



Hutchison 3G UK Limited
450 Longwater Avenue
Green Park
Reading
Berkshire
RG2 6GF

Contact Customer Care: 333 (from a Three Phone) or
0333 338 1001 (from any other number)

Contract summary

- This contract summary provides the main elements of this service offer
- It helps to make a comparison between service offers
- Complete information about the service is provided in other documents

Services

Mobile voice telephony, Mobile internet access

Go Roam Fair Use Policies apply. See three.co.uk/support/roaming-and-international

Speeds of the internet service and remedies

Estimated Speed (based on the estimated maximum speed customers are likely to experience on Three's UK network)

	Download	Upload
3G	18 Mbps	2.6 Mbps
4G	70 Mbps	22 Mbps
5G	597 Mbps	50 Mbps

Speeds may vary due to a number of factors which are outlined at three.co.uk/terms. If you experience continuous or regularly recurring disruption to services you may be entitled to a price reduction or other remedy available under consumer law. Please contact our Customer Care team on the contact details above.

Price

Standard UK rates for voice calls, texts and data:

Voice calls to standard UK landlines (starting 01, 02, 03), and standard UK mobiles (any network) and your Three voicemail	35p/minute
Texts (excluding SMS shortcodes)	15p/text
Data	10p/MB

Depending on when and where you purchased your SIM, different options may apply. Check which Pay As You Go plan you have at three.co.uk/terms-conditions/price-guides. You may also purchase Data Packs or Add-Ons which give you minutes, texts and more data for your money. If you have purchased a SIM with an Add-On or Data Pack, your allowances will be listed on the Pack. For information on charges not included in our Standard rates see your Price Guide at three.co.uk/terms-conditions/price-guides.

3G Network

Throughout 2023 and 2024, we will be making changes to and upgrading the Three Network. Following some of these, you will need a 4G or 5G handset capable of making voice calls on the 4G network, or a 4G or 5G router to access the Three Services. 3G-only Devices, and early 4G handsets that can only make 3G voice calls, will no longer work on the Three Network, in areas where planned work is carried out. For more information about coverage, go to Three.co.uk/coverage.

Duration, renewal and termination

You can end your Pay As You Go Agreement at any time by stopping your use of Three Services. If within a 180 day period you have not made any chargeable events or activities (for example, made a call, sent a text or photo messages, accessed data or any other Three Services for which a charge is made), we may suspend the Three Services or disconnect you. If you opt to Auto-Renew your Data Pack on a monthly basis, you can stop the auto-renewal at any time before the date your pack renews on the Three Pay As You Go app or online in My3.

Pay As You Go (Voice)



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Accessibility features

If you would like a copy of this document in an alternative format (e.g. Braille or large print) contact Three on the details above. For information on Three's accessibility services see three.co.uk/Accessibility.