

## Price Guide.

# Pay As You Go

Use these quick links to easily navigate to the section you want.

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Add-ons.

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Making international calls from the UK.

Special charges.

**Pay As You Go is not like a contract, it gives you flexibility and freedom to spend what you need when you need it. Our Pay As You Go rates are just 10p per minute, 10p per text and 5p per MB of data and better yet, these rates don't expire. You also get Go Roam, meaning international travel is a breeze too, as you get to use your phone around the world in 71 Go Roam destinations.**

**Can't find your details here?** If you're on one of our older Pay As You Go tariffs, you can call us on 333 (free) from your Three phone or 0333 338 1001 from any other phone (standard call rate applies) and we'll be able to give you this information.

## Three Customer Services

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The customer terms will take precedence if there is any discrepancy with this publication. In the event of a discrepancy between this publication and information provided on [Three.co.uk](https://www.three.co.uk), other than the customer Terms for Service, this publication will take precedence.

# Top-ups.

**To get credit on your Pay As You Go account, you just need to top up. And with every top-up, we automatically give you a free 150MB data allowance which lasts for 48 hours. 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.

There are other ways to top up:

- At the shops whenever you see the top-up sign – call 444 from your Three phone to activate your top-up voucher. This includes all Three stores.
- Use our easy web top-up service to buy credit with your debit or credit card, or pre-purchased voucher without the need to register.

You can find out more on how to top up at [three.co.uk/stay-connected-payg](https://three.co.uk/stay-connected-payg)

## Our great basic rates for using your phone.

	Per minute/message/MB
Calls to standard UK landlines (starting 01, 02, 03), UK mobiles (any network) and your Three voicemail	10p
UK SMS Text messages (excluding SMS Short codes)	10p
UK Mobile data	5p
UK Picture messages	40p
UK Video messages	40p

All calls made (except calls to short code, EU Roaming calls and the service charge element of calls to premium rate numbers), including the access charge element of calls to service numbers starting 084, 087, 09 and 118 (see page 18 for more info on these numbers), are rounded up to the nearest minute and are charged by the minute.

## A few things to remember

- You'll need to activate your Pay As You Go SIM in the UK before you can use it abroad – this just means inserting it into your phone.
- The free 150MB data allowance you automatically receive with every top-up lasts for 48 hours. Your 150MB data allowance is always used first, followed by any Add-on data allowance and finally, any remaining cash credit.
- Each text/photo/video message can accommodate up to 160 characters. Some phones allow for more and these will be divided and sent in numerous messages (depending upon length). These will be deducted from any Add-on allowance or charged individually at our standard rates.
- 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 you a voicemail message by keying # at the end of their 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 simply redial.
- You can create a Personal Hotspot in the UK or in a Go Roam in Europe destination using your data allowance from an Add-on (up to 12GB per month) or using cash credit.

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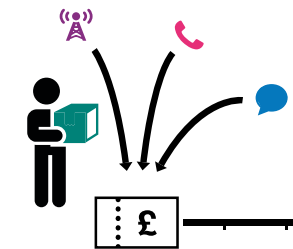
# Add-ons.

**Add-ons give you great value for money and can be enjoyed both in the UK and while roaming in all 71 of our Go Roam destinations (see page 7).**

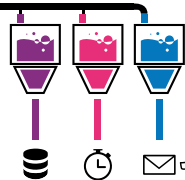
You can buy an Add-on using your top-up via My3 or dialling 444 from your Three phone. With Add-ons you can:

- Get an allowance of voice, text and/or data units (depending on Add-on chosen) which you can use in the UK or our Go Roam destinations for calling, texting and using the Internet (see below).
- Enjoy unlimited data, unlimited minutes and unlimited text with our Unlimited Add-on.
- If you want to use your Add-on's data units to create a personal hotspot you can do so, either in the UK or in our Go Roam in Europe destinations, up to a fair use limit of 12 GB per month.

Add-ons give you great value rates for calling, texting and using the Internet.

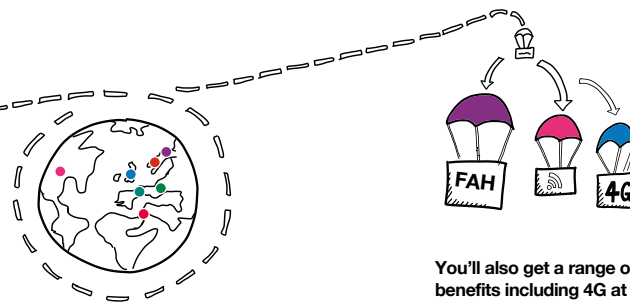


Buy an Add-on, using your top-up, to get an allowance of voice, text and/or data units (depending on Add-on chosen).



Your Units convert automatically into data, minutes and/or texts when and where you decide to use them.

Use your Units anywhere in the UK and any of our 71 Go Roam destinations – at no extra cost.



You'll also get a range of extra benefits including 4G at no extra cost and low Pay As You Go rates that never expire.

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






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Add-on Name	Choose your Add-on								
	4 GB Add-on	10 GB Add-on	12 GB Add-on	36 GB Add-on	Unlimited Add-on	Unlimited Add-on 90	Three-to-Three Minutes	500MB Mobile Internet Pass	Internet Daily Pass
<b>Data Units</b>  (each converts on use into 1 MB of data  )*	4,096	10,240	12,288 – of which 12,288 units per month may be used in Go Roam destinations	36,864 (up to 12,288 units per month in Go Roam Europe and Go Roam around the world destinations)	Unlimited in the UK (up to 12,288 units per month in Go Roam Europe and Go Roam around the world destinations)	Unlimited in the UK (up to 12,288 units per month in Go Roam Europe and Go Roam around the world destinations)	-	500	120
<b>Voice Units</b>  (each converts on use into 1 minute 	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	3,000 units which may be used to call other Three mobile numbers	-	-
<b>Text Units</b>  (each converts on use into 1 text message 	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	-	-	-
<b>Price</b>	£10	£15	£20	£27.50	£35	£90	£5	£5	£0.50
<b>Duration</b>	30 days	30 days	30 days	30 days	30 days	90 days	30 days	30 days	24 hours
<b>Use your units in the UK or in Go Roam destinations.</b> 	  								
<b>If you use all of your units in your Add-on, they convert into the following amounts of data, minutes and texts.</b>	4GB	10GB	12GB (up to 12GB in all Go Roam destinations)	36GB (up to 12GB in Go Roam Europe and Go Roam around the world destinations)	Unlimited data in the UK (up to 12GB in Go Roam Europe and Go Roam around the world destinations)	Unlimited data in the UK (up to 12GB in Go Roam Europe and Go Roam around the world destinations) which refreshes monthly on the day the SIM was activated	-	500MB	120MB
	Unlimited minutes in the UK and up to 3,000 in Go Roam destinations						3,000 Three-to-Three mins	-	-
	Unlimited texts in the UK and up to 3,000 in Go Roam destinations						-	-	-

\*You can use any or all of your data units to create a personal hotspot in the UK or any of our Go Roam in Europe destinations.

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## More about our Add-ons.

### When does my Add-on start?

Your Add-on and the allowance it offers start when you first buy it, or from when an allowance it offers is first used.

### How long do Add-ons last?

Add-ons last up until midnight 30 or 90 days from the day after they were bought, or when the allowance they offer is first used. For example, if a 30 day Add-on is bought at 10:30am on 5th September it will last until midnight on 5th October. This way you get the full 30 days to use the allowance. Internet Daily lasts up until midnight of the day after it has been purchased, so you get a full 24 hours to use the allowance.

### When my Add-on finishes, what happens to any unused allowance?

Any unused allowance is lost.

### Can I cancel an Add-on once I've bought it?

Once an Add-on has been bought, it cannot be cancelled. Unfortunately we can't offer a refund if you bought an Add-on by mistake.

### Can I buy more than one Add-on at a time?

Yes, you can. Buying Add-ons is a great way to benefit from best value rates, so buy them as often as you need to.

If however you already have got an Unlimited Add-on active, it doesn't make sense to buy another Add-on until it expires.

### What is a queued Add-on?

If you have an Add-on active and buy another one which offers the same allowance and has the same validity period, it will wait 'in a queue' until needed.

The queued Add-on allowances will start automatically once your current Add-on finishes, or when an allowance it offers is used up.

Please note, the data allowance provided by our Unlimited Add-on and Unlimited 90 Add-on will not queue as the Add-ons have difference validity periods (30 and 90 days respectively).

Add-ons that provide a fixed allowance of data, e.g. 2GB Add-on, will not queue with our Unlimited Add-on or Unlimited 90 Add-on products.

### How do I know my Add-on allowance is running out?

If you've only got one Add-on and it offers a fixed amount of data, minutes or texts, we'll send you a text message to let you know when you've used 80% of your allowance, and then another one when you've run out of allowance. You can also check your remaining allowance by calling 444, or visiting My3.

### What happens if my Add-on allowance runs out during a call or whilst I'm browsing?

If your Add-on allowance finishes and you don't have another one

queued, we'll charge for the remainder of your call or browsing session at our standard rates.

If you do not have any remaining credit, your call or browsing session will finish. You'll then need to top up before being able to use our services.

### How are Add-on allowances and cash credit used?

Any free allowance is always used first (for example the free 150MB data allowance you get with every top-up which lasts for 24 hours), followed by any Add-on allowance and finally, any remaining cash credit.

### What calls do Add-ons cover?

Your Add-on voice units allowance can be used for calls to standard UK landlines (starting 01, 02, 03), UK mobiles (any network) and your Three voicemail, whether you're in the UK or in one of our Go Roam destinations. Plus, if you're in one of our Go Roam in Europe destinations (see page 8) you can also use your voice units allowance for calls to standard landlines and mobiles in that, and other, Go Roam in Europe destinations. But to allow you to make other kinds of calls we suggest you keep your account topped up with some extra credit.

These calls could include:

- All other International calls.
- Using your phone abroad, while roaming (except in a Go Roam destination, when you've got an Add-on allowance).
- Calls to a UK Special Number, such as 0845/0870 (see page 17 for more information on these) or International Special Number (see page 19).

The cost of all other calls will be taken from your Add-on allowance.

### What texts do Add-ons cover?

Your Add-on text unit allowance can't be used for messages sent abroad from the UK, messages sent and received whilst abroad (unless in a Go Roam destination), photo and video messages or for messages to a shortcode service, e.g. to donate money to a charity. Your text allowance can be used from any of our Go Roam destinations to send standard SMS messages back to the UK, plus, if you're in a Go Roam in Europe destination, you can also use your text allowance to send standard SMS messages to standard mobile numbers in other Go Roam in Europe destinations.

### Can I use my Add-on's data allowance to create a personal hotspot?

Yes, if you're in the UK or in one of our Go Roam in Europe destinations.

### 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 [here](https://www.three.co.uk/support/top-up) or go to [Three.co.uk/support/top-up](https://www.three.co.uk/support/top-up)

Three reserves the right to suspend, modify, rename or withdraw Add-ons, without notice, at any time.

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## How does unlimited data work?

- If you have unlimited data with an Add-on, there are no hidden 'fair use policies' within the UK. However, if you're in a Go Roam in Europe or Go Roam Around the World destination, you will be subject to our fair use limits meaning you can use up to 12GB of data each month (12,288 data units). Use over this but within your allowance, in a Go Roam in Europe destination, costs up to 0.3p/MB (see page 11).
- You can find out more about TrafficSense™ on our website.

## 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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# Using your phone abroad.

Using your phone abroad (also known as ‘international roaming’) is automatically and immediately available to you as a Pay As You Go customer. Here at Three, we don’t think that roaming charges are fair. That’s why we offer our Pay As You Go customers both Go Roam in Europe and Go Roam Around the World, which let you use either your top-up credit or your Add-on allowances of voice, text and/or data units, to call and text the UK (and between our Go Roam in Europe destinations) and use your data without paying more than if you were in the UK, in 71 destinations around the world. All we ask is that you make sure to activate your SIM in the UK before travelling abroad. Fair use policies apply - see page 11.

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

Go Roam in Europe	Go Roam Around the World	Band 0	Band 1	Band 2	Band 3	Band 4
Aland Islands, Austria, Azores, Balearic Islands, Belgium, Bulgaria, Canary Islands, 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, Malta, Martinique, Mayotte, The Netherlands, Norway, Poland, Portugal, Réunion, Romania, Saint Barthélemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City.	Australia, Brazil, Chile, Colombia, Costa Rica, El Salvador, Guatemala, Hong Kong, Indonesia, Israel, Macau, New Zealand, Nicaragua, Panama, Peru, Puerto Rico, Singapore, Sri Lanka, Uruguay, US Virgin Islands, USA, Vietnam.	Monaco.	Andorra, Bosnia and Herzegovina, Canada, North Cyprus, Macedonia, Montenegro, South Africa, Turkey.	Rest of the world (that is, not within Go Roam Bands or Bands 0, 1, 3 or 4).  If you can't see the country you're looking for and want to double-check if it falls within Band 2, go to <b>Three.co.uk/roaming</b> to see if you can use your Three device there.	Cape Verde, Cuba, Ethiopia, Georgia, Kuwait, Malaysia, Maldives, Morocco, Oman, Russia, Tunisia, Turkmenistan, Ukraine, United Arab Emirates, Uzbekistan.	Ships, Ferries, Airplanes and Maritime Networks.

See page 14 for international data roaming bands and charges.

To help you manage your roaming costs when you're travelling, we'll text you information about call charges and roaming rates for each country you visit. If you need to contact Three Customer Services while abroad call +44 7782 333 333 (this call will be charged at your standard roaming rate). Calls made from abroad to your voicemail will also be charged at standard roaming rates. Go to **Three.co.uk/roaming** for more information.

Did you know:

- 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 one-minute minimum charge and are then charged by the second
- 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

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# Go Roam – use your phone abroad at no extra cost.

**Simply choose to buy an Add-on with an allowance of voice, texts and/or data units at no extra cost or just use your top-up credit to enjoy Go Roam in 71 destinations around the world.**

It's also free to receive calls, texts, photo messages and video messages in our Go Roam destinations (Fair Use limits apply).

## How Go Roam works.

Go Roam lets you roam abroad at no extra cost in 71 destinations around the world, whether using your top-up credit at 10p a minute, 10p a text or 5p a MB or with one of our Add-ons. To enjoy Go Roam on Pay As You Go with an Add-on, all you need to do is convert your top-up credit into an Add-on to get an allowance of voice, text or data units (depending on Add-on chosen), which may be used either in the UK or in our Go Roam destinations. The Go Roam data limit of 12GB refreshes monthly on the day the SIM was originally activated. 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 between Go Roam in Europe destinations and to local numbers in Go Roam destinations.

As a reminder, Go Roam can be used in the following destinations:

Go Roam in Europe	Go Roam Around the World
Aland Islands, Austria, Azores, Balearic Islands, Belgium, Bulgaria, Canary Islands, 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, Malta, Martinique, Mayotte, The Netherlands, Norway, Poland, Portugal, Réunion, Romania, Saint Barthélemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City.	Australia, Brazil, Chile, Colombia, Costa Rica, El Salvador, Guatemala, Hong Kong, Indonesia, Israel, Macau, New Zealand, Nicaragua, Panama, Peru, Puerto Rico, Singapore, Sri Lanka, Uruguay, US Virgin Islands, USA, Vietnam.

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## Out of allowance charges when in a Go Roam destination.

If you have an Add-on, we've highlighted in grey how your data allowance, calls and texts to standard landline and mobile numbers can be used at no extra cost (Fair Use Policies apply). You'll be charged if your allowance runs out. If you use up all of your Add-on allowances when in a Go Roam destination or don't have an Add-on, you'll be charged for additional use at the 'out of allowance' rates below.

Band (See table on page 8)	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 minute)	Receiving a SMS or MMS (per message)	Sending MMS (per message)
Go Roam in Europe	5p	10p/min	10p/min 10p/SMS	£1.40p/min	£1.40p/min	Free	Free	40p/message
Go Roam Around the World		10p/SMS	10p/min 10p/SMS	35p/SMS	35p/SMS			

Photo messages, video messages, video calls and calls to non-geographic numbers (e.g. 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	Received
Video call (per minute)	Up to £2.042 (to any number)	Up to £1.54
Non-geographic calls (per minute)	Up to £1.40	N/A

Prices quoted above include VAT, where applicable.

Check [Three.co.uk/go-roam](https://www.three.co.uk/go-roam) for more information and the latest on which destinations are included.

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## What other useful information is there for using Go Roam?

If you've chosen to convert your top-up into an Add-on, you can use a portion of your allowances in our Go Roam destinations, subject to our fair use policies. These fair use policies differ depending on whether you are roaming in a Go Roam in Europe or Go Roam Around the World destination and may be updated from time to time:

### Go Roam in Europe

- If you're roaming in our Go Roam in Europe destinations, you can use a portion of your Add-on allowance each month at no extra cost. 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. There are no fair use limits for calls made or texts sent to standard landline or mobile numbers within our Go Roam in Europe destinations or back to the UK.

### Go Roam Around the World

- If you're roaming in our Go Roam Around the World destinations, you can use a portion of your Add-on allowance of voice minutes, texts and data each month at no extra cost:
- If you have more than 12GB data included in your allowance, you can use up to 12GB of data each month to get online. If you exceed this 12GB monthly fair use limit for data, your data usage may be blocked in our Go Roam destinations until your next billing period.
- 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 fair use limits for any two months within a rolling 12-month period we have the right to suspend international roaming on your account, meaning you will no longer be able to use your device or allowances abroad. Of course, we will let you know in advance if this is likely to happen.

### Go Roam in Europe and Go Roam Around the World

- 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 (including both Go Roam in Europe and Go Roam Around the World) 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.

Pay As You Go customers are required to activate their account by inserting their SIM the UK in order to use Go Roam. Go Roam is designed for Three customers to enjoy their allowances both at home and in our Go Roam destinations. As such, use of a SIM card exclusively to receive inbound calls in a specific Go Roam 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 call +44 7782 333 333.

You can find out more about Go Roam at [three.co.uk/go-roam](https://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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## What about destinations not covered by Go Roam – how much will it cost to use my phone there?

These are our standard charges for using your phone abroad. Our international charges for calling or texting depend upon where you are and where the number of the person you are calling or texting is located. These tables don't include the charges for using data (Internet) abroad – for these, please see page 14.

To see the roaming rates you'll be charged when in a specific country, [use the table on page 8](#) to identify the band that the country you're going to falls within, and if you are contacting someone in a different country (on an international number), check which band that destination falls into. Then check the tables below.

### Making and receiving calls when abroad (and not in a Go Roam destination)

**to standard landlines and mobile numbers.** (see [Three.co.uk/nts](http://Three.co.uk/nts) for call charges to International Special Numbers)

Band (See table on page 8)	Data  (per MB)	Voice call/text (back to the UK/ same band) (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 minute)	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		
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	Free	40p/message
3	£6	£3 / 35p	£3 / 35p	£3 / 35p	£3 / 35p	£1.25		
4	–	£3 / 50p	£3 / 50p	£3 / 50p	£3 / 50p	£1.25		

**Note:** The above tables do not include out of allowance roaming charges for Go Roam destinations – please see page 9 for these.

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## Internet and data usage abroad.

When you roam onto other international networks where data roaming is available, the charges below will apply. However, if you're in a Go Roam destination, and have converted part of your top-up to an Add-on, you can use your allowance to call and text the UK and use your data without paying a penny more subject to our fair use policy. See page 7 for more information about Go Roam.

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

Band	Countries	Cost per MB
Data Band 1	Monaco	10p
Data Band 2	Benin, Botswana, Cyprus (North), India, Ivory Coast, Japan, Philippines, South Africa, Taiwan, Thailand, Turkey, Yemen	£3
Data Band 3	Rest of the World excluding Go Roam destinations – see page 7. Maritime Networks (Ships, Ferries, Cruise Liners), Airlines	£6

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

### Help from Three when you're abroad.

- We'll text you information about call charges and roaming rates when you're abroad for each country worldwide.
- We've also set up a worldwide data roaming limit of £45 to stop you spending too much. You'll need to contact Three Customer Services if you'd like this limit removed.
- If you need to contact Three Customer Services while abroad call +44 7782 333 333 (this call will be charged at your standard roaming rates).

To find out more about using your phone abroad and for the latest information on which countries you can roam in, and on which networks, visit [Three.co.uk/roaming](https://www.three.co.uk/roaming)

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# Making international calls and texts from the UK.

We've negotiated special low rates to call some countries, in addition to our standard rates, which we have listed on the next page. To use these low rates, all you need to do is add a three-digit prefix in front of the international landline or mobile number, and you can call from the UK to abroad from as little as 1p a minute.

- We round up to the nearest minute and charge per minute, and the charges are taken off your normal Pay As You Go credit.
- You can find out more at [Three.co.uk/paygint](https://www.three.co.uk/paygint)

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## Our special low rates for international calls made from the UK to standard international landline and mobile numbers.

Getting these low rates is simple – no need for an Add-on. Just add the three digit code of the country you want to call, from the list below, followed by 00, the country code and the number you want to dial. E.g. If you want to call a mobile in Ireland, dial 433 00 353 followed by the number you want to call.

Country	Landline/Mobile	Prefix	Pence per Min
Afghanistan	Mobile	402	18p
Afghanistan	Landline	403	22p
Canada	Mobile	408	1p
Canada	Landline	408	1p
China	Mobile	410	3p
China	Landline	411	3p
Hungary	Mobile	431	11p
Hungary	Landline	432	3p
India	Mobile	412	3p
India	Landline	413	3p
Ireland	Mobile	433	14p
Ireland	Landline	434	2p
Jamaica	Mobile	437	19p
Jamaica	Landline	438	18p
Japan	Mobile	414	10p
Japan	Landline	415	4p
Nigeria	Mobile	439	9p
Nigeria	Landline	460	9p
Philippines	Mobile	461	13p
Philippines	Landline	462	10p
Poland	Landline	421	2p
Turkey	Mobile	469	9p
Turkey	Landline	470	4p

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## Calling and texting abroad from the UK to standard international landline and mobile numbers.

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

### Voice calls made from the UK to an international number

Where are you calling?	Cost (per minute)
Australia, Bangladesh, Bulgaria, Canada, China, Cyprus, France, Germany, India, Italy, Latvia, Lithuania, Netherlands, Pakistan, Poland, Portugal, Romania, South Africa, Spain, USA.	3p
Aland Islands, Austria, Belgium, Croatia, Czech Republic, Denmark, Estonia, Finland, French Guiana, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Jersey, Liechtenstein, Luxembourg, Malta, Martinique, Monaco, Norway, Réunion, San Marino, Slovakia, Slovenia, Sweden, Switzerland, Vatican City	19.5p
All other international destinations except for non-standard international numbers	£1.50

### Voice calls made from the UK to international special numbers

Charges for these calls are shown on page 19.

### Sending messages or making video calls from the UK to an international number.

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

Charges from the UK to any country	Cost to send (per message) or make a video call (per minute)	Cost to receive
SMS to Aland Islands, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Jersey, Isle of Man, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Monaco, The Netherlands, Norway, Poland, Portugal, Réunion, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City	6.2p	Free
SMS to all other international destinations	25.2p	Free
Photo Message	40p	Free
Video Message	40p	Free
Video Call	£1.532	Free

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# Special charges.

**Some calls and other services within the UK fall outside our standard pricing of 10p per minute and aren't included in any Add-on 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](https://Three.co.uk/specialcall)

## Charges for calls from the UK to Special Numbers.

As part of UK Calling, from 1 July 2015, calls to numbers starting 0800 and 0808 are free and calls to numbers starting 084, 087, 09 and 118 are now split into two elements: an Access Charge (which we set, at 45p per minute and is charged by the minute) and a Service Charge (which is set by the company you're calling – they'll tell you this). For example, if you call a number starting 084, 087, 09 or 118, and your call lasts for 1 minute and 30 seconds, you'll pay £0.90 for the Access Charge element of the call (i.e. for 2 minutes), plus the cost of the service charge.

Number prefix	Price
■ 116000 / 116006 / 116111 / 116117 / 116123 ■ Hotline for missing children, Helpline for Victims of Crime, Child Helpline, Non-emergency medical on-call service, Samaritans.	Free
0800 and 0808 numbers	Free
Calls whilst you're in the UK to 333 (Three Customer Services), 444 / 555 Pay As You Go top-up/balance enquiry	Free
999/112	Free
NHS111	Free
101 Single non-emergency	Free
105 National power emergency	Free
■ 05 corporate numbers and IP Phones, 082	10.2p to 15.3p per minute
084 / 087	Access Charge of 45p a minute (chargeable by the minute) plus a Service Charge (set by the company you're calling). The total cost of call is the Access Charge plus the Service Charge.

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Number prefix	Price
Non-standard 07 numbers 0740659 / 074060 / 074061 / 074062 / 0740671 – 9 / 074176 / 074181 / 074185 / 074411 / 074414 / 074515 / 075200 / 075201 / 075203 / 075204 / 075205 / 075207 / 075208 / 075209 / 075370 / 075373 / 075375 / 075376 / 075377 / 075378 / 075379 / 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 / 078220 / 078221 / 078223 / 078224 / 078225 / 078226 / 078227 / 078229 / 078644 / 078727 / 078730 / 078744 / 078745 / 078920 / 078922 / 078925 / 078930 / 078931 / 078933 / 078938 / 078939 / 079111 / 079112 / 079117 / 079118 / 079245 / 079246 / 079780 / 079781 / 079784 / 079785 / 079786 / 079788 / 079789	3p per minute
0087 and 0088* (Satellite phones)	Up to £7.66
076 – Pager	£1.22 per call plus 85.8p per minute
Personal numbering (070) – Band 1	30.6p per min
Personal numbering (070) – Band 2	£1.04p per min
Personal numbering (070) – Band 3	£1.22 per call plus 85.8p per min**
Premium Rate (090, 091, 098) – Bands A, B, C, D and E. Visit <a href="http://three.co.uk/nts">three.co.uk/nts</a> to check the cost of a specific number	Access Charge of 45p a minute (chargeable by the minute) plus a Service Charge (set by the company you're calling). The total cost of call is the Access 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)	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 using 18001	A 25% discount will be applied to the standard rates set out on pages 11 and 16.
Relay UK calls to voicemail can be accessed using 18001 07782 333 123	Free
Corporate Numbers – 055	10.2p per minute

All prices include VAT.

\* Satellite calls e.g. Inmarsat.

\*\* Both charges apply from the start of the call.

Premium rate shortcode text messages sent while abroad are charged at the standard roaming SMS charge plus short code charges.

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## Calls from the UK or abroad to international special numbers

Voice calls made to special numbers in Isle of Man and Channel Islands

Number prefix	Price
International 07 number prefixes for Isle of Man and Channel Islands (Jersey, Guernsey, Herm, 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	46p per minute

Voice calls made to other international special numbers

Where are you calling?	Cost (per minute)
three.co.uk/specialnumbers3	£2.75

## Directory services.

There are now lots of different directory enquiry services available, all of which have different phone numbers and different charges. The table here does not show the full list of directory services available (as this is changing frequently). Please check the specific call cost for other directory services at [Three.co.uk/nts](http://Three.co.uk/nts) for current details.

Number prefix	Price
National 118333 – multi-search	45p a minute Access Charge (charged by the minute) + £3.60 to connect + (after the first minute) per Service Charge of 10p per minute.
International 118313 – multi-search	45p a minute Access Charge (charged by the minute) + £3.60 to connect + (after the first minute) per Service Charge of 10p per minute.
Directory services for people with disabilities – 195 – multi-search	<b>Free to call 195 for Three's registered users.</b> ■ 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.

## Other services.

Where are you calling?	Price
Text delivery report	1.2p per request
Change of phone number	£10.21
SMS Short codes – Numbers are 3 to 8 digits long and begin with 6, 7 or 8 or are 9 digits beginning 70. These are regularly advertised by TV programmes for competitions, voting or to make a charity donation. They are also used for subscription services where you will be charged on a regular basis.	15p per message plus the charge for the message received from the short code number (which is set by the company being contacted).

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## 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 messages (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](https://www.three.co.uk/spendlimits).

## Charges for used, damaged or missing accessories.

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

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 Handsfree	£10
Apple	USB Cable	Apple USB Cable	£15
Non-Apple	USB Cable	USB Cable	£10
All	Battery	Battery	£20
All	Memory Card	1 GB Micro SD card	£5
All	Memory Card	2 GB Micro SD card	£10
All	Memory Card	4 GB Micro SD card	£15
All	Memory Card	8 GB 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.

You can find out more [here](#) or go to [Three.co.uk/Support/Device\\_Support/Returns](https://www.three.co.uk/Support/Device_Support/Returns)

If you require a replacement SIM, there is a charge of £5.11 for this, unless you order it via [Three.co.uk/support/sim-support](https://www.three.co.uk/support/sim-support) in which case it will be free.

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# Your Rights – Complaints

Remember, if you're unhappy about any aspect of our services, you should contact Three Customer Services on 333 (free) from your Three phone or 0333 338 1001 from any other phone.

We'll investigate any complaint in accordance with our customer complaints code, after which we'll contact you with the results. A copy of our customer complaints code can be viewed on our website at [Three.co.uk/complaints](https://www.three.co.uk/complaints) or you can request a copy by contacting us on the numbers mentioned above.

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