



## Price Guide for our Three Essential Plans

# Essential Plans Price Guide

**Always travelling around the world, using your phone as a hotspot or constantly calling customer services? No? Then our low-cost Essential Plans are for you.**

They give you what you need, without paying for stuff you don't. Choose your basic tariff, decide whether to set usage limits but enjoy the flexibility to change your mind whenever needed.

Our Essential Plans were available for purchase **from 29 June 2016** and are no longer for sale. We've set out the differences between these and our Advanced Plans, what you get as part of your Package or Plan each month, the cost of any Services used outside of your allowance and for any Additional Services, including International Roaming.

In the event of a discrepancy between this publication and the information provided elsewhere, other than the customer terms, this publication will take precedence.

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## Three Customer Services

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# How our Essential Plans work

We like to do things differently here at Three. And we recognise that you may like to do things differently too. What works for one person may not be right for another. So we've developed a new range of Essential Plans that are a bit different from our Advanced Plans. Check out the table below to see our Essential Plan benefits and how they're different.

| Our Essential Plan Benefits   | What's not included?   |
|---|--|
| <ul style="list-style-type: none"><li>+ Get a smarter mobile plan where you only ever pay for what you need – frills removed.</li><li>+ Set your own limits for voice and data to avoid getting that shocking big bill.</li><li>+ Text alerts when you get close to your allowance limits.</li><li>+ Change your plan – temporarily or permanently – when you need to.</li><li>+ Get a Personal Hotspot Add-on later (1 GB, 3 GB or 6 GB).</li><li>+ Go Roam in Europe.</li></ul> | <ul style="list-style-type: none"><li>– Go Roam Around the World – on our Essential Plans, your plan's allowances can be used in the UK and in our Go Roam in Europe destinations. You can still use your phone abroad outside of Europe, but you'll be charged our standard roaming rates for any use.</li><li>– Using your plan's data allowance to create a Personal Hotspot.</li><li>– Free calls to Three Customer Services – these will normally come out of your minutes allowance (if available) or otherwise charged at your standard out of allowance rate (see page 6).</li></ul> |

Our Essential Plans are available on both Pay Monthly Packages, which include a handset and have a minimum term of 24 months, and on a SIM Only basis, where you can choose a minimum term of 1 or 12 months. You can cancel your contract at any time on 30 days' notice (there may be a cancellation fee payable if you're still within your minimum term – see page 20).

Whether you're on a Pay Monthly Essential Plan Package or SIM Only Essential Plan, you'll get a monthly allowance of voice, text and data for use within the UK and Go Roam in Europe destinations. Any international use outside of Go Roam in Europe will be charged at the roaming rates set out on pages 14-18. How this works is set out below.

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# Our Pay Monthly Essential Plan Packages

| Choose your handset from a variety of mobiles (upfront charge may apply) |   |  |  |  |  |  |  |
|--|---|--|--|--|--|--|--|
| Monthly allowance  |   |  |  |  |  |  |  |
| <b>Data</b>  | 500MB   | 1GB  | 2GB  | 4GB  | 8GB  | 12GB   | 30GB   |
| <b>Minutes</b>   | 300 minutes   | Unlimited  | Unlimited  | Unlimited  | Unlimited  | Unlimited  | Unlimited  |
| <b>Texts</b>   | Unlimited   |  |  |  |  |  |  |
| <b>Using your allowance in Go Roam destinations</b>                      | 500MB   | 1GB  | 2GB  | 4GB  | 8GB  | 12GB   | 30GB<br>Up to 12GB in Go Roam in Europe destinations           |
|  | 300 minutes in the UK and Go Roam in Europe destinations  | Unlimited minutes in the UK and Go Roam in Europe destinations | Unlimited minutes in the UK and Go Roam in Europe destinations | Unlimited minutes in the UK and Go Roam in Europe destinations | Unlimited minutes in the UK and Go Roam in Europe destinations | Unlimited minutes in the UK and Go Roam in Europe destinations | Unlimited minutes in the UK and Go Roam in Europe destinations |
|  | Unlimited texts in the UK and in our Go Roam in Europe destinations   |  |  |  |  |  |  |
| <b>Monthly Charge</b>  | Your monthly charge will depend on the mobile chosen and the amount you've chosen to pay upfront, and includes a £5 discount for paying by our preferred payment method, which is by a recurring method, such as Direct Debit. Each May, your Monthly (Recurring) Charge will increase by an amount up to the January RPI rate (published each February) (see page 26 for details). |  |  |  |  |  |  |

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# SIM Only Essential Plans

|   | Monthly allowance  |  |  |  |  |
|---|--|--|--|--|--|
| <b>Data</b>   | 500MB  | 1GB  | 2GB  | 4GB  | 30GB   |
| <b>Minutes</b>                                      | 200  | 600  | 200  | Unlimited  | Unlimited  |
| <b>Texts</b>  | Unlimited  |  |  |  |  |
| <b>Using your allowance in Go Roam destinations</b> | 500 MB   | 1 GB   | 2 GB   | 4 GB   | Up to 12 GB in Go Roam in Europe destinations                  |
|   | 200 minutes in the UK and Go Roam in Europe destinations   | 600 minutes in the UK and Go Roam in Europe destinations | 200 minutes in the UK and Go Roam in Europe destinations | Unlimited minutes in the UK and Go Roam in Europe destinations | Unlimited minutes in the UK and Go Roam in Europe destinations |
|   | Unlimited texts in the UK and in our Go Roam in Europe destinations  |  |  |  |  |
| <b>Monthly Charge</b>                               | Your plan's monthly charge set out below already includes a £5 discount for paying by our preferred payment method, which is by a recurring method, such as Direct Debit (see page 6). |  |  |  |  |
| <b>1 month minimum</b>                              | £10*   | £15*   | £13*   | £15*   | £35*   |
| <b>12 months minimum</b>                            | £9*  | £10*   | £10*   | £10*   | £25*   |
| <b>Monthly Charge</b>                               | Each May, your Monthly (Recurring) Charge will increase by an amount up to the January RPI rate (published each February) (see page 24 for details).                                   |  |  |  |  |

\*Not currently available

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# Recurring payment method

New customers can only join pay monthly (including SIM Only) plans on Direct Debit and the above 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 while you stay as a pay monthly customer. You can change your bank details at any time, just let us know. You can choose any of the following given means of payment. Simply allow us to store details and you will remain eligible for the £5 monthly recurring discount. See page 26 for more info.



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# Outside your allowance

If you've used up all of your monthly inclusive allowance, and continue to use your account, you'll be charged the following rates (the table also includes the cost of video calls, video messages and picture messages as these aren't included in your standard allowance):

| Out of allowance cost   |   |
|---|---|
| Calls to standard UK landlines (starting 01, 02 or 03; excludes calls to the Isle of Man or the Channel Islands), UK mobiles (any network) and Three Customer Services and your Three voicemail once you've used your allowance | 65p / minute  |
| Data  | Not available on a per MB basis – see our Data Add-ons on page 9. |

- If you've used up all of your data allowance, you can choose to buy an Add-on that lasts until your monthly allowance is refreshed (see page 9) or, if you find yourself needing increased allowances on a longer-term basis, you can change your price plan (via your My3 account) to one with an increased monthly data allowance.
- If you've used up all of your Voice minutes, you can continue to make calls and just be billed for these at the rate set out above – or you can change your price plan (via your My3 account) to one with an increased allowance if you find yourself needing an increased allowance on a longer-term basis.

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# Additional Services

**These are the additional, optional or extra services you can bolt on to your plan, and include our range of Add-ons, the cost of calling Special Numbers and our International Charges.**

We may change or introduce new charges for Additional Services, or Services Outside of your Allowance. If we do, we'll publish any changes on our website. If any Add-ons affected have a recurring charge, we'll let you know at least 14 days before the charge changes. If we do make a change to an Additional Service, and you're not happy with it, you can cancel the Add-on(s) or stop using the Additional Services or Services Outside of your Allowance. If you'd prefer to end your contract instead, a cancellation fee would be payable (please see page 20).

| Additional Services cost   |   |
|--|---|
| UK Video calls   | 65p / min   |
| UK Video messages (MMS)  | 65p / message   |
| UK Picture messages (MMS) (depending on your phone, if your message includes certain emojis, emoticons, or photos, you may be charged this rate for that message)  | 65p / message   |
| SMS Short codes messages – mobile text short code messages are normally 5 or 6 numbers 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 shortcodes will not come out of any inclusive allowance and are classed as a Premium Rate Service. The network charge is £0.15 per message and the charge from the third party varies, depending on the promoter's terms and conditions. These should be checked to find out the exact costs. |

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## Add-ons and changing your Price Plan

**With Three's Add-ons, it's easy to customise your plan to give you even more flexibility and value**

To increase your allowance long-term, you can change your price plan via your My3 account. This incurs a small one-off fee allowing you to use your new allowances immediately.

If you want to move from an Essential Plan to an Advanced Plan, you will need to call customer services. Your new allowances and Advanced Plan benefits, such as Go Roam Around the World, will not be available until your next bill date at which time you will be charged for your new price plan.

Changing your price plan will not affect your contract end date.

### One Day Boost

Need an extra hit of data? Whether you're spoiler-phobic and need to binge a whole series before work or you're on the road rinsing Spotify playlists so you don't miss your turn, sometimes a one-off boost is all you need. A One Day Boost gives you that short-term hit, ending at midnight. No scary bills. No stress.

| Add-on name   | Data allowance | What's included?   | Monthly price (lasts until midnight UK time) |
|---------------|----------------|--|--|
| One Day Boost | Unlimited      | If you're in the UK you'll be able to buy this add-on which gives you unlimited data to use as you like (whether that's simply to get online, use personal hotspot or stream) on the day of purchase until midnight GMT. | £5   |

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## Monthly Boost

Having one of those months where you end up using your phone a lot more than usual? A Monthly Boost is just what you need to get you through without changing your plan. And you can cancel it at any time.

These add ons are available on a monthly rolling basis and will be added each month to your account until you ask us to remove them.

| Add-on name                  | Data allowance | What's included?  | Monthly price (rolling) |
|------------------------------|----------------|---|-------------------------|
| Monthly Boost 1 GB           | 1GB            | On purchasing a Monthly Boost you will receive the full allowance immediately. You will be charged the full monthly price as Monthly Boosts are not pro-rated. Can be used for data and personal hotspot. | £5                      |
| Monthly Boost 3 GB           | 3GB            |   | £7                      |
| Monthly Boost 6 GB           | 6GB            |   | £8                      |
| Monthly Boost Unlimited data | Unlimited Data |   | £15                     |

These Add-ons are available on a short-term basis and last until the end of the billing month.

| Add-on name                     | Data allowance | What's included?  | Monthly price |
|---------------------------------|----------------|---|---------------|
| Short term Boost Unlimited data | Unlimited Data | On purchasing a Short term Boost you will receive the full allowance immediately. You will be charged the full monthly price as Short term Boost are not prorated. Can be used for data and personal hotspot. | £20           |

No Add-on allowance can be rolled over to the next month. Three reserves the right to suspend, modify or withdraw Add-ons without notice, at any time.

## Add Data Passport

| Add-on name   | Data allowance | When is this Add-on available?   | Daily price (lasts until midnight UK time) |
|---------------|----------------|--|--|
| Data Passport | Unlimited      | If you're in the UK or one of the following destinations you'll be able to buy this Add-on which gives you unlimited, unrestricted data to use as you like (whether that's simply to get online, use personal hotspot, stream or connect to VPNs) until midnight (UK time) on the day of purchase: Aland Islands, Australia, Austria, Azerbaijan, Azores, Balearic Islands, Belgium, Brazil, Bulgaria, Canada, Canary Islands, Chile, Colombia, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, El Salvador, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guatemala, Guernsey, Hong Kong, Hungary, Iceland, Indonesia, Ireland, Isle of Man, Israel, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Macau, Madeira, Malaysia, Malta, Martinique, Mayotte, Mexico, Moldova, Montenegro, Myanmar, New Zealand, Nicaragua, Norway, Pakistan, Panama, Peru, Poland, Portugal, Puerto Rico, Réunion, Romania, Russian Federation, Saint Barthélemy, Saint Martin, San Marino, Saudi Arabia, Serbia, Singapore, Slovakia, Slovenia, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, The Netherlands, Tunisia, Turkey, Ukraine, United Arab Emirates, Uruguay, US Virgin Islands, USA, Vatican City, Vietnam. | £5   |

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## Add Minutes

| Add-on name                                  | Voice allowance       | How can I use this allowance?   | Monthly price (rolling) |
|--|-----------------------|---|-------------------------|
| <b>Call Abroad 100/Call Abroad Unlimited</b> | 100/unlimited minutes | <p>Great for those who call abroad giving 100/unlimited voice minutes to use in the UK to call standard landline or mobile numbers in:</p> <p>Australia, Austria, Bangladesh, Belgium, Bermuda, Brunei, Bulgaria, Canada, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Guam, Hong Kong, Hungary, Iceland, India, Ireland, Israel, Italy, Japan, Kuwait, Latvia, Lithuania, Luxembourg, Macau, Malaysia, Malta, Mexico, Mongolia, Namibia, Netherlands, New Zealand, Norway, Paraguay, Poland, Portugal, Puerto Rico, Romania, San Marino, Singapore, Slovakia, South Korea, Spain, Sweden, Switzerland, Thailand, USA.</p> <p>These Add-ons cannot be used while roaming outside the UK and non-standard and premium rate numbers are excluded.</p> <p>Please be aware these are recurring add-ons which will refresh each month until you choose to cancel and you'll be charged the full amount regardless of when you buy or cancel the add-on.</p> | £5.00/£10               |

## Add Smartwatch Pairing

| Add-on name                    | Allowance   | What's included  | Monthly Price                                  |
|--------------------------------|---|--|--|
| <b>Smart-watch Pairing 24m</b> | Smartwatch Pairing allows you to share the allowances in your Package with your smartwatch. | Smartwatch Pairing 24m is included in your Package and forms part of your Monthly Charge. The Smartwatch Pairing Plan does not include any calls, texts or data so your smartwatch must be paired with your phone to enable your smartwatch to share the allowances included in your Package.                          | Included in the monthly price for your package |
| <b>Smart-watch Pairing 1m</b>  | Smartwatch Pairing allows you to share the allowances in your Package with your smartwatch. | Smartwatch Pairing 1m is a monthly rolling Add-on and will be added to your account until you ask us to remove it. The Smartwatch Pairing Plan does not include any calls, texts or data so your smartwatch must be paired with your phone to enable your smartwatch to share the allowances included in your Package. | £7   |

## Charges for calls from the UK to Special Numbers & Directory Services

There are certain types of calls in the UK that are not covered by your monthly allowance of Voice minutes. Charges for these calls are shown in the following tables. Please go to [Three.co.uk/nts](https://three.co.uk/nts) or call customer services for details of specific numbers.

Calls to numbers starting 0800 and 0808 are free for everyone to call, and the charge for calls to numbers starting 084, 087, 118 and 09 are split into two elements: an Access Charge (set by us at 65p per minute, with a one minute minimum charge) and a Service Charge (set by the company you're calling – they'll tell you this).

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## Calls, data and fax to other Special Numbers

| Number prefix   | Price  |
|---|--|
| <ul style="list-style-type: none"> <li>■ 999 / 112</li> <li>■ NHS 111</li> <li>■ 116000 / 116006 / 116111 / 116117 / 116123</li> <li>■ 105 National power emergency</li> </ul>  | Free   |
| ■ 0800 / 0808   | Free   |
| ■ 101 Single non-emergency  | Free   |
| ■ 084 / 087 / 118 (check <a href="https://www.three.co.uk/nts">Three.co.uk/nts</a> for specific numbers)  | 65p per minute Access Charge (one minute minimum charge) plus the Service Charge   |
| ■ Corporate Numbers – 055   | 15.3p per minute   |
| Non-Standard 07 numbers –<br>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 | Out of Allowance UK mobile charges apply (see <a href="https://www.three.co.uk/nts">Three.co.uk/nts</a> for exact costs)   |
| 0087 and 0088* (Satellite phones)   | Up to £7.66 per minute   |
| 076 – Pager   | £1.22 per call plus 85.8p per minute   |
| Premium Rate (09, 091, 098) – (check <a href="https://www.three.co.uk/nts">Three.co.uk/nts</a> for specific numbers)  | 65p per minute Access Charge (one minute minimum charge) plus the Service Charge   |
| Text relay calls to emergency services using 18000 or 18001 999 or 18001 112<br>Relay UK calls to non-emergency numbers using 18001 101   | Free   |
| Relay UK calls made via the shortcode 18001 to UK standard landlines (starting 01, 02, 03) and UK mobiles (starting 077, 078, 079)  | These will come out of your monthly inclusive allowance of voice minutes or, if you've used up all your inclusive allowance and continue to use your account, will be charged at a discounted rate of no less than 25% |

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| Number prefix   | Price   |
|---|---|
| Relay UK calls to international numbers using 18001                   | A 25% discount will be applied to the standard rates set out on page 19 |
| Relay UK calls to voicemail can be accessed using 18001 07782 333 123 | Free  |

All prices include VAT. \*Satellite calls e.g. Inmarsat, excluding International Calls. \*\*Both charges from the start of the call.

## How much does it cost to call satellite numbers?

Calls to satellite numbers (usually with the prefix 0087 or 0088) cost the same regardless of whether you are calling from the UK or abroad, and regardless of where in the world the satellite phone is located. These calls cost up to £7.66 per minute.

## How much does it cost for Directory Services?

There is a host of directory enquiry services available, all of which have different phone numbers and different charges. These calls do not come out of an allowance of Voice minutes and you'll be charged the rates below to call these.

The table here only shows a fraction of the Directory Services available (which are changing frequently) – go to [Three.co.uk/nts](http://Three.co.uk/nts) for the latest details.

Calls made to numbers starting 118 will be split into two elements: an Access Charge (set by us, at 65p per minute, with a one minute minimum charge) and a Service Charge (set by the company you're calling – they'll tell you this).

| Prices for Three Directory Services (including VAT)                  |   |
|--|---|
| National 118333 – multi-search                                       | 65p per minute Access Charge (one minute minimum charge) + £3.60 to connect + (after the first minute) per Service Charge of 10p per minute.  |
| International 118313 – multi-search                                  | 65p per minute Access Charge (one minute minimum charge) + £3.60 to connect + (after the first minute) per Service Charge of 10p per minute.  |
| Directory Services for people with disabilities – 195 – multi-search | <p><b>Free to call 195 for Three's registered users.</b></p> <ul style="list-style-type: none"> <li>■ 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.</li> </ul> |

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## Voice 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, Sark):<br>074184 / 074520 / 074521 / 074522 / 074523 / 074524 / 075090 / 075091 / 075092 / 075093 / 075094/<br>075095 / 075096 / 075097 / 07624 / 077003 / 077007 / 077008 / 07781 / 077977 / 077978 / 077979/<br>078297 / 078298 / 078299 / 07839 / 078391 / 078392 / 078397 / 078398 / 079240 / 079241 / 079242/<br>079243 / 079244 / 079247 / 079248 / 079370 / 079371 / 079372 / 079373 / 079374 / 079375 / 079376/<br>079377 / 079378 / 079379 / 07781 | Go Roam in Europe Band<br>(see page 15) |

### Voice calls made to other international special numbers

| Where are you calling?   | Price |
|--|-------|
| Check <a href="https://three.co.uk/specialnumbers3">three.co.uk/specialnumbers3</a> for specific numbers | £2.75 |

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## International Roaming – using your mobile abroad

On our Essential Plans, international roaming is switched on automatically on your account, so you can use your mobile abroad straight away. All our Essential Plans include Go Roam in Europe. If you are looking for a plan that also allows you to roam in our Go Roam Around the World destinations at no extra cost, please check out our Advanced Plans at [Three.co.uk](https://www.three.co.uk)

How much it will cost to use your phone abroad will depend on (1) where you are in the world, and (2) where the person you're contacting is.

### Things to note when roaming:

- 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.
- We've also set up a worldwide data roaming limit of **£45** to stop you spending too much. If you'd prefer you can have this limit removed or changed by contacting Three customer services. 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 for calls back to the UK from that country).
- Calls made from abroad to your voicemail will also be charged at standard roaming rates – go to [Three.co.uk/roaming](https://www.three.co.uk/roaming) for more information.
- 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.
- Calls received in Go Roam in Europe are free.

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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   | Band 0 | Band 1   | Band 2   | Band 3   | Band 4  |
|---|--------|--|--|--|---|
| Aland Islands<br>Austria<br>Azores<br>Balearic Islands<br>Belgium<br>Bulgaria<br>Canary Islands<br>Croatia<br>Cyprus<br>Czech Republic<br>Denmark<br>Estonia<br>Finland<br>France<br>French Guiana<br>Germany<br>Gibraltar<br>Greece<br>Guadeloupe<br>Guernsey<br>Hungary<br>Iceland<br>Ireland<br>Isle of Man<br>Italy<br>Jersey<br>Latvia<br>Liechtenstein<br>Lithuania<br>Luxembourg<br>Madeira<br>Malta<br>Martinique<br>Mayotte<br>Norway<br>Poland<br>Portugal<br>Réunion<br>Romania<br>Saint Barthélemy<br>Saint Martin<br>San Marino<br>Slovakia<br>Slovenia<br>Spain<br>Sweden<br>Switzerland<br>The Netherlands<br>Vatican City | Monaco | Andorra<br>Australia<br>Bosnia and Herzegovina<br>Brazil<br>Canada<br>Chile<br>Colombia<br>Costa Rica<br>El Salvador<br>Guatemala<br>Hong Kong<br>Indonesia<br>Israel<br>Macau<br>Macedonia<br>Montenegro<br>New Zealand<br>Nicaragua<br>North Cyprus<br>Panama<br>Peru<br>Puerto Rico<br>Singapore<br>South Africa<br>Sri Lanka<br>Turkey<br>Uruguay<br>US Virgin Islands<br>USA<br>Vietnam | Rest of the world (that is, not within Bands 0, 1, 3 or 4).<br>If you can't see the country you're looking for and want to double check if it falls within this Band, go to <a href="https://www.three.co.uk/roaming">Three.co.uk/roaming</a> to see if you can use your Three device there. | Cape Verde<br>Cuba<br>Ethiopia<br>Georgia<br>Kuwait<br>Malaysia<br>Maldives<br>Morocco<br>Oman<br>Russia<br>Tunisia<br>Turkmenistan<br>Ukraine<br>United Arab Emirates<br>Uzbekistan | Ships, Ferries, Airplanes and Maritime Networks |

Our data bands are different – the cost to use data abroad is set out on page 18.

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## Making and receiving voice calls when abroad

Find out more about the cost of calling international special numbers at [Three.co.uk/nts](https://www.three.co.uk/nts))

| Where are you calling or receiving voice calls? |                   |  |   |   |
|---|-------------------|--|---|---|
| Where are you calling from?                     |                   | Calling back to the UK and within the same Band (per minute) | Calling anywhere else in the world (per minute) | Cost to receive a call when in this Band (per minute) |
| Where are you calling from?                     | Go Roam in Europe | Comes out of allowance (3p outside of allowance)             | £1.40   | Free  |
|   | Band 0            | 10p  | £1.40   | 0.9p  |
|   | Band 1            | £1.40  | £1.40   | 99p   |
|   | Band 2            | £2.00  | £2.00   | £1.25   |
|   | Band 3            | £3.00  | £3.00   | £1.25   |
|   | Band 4            | £3.00  | £3.00   | £1.25   |

## Sending and receiving texts when abroad

| Where are you texting from? |                   | Cost to send an SMS back to the UK and to a Go Roam in Europe destination    | Cost to send an SMS anywhere else in the world | Cost to receive |
|-----------------------------|-------------------|--|--|-----------------|
| Where are you texting from? | Go Roam in Europe | Out of allowance, then 2p/SMS  | 1.6p/SMS*                                      | Free            |
|                             | Band 0            | 4p   |  | Free            |
|                             | Band 1            | 35p  |  | Free            |
|                             | Band 2            | 35p  |  | Free            |
|                             | Band 3            | 35p (unless you're in Russia, Cuba or Tunisia, in which case it'll cost 50p) |  | Free            |
|                             | Band 4            | 50p  |  | Free            |

\* 1.3p/SMS if in the Aland Islands, French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Mayotte, Norway, Réunion and Switzerland.

## Video calling and sending photo and video messages when abroad

| Where are you making a video call from? |                   | Cost to call back to the UK and Go Roam in Europe destinations | Cost to call anywhere else in the world | Cost to receive | MMS  |
|---|-------------------|--|---|-----------------|--|
| Where are you making a video call from? | Go Roam in Europe | Comes out of allowance, then 3p/min                            | £1.40                                   | Free            | 65p/MMS (sent from anywhere in the world); free to receive |
|   | Band 0            | 10p  | £1.40                                   | 0.9p            |  |
|   | Band 1            | £2.00  | £2.00                                   | £1.50           |  |
|   | Band 2            | £2.00  | £2.00                                   | £1.50           |  |
|   | Band 3            | £2.00  | £2.00                                   | £1.50           |  |
|   | Band 4            | £2.00  | £2.00                                   | £1.50           |  |

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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.

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 [www.Three.co.uk/roaming](http://www.Three.co.uk/roaming)

| Band   | Countries  | Cost per MB   |
|--|--|---|
| <b>Go Roam in Europe</b><br>(EU and selected European countries) | 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, Norway, Poland, Portugal, Réunion, Romania, Saint Barthélemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, The Netherlands, Vatican City. | Comes out of allowance (1p/MB outside of allowance) |
| <b>Data Band 1</b>   | Monaco   | 10p   |
| <b>Data Band 2</b>   | Australia, Benin, Botswana, Brazil, Chile, Colombia, Costa Rica, Cyprus (North), El Salvador, Guatemala, Hong Kong, India, Indonesia, Israel, Ivory Coast, Japan, Macau, New Zealand, Nicaragua, Peru, Philippines, Puerto Rico, Singapore, South Africa, Sri Lanka, Taiwan, Thailand, Turkey, Uruguay, US Virgin Islands, USA, Vietnam, Yemen.  | £3  |
| <b>Data Band 3</b>   | Rest of the world – including Maritime Networks (Ships, Ferries, Cruise Liners) and Airlines.  | £6  |

Data charges are for data sent and received and are calculated to the nearest kilobyte. If you're roaming in a destination where our Data Passport is available (see page 10), you can also choose to buy an unlimited, unrestricted data allowance for a daily charge of £5 which lasts until midnight (UK time) on the day of purchase.

### Is there any other information about Go Roam in Europe that I should know?

- Use of Three Services in our Go Roam in Europe destinations is subject to our fair use policies which may be updated from time to time:
- You can use a portion of your data allowance each month at no extra cost. If you have a data allowance greater than 12GB, you can use up to 12GB of data each month to get online. 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 in Europe 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 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 in Europe, this fair use policy won't apply.

You can find out more about Go Roam in Europe at [three.co.uk/go-roam](http://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.

You can choose to purchase our Data Passport (page 10) which will give you an unlimited data allowance until midnight (UK time) on the day of purchase. You can also use the Data Passport to create a Personal Hotspot.

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## Calling and texting abroad from the UK

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 a standard international landline or mobile number

| Where are you calling?  | Cost (per minute) |
|---|-------------------|
| 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 | 19.5p             |
| All other international destinations  | £3                |

If you're calling abroad regularly, don't forget to check out our Call Abroad Add-ons on page 11.

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

Charges for these calls are shown on page 13.

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  | 65p  | Free            |
| Photo Message  | 65p  | Free            |
| Video Message  | 65p  | Free            |
| Video Call   | £1.532   | Free            |

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# Charges for other services, including cancellation fee

We charge you for a range of other activities

| Charges for other services       | Price  |
|----------------------------------|--|
| Text delivery report             | 1.2p per request   |
| Additional copy of invoice       | Up to £5.11 per copy   |
| Fully itemised bill              | £2.50  |
| Charge for a replacement SIM     | Free   |
| Unlock Fee for Three handsets    | Free   |
| Change of phone number           | £10.21   |
| Cancellation Fee                 | 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 discount from time to time. See calculation example below. |
| Charge for failed / late payment | £5.11  |

| 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                             |

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# Key things to note

We've set out some of the questions that we often get asked, and their answers below.

## About your Essential Plan allowance

Your Essential Plan includes a monthly allowance of Voice minutes, Texts and Data can be used within the UK for voice calls (to standard UK landlines starting 01, 02, 03, and UK mobiles), text messages sent to a standard UK mobile number or data use. Plus, if you're in one of our Go Roam in Europe destinations, you can also use your voice and text to respectively call and text standard landline and mobile Go Roam in Europe numbers. It's worth remembering that if you don't use up your allowance in a month, you'll lose the unused portion, as it doesn't roll over to the next month.

After your monthly allowance is used up, prices for use outside of your allowance, including for additional calls or messages, are shown on pages 6–8. If your inclusive allowance of voice minutes runs out during a call, we will charge you for the remainder of the call at the charges published in this guide.

## How can I use my Voice minutes?

- Inclusive Voice minutes in any packages or Add-ons are for voice calls made within the UK to any other standard UK mobile (beginning 07 but excluding certain non-standard numbers – see page 11 for details), UK landlines (beginning 01, 02 and 03) and voicemail (retrieved by calling 123 from your mobile in the UK). Inclusive voice minutes in any package or Add-on can also be used when roaming within our Go Roam in Europe destinations to call standard landline or mobile numbers in that or any other Go Roam in Europe destination.

## How can I use my Text allowance?

- Inclusive texts are for SMS texts sent within the UK to a UK standard mobile (beginning 07 but excluding certain non-standard numbers – see page 11 for details) or while in a Go Roam in Europe destination to text within this band.
- Texts within a monthly allowance cannot be converted into: text messages sent to a non-UK standard mobile number; messages sent while abroad (except for text messages sent within Go Roam in Europe destinations to an international mobile number from a Go Roam in Europe destination); text messages received; photo and/or video messages; or alerts received as part of Three's alerts services. These services are also excluded from any Add-on allowances for messages.

## How can I use my Data allowance?

- You can use your plans inclusive Data allowance within the UK and in our Go Roam in Europe destinations to connect to the Internet on your mobile.
- If you're in a Go Roam in Europe destination, you can use up to 12GB each month.
- You can't use your plans inclusive Data allowance to set up a Personal Hotspot on our Essential Plans. If you want to use data to create a Personal Hotspot, you'll need to buy a Monthly Boost Add-on, which can be used not only in the UK but in all of our Go Roam destinations.

## What else can't I use my allowances for?

- International calls and messages; calls and messages made and received while abroad to non-UK numbers (except in our Go Roam in Europe destinations); premium rate calls and messages; reverse charge messages; message alert services; directory service calls; non-geographic numbers (starting 087, 084), UK special numbers (e.g. 090, 070) and international special numbers are excluded from any monthly Add-on allowances.

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## What do you mean by unlimited minutes and texts?

- We ask that you use this allowance within the UK and in our Go Roam in Europe destinations and in accordance with our Terms for Three Services – that is, for personal use only, and not for any illegal, commercial or improper purposes.

## Do you break down the cost of my package anywhere?

Yes – you'll see a breakdown of the exact cost of your package's allowances on page 2 of your monthly bill in the 'Answering your questions' section titled 'About your allowance's unit costs' – we believe this helps you understand the value you're getting from your package. The allowance in each package is set out within the tables on pages 4 and 5 of this Price Guide.

For example the Essential SIM 500 MB Data 200 Minutes – 12-month plan unit costs are as follows (£6 base plan price/allowance offered): 0.61p per voice minute, 0.031p per text, 0.66p per MB. These aren't charges for going over your allowance, these are included in your plan. They also don't include any one-off reductions, discounts, or any Add-on allowances.

We have set out the unit costs for Add-ons in the table below.

### Add-on unit costs

| Add-on name       | Per MB Cost (pence) |
|-------------------|---------------------|
| Monthly Boost 1GB | 0.49p               |
| Monthly Boost 3GB | 0.23p               |
| Monthly Boost 6GB | 0.13p               |

## 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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## International messaging

Messages sent from the UK to international destinations, messages sent and received whilst abroad, photo and video messages and alerts received as part of Three's Alerts services are excluded from any monthly and/or Add-on allowances for messages. Your international messaging function is subject to services arrangements with respective networks abroad.

## What will I have to pay if I want to cancel my contract?

If you ask to cancel your package before the end of your minimum term, you'll be asked to pay a cancellation fee (see 'What do you charge for other services' on page 20). If you are outside of your minimum term and want to cancel your contract, there is no cancellation fee to pay. For more information call Three customer services.

|   |                                     |
|---|-------------------------------------|
| <b>Monthly Charge</b>   | £25                                 |
| <b>Total of Monthly Charges remaining during the Minimum Term</b> | £25 x 6 months = £150               |
| <b>Less discount of 3%</b>  | £150 - £4.50 (3% of £150) = £145.50 |
| <b>Cancellation Fee</b>   | £145.50                             |

## Final Bill Refund

When you cancel your account, you won't be able to view your bills on My3 or the Three App, so we'll send you your final bill by post. If your account is in credit when it closes, you may be owed a refund. Any refund owed to you over 50p, will be refunded within 14 days of your final bill. This refund will be sent to the bank account linked to your Three account. If you settle your monthly bill by card payment, any refund owed to you will be refunded directly to your card.

If your refund is less than 50p, a refund can be arranged by calling 0333 338 1001, or by using our Live Chat service. If we cannot refund your credit and it remains unclaimed for a period of 6 months, Three will donate this credit to our charity partner.

Please note, not all types of credit are eligible for a refund. To find out more about our terms and conditions on refunds, please visit [three.co.uk/terms-conditions](https://three.co.uk/terms-conditions).

## Is there anything else I should note?

## Is there a maximum call duration that I should know about?

Yes – we may end any calls that you make that are longer than two 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.

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## Can I set up a Call Return?

Yes – you can return a call directly to someone who has left you a message by simply keying # at the end of their message. This is called Call Return (returning a call directly from the voicemail service).

When using Call Return, calls are charged at your standard price plan rates or from any inclusive allocation, as though you had made the call directly. Call Returns will be shown separately on your bill.

Call Return from voicemail may not be made to certain numbers such as international and premium rate numbers. 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.

### Charging/billing

- All calls (except calls to short code, premium rate numbers and EU roaming calls) are treated as a minimum of one minute. Calls of more than one minute are treated as lasting for their actual duration, with fractions of a second being rounded to the nearest second (this does not apply to some roaming calls, calls to Service Numbers and Special Calls).
- Calls to Service Numbers (starting 084, 087, 09 and 118) are charged differently from other numbers. The Access Charge element of these calls will be treated as a minimum of one minute. If your call lasts less than one minute, your Access Charge will be rounded up to a duration of one minute. For calls of more than one minute, the Access Charge element is treated as lasting for its actual duration, with fractions of a second being rounded to the nearest second. The Service Charge element is set by the company you're calling, and may comprise (1) a price per minute Service Charge; (2) a price per call Service Charge; (3) a price per call Service Charge plus a price per minute Service Charge (which runs from the start of your call); and (4) a price per call Service Charge plus a price per minute Service Charge (which runs from 60 seconds after the call starts).  
If the Service Charge includes a price per minute Service Charge, this will be treated as lasting its actual duration (except if the first 60 seconds have been excluded), with fractions of a second being rounded to the nearest second. For example, if you make a call to a service number, where the Service Charge is 10p per minute, which is simply charged at a price per minute rate, and your call lasts 30 seconds, you'll be charged a total of 70p for this call, as the Access Charge element will be rounded up to a duration of one minute at 65p plus 5p for the 30 seconds of call time for the Service Charge element.
- Each individual charge on your bill is shown with VAT included (where relevant), and is rounded up or down to the nearest tenth of a penny to make it easier to read. This rounding process means that the total charges you see on our bill summary page may not always be identical to the 'Total due by' charge you see on the front page of your bill. Don't worry, this is normal and you're not being overcharged or undercharged. The actual amount you need to pay is the one shown on your bill's front page, next to 'Total due by'.

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### Charges for other services, including cancellation fee

### Key things to note

## 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. If they choose to do so, the cap will be applied to their account within 7 days of the request. The spend cap can be set or changed by the customer at any time – visit [Three.co.uk/control-your-spend](https://Three.co.uk/control-your-spend)

## Spend Limits

We've automatically applied limits to the amount you spend on third party digital content and premium rate calls (including directory enquiries) and messages (including SMS shortcode messages). The limits are £40 per single payment transaction and the cumulative sum of £240 for payment transactions made over the course of a calendar month. These limits are set by law and can't be changed. For more information, including confirmation of what types of transactions are affected, visit [Three.co.uk/spendlimits](https://Three.co.uk/spendlimits)

## VAT invoices

These plans are for your personal use only and are not intended for commercial use – this means that if you signed up to one of these plans on or after 18 August 2016, we're afraid we will not be able to issue you with a VAT invoice in relation to this account. If you do need a VAT invoice in relation to your mobile account, please have a look at one of our Business Plans.

If you joined us before 18 August 2016, you may be able to request a VAT invoice subject to a few simple verification checks – please note that Three will only issue a tax invoice on these plans where it is obliged to do so, in accordance with VAT regulations. You can make this request by calling 333 from a Three phone, or 0333 338 1001 from any other phone (standard call rate applies) and select the Billing option.

## First Month Pro-Rated

Unless otherwise stated, your first month's allowance and charge for your price plan or Add-on will depend on when in the month you join Three or when you decide to select your Add-on. Whenever that is, you can start using your allowance for your price plan or Add-on straight away. We'll work out an appropriate allowance and charge to take you to the end of the first month. After that, you simply pay the standard monthly recurring charge or Add-on charge for a full month's allowance. The exception to this is if you purchase one of our Add Personal Hotspot Add-ons, the first month of which will not be pro-rated. You will simply receive the full monthly allowance and be charged the full amount for that Add-on in the first month of purchase.

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### Key things to note

## Changes to your Monthly Charge

If you choose a 24-month pay monthly Essential Plan Package, your contract with us includes the right to increase your Monthly Charge (within your Minimum Term) on an annual basis each May, by an amount up to the January Retail Price Index ('RPI') rate. This means that each May, your Monthly Charge will increase by an amount up to the January RPI rate (published each February). If the January RPI rate is negative, there will be no change to your Monthly Charge in the relevant year. An example of how this works can be seen below:

| Monthly Charge until April 2023   | Monthly Charge from May 2023 to April 2024                       | Monthly Charge from May 2024 to April 2025                       |
|---|--|--|
| Price A   | Price A + an amount up to the January 2023 RPI rate<br>= Price B | Price B + an amount up to the January 2024 RPI rate<br>= Price C |
| We've set out an example below, showing how this would work, if your Monthly Charge is £25.00 and the January 2023 RPI rate is 2% and the January 2024 RPI rate is 1% (these numbers are for illustrative purposes only): |  |  |
| £25.00  | £25.00 + up to £0.50 (2% of £25.00)<br>= £25.50                  | £25.50 + up to £0.255 (1% of £25.50)<br>= £25.76                 |

For more details on this, please see our Terms for Three Services at [Three.co.uk/terms](https://three.co.uk/terms)

## Recurring Payment Discount

New customers can only join pay monthly plans on Direct Debit and our plans' prices include a discount for paying by this efficient means. Direct Debit is brilliant for you as payment will be taken automatically and your account will not be suspended if you forget to pay. It is also the most efficient method for us. You should maintain your Direct Debit whilst you stay as a pay monthly customer. You can change your bank details at any time, just let us know.

We cannot prevent you from cancelling your Direct Debit, and if you do, you are still required to pay your bills by the due date. We will retain your discount if you give us any of the following given means of payment provided that you simply allow us to store your selected payment method so that we can charge you on your billing date each month. Don't worry, you can swap these details at any time and on multiple occasions. If you do not permit us to store payment details, you will lose the recurring payment discount.

You can choose any of the following given means of payment. Simply allow us to store details and you will remain eligible for the £5 monthly recurring discount:



## 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://three.co.uk/complaints) or you can request a copy by contacting us on the numbers mentioned above.

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