

# Price Guide for our new Mobile Broadband plans



## Mobile Broadband – it's the Internet with legs.

Not being connected to the Internet sucks. And there's nothing worse than losing your Wi-Fi signal when you go out of range. So give your tablet or laptop legs and stay connected online wherever you go.

This price guide will give you all the pricing information that you'll need if you're a Mobile Broadband customer with Three, on one of our current plans.

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

It's basically where you'll find all the relevant information for the pricing of your plan.

<b>Your Internet with legs Pay Monthly package or SIM plan</b>	1
– Our 24-month pay monthly tablet packages	1
– Our 1, 12 or 24-month pay monthly mobile Wi-Fi or dongle packages	2
– Our SIM only plans	3
– Control your spend	3
<b>Additional services and benefits for Pay Monthly and SIM customers</b>	4
- Data usage outside of your allowance	4
- Short-term Add-ons	5
<b>Your Internet with legs Pay As You Go plan</b>	5
- Pay As You Go Add-ons	5
<b>Costs outside of your allowance</b>	7
<b>Charges to special numbers and directory services</b>	8
<b>Using your device abroad</b>	8
– Feel At Home Information	9
– Destinations not covered by Feel At Home – how much will it cost to use your device there?	10
<b>Key things to note</b>	19

### Three Customer Services

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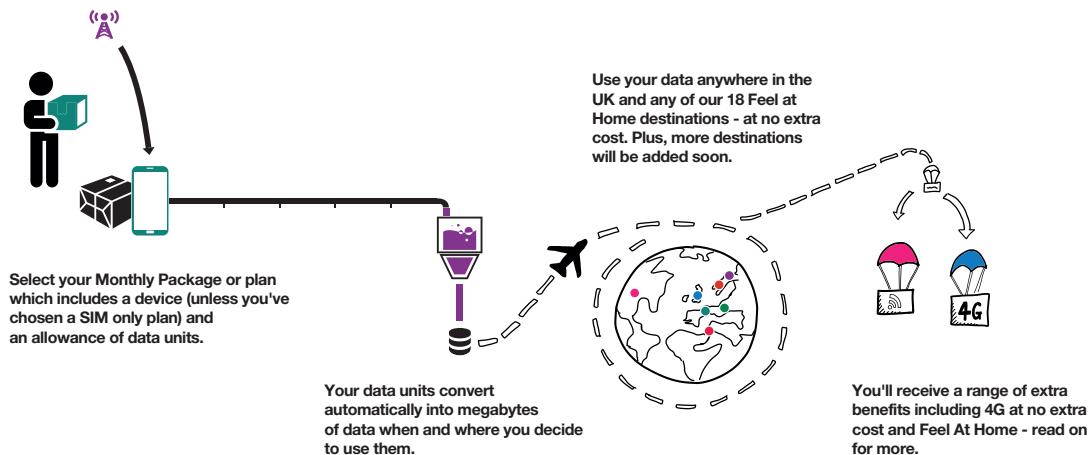
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The customer terms will take precedence if there is any discrepancy with this publication. In the event of a discrepancy between this publication and information provided on [Three.co.uk](#), other than the customer Terms for Service, this publication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

# Your Internet with legs pay monthly package or SIM Plan

We like to do things differently here at Three. We're the only network to let their customers use their plan's allowances at no extra cost in 18 destinations (with more to come) around the world with Feel At Home (see page 9). All of our pay monthly packages include a device (whether a tablet, Mobile or Home Wi-Fi or dongle) and an allowance of data units which you can use in the UK or our Feel At Home destinations. If you sign up to one of our SIM only Internet with legs plans, you'll still receive an allowance of data units, which can be used in the UK or our Feel At Home destinations (with some limits – see page 9). Where and when you use these data units is up to you. How this works, and your plan options are set out below.



## Our 24-month pay monthly tablet packages

With our pay monthly tablet packages you're in control. Once you've chosen your tablet you can then choose how much you want to pay upfront and your data allowance, which you can use in the UK and our Feel At Home destinations. Your contract will last a minimum of 24 months, and you'll need to give us 30 days' notice to end this.

Step 1	Choose your tablet from our great range			
Step 2	Choose how much you want to pay upfront (options available depends on package chosen)			
Step 3	Choose your data allowance			
<b>How much data do you want?</b> Each Data Unit converts on use into 1 MB of data	2,048 ⚡	5,120 ⚡	15,360 ⚡	20,480 ⚡
Step 4 Use your data units in the UK or in our Feel At Home destinations				
<b>If you use all of your data units each month, they convert into the following megabytes of data:</b>	2,048 (2 GB) ⚡	5,120 (5 GB) ⚡	15,360 (15 GB) ⚡	20,480 (20 GB) ⚡
<b>Monthly Charge</b>	Your monthly charge will depend on the tablet chosen and the amount you've chosen to pay upfront, and includes a £5 discount for paying by our preferred payment method, which is by a recurring method, such as Direct Debit. Each May, your Monthly (Recurring) Charge will increase by an amount up to the RPI rate announced in the preceding February (see page 20).			

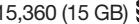
# Our 1, 12 or 24-month pay monthly Mobile Wi-Fi or dongle packages

With our pay monthly Mobile Wi-Fi or dongle packages you're in control. Once you've chosen your device, you can then choose how much you want to pay upfront, how long your contract will last (you'll need to give us 30 days' notice to end this) and your data allowance, which you can use in the UK and our Feel At Home destinations.

<b>Step 1</b>	Choose your Mobile Wi-Fi or dongle from our great range				
<b>Step 2</b>	Choose how much you want to pay upfront (options available depending on package chosen)				
<b>Step 3: Choose your minimum term</b>	1 month	12 months	24 months		
<b>Step 4</b>	Choose your data allowance from:				
<b>How much data do you want?</b> Each Data Unit converts on use into 1 MB of data	2,048 	5,120 	15,360 	20,480 	40,960 

**Step 4**  
Use your data units in the UK or in our Feel At Home destinations



If you use all of your Data Units each month, they convert into the following megabytes of data:	2,048 (2 GB) 	5,120 (5 GB) 	15,360 (15 GB) 	20,480 (20 GB) 	40,960 (40GB)  (Available on Home Wi-Fi in selected geographic locations only, on 1 or 12-month minimum term packages)
<b>Monthly Charge</b>	Your monthly charge depends on the device chosen and the amount you've chosen to pay upfront, and includes a £5 discount for paying by our preferred payment method, which is by a recurring method, such as Direct Debit. Each May, your Monthly (Recurring) Charge will increase by an amount up to the RPI rate announced in the preceding February (see page 20).				

# Our Internet with legs SIM plans

Our pay monthly SIM Plans are available on a choice of a 1-month rolling or 12-month minimum term. You just need to choose how much data you want, which you can then use either in the UK or one of our Feel At Home destinations (subject to some limits – see page 9), and the minimum term of your contract, and you’re ready to go. You’ll need to give us 30 days’ notice to end your contract.

Step 1	Choose your data allowance				
<b>How much data do you want?</b> Each Data Unit converts on use into 1 MB of data	1,024 	2,048 	5,120 	15,360 	20,480 
<b>Step 2</b> <b>Use your data units in the UK or in our Feel At Home destinations</b> 					
If you use all of your data units each month, they convert into the following megabytes of data:	1,024 (1 GB) 	2,048 (2 GB) 	5,120 (5 GB) 	15,360 (15 GB) 	20,480 (20 GB) 
<b>Step 3:</b> <b>Choose your Minimum Term</b>	12-months	1-month	12-months	1-month	12-months
<b>Monthly Charge</b>	£7.50	£10	£8	£15	£13
	Your monthly charge includes a £5 discount for paying by our preferred payment method, which is by a recurring method, such as Direct Debit.				

## Control your spend

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

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

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

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

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

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

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

Please be aware that we may change or introduce new charges for our Additional Service, including services outside of your allowance. If we do, we'll publish any changes on our website. If any Add-ons are affected which have a recurring charge, we'll let you know at least 14 days before the charge changes. If we do make a change to an Additional Service, and you're not happy with it, you can cancel the Add-on(s) or stop using the Additional Services or Services Outside of Your Allowance. If you'd prefer to end your contract instead, a Cancellation Fee may be payable (see page 18).

## **Data usage outside of your allowance**

On the pay monthly and SIM plans set out in this Price Guide, if you run out of data, you can just continue to use data outside of your allowance, and you'll just be charged for what you use at 1p/MB in the UK (international roaming rates will depend on where you are).

## **What short-term Add-ons are available?**

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

Add-on	Number of data units for use in the UK or one of our Feel At Home destinations	Price
1 GB	1,024	£5
5 GB	5,120	£15
10 GB	10,240	£20

# Your Internet with legs Pay As You Go plan

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

We're introducing a new Data Reward Pay As You Go plan from 3 February 2016. If you're on our new Data Reward plan, you get 200MB data free every month when you register with us at [Three.co.uk/freedata](http://Three.co.uk/freedata). Your 200MB free data is applied straight away and lasts for 30 days. Any unused data will be lost at the end of your 30 days. Each month, you'll get another 200MB of free data automatically applied to your account to enjoy.

If you would like to get a Data Reward SIM, you can do so online at [Three.co.uk/datareward](http://Three.co.uk/datareward).

## Top-ups

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

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

You can top up in the following amounts:

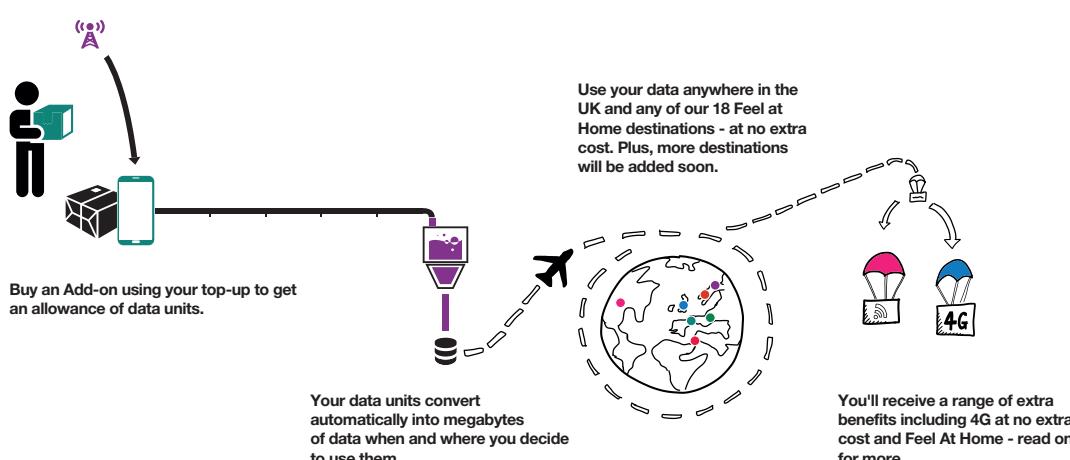
	£2	£5	£10	£15	£20	£25	£30	£40	£50
Data Reward Plans	✓	✓	✓	✓	✓	✓	✓	✓	✓
Existing Pay As You Go Plans			✓		✓		✓	✓	✓

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

## Great value add-ons.

Running out of data shouldn't stop you enjoying your tablet. Just pop some more credit on your Account and maximise your top-up with one of our great value Add-ons for use within 30 days. What's more, you can use your Add-on's data allowance to get online abroad at no extra cost in 18 destinations worldwide with Feel At Home (see page 9).

## We've set out below how this works.



	Choose a new Pay As You Go Mobile Broadband Data Reward Add-on			Choose an existing Pay As You Go Mobile Broadband Add-On			
Add-On Name	2GB Data Add-on	5GB Data Add-on	10GB Data Add-on	500MB data Add-on	1GB data Add-on	3GB data Add-on	7GB data Add-on
Data units (each converts on use to 1MB of data)	2,048	5,120	10,240	500	1,024	3,072	7,168
Price	£15	£20	£25	£2.99	£10	£15	£25
Duration	30 days	30 days	30 days	1 day**	30 days	30 days	30 days
If you use all your units in your Add-on, they convert into the following amounts of data	2,048	5,120	10,240	500	1,024	3,072	7,168
Other info	These data Add-ons are compatible with our new Data Reward plan. You will be eligible to register for free 200MB every month*. Pay 1p per MB when you run out of data or just use your top-up credit.			These data Add-ons are compatible with our existing Pay As You Go Mobile Broadband plans.			

Note \* The free 200MB of data requires registration and is only available on our new Data Reward plans. It is available on the date of registration each month. You can only register up to five SIMs and if you have another data allowance in addition to your free 200MB, your free 200MB data will be used first. Your free 200MB data can be used in Feel At Home destinations.

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

## More about our Add-ons

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

### What happens to any remaining allowance when my Add-on has expired?

Once an Add-on expires, any unused allowance of units will be lost and can't be rolled over to another Add-on.

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

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

**How do I find out more about converting a top-up to an Add-on?** You can find out how to convert a top-up to an Add-on online at [Three.co.uk/support/top-up](http://Three.co.uk/support/top-up)

## What are the costs outside of my allowance?

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

Outside of allowance – UK use	Cost (per MB/minute/message)
Data (per MB)	1p*
UK text messages (up to a max. of 160 characters. Depending on your device, if your message includes certain emojis or emoticons, you may instead be charged for sending a picture message – see below)	2p*
UK picture message	17.4p
Voice and fax calls to standard UK landlines (starting 01, 02, 03) and to UK mobiles (any network)	3p*
UK video calls	51.1p
UK video messages	17.4p
<b>Non-standard 07 numbers:</b> 0740659 / 074060 / 074061 / 074062 / 074067 / 0740671 – 9 / 074176 / 074181 / 0741821 – 9 / 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="http://Three.co.uk/nts">Three.co.uk/nts</a> for exact costs)
<b>International 07 number prefixes for Isle of Man and Channel Islands (Jersey, Guernsey, Herm, Sark):</b> 074184 / 074520 / 074521 / 074522 / 074523 / 074524 / 075090 / 075091 / 075092 / 075093 / 075094 / 075095 / 075096 / 075097 / 07624 / 077003 / 077007 / 077008 / 047781 / 077977 / 077978 / 077979 / 078297 / 078298 / 078299 / 047839 / 078391 / 078392 / 078397 / 078398 / 079240 / 079241 / 079242 / 079243 / 079244 / 079247 / 079248 / 079370 / 079371 / 079372 / 079373 / 079374 / 079375 / 079376 / 079377 / 079378 / 079379 / 07781	International band 0 (see page 10)
0087 and 0088 (satellite phones)	£7.66 per minute
076 – Pager	£1.22 per call plus 85.8p per minute
Personal numbering (070) – Band 1	30.6p per minute
Personal numbering (070) – Band 2	£1.04p per minute
Personal numbering (070) – Band 3	£1.22 per call plus 85.8p per minute
Premium rate (09, 091, 098) – Bands A-E (check <a href="http://Three.co.uk/nts">Three.co.uk/nts</a> for specific numbers)	45p per minute Access Charge (1 minute minimum charge) plus the Service Charge
Text relay (18000,18001)	Out of allowance

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

# How much does it cost to call Directory Services?

There is a host of directory enquiry services available, all of which have different phone numbers and different charges. The table here only shows a fraction of the directory services available (which is changing frequently) – go to [Three.co.uk/nts](http://Three.co.uk/nts) for the latest details.

The cost of calling a number starting 118 is now split into an Access Charge (set by us, at 45p per minute, with a 1-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	45p per minute Access Charge (1-minute minimum charge) + £1.50 to connect + (after the first minute) a Service Charge of £1.50 per minute.
International 118313 – multi-search	45p per minute Access Charge (1-minute minimum charge) + £4.45 to connect + (after the first minute) a Service Charge of £2.57 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.

## What if I want to use my device or SIM abroad?

International roaming is switched on automatically on your account, so you can use your SIM abroad, including Feel At Home destinations straight away.

With Feel At Home, international roaming is not subject to additional charges if you're using your SIM to get online from a Feel At Home destination (see page 9).

In countries not covered by Feel At Home, additional costs will be incurred.

If you're using your device abroad to make or receive calls, how you'll be charged for these depends on where you are.

If you're in a non-EU country, calls that you *make* are normally charged on a per minute basis, while calls *received* 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 the EU are charged by the second with no minimum initial charges.

To help you manage your roaming costs when you're travelling, if your device allows, 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 £36 per month to stop you spending too much, unexpectedly. Once you've reached this, your data roaming will be suspended. If you'd prefer you can have this limit removed 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). Calls made from abroad to your voicemail will also be charged at standard roaming rates.

Go to [Three.co.uk/roaming](http://Three.co.uk/roaming) for more information.

## Getting online abroad at no extra cost with Feel At Home

Because your plan's allowance of data units can be used in the UK and in our Feel At Home destinations, you can get online while on holiday at no extra cost. No worries. Where and when you use your allowance is up to you. It's also free to receive calls, texts, photo messages and video messages when in a Feel At Home destination.

Feel At Home can be used in the following destinations: Australia, Austria, Denmark, Finland, France, Hong Kong, Indonesia, Israel, Italy, Macau, New Zealand, Norway, Republic of Ireland, Spain (including Canary & Balearic Islands), Sri Lanka, Switzerland, Sweden and USA. We're looking to add more destinations to this list, so you can enjoy this part of your package even more.

If you're in a Feel At Home destination and you come to the end of your data allowance it's 10p/MB. All other out of allowance activities are set out below.

Calls	
Made in a non-EU Feel At Home destination	13.8p per minute
Made in an EU Feel At Home destination	16.6p per minute
Make a video call (to any number)	Up to £2.04 per minute
Video calls received	Up to £1.53 per minute
Texts/messages	
Sent in a non-EU Feel At Home destination	4.3p per text
Sent in an EU Feel At Home destination	5.2p per text
Send photo messages	17.4p per message
Send video messages	17.4p per message

Prices quoted above include VAT where applicable. Calls, texts and data used outside of the EU are not subject to VAT, except Monaco and Isle of Man.

Check [Three.co.uk/feelathome](http://Three.co.uk/feelathome) for more information and the latest on which destinations are included.

## Is there any other information about Feel At Home that I should know?

- Feel At Home is intended for our UK customers who are visiting one of the Feel At Home destinations for short periods, like holidays or business trips. It isn't designed for people who live abroad or stay for extended periods. If you roam exclusively in a Feel At Home destination for any 2 complete months in a rolling 12-month period, we may suspend international roaming on your account, meaning you will no longer be able to use your device abroad. Of course, we will 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 Feel At Home, the restriction won't apply.
- You can stream and connect to VPNs, but you will find this is slower and the quality will not be as good as in the UK.
- We restrict the use of your data allowance for file-sharing (like peer to peer download services) or using certain sites to download or share large files.
- As we've said, all of our Internet with legs plans include a set of data allowances, made up of a specified number of data units that can be used in the UK or our Feel At Home destinations. We reserve the right to introduce a limit as to how many of your data units you can use in a Feel At Home destination each month and would tell you this at least a month in advance. If you exceed any limit that is introduced, your data usage may be blocked in our Feel At Home destinations until your next billing period. If you exceed any of these allowances for any 2 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 allowance abroad. Of course, we will let you know in advance if this is likely to happen.
- Calls and texts to local numbers in Feel At Home destinations are charged as follows:

Where are you calling or messaging?	Call cost per minute	Cost per message
To Indonesia, Israel, Macau and Sri Lanka	£1.02	25.2p
To Australia, Hong Kong, New Zealand and the USA	56.2p	25.2p
To Austria, Denmark, Finland, France, Italy, Norway, Spain, Sweden, Switzerland and the Republic of Ireland	46p	25.2p

Please note: Three reserves the right to suspend this service if we reasonably believe that you are using VPN to access illegal or improper content or in contravention of our use requirements set out in our Terms and Conditions of use for Three Services. We reserve the right to extend, withdraw or modify the terms of Feel At Home and/or the destinations of service included at any time. See [Three.co.uk/feelathome](http://Three.co.uk/feelathome) for full details on how this service works and additional details that may be of interest.

## What about destinations not covered by Feel At Home? How much will it cost to use Internet with legs there, or to call and text numbers in those countries?

It's important to remember that your plan only includes data units, which convert on use into megabytes of data. If you can use your device to make calls or send texts, you'll be charged for these. Our international charges for calling or texting vary depending on (1) where you are, and (2) where the person you are calling or texting is located. The relevant international costs to call or text outside of our Feel At Home destinations are listed below.

The cost of data use abroad (when not in a Feel At Home destination) is set out on the next page, page 11 (please note, the "Bands" are different for data use).

To see the roaming rates you'll be charged when in a specific country:

1. Using the table on this page, **identify the band** that you are going to, and if you are contacting someone in a different country, check which band that destination falls into.
2. Go to the table on the page indicated in the table below to see the international charges for calls and texts for that destination.
3. If you are in the UK and want to call or text a number in a Feel At Home destination, please see page 7.

Which country are you going to or contacting?	Band Number	Which table do I need?
EU and other selected European countries: Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Germany, Greece (incl. Corfu, Crete, Rhodes), Hungary, Isle of Man, Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Poland, Portugal (incl. Azores, Madeira), Romania, Slovakia, Slovenia	Band 0 (EU and selected other European countries)	See page 12
EU & selected European countries (non-VAT): Channel Islands (Jersey, Guernsey, Alderney, Herm, Sark), French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Réunion, San Marino	Band 0a (EU and selected European countries, non-VAT)	See page 13
Andorra, Bosnia & Herzegovina, Canada, Cyprus (North), Montenegro, Macedonia, South Africa, Turkey	Band 1	See page 14
Rest of the world: That is, not within Bands 0, 0a, 1, 3 or 4. Excluding Feel At Home destinations – see page 7.	Band 2	See page 15
Cape Verde, Morocco, Turkmenistan, Kuwait, Russia, Cuba, Oman, Ukraine, Georgia, Uzbekistan, Tunisia, Malaysia, Ethiopia, Maldives	Band 3	See page 16
Ships, ferries, cruise liners, airlines	Band 4	See page 17

Don't forget, if you're travelling to one of our Feel At Home destinations, you will need to see page 9 for the international charges that you could incur in those destinations. For the latest information on which countries you can roam in, and on what networks, visit [Three.co.uk/roaming](http://Three.co.uk/roaming)

## International Charges – Internet and data

When you roam onto international networks not covered by our Feel At Home service, the below data roaming charges will apply.

The speed and availability of Internet access will depend on the network you are roaming on. For the latest information on which countries you can roam in, and on which networks, visit [Three.co.uk/roaming](http://Three.co.uk/roaming)

Band	Countries	Cost per MB
<b>Data Band 1</b> (EU and selected European countries)	Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Germany, Greece, Hungary, Isle of Man, Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Poland, Portugal (incl. Azores, Madeira), Romania, Slovakia, Slovenia	17.4p
<b>Data Band 1a</b> (EU and selected European countries non-VAT)	French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Réunion, San Marino, French West Indies, Jersey, Guernsey	14.5p
<b>Data Band 2</b>	Benin, Botswana, Cyprus (north), India, Ivory Coast, Japan, Panama, Philippines, Puerto Rico, South Africa, Taiwan, Thailand, Turkey and Yemen	£3
<b>Data Band 3</b>	Rest of the world. Maritime Networks (ships, ferries, cruise liners). Airlines. Excluding Feel At Home destinations – see page 7.	£6

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

VAT does not apply to data used in countries outside the EU, except Monaco and the Isle of Man.

Don't forget if you're in one of our Feel At Home destinations, and come to the end of your inclusive data allowance, out of allowance use will be charged at 10p/MB.

## International charges for calls and messaging – Band 0

<b>Band 0 (EU &amp; selected European countries)</b>	Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Germany, Greece (incl. Corfu, Crete, Rhodes), Hungary, Isle of Man, Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Poland, Portugal (incl. Azores, Madeira), Romania, Slovakia, Slovenia
<b>Voice calls (per minute)</b>	
Calls made from the UK to a Band 0 country	46p
Calls received when in a Band 0 country	4.9p
Calls made when in a Band 0 country to other countries in the same Band and the UK	18.8p
Calls made when in a Band 0 country to other Band countries	£1.40
<b>Text messages (each message)</b>	
Sent from the UK to a Band 0 country	25.2p
Received when abroad	Free
Sent to any country	5.9p
<b>Photo messages (each message)</b>	
Sent from the UK to a Band 0 country	17.4p
Received when abroad	Free
Sent when abroad to a UK number	19.8p
Sent when abroad to a non-UK number	19.8p
<b>Video messages (each message)</b>	
Sent from the UK to abroad	17.4p
Received when abroad	Free
Sent when abroad to a UK number	19.8p
Sent when abroad to a non-UK number	19.8p
<b>Video calls (per minute)</b>	
Sent from the UK to abroad	£1.53
Sent when abroad to a UK number	up to £2.04
Sent when abroad to a non-UK number	up to £2.04
Calls received when abroad	up to £1.53

All prices include VAT where applicable. Calls, messages and data used outside of the EU are not subject to UK VAT, except Monaco and Isle of Man.

## International charges for calls and messaging – Band 0a

### **Band 0a**

#### **(EU and selected European countries)**

Channel Islands (Jersey, Guernsey, Herm, Alderney, Sark), French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Réunion, San Marino

##### **Voice calls (per minute)**

Calls made from the UK to a Band 0a country	46p
Calls received when in a Band 0a country	4.1p
Calls made when in a Band 0a country to other countries in the same Band and the UK	15.6p
Calls made when in a Band 0a country to other Band countries	£1.40

##### **Text messages (each message)**

Sent from the UK to abroad	25.2p
Received when abroad	Free
Sent to any country	4.9p

##### **Photo messages (each message)**

Sent from the UK to abroad	19.8p
Received when abroad	Free
Sent when abroad to a UK number	19.8p
Sent when abroad to a non-UK number	19.8p

##### **Video messages (each message)**

Sent from the UK to a Band 0a country	19.8p
Received when abroad	Free
Sent when abroad to a UK number	19.8p
Sent when abroad to a non-UK number	19.8p

##### **Video calls (per minute)**

Sent from the UK to abroad	£1.53
Sent when abroad to a UK number	up to £2.04
Sent when abroad to a non-UK number	up to £2.04
Calls received when abroad	up to £1.53

All prices include VAT where applicable. Calls, messages and data used outside of the EU are not subject to UK VAT, except Monaco and Isle of Man.

## International charges for calls and messaging – Band 1

Band 1	Andorra, Bosnia & Herzegovina, Canada, Cyprus (North), Montenegro, Macedonia, New Zealand, South Africa*, Turkey
<b>Voice calls (per minute)</b>	
Calls made from the UK to a Band 1 country	56.2p except for calls to South Africa, which are charged at £1.02 per minute.
Calls received when in a Band 1 country	99p
Calls made when in a Band 1 country to other countries in the same Band and the UK	£1.40
Calls made when in a Band 1 country to other Band countries	£1.40
<b>Text messages (each message)</b>	
Sent from the UK to abroad	25.2p
Received when abroad	Free
Sent to any country	35p
<b>Photo messages (each message)</b>	
Sent from the UK to abroad	19.8p
Received when abroad	Free
Sent when abroad to a UK number	19.8p
Sent when abroad to a non-UK number	19.8p
<b>Video messages (each message)</b>	
Sent from the UK to abroad	19.8p
Received when abroad	Free
Sent when abroad to a UK number	19.8p
Sent when abroad to a non-UK number	19.8p
<b>International video calls (per minute)</b>	
Sent from the UK to abroad	£1.53
Sent when abroad to a UK number	up to £2.04
Sent when abroad to a non-UK number	up to £2.04
Calls received when abroad	up to £1.53

All prices include VAT where applicable. Calls, messages and data used outside of the EU are not subject to UK VAT, except Monaco and Isle of Man.

## International charges for calls and messaging – Band 2

Band 2	Rest of the world (that is, not within Bands 0, 0a, 1, 3 or 4). Excluding Feel At Home destinations – see page 7
<b>Voice calls (per minute)</b>	
Calls made from the UK to a Band 2 country	£1.02
Calls received when in a Band 2 country	£1.25
Calls made when in a Band 2 country to other countries in the same Band and the UK	£2.00
Calls made when in a Band 2 country to other Band countries	£2.00
<b>Text messages (each message)</b>	
Sent from the UK to abroad	25.2p
Received when abroad	Free
Sent to any country	35p
<b>Photo messages (each message)</b>	
Sent from the UK to abroad	19.8p
Received when abroad	Free
Sent when abroad to a UK number	19.8p
Sent when abroad to a non-UK number	19.8p
<b>Video messages (each message)</b>	
Sent from the UK to abroad	19.8p
Received when abroad	Free
Sent when abroad to a UK number	19.8p
Sent when abroad to a non-UK number	19.8p
<b>Video calls (per minute)</b>	
Sent from the UK to abroad	£1.53
Sent when abroad to a UK number	up to £2.04
Sent when abroad to a non-UK number	up to £2.04
Calls received when abroad	up to £1.53

All prices include VAT where applicable. Calls, messages and data used outside of the EU are not subject to UK VAT, except Monaco and Isle of Man.

## International charges for calls and messaging – Band 3

### Band 3

Cape Verde, Morocco, Turkmenistan, Kuwait, Russia, Cuba, Oman, Ukraine, Georgia, Uzbekistan, Tunisia, Malaysia, Ethiopia, Maldives

#### Voice calls (per minute)

Calls made from the UK to a Band 3 country	£1.02
Calls received when in a Band 3 country	£1.25
Calls made when in a Band 3 country to other countries in the same Band and the UK	£3.00
Calls made when in a Band 3 country to other Band countries	£3.00

#### Text messages (each message)

Sent from the UK to abroad	25.2p
Received when abroad	Free
Sent to any country	35p (except in Russia, Cuba and Tunisia – 50p)

#### Photo messages (each message)

Sent from the UK to abroad	19.8p
Received when abroad	Free
Sent when abroad to a UK number	19.8p
Sent when abroad to a non-UK number	19.8p

#### Video messages (each message)

Sent from the UK to abroad	19.8p
Received when abroad	Free
Sent when abroad to a UK number	19.8p
Sent when abroad to a non-UK number	19.8p

#### Video calls (per minute)

Sent from the UK to abroad	£1.53
Sent when abroad to a UK number	up to £2.04
Sent when abroad to a non-UK number	up to £2.04
Calls received when abroad	up to £1.53

All prices include VAT where applicable. Calls, messages and data used outside of the EU are not subject to UK VAT, except Monaco and Isle of Man.

## International charges or calls and messaging – Band 4

Band 4	Ships, ferries, cruise liners, airlines
<b>Voice calls (per minute)</b>	
Calls made from the UK to a Band 4 destination	Charges vary by country code and/or network (e.g. £7.66 per minute for satellite services with 0087/0088 prefix)
Calls received when in a Band 4 destination	£1.25
Calls made when in a Band 4 destination to other destinations in the same Band and the UK	£3.00
Calls made when in a Band 4 destination to other Band destinations	£3.00
<b>Text messages (each message)</b>	
Sent from the UK to abroad	25.2p
Received when abroad	Free
Sent to any country	50p
<b>Photo messages (each message)</b>	
Sent from the UK to abroad	19.8p
Received when abroad	Free
Sent when abroad to a UK number	19.8p
Sent when abroad to a non-UK number	19.8p
<b>Video messages (each message)</b>	
Sent from the UK to abroad	19.8p
Received when abroad	Free
Sent when abroad to a UK number	19.8p
Sent when abroad to a non-UK number	19.8p
<b>Video calls (per minute)</b>	
Sent from the UK to abroad	£1.53
Sent when abroad to a UK number	up to £2.04
Sent when abroad to a non-UK number	up to £2.04
Calls received when abroad	up to £1.53

All prices include VAT where applicable. Calls, messages and data used outside of the EU are not subject to UK VAT, except Monaco and Isle of Man.

## What do you charge for Other Services?

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	£1.50
Charge for a replacement SIM	£5.11
Change of phone number	£10.21
Cancellation Fee	Lump sum equivalent to the total of all the monthly charges still remaining during the Minimum Term of your agreement less a discount of: (i) 3% for new connecting customers who are in the first Minimum Term of their agreement with us; or (ii) 10% for existing customers that have upgraded or renewed their existing contract with us for a further, subsequent Minimum Term.
Charge for failed/late payment	£5.11

# Key things to note

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

## About your plan

### What does my plan include?

- If you have a package, which includes a device, it includes a monthly allowance of data units, that convert automatically on use into megabytes of data, whether used in the UK or a Feel At Home destination.
- If you sign up to one of our new Internet with legs SIM Plans, it includes a monthly allowance of data units that convert automatically on use into megabytes of data – whether used within the UK or a Feel At Home destination.
- It's worth remembering that if you don't use up your allowance in a month, you lose the unused portion, as it doesn't roll over to the next month.
- After your monthly allowance of data units is used up, prices for use outside of your allowance for additional data as well as for any calls or messages are shown on page 7.

## How can I use my data units?

- You can use your data units in the UK or in any of our Feel At Home destinations, as set out on page 9.
- You can also use your data units to set up a Personal Hotspot if you want to connect more than one device to the Internet at once, when in the UK. You can use any or all of your allowance for this purpose.
- To help you see the value you're getting with our Pay As You Go Data Add-ons, we've set out in the table below the per unit cost for each Pay As You Go Data Add-on:

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

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

Yes – you'll see a breakdown of the exact cost of the units included within your package's allowances on page 2 of your monthly bill in the 'Answering your questions' section titled 'About your allowance's unit

costs' – we believe this helps you understand the value you're getting from your package. The number of data units that each package is comprised of is also set out on the relevant pages of this Price Guide.

1 data unit = 1 MB of data

For example, the data unit cost for the 5 GB mobile data, 12 month SIM Plan costing £13 a month is: 0.254p per megabyte. These aren't charges for going over your allowance, these units 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 per unit cost for our pay monthly Add-ons in the table below.

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

### 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 16). 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.

## Is there anything else I should note?

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

### Charging/billing.

- All calls (except calls to 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 50p for this call, as the Access Charge element will be rounded up to a duration of one minute at 45p 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'.

**To request a VAT invoice:** Customers can request a VAT invoice by calling 0333 300 3333 from any phone (standard call rate applies) and select the Billing option. Three will only issue a tax invoice where it is obliged to do so following a few simple verification checks.

**First month pro-rated:** Your first month's allowance and charge for your price plan or Add-on will depend on when in the month you join Three or when you decide to select your Add-on. Whenever that is, you can start using your allowance for your price plan or Add-on straight away. We'll work out an appropriate allowance and charge to take you to the end of the first month. After that, you simply pay the standard monthly line rental or Add-on charge for a full month's allowance.

**Preferred payment method:** Three's preferred method of payment is by a recurring payment method, such as Direct Debit or recurring credit or debit card payment. Our Monthly Charges for our plans include a £5.00 monthly discount for customers who pay in this way. If you cancel your recurring payment method, you won't benefit from this discount and you will be charged the £5.00 discount reversal each month.

## Increases to your Monthly Charge

The Monthly Charge for your package is the minimum price you agree to pay us for Three Services provided to you under this agreement, for the Minimum Term. Each May, your Monthly Charge will increase by an amount up to the January RPI rate (published each February), unless you're on a SIM plan. If the January RPI rate is negative, there will be no charge to your Monthly Charge in the May. For example:

Monthly Charge up to April 2016	Monthly Charge from May 2016 April 2017	Monthly Charge from May 2017 April 2017
Price A	Price A plus an amount up to the January 2016 RPI rate = Price B	Price B plus an amount up to the January 2017 RPI rate = Price C
We've set out an example below, showing how this would work, if your charge is £25 and the January 2016 RPI rate is 2% and the January 2017 rate is 1%:		
£25.00	£25.00 + up to £0.50 (2% of £25.00) = £25.50	£25.50 = £0.255 (1% of £25.50) = £25.76

This does not apply if you are a SIM Only customer. If the January RPI rate announcement in February is negative, there will be no increase applied to your Monthly Charge in the May of that year.