£20**	**£25**	**£35**	**£90**	**£199**	**£240**	**1-day**	**14-day**	**1-month**
Go Roam in Europe	Unlimited	Unlimited	6GB	12GB	18GB	24GB	30GB	30GB	18GB	18GB	5GB	18GB	All of UK allowance
Go Roam Around the World	3,000	3,000											

Data Only Packs

	Data Only Pack			
Duration (months)	1	3	12	12
Charge	£10	£20	£40	£60
UK allowance	10GB	15GB	120GB	50GB
Monthly roaming allowance**	1GB	1GB	2GB	12GB
Total roaming allowance**	1GB	3GB	24GB	50GB

** in Go Roam in Europe and Go Roam Around the World destinations

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 removed, please contact Three Customer Services.

Internet and data usage abroad

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

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.

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What other useful information is there for using Go Roam?

Everything you may need to know about Go Roam can be found at three.co.uk/go-roam but some key bits of information can be found below:

- You can choose to use your top-up credit, a Data Pack allowance or a Data Add-on allowance at no extra cost in any of our Go Roam in Europe or Go Roam Around the World destinations.
- If you've chosen to convert your Top-up into a Pay As You Go Data Pack or Data Add-on, you can use a portion of your allowance in our Go Roam in Europe or Go Roam Around the World destinations, as described in our Inclusive Roaming Allowances section. These Inclusive Roaming Allowances differ depending on whether you are roaming in a Go Roam in Europe or Go Roam Around the World destination and may be updated from time to time:

Go Roam in Europe

- All of your UK allowances may be used for calls made or texts sent from any available allowance to standard landline or mobile numbers within our Go Roam in Europe destinations or back to the UK.
- You can use your Pay As You Go credit or allowance to create a personal hotspot in a Go Roam in Europe destination.

Go Roam Around the World

- If you have more than 3,000 texts included in your allowance, you can send up to 3,000 texts back to the UK each month from a Go Roam Around the World destination.
- If you have 3,000 or more minutes included in your allowance, you can talk for up to 3,000 minutes on calls made to standard UK landlines or mobile numbers each month.
- If you exceed any of these limits, you'll be charged in accordance with the rates specified in the "Go Roam charges" table.
- You can use your Pay As You Go credit to create a personal hotspot in a Go Roam Around the World destination.

Go Roam in Europe and Go Roam Around the World

- If you're roaming in a Go Roam destination, you can use a portion of your Data Pack or Data Add-on's allowance each month at no extra cost. Your allowance of data is described in our Inclusive Roaming Allowances section. If you have used all of your Inclusive Roaming allowance and have
  a remaining allowance of UK data you can continue to use your data, but this is subject to a surcharge – currently 0.3p/MB. Go Roam is intended for our UK customers, who are UK residents visiting one of the destinations for short periods, like holidays or business trips. It isn't designed for people who
  live abroad or stay for extended periods.
- As such, if you roam exclusively in one or more of our Go Roam in Europe or Go Roam Around the World destinations for any two complete months in a rolling 12-month period, we may suspend international roaming on your account, meaning you will no longer be able to use your phone or device abroad. Of course, we'll let you know in advance if this is likely to happen.
- If you spend a full month abroad but some of that time is spent in a destination that isn't included in Go Roam, this 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™

Go Roam is designed for Three customers to enjoy their allowances both at home and in our Go Roam in Europe or Go Roam Around the World destinations. As such, use of a SIM card exclusively to receive inbound calls in a specific Go Roam in Europe or Go Roam Around the World destination may result in suspension of that SIM card. Our systems are designed to identify this automatically. If you believe that your account may have been incorrectly suspended because of this, please contact us.

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.

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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

Please note: Three reserves the right to suspend this service if we reasonably believe that you are in contravention of the 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.

Charges for used, damaged or missing accessories

If you've bought a Pay As You Go handset and you return it to us under our returns policy, we may make the following charges:

Make	Accessory type	Description	Missing/damaged accessory charge
Apple	Charger	Apple travel- charger 3-pin	£23
Non-Apple	Charger	Mains charger	£10
All	Hands-free	Personal hands-free	£10
Apple	USB cable	Apple USB charger	£15
Non-Apple	USB cable	USB charger	£10
All	Battery	Battery	£20
All	Memory card	1GB micro SD card	£5
All	Memory card	2GB micro SD card	£10
All	Memory card	4GB micro SD card	£15
All	Memory card	8GB micro SD card	£20

Please note. If you return your phone used or damaged under our returns policy, we will charge you a fee based on the particular make and model, this could be as high as £234.

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

Your rights – complaints

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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