



Price Guide for our Advanced Plans

Advanced Plans Price Guide

This is where you'll find all the pricing information for your voice plan if you joined or upgraded on Three on either a Pay Monthly Handset Package or a SIM Only Plan from 1 October 2021.

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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On a different plan?

Price Guides for other plans can be found at [Three.co.uk/priceguide](https://www.three.co.uk/priceguide)

Three Customer Services

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Want to use your data, your way? Tired of worrying about your mobile bill – home or away? Go all-inclusive with our Advanced Plans where you'll enjoy:

- ⊕ For a fixed daily charge unlock your UK allowance of voice, text and data in 71 destinations worldwide for 24 hours with Go Roam both in Europe and Around the World. Republic of Ireland and the Isle of Man are excluded so no daily charge applies. Fair use policies apply. See page 20 for more details..
- ⊕ Tethering your device and using it on the go (or at home) with Personal Hotspot – you can use all or any of your data allowance to create a personal hotspot within the UK, or in our Go Roam in Europe destinations.
- ⊕ Control your spend by setting your own limits for voice and data to avoid getting that shocking big bill.
- ⊕ Change your plan – temporarily or permanently – when you need to.
- ⊕ Free calls from the UK and our Go Roam in Europe destinations to Three customer services.

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Our Advanced Plans are available on both Pay Monthly Packages, which include a device and have a minimum term of 24 months, and on a SIM Only basis, where you can choose a minimum term of 1, 12 or 24 months. You can cancel at any time on 30 days' notice (there may be a cancellation fee payable if you're still within your Minimum Term – see page 26).

Whether you're on an Advanced Plan Pay Monthly Package or SIM Only Advanced Plan, you'll get a monthly allowance of voice, text and data for use within the UK and, subject to a daily charge, in our Go Roam in Europe and Around the World destinations.

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Our Pay Monthly Advanced Plan Packages

| | Monthly allowance | | | | | | | | |
|--|--|---|---|--|--|--|--|--|--|
| Data | 500MB | 1GB | 2GB | 4GB | 8GB | 12GB | 30GB | 100GB | unlimited |
| Minutes | 50 / 100 / 300 / 600 / unlimited | 50 / 100 / 300 / 600 / unlimited | 50 / 100 / 300 / 600 / unlimited | 100 / 300 / 600 / unlimited | 100 / 300 / 600 / unlimited | 100 / 300 / 600 / unlimited | 100 / 300 / 600 / unlimited | unlimited | 100 / 300 / 600 / unlimited |
| Texts | Unlimited | | | | | | | | |
| Using your allowance in Go Roam destinations (subject to daily charge) | 500MB | 1GB | 2GB | 4GB | 8GB | 12GB | 12GB | 12GB | 12GB |
| | 50 / 100 / 300 / 600 / unlimited minutes in the UK (+ unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) | 50 / 100 / 300 / 600 / unlimited minutes in the UK (+ unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) | 50 / 100 / 300 / 600 / unlimited minutes in the UK (+ unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) | 100 / 300 / 600 / unlimited minutes in the UK (+ unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) | 100 / 300 / 600 / unlimited minutes in the UK (+ unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) | 100 / 300 / 600 / unlimited minutes in the UK (+ unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) | 100 / 300 / 600 / unlimited minutes in the UK (+ unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) | 100 / 300 / 600 / unlimited minutes in the UK (+ unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) | Unlimited minutes in the UK (+ unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) |
| | Unlimited texts in the UK and our Go Roam in Europe destinations & up to 5,000 in our Go Roam Around the World destinations | | | | | | | | |
| Monthly Charge | Your monthly charge will depend on the mobile or 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 April, your Monthly Charge will increase by 4.5%. See page 31 for details. | | | | | | | | |
| Daily Charge | There is a daily charge to unlock your UK allowance for 24 hours in Go Roam destinations (except Republic of Ireland and Isle of Man, where daily charge does not apply). See page 20 for details. | | | | | | | | |

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| | Monthly allowance | | | | | | | | |
|---|--|--|-------------|--|--|--|--|--|--|
| Data | 500MB | 1GB | 2GB | 4GB | 8GB | 12GB | 30GB | 100GB | unlimited |
| Minutes | 200 | 600 / unlimited | 200 | 600 / unlimited | 600 / unlimited | 200 / 600 / unlimited | 200 / 600 / unlimited | unlimited | 200 / 600 / unlimited |
| Texts | Unlimited | | | | | | | | |
| Using your allowance in Go Roam destinations (subject to daily charge) | 500MB | 1GB | 2GB | 4GB | 8GB | 12GB | 12GB | 12GB | 12GB |
| | 200 minutes | 600 / unlimited minutes (unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) | 200 minutes | 600 / unlimited minutes (unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) | 600 / unlimited minutes (unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) | 200 / 600 / unlimited minutes (unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) | 200 / 600 / unlimited minutes (unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) | Unlimited minutes (unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) | 200 / 600 / unlimited minutes (unlimited in the UK & Go Roam in Europe destinations; up to 3,000 in Go Roam Around the World destinations) |
| | Unlimited texts in the UK and our Go Roam in Europe destinations, 5,000 in Go Roam Around the World destinations | | | | | | | | |
| Monthly Charge | Your monthly charge will depend on the selections made above and includes a £5 discount for paying by our preferred payment method, which is by a recurring method, such as Direct Debit (see pages 7 and 32). See the table on the next page for your SIM Only plan's monthly charge. Each April, your Monthly Charge will increase by 4.5%. See page 31 for details. | | | | | | | | |
| Daily Charge | There is a daily charge to unlock your UK allowance for 24 hours in Go Roam destinations (except Republic of Ireland and Isle of Man, where daily charge does not apply). See page 20 for details. | | | | | | | | |

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Our SIM Only Advanced Plan Prices

Each of these SIM Only plans include unlimited texts in their allowance. The monthly charge shown includes a £5 discount for paying by our preferred payment method, which is by a recurring method, such as Direct Debit (see below).

| | | Minutes allowance chosen | | | | | | |
|-----------------------|----------------|--------------------------|-----------|-------------|-----------|-------------------|-----------|-----------|
| | | 200 minutes | | 600 minutes | | Unlimited minutes | | |
| Minimum term | | 1 month | 12 months | 1 month | 12 months | 1 month | 12 months | 24 months |
| Data allowance chosen | 500MB | £12* | £5* | | | | | |
| | 1GB | | | £14 | £10 | £14* | £9* | |
| | 2GB | £16* | £13* | | | | | |
| | 4GB | | | £18* | £15* | £16 | £13 | £12 |
| | 8GB | | | | | | £10 | £19 |
| | 12GB | £22* | £19* | £24* | £21* | £19 | £16 | £14 |
| | 30GB | £25* | £22* | £29* | £19* | £24 | £20 | £18 |
| | 100GB | | | | | £29* | £25* | £20 |
| | Unlimited data | £27* | £24* | £30* | £24* | £26 | £26 | £22 |

*Not currently available

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Three's preferred payment method

New Advanced Plan customers (whether on a Pay Monthly Package or SIM Only plan) can only join 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 whilst 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 32 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:

| 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 your Three voicemail (once you've used your allowance) | 65p / min |
| Data | Not available on a per MB basis – see our data Add-ons on page 11 |

- If you've used up all of your data allowance, you can choose to buy an Add-on which will last until your monthly allowance is refreshed (see page 11) or, if you find yourself needing an increased allowance 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 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 will be payable (please see page 26).

| 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 shortcodes – mobile text shortcode numbers are 5 or 6 digits long and usually begin with a 6, 7 or 8. These are often used to pay for new features in apps, to donate to charity, to enter competitions and to download games and ringtones. | SMS 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 & Changing your Price Plan

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

If you want to increase your allowance on a longer-term basis, you can now change your price plan via your My3 account. A change of price plan may incur a small one-off fee allowing you to use your new increased allowances immediately. You will then be charged your new monthly price from the following month. 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 |

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 | | £15 |

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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 | On purchasing a Short term Boost you will receive the full allowance immediately. You will be charged the full monthly price as Short term Boosts 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 Go Binge

| Add-on name | Data allowance | When is this Add-on available? | Monthly price (rolling) |
|-------------|----------------|---|-------------------------|
| Go Binge | Unlimited | <ul style="list-style-type: none"> If you joined, upgraded or changed your price plan, between 26 April 2018 and 1 October 2020, to an Advanced Plan with a data allowance of 12GB or more, Go Binge will automatically be added to your plan. If you joined or upgraded before 26 April 2018, and have previously had Go Binge, you may add this back on to your account via the contact centre. | Free |

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 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: Åland 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, The Netherlands, 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, Tunisia, Ukraine, United Arab Emirates, Uruguay, US Virgin Islands, USA, Vatican City and Vietnam. | £5 |

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Add Minutes

| Add-on name | Voice allowance | How can I use this allowance? | Monthly price (rolling) |
|------------------------------|-------------------|---|-------------------------|
| Add Landlines 1,000 | 1,000 minutes | Calls made from the UK to any standard UK landline (01, 02, 03) or from any of our Go Roam in Europe destinations to standard landline numbers within our Go Roam in Europe destinations. | £5.00 |
| Add Landlines | 2,000 minutes | Calls made from the UK to any standard UK landline (01, 02, 03) or from any of our Go Roam in Europe destinations to standard landline numbers within our Go Roam in Europe destinations. | £10.21 |
| Call Abroad 100 | 100 minutes | Great for those who occasionally call abroad giving 100 voice minutes to use in the UK to call standard landline or mobile numbers in: 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. These Add-ons cannot be used while roaming outside the UK and non-standard and premium rate numbers are excluded. 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. | £5.00 |
| Call Abroad Unlimited | Unlimited minutes | Great for those who regularly call abroad giving unlimited voice minutes to use in the UK to call standard landline or mobile numbers in: 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. These Add-ons cannot be used while roaming outside the UK and non-standard and premium rate numbers are excluded. 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. | £10.00 |

Add Smartwatch Pairing

| Add-on name | Allowance | What's included | Monthly Price |
|-------------------------------|---|--|--|
| Smartwatch Pairing 24m | 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 |
| Smartwatch Pairing 1m | 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 |

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Add-ons no longer available for purchase

We have previously sold the below Add-ons. While they're not available for purchase now, if you purchased one of these in the past, it'll stay on your account each month on a rolling basis until you ask us to remove it.

These Add-on allowances are for use in the UK and, subject to a daily charge, in our Go Roam destinations – fair use policies apply (see below).

| Add-on name | Data allowance | Can this Add-on allowance be used as a personal hotspot allowance in the UK? | Monthly Price | Term |
|--------------------|---|--|---------------|-------------------|
| Add 500MB | 500MB | Yes | £3.00 | One month rolling |
| Add 1GB | 1GB | Yes | £3.00 | |
| Add unlimited data | Unlimited in the UK - up to 12GB in Go Roam destinations. | Yes | £3.00 | |

| Add-on name | Voice allowance | Monthly price | Term |
|-----------------------|---|---------------|-------------------|
| Add 50 Minutes | 50 minutes | £3.00 | One month rolling |
| Add 200 Minutes | 200 minutes | £3.00 | |
| Add 300 Minutes | 300 minutes | £3.00 | |
| Add unlimited minutes | Unlimited in the UK and within our Go Roam in Europe destinations (up to 3,000 can be used in Go Roam Around the World destinations to call back to the UK) | £3.00 | |

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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://www.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).

Calls, data and fax to other Special Numbers.

| Number prefix | Price |
|---|--|
| <ul style="list-style-type: none"> ■ Calls whilst you're in the UK to 333 (Three Customer Services), 444 / 555 Pay As You Go Top-up / balance enquiry ■ 999 / 112 ■ NHS 111 ■ 116000 / 116006 / 116111 / 116117 / 116123 ■ 105 National Power Emergency | Free |
| <ul style="list-style-type: none"> ■ 0800 / 0808 | Free |
| <ul style="list-style-type: none"> ■ 101 Single non-emergency | Free |
| <ul style="list-style-type: none"> ■ 084 / 087 / 118 (check Three.co.uk/nts for specific numbers) | 65p per minute Access Charge (one-minute minimum charge) plus the Service Charge |
| <ul style="list-style-type: none"> ■ Corporate Numbers – 055 | 15.3p per minute |
| Non-Standard 07 numbers 0740659 / 074060 / 074061 / 074062 / 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 Three.co.uk/nts 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 |

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| Number prefix | Price |
|---|--|
| Premium Rate (09, 091, 098) – (check Three.co.uk/nts for specific numbers) | 65p per minute Access Charge (one-minute minimum charge) plus the Service Charge |
| Relay UK Relay UK calls to emergency services using 18000 or 18001 999 or 18001 112 Relay UK calls to non-emergency numbers using 18001 101 | Free |
| Relay UK call 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% |
| Relay UK call to international numbers via the shortcode 18001 | A 25% discount will be applied to the standard rates set out on pages 21 and 23 |
| 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 for calls to satellite phones?

Calls to satellite numbers cost the same per minute regardless of where in the world you are when making the call (whether from the UK or abroad) or where the satellite phone is physically located. They normally start with the number prefix 0087 or 0088 and 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 is changing frequently) – go to [Three.co.uk/nts](https://www.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).

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| 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>Free to call 195 for Three's registered users.</p> <ul style="list-style-type: none"> ■ 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. |

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): 074184 / 074520 / 074521 / 074522 / 074523 / 074524 / 075090 / 075091 / 075092 / 075093 / 075094/ 075095 / 075096 / 075097 / 07624 / 077003 / 077007 / 077008 / 07781 / 077977 / 077978 / 077979/ 078297 / 078298 / 078299 / 07839 / 078391 / 078392 / 078397 / 078398 / 079240 / 079241 / 079242/ 079243 / 079244 / 079247 / 079248 / 079370 / 079371 / 079372 / 079373 / 079374 / 079375 / 079376/ 079377 / 079378 / 079379 / 07781 | Go Roam in Europe Band (see page19) |

Voice calls made to other international special numbers

| Where are you calling? | Cost (per minute) |
|--|-------------------|
| Check Three.co.uk/specialnumbers3 for specific numbers | £2.75 |

Using your phone abroad

As an Advanced Plan customer, international roaming is switched on automatically on your account, so you can use your phone abroad, including in all 71 of our Go Roam destinations straight away. You'll just need to make sure that you haven't set your Spend Cap to zero before roaming.

For a fixed daily charge you can use your UK allowance for a 24 hour period in any of our Go Roam destinations to contact a UK number (starting 01, 02, 03 or a standard UK mobile). You can also use your UK allowance in a Go Roam in Europe destination to make calls to standard landline or mobile numbers in other Go Roam in Europe destinations.

See page 20 for details.

When dialling international special numbers and in destinations not covered by Go Roam, additional costs will be incurred. How much these are depends on where you are and where the person you're contacting is (you can find out more on page 17).

To help you manage your roaming costs when you're travelling, we'll text you information about call charges and roaming rates for each country you visit.

If you need to contact Three Customer Services while abroad, call +44 7782 333 333 (this call will be charged at standard roaming rates). 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.

Did you know:

- 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 by contacting Three Customer Services.
- 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 then are charged by the second.

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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 falls into and (2) which Band the country you're trying to contact falls within. Check the table below to find out:

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

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See page 24 for international data roaming bands and charges.

Using your Advanced Plan allowance abroad with Go Roam.

For a fixed daily charge, set out below, our Advanced Plans allow you to use your UK allowance in any of our Go Roam destinations to contact a UK number (starting 01, 02, 03 or a standard UK mobile). You can also use your UK allowance in a Go Roam in Europe destination to make calls to standard landline or mobile numbers in other Go Roam in Europe destinations. Fair use policies apply - see page 21.

The daily charge to unlock your UK allowance:

Go Roam in Europe destinations - £2. Go Roam Around the World destinations - £5.

The daily roaming charge starts when you use any of your allowances in a Go Roam destination including making calls, sending texts or using data. Once triggered, the charge unlocks your UK allowance for 24 hours in Go Roam destinations. Republic of Ireland and Isle of Man are excluded from the daily roaming charge.

It's free to receive calls, texts, photo messages and video messages when in a Go Roam destination on our Advanced Plans.

As a reminder, Go Roam can be used in the following destinations (we've split these into two bands, based on whether they're within the EU or not, as this will affect some out of allowance charges):

| Go Roam in Europe destinations | Go Roam Around the World destinations |
|---|--|
| Åland Islands, Austria, Azores, Balearic Islands, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, The Netherlands, Norway, Poland, Portugal, Réunion, Romania, Saint Barthélemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City. | Australia, Brazil, Chile, Colombia, Costa Rica, El Salvador, Guatemala, Hong Kong, Indonesia, Israel, Macau, New Zealand, Nicaragua, Panama, Peru, Puerto Rico, Singapore, Sri Lanka, Uruguay, US Virgin Islands, USA and Vietnam. |

Out of allowance charges when in a Go Roam destination

If you use up all of your plan's allowances when in a Go Roam destination, you'll be charged for additional use at the below 'out of allowance' rates:

| | Where are you calling or messaging? | | | | |
|---|---|--|----------------------------|-----------------|------|
| | Back to the UK | Back to Go Roam in Europe destinations | Anywhere else in the World | Cost to receive | |
| Where are you calling, texting or getting online? | Call charges (per minute) to standard landlines and mobile numbers. (find out more about the cost of calling non-standard international numbers at Three.co.uk/nts) | | | | |
| | Go Roam in Europe | 3p | 3p | £1.40 | Free |
| | Go Roam Around the World | 3p | 3.3p | £1.40 | Free |
| | SMS charges (per message) | | | | |
| | Go Roam in Europe | 2p | 2p | Up to 2p | Free |
| | Go Roam Around the World | 2p | 2p | Up to 2p | Free |
| | Internet data (per MB) | | | | |
| | Go Roam in Europe | 1p | | N/A | |
| | Go Roam Around the World | 1p | | N/A | |

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Photo messages, video messages and calls to non-geographic numbers (starting 084, 087, 09 or 118 if dialled from the UK) don't form part of your allowance, therefore the following charges will apply when in a Go Roam destination (regardless of which country you are calling or messaging):

| | Cost to make call / send message | Received |
|--|----------------------------------|-------------|
| Photo message (per message) | 65p | Free |
| Video message (per message) | 65p | Free |
| Video call (per minute) | Up to £2.042 (to any number) | Up to £1.54 |
| Non-geographic calls (to numbers starting +4484, +4487, +449, +44118) (per minute) | Up to £1.40 | N/A |

Prices quoted above include VAT, where applicable.
Check [Three.co.uk/go-roam](https://www.three.co.uk/go-roam) for more information and the latest on which destinations are included.

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

There is a daily rate to unlock your UK allowance for 24 hours in Go Roam destinations. See page 20 for details. Use of Three Services in our Go Roam destinations is subject to our fair use policies. These fair use policies differ depending on whether you are roaming in a Go Roam in Europe or Go Roam Around the World destination and may be updated from time to time:

Go Roam in Europe

- There are no fair use limits for calls made or texts sent to standard landline or mobile numbers within our Go Roam in Europe destinations or back to the UK.

Go Roam Around the World

- If you have more than 5,000 texts included in your allowance, you can send up to 5,000 texts back to the UK each month from a Go Roam Around the World destination.
- If you have 3,000 or more minutes included in your allowance, you can talk for up to 3,000 minutes on calls made to standard UK landlines or mobile numbers each month.
- If you exceed any of these fair use limits for any two months within a rolling 12-month period we have the right to suspend international roaming on your account, meaning you will no longer be able to use your device or allowances abroad. Of course, we will let you know in advance if this is likely to happen.

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Go Roam in Europe and Go Roam Around the World

- If you have a data allowance greater than 12GB, you can use up to 12GB of data each month. If you use 12GB and still have remaining data allowance available, you can continue to use your data, but this is subject to a surcharge - currently 0.3p/MB.
- Go Roam is intended for our UK customers, who are UK residents visiting one of the destinations for short periods, like holidays or business trips. It isn't designed for people who live abroad or stay for extended periods.
- As such, if you roam exclusively in one or more of our Go Roam destinations (including both Go Roam in Europe and Go Roam Around the World) for any two complete months in a rolling 12-month period, we may suspend international roaming on your account, meaning you will no longer be able to use your phone or device abroad. Of course, we'll let you know in advance if this is likely to happen.
- If you spend a full month abroad but some of that time is spent in a destination that isn't included in Go Roam, this fair use policy won't apply.

You can find out more about Go Roam at three.co.uk/go-roam. And just so you know, we reserve the right to extend, withdraw or modify the terms of Go Roam and/or the destinations of service included at any time.

Making and receiving calls when abroad to standard international landline and mobile numbers

| | | Where are you calling? | | |
|-----------------------------|--------|--|---|--|
| Where are you calling from? | | Back to the UK & within the same Band (per minute) | Anywhere else in the world (per minute) | How much will it cost to receive a call in these Bands? (per minute) |
| | Band 0 | 10p | 10p to Go Roam in Europe destinations, otherwise £1.404 | 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 |

Note: The above table does not include out of allowance roaming charges for Go Roam destinations – please see page 20 for these.

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Sending and receiving texts while abroad

| Where are you texting from? | Cost to send (per message) to anywhere in the world | Cost to receive a text (per message) |
|-----------------------------|---|--------------------------------------|
| Band 0 | 4p | Free |
| Band 1 | 35p | |
| Band 2 | 35p | |
| Band 3 | 35p (except if you're in Cuba, Russia or Tunisia, in which case it will cost 50p) | |
| Band 4 | 50p | |

If you're in the UK and want to call or text local numbers in Go Roam destinations, please see page 24.

Please note: Three reserves the right to suspend Go Roam if we reasonably believe that you are 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 Go Roam and/or the destinations of service included at any time.

See [Three.co.uk/go-roam/information](https://www.three.co.uk/go-roam/information) for full details on how this service works and additional details that may be of interest.

What about destinations not covered by Go Roam – how much will it cost to use my phone there?

It's important to remember that the allowances included in your Advanced Plan are for calls and texts to standard UK numbers, not international numbers (unless you're calling or texting an international number within our Go Roam in Europe destinations, while roaming within a Go Roam in Europe destination). 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 Go Roam destinations are listed below.

The cost of data use abroad (when not in a Go Roam destination) is set out below (please note, the Bands are different for data use).

To see the roaming rates you'll be charged when in a specific country, [use the table on page 19](#) to identify the band that the country you're going to falls within and if you are contacting someone in a different country (on an international number), check which band that destination falls into. Then check the tables below.

Internet and data usage abroad.

When you roam onto other international networks where data roaming is available, the charges below will apply (except if you're in a Go Roam destination – see page 20 for more information).

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

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| Band | Countries | Cost per MB |
|-------------|--|-------------|
| Data Band 1 | Monaco. | 10p |
| Data Band 2 | Benin, Botswana, Cyprus (North), India, Ivory Coast, Japan, Philippines, South Africa, Taiwan, Thailand, Turkey, Yemen. | £3 |
| Data Band 3 | Rest of the World excluding Go Roam destinations – see page 19. Maritime Networks (Ships, Ferries, Cruise Liners), 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 12), you can also choose to buy an unlimited data allowance for a daily charge of £5 which lasts until midnight (UK time) on the day of purchase.

Calling & 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) |
|---|-------------------|
| Åland 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 | £3.00 |

If you're calling abroad regularly, don't forget to check out our Call Abroad Add-ons on page 13.

Voice calls made from the UK to international special numbers

Charges for these calls are shown on page 17.

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 Åland 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 (excluding SMS to shortcodes – see page 10) | 65p | Free |
| Photo message | 65p | Free |
| Video message | 65p | Free |
| Video call | £1.532 | Free |

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

About your Advanced Plan allowance.

Your Advanced Plan includes a monthly allowance of voice, text and data for use within the UK and, for an additional fixed daily charge, in our Go Roam destinations 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 minutes and texts allowance to call and text landline and mobile numbers in the UK and in Go Roam in Europe destinations. 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 minutes, texts or data) is used up, prices for use outside of your allowance for additional calls or messages are shown on page 9. 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 either within the UK or, for a fixed daily charge, while in a Go Roam destination to any other standard UK mobile (beginning 07 but excluding certain non-standard numbers – see page 15 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 or, for a fixed daily charge, while in a Go Roam destination to a UK standard mobile (beginning 07 but excluding certain non-standard numbers – see page 15 for details) or for SMS texts sent when roaming within a Go Roam in Europe destination to a standard mobile number from a Go Roam in Europe destination. You cannot use your inclusive texts to send SMS shortcode messages – see page 10 for details.
- Texts within a monthly allowance cannot be: text messages sent from the UK or a Go Roam destination to a non-UK standard mobile number (except for text messages sent within Go Roam in Europe destinations to an international mobile number from a Go Roam in Europe destination); messages sent while abroad in a non-Go Roam destination; text messages received in non-Go Roam destinations; 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.

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How can I use my data allowance?

- The inclusive data allowance in your package or Add-on can be used to connect to the Internet on your phone whether in the UK or, for a fixed daily charge, while in a Go Roam destination (fair use limits apply), unless you've chosen an Add-on that specifically states it is for UK use only.
- You can also use your data to set up a personal hotspot if you want to connect more than one device to the Internet at once. You can use any or all of your allowance for this purpose.

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 (unless stated otherwise);
- Premium rate calls and messages (including SMS shortcode messages);
- Reverse charge and messages;
- Message alert services;
- Directory service calls;
- Non-geographic numbers (starting 087, 084) and special numbers (e.g. 090, 070).

Go Binge

Go Binge was available to customers taking our Advanced Plans with a regular data allowance of 12GB or above between 26 April 2018 and 30 September 2020. It is no longer available to upgrading or new customers. If your plan does include Go Binge, it provides you with an unlimited data allowance for streaming video and music from selected partners, as long as you've some of your standard data allowance remaining. You can choose to opt out of Go Binge at any time and use your standard data allowance instead. Go Binge is available for use within the UK and our Go Roam destinations (a fair use policy may apply – see [Three.co.uk/go-roam](https://three.co.uk/go-roam) - To opt back in, just call our contact centre) but some services may not be available while roaming due to licensing conditions. Go Binge includes a range of third party services, some of which may require their own subscription to access them and some additional content, such as adverts, may come out of your regular data allowance. For more details of what's included and how to access, see [Three.co.uk/go-binge](https://three.co.uk/go-binge)

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What do you mean by unlimited?

Unlimited data.

If you have unlimited data as part of your package or with an Add-on, there are no hidden fair use policies within the UK. Unlimited data should give you all the access to the Internet you would normally need, without worrying about hefty bills. However, if you're in a Go Roam destination, you will be subject to our fair use limits meaning you can use up to 12GB of data each month.

Unlimited texts and minutes.

There's no hidden fair use policies with our unlimited text or voice minutes allowances either when in the UK or our Go Roam in Europe destinations – we just ask that you use this allowance in accordance with our Terms for Three Services – that is, for personal use only and not for any illegal, commercial or improper purposes. In addition to these unlimited UK and Go Roam in Europe destination allowances, you also get 5,000 texts and 3,000 voice minutes to use respectively each month, when in a Go Roam Around the World destination.

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.

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.

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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 'Charges for other services' on page 26). 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.

| | |
|---|-------------------------------------|
| 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 |

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.

Is there anything else I should note?

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

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.

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.

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Charging/billing.

- All calls (except calls to shortcode, 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'.

Spend Caps.

We ask all new and upgrading customers at point of sale if they want to set a spend cap on their monthly bills which applies to all outside of allowance charges in the UK and whilst roaming, including the daily roaming charge in Go Roam destinations (link to three.co.uk/Go-Roam). 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 free from a Three phone, or 0333 338 1001 from any other phone (standard call rate applies) and select the Billing option.

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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.

Increase 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 your agreement, for the Minimum Term. Each April your Monthly Charge will increase by 4.5%. For example:

| Monthly Price until March 2023 | Monthly Price from April 2023 to March 2024 | Monthly Price from April 2024 to March 2025 |
|--|---|---|
| Price A | Price A plus 4.5% (= Price B) | Price B plus 4.5% (= Price C) |
| We've set out an example below, showing how this would work if your Monthly Charge is £30. | | |
| £30.00 | £30 + £1.35 (4.5% of £30.00) = £31.35 | £31.35 + £1.41 (4.5% of £31.35) = £32.76 |

This annual price change applies if you joined or upgraded on or after 29 October 2020. If you joined or upgraded before 29 October 2020 your Monthly Charge will increase each May by an amount up to the January Retail Price Index rate (published each February). See our Terms for Three Services for more information: [Three.co.uk/terms](https://www.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 your payment details and you will remain eligible for the £5 monthly recurring discount.



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If you need help with anything to do with your Three contract, call us on 333 from your Three phone or 0333 338 1001 from any other phone. If you need help with your Device Finance agreement, log in to your Creation account and use the 'Contact us' form. Or you can call Creation on 0371 964 2010.

Your Rights – Complaints

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

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

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