

# Mobile Broadband Plans Price Guide



Pricing information for customers who joined or upgraded on a Three Your Way plan from 30 January 2023.

To check if this price guide applies to you, visit [Terms and Conditions | Three](#)

Effective from: 30.01.2023

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# About this price guide

This Price Guide defines the prices of our Mobile Broadband services, details of which can be found at <https://www.three.co.uk/store/broadband/mobile-broadband> if you joined Three from 30 January 2023

If you've purchased a Three Your Way Connect Plan (Tablets and Laptops) or Three Your Way Data SIM Plan on or after 30 January 2023, please refer to our Three Your Way Plans Price Guide for the relevant prices and information about your plan.

This Price Guide is effective from the date of publication. In the event of a difference between this Price Guide and the information published elsewhere, other than the customer terms, this Price Guide will take precedence.

Our customer terms may be found online at [three.co.uk/terms-conditions](https://www.three.co.uk/terms-conditions).

All prices in this Price Guide include VAT, where applicable.

## How to contact us

You can contract Three Customer Services by Live chat (available 24 hours each day), through either our website or our Three UK app.

If you would like a copy of this Price Guide in an alternative format (e.g. Braille or large print) please contact Three Customer Services or call our Accessibility Services team on 0333 338 1012 between 9am and 6:30pm Monday to Friday.

For more information on Three's accessibility services please [three.co.uk/accessibility](https://www.three.co.uk/accessibility).

## Three's preferred payment method

New Mi-Fi customers can only join on Direct Debit, and all of the monthly charges in the Price Guide include a £5 discount for paying by the preferred payment method (a recurring method such as Direct Debit).

Direct Debit is brilliant for you, as payment will be taken automatically so you don't forget to pay. It is 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 detail at any time, just let us know. Simply allow us to store details and you will remain eligible for the £5 monthly recurring discount. See "Recurring payment discount" section for more info.

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### Three Customer Services, Hutchison 3G UK Ltd, PO Box 333, Glasgow G2 9AG

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# Unlimited

With Unlimited data as part of your plan there are no hidden caps or limits when using your device within the UK. Unlimited data should give you all the access to the internet you would normally need without worrying about hefty bills.

## Using your device

To use your device, you can use any allowances included in your plan. To make calls, send texts or use data, which is not included in your plan, you may be able to do any of the following:

- Purchase an add-on
- Pay for your usage at the rates defined in this guide

## Standard Rates

Or standard rates for voice calls, texts, data and MMS in the UK are as follows

	Charge
<b>Voice calls to standard UK landlines (starting 01,02,03), UK mobiles (any network) and your Three voicemail</b>	<b>65p/minute</b>
<b>Texts (excluding SMS shortcodes)</b>	<b>2p/message</b>
<b>Data</b>	<b>10p/MB</b>
<b>MMS</b>	<b>65p/message</b>

How we charge standard rates

Call durations 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.

- Charges for individual voice calls are rounded up or down to the nearest penny.
- We charge for data sent and received. Amounts are calculated to the nearest kilobyte (kB).
- Each text message can accommodate up to 160 characters. Long messages will be sent across numerous text messages and these will be charged separately.
- Where a message contains non-standard characters (such as emojis), the message may be sent as an MMS. Separate charges apply for MMS.
- When you send messages to several recipients at the same time you will be charged separately for each recipient.
- Call Return calls (when you return a call directly to someone who has left a voicemail message, by keying # at the end of the message) are charged at your standard rates as if you had made the call directly. Any call-barring restrictions you have will also apply.
- You can only return one call directly from the voicemail service. As soon as you finish the call you will be disconnected and will have to redial into voicemail if you wish to continue listening to your voicemail.
- If you divert your incoming calls to another number, we'll charge you for each redirected call. The cost of the redirected call depends on the type of number you're calling.
- We may end any calls that you make which are longer than 2 hours, in order to prevent you from incurring excessive, inadvertent costs. If this does happen, and you wish to continue your call, please redial.
- From February 2023, once you've used up your data allowance, you won't be able to continue using data charged per MB. Instead, you'll need to buy an Add-on or change price plan. This does not apply if you have a Connect plan. If this applies to you, we'll contact you in advance to remind you that we are making this change.

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Other sections in this guide explain how we charge for:

- Calls to special numbers;
- Calls to directory enquiries;
- Calls and texts from the UK to international numbers;
- Using your phone abroad

## Control your spend

You have the ability to control your spend if you're worried about incurring additional costs.

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 [three.co.uk/Go-Roam](https://three.co.uk/Go-Roam)).

You can set up or change your spend cap with us at anytime – just log into your My3 account. Then under Allowance and Price Plan, select Control Your Spending.

Please note: If you put your SIM in a device that can also make and receive calls and texts, you will be charged for any calls made or texts in line with this Price Guide.

## Our Plans

With our pay monthly plans you're in control. Once you've chosen your Mi-Fi, you can then choose how much you want to pay upfront and how long your contract will last. Your contract will last a minimum of 1 month, and you'll need to give us 30 days' notice to end this.

This Price Guide is reflective of base pricing and does not include any promotions that may have been applied to your monthly recurring charge.

Duration	Price	Upfront Cost	Data
24 months	£22	£0	Unlimited
24 months	£26	£0	40GB
24 months	£12	£0	10GB
12 months	£26	£0	Unlimited
12 months	£18	£19	40GB
12 months	£13	£19	10GB
1 month	£27	£39	Unlimited
1 month	£19	£49	40GB
1 month	£14	£49	10GB

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# 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 in one of our Go Roam destinations and you 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 Allowance

Add on	Allowance	Price
1GB	1GB	£5
5GB	5GB	£15
10GB	10GB	£20

## Other Charges

### Early cancellation fee

We hope you don't want to leave us but if you do decide we're not right for you before your contract ends, we will charge you a fee for leaving us early.

The cancellation fee will be calculated as a 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 from time to time. See calculation example below.

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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# Charges for calls from the UK to Special numbers and Directory Services

## Special Numbers

Some calls and other services within the UK fall outside our standard rates and aren't included in any allowances you may have. They're shown below. If you'd like to know about specific numbers and to check the specific price of any call, please go to [three.co.uk/specialcall](https://three.co.uk/specialcall)

Number/ prefix	Price
<b>Freephone numbers 0800 and 0808</b>	Free
<b>UK calls to Three Customer Services (333)</b>	Free
<b>Emergency numbers 999/ 112</b>	Free
<b>Emergency video relay 999 BSL</b>	Free
<b>NHS 111</b>	Free
<b>Helplines 116000, 116006, 116111, 116117, 116123</b>	Free
<b>Single non-emergency 101</b>	Free
<b>National power emergency 105</b>	Free
<b>Fraud hotline 159</b>	Will come from any available allowance of voice minutes
<b>Relay UK calls to emergency numbers using 18000 or 18001 999 or 18001 112</b>	Free
<b>Relay UK calls to non-emergency numbers using 18000 or 18001 999 or 18001 101</b>	Free
<b>Relay UK calls using 18001 to UK standard landlines (starting 01, 02, 03) and UK mobiles (starting 077, 078 or 079)</b>	These will come out of any available allowance of voice minutes or, if no allowance is available, will be charged at a discounted rate of no less than 25% will be applied to the standard rates.
<b>Relay UK calls to international numbers using 18001</b>	A 25% discount will be applied to the standard rates.
<b>Corporate numbers 055</b>	10.2p to 15.3p/ minute
<b>084/ 087</b>	65p/ minute access charge (set by Three). The service charge is set by the company you're calling (they'll tell you this). The total cost of the call is the access charge plus the service charge. See How we charge (below).

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<b>Non-standard 07 numbers</b> 0740659/ 074060/ 074061/ 074062/ 0740671–9/ 074176/ 074181/ 074185/ 074411/ 074414/ 074515/ 075200/ 075201/ 075203/ 075204/ 075205/ 075207/ 075208/ 075209/ 075370/ 075373/ 075375/ 075376/ 075377/ 075378/ 075379/ 075580/ 075581/ 075582/ 075590/ 075591/ 075592/ 075593/ 075594/ 075595/ 075596/ 075597/ 075598/ 075710/ 075718/ 075890/ 075891/ 075892/ 075893/ 075898/ 075899/ 077001/ 077442/ 077443/ 077444/ 077445/ 077446/ 077447/ 077448/ 077449/ 077552/ 077553/ 077554/ 077555/ 078220/ 078221/ 078223/ 078224/ 078225/ 078226/ 078227/ 078229/ 078644/ 078727/ 078730/ 078744/ 078745/ 078920/ 078922/ 078925/ 078930/ 078931/ 078933/ 078938/ 078939/ 079111/ 079112/ 079117/ 079118/ 079245/ 079246/ 079780/ 079781/ 079784/ 079785/ 079786/ 079788/ 079789	Out of allowance UK mobile charges apply (see <a href="http://three.co.uk/specialcall">three.co.uk/specialcall</a> for exact costs).
<b>International 07 number prefixes for Isle of Man and Channel Islands (Jersey, Guernsey, Herm, Alderney, Sark)</b> 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	19.5p/ minute
<b>Satellite calls 0087 and 0088</b>	£7.66/ minute
<b>Pager 076</b>	£1.22/ call plus 85.8p/ minute
<b>Personal number 070 band 1</b>	30.6p/ minute
<b>Personal number 070 band 2</b>	£1.04/ minute
<b>Personal number 070 band 3</b>	£1.22/ call plus 85.5p/ minute. Both charges apply from the start of the call.
<b>Premium rate (090, 091, 098) – Bands A, B, C, D, E</b>	Charges vary. Visit <a href="http://three.co.uk/nts">three.co.uk/nts</a> to check the cost of calls to a specific number. The total cost of the call is the access charge (set by Three) plus the service charge. See How we charge (below).

## How we charge for calls to Special Numbers

For calls to numbers starting 084, 087, 090, 091 or 098:

- The Access charge has a one minute minimum charge.
- Call durations are rounded up to the nearest minute and are charged per minute.

Charges are not included in any allowance you may have.

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# Calls to Directory Services

There are many different directory enquiry services and the table below does not reflect the full list of available services. Call charges for other directory services can be found online at [three.co.uk/nts](https://three.co.uk/nts)

Number prefix	Price
<b>National 118333 multi-search</b>	65p/ minute access charge (set by us). 10p/ minute (after the first minute) service charge (set by the company you're calling). £3.60/ call connection charge. The total cost of the call is the access charge plus the service charge plus the connection charge. See How we charge (below).
<b>International 118313 multi-search</b>	65p/ minute access charge (set by us). 10p/ minute (after the first minute) service charge (set by the company you're calling). £3.60/ call Connection charge. The total cost of the call is the access charge plus the service charge plus the connection charge. See How we charge (below).
<b>Directory services for people with disabilities 195 multi-search</b>	Free to call 195 for Three's registered users. 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. For more information on Three's accessibility services please see <a href="https://three.co.uk/accessibility">three.co.uk/accessibility</a> .

## How we charge for calls to Directory Services

For calls to Directory enquiries numbers:

- The access Charge has a one minute minimum charge.
- Call durations are rounded up to the nearest minute and are charged per second.
- Charges are not included in any allowance you may have.

## Other services

Service	Price
<b>Text delivery report</b>	1.2p/ request
<b>Change of phone number</b>	£10.21
<b>SMS short codes Mobile text Short codes 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.</b>	SMS Short codes are classed as a Premium Rate Service. The cost varies, depending on the promoter's terms and conditions, which should always be checked to find out the exact cost, as this will vary with the promoter and service.

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# Calls and texts from the UK to international numbers

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

## International calls and messages from the UK

The band for each destination is listed in the table for voice calls and text messages.

Band	Voice call (per minute)	SMS (per text)	MMS (per message)
<b>Band 1</b>	19.5p	6.2p	65p
<b>Band 2</b>	£3.00	65p	65p

### How we charge for calls to international numbers

- Call durations are rounded up to the nearest minute and are charged per minute.

## Charge bands for international destinations

Destination	Voice	Text	Destination	Voice	Text	Destination	Voice	Text	Destination	Voice	Text
Afghanistan	2	2	Belarus	2	2	Congo (Democratic Republic)	2	2	Gabon	2	2
Aland Islands	1	1	Belgium	1	1				Gambia	2	2
Albania	2	2	Belize	2	2	Costa Rica	2	2	Georgia	2	2
Algeria	2	2	Benin	2	2	Croatia	1	1	Germany	1	1
American Samoa	2	2	Bermuda	2	2	Cuba	2	2	Ghana	2	2
Andorra	2	2	Bhutan	2	2	Cyprus	1	1	Gibraltar	1	1
Angola	2	2	Bolivia	2	2	Cyprus (North)	2	2	Greece	1	1
Anguilla	2	2	Bosnia and Herzegovina	2	2	Czech Republic	1	1	Greenland	2	2
Antigua and Barbuda	2	2				Democratic Republic of the Congo	2	2	Grenada	2	2
Argentine Republic	2	2	Botswana	2	2				Guadeloupe	1	1
Armenia	2	2	Brazil	2	2	Denmark	1	1	Guatemala	2	2
Aruba	2	2	Brunei Darussalam	2	2	Ecuador	2	2	Guernsey	1	1
Ascension	2	2	Bulgaria	1	1	Egypt	2	2	Guinea	2	2
Australia	2	2	Burkina Faso	2	2	El Salvador	2	2	Guyana	2	2
Austria	1	1	Cambodia	2	2	Equatorial Guinea	2	2	Haiti	2	2
Azerbaijan	2	2	Cameroon	2	2	Estonia	1	1	Honduras	2	2
Azores	1	1	Canada	2	2	Ethiopia	2	2	Hong Kong	2	2
Bahamas	2	2	Canary Islands	1	1	Faroe Islands	2	2	Hungary	1	1
Bahrain (State of)	2	2	Cape Verde	2	2	Fiji	2	2	Iceland	1	1
Balearic Islands	1	1	Chad	2	2	Finland	1	1	India	2	2
Bangladesh	2	2	Chile	2	2	France	1	1	Indonesia	2	2
Barbados	2	2	China	2	2	French Guiana	1	1	Iran	2	2
			Colombia	2	2	French Polynesia	2	2	Iraq	2	2

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Ireland	1	1	Mauritania	2	2	Qatar	2	2	Tanzania	2	2
Isle of Man	1	1	Mauritius	2	2	Reunion	1	1	Thailand	2	2
Israel	2	2	Mayotte	1	1	Romania	1	1	The British Virgin Islands	2	2
Italy	1	1	Mexico	2	2	Russia	2	2	The Cayman Islands	2	2
Ivory Coast	2	2	Moldova	2	2	Rwanda	2	2	The Commonwealth of Dominica	2	2
Jamaica	2	2	Monaco	1	1	Saint Barthelemy	2	2	The Dominican Republic	2	2
Japan	2	2	Mongolia	2	2	Saint Martin	2	2	The Netherlands	2	2
Jersey	1	1	Montenegro	2	2	Samoa	2	2	The Turks & Caicos Islands	2	2
Jordan	2	2	Montserrat	2	2	San Marino	1	1	The US Virgin Islands	2	2
Kazakhstan	2	2	Morocco	2	2	Saudi Arabia	2	2	The USA	2	2
Kenya	2	2	Mozambique	2	2	Senegal	2	2	Togo	2	2
Kosovo	2	2	Myanmar	2	2	Serbia	2	2	Tonga	2	2
Kuwait	2	2	Namibia	2	2	Seychelles	2	2	Trinidad & Tobago	2	2
Kyrgyz Republic	2	2	Nepal	2	2	Sierra Leone	2	2	Tunisia	2	2
Laos	2	2	Netherlands Antilles	2	2	Singapore	2	2	Turkey	2	2
Latvia	1	1	New Caledonia	2	2	Slovakia	1	1	Turkmenistan	2	2
Lebanon	2	2	New Zealand	2	2	Slovenia	1	1	Uganda	2	2
Lesotho	2	2	Nicaragua	2	2	Solomon Islands	2	2	Ukraine	2	2
Liberia	2	2	Niger	2	2	South Africa	2	2	United Arab Emirates	2	2
Libya	2	2	Nigeria	2	2	South Korea	2	2	Uruguay	2	2
Liechtenstein	1	1	North Cyprus	2	2	Spain	1	1	Uzbekistan	2	2
Lithuania	1	1	Norway	1	1	Sri Lanka	2	2	Vanuatu	2	2
Luxembourg	1	1	Oman	2	2	St. Kitts & Nevis	2	2	Vatican City	1	1
Macau	2	2	Pakistan	2	2	St. Lucia	2	2	Venezuela	2	2
Macedonia	2	2	Palestine	2	2	St. Vincent & Grenadines	2	2	Vietnam	2	2
Madagascar	2	2	Panama	2	2	Sudan	2	2	Yemen	2	2
Madeira	1	1	Papua New Guinea	2	2	Surinam	2	2	Zambia	2	2
Malawi	2	2	Paraguay	2	2	Sweden	1	1	Zimbabwe	2	2
Malaysia	2	2	Peru	2	2	Switzerland	1	1			
Maldives	2	2	Philippines	2	2	Syria	2	2			
Mali	2	2	Poland	1	1	Taiwan	2	2			
Malta	1	1	Portugal	1	1	Tajikistan	2	2			
Martinique	1	1	Puerto Rico	2	2						

# Using your device abroad

When you use your device abroad to call, text and get online, charges depend on the country you are in and the country you are contacting.

We have grouped destinations for convenience as follows:

- Go Roam
  - Go Roam in Europe
  - Go Roam Around the World
- Other destinations (Rest of World)
  - Band 1
  - Band 2
  - Band 3
  - Band 4

In Go Roam destinations you may make use of your UK allowance to contact a UK number (starting 01, 02, 03 or a standard UK mobile) as you would in the UK, subject to the allowance being unlocked as follows:

- Payment of a daily charge (24 hours)
- Purchase of a Go Roam pass add-on (3-day, 7-day, 14-day)
- Use of Daily Go Roam Passes (individual daily passes may be included in your plan)

## Charge bands whilst abroad

### Go Roam in Europe destinations

Aland Islands	Croatia	French Guiana	Iceland	Lithuania	Poland	Slovakia
Austria	Cyprus	Germany	Ireland	Luxembourg	Portugal	Slovenia
Azores	Czech Republic	Gibraltar	Isle of Man	Madeira	Reunion	Spain
Balearic Islands	Denmark	Greece	Italy	Malta	Romania	Sweden
Belgium	Estonia	Guadeloupe	Jersey	Martinique	Saint Barthelemy	Switzerland
Bulgaria	Finland	Guernsey	Latvia	Mayotte	Saint Martin	The Netherlands
Canary Islands	France	Hungary	Liechtenstein	Norway	San Marino	Vatican City

### Go Roam Around the World destinations

Australia	Costa Rica	Indonesia	Nicaragua	Singapore	The USA
Brazil	El Salvador	Israel	Panama	Sri Lanka	Uruguay
Chile	Guatemala	Macau	Peru	The US Virgin Islands	Vietnam
Colombia	Hong Kong	New Zealand	Puerto Rico		

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## Other destinations

Destination	Voice /Text	Data	Destination	Voice /Text	Data	Destination	Voice /Text	Data	Destination	Voice /Text	Data
Afghanistan	2	3	Democratic Republic of the Congo	2	3	Malawi	2	3	South Korea	2	3
Albania	2	3	Ecuador	2	3	Malaysia	3	3	St. Kitts & Nevis	2	3
Algeria	2	3	Egypt	2	3	Maldives	3	3	St. Lucia	2	3
American Samoa	2	3	Equatorial Guinea	2	3	Mali	2	3	St. Vincent & Grenadines	2	3
Andorra	1	3	Ethiopia	3	3	Mauritania	2	3	Sudan	2	3
Angola	2	3	Faroe Islands	2	3	Mauritius	2	3	Surinam	2	3
Anguilla	2	3	Fiji	2	3	Mexico	2	3	Syria	2	3
Antigua and Barbuda	2	3	French Polynesia	2	3	Moldova	2	3	Taiwan	2	2
Argentine Republic	2	3	Gabon	2	3	Monaco	0	1	Tajikistan	2	3
Armenia	2	3	Gambia	2	3	Mongolia	2	3	Tanzania	2	3
Aruba	2	3	Georgia	3	3	Montenegro	1	3	Thailand	2	2
Ascension	2	3	Ghana	2	3	Montserrat	2	3	The British Virgin Islands	2	3
Azerbaijan	2	3	Greenland	2	3	Morocco	3	3	The Cayman Islands	2	3
Bahamas	2	3	Grenada	2	3	Mozambique	2	3	The Commonwealth of Dominica	2	3
Bahrain (State of)	2	3	Guadeloupe	2	3	Myanmar	2	3	The Dominican Republic	2	3
Bangladesh	2	3	Guinea	2	3	Namibia	2	3	The Turks & Caicos Islands	2	3
Barbados	2	3	Guyana	2	3	Nepal	2	3	Togo	2	3
Belarus	2	3	Haiti	2	3	Netherlands Antilles	2	3	Tonga	2	3
Belize	2	3	Honduras	2	3	New Caledonia	2	3	Trinidad and Tobago	2	3
Benin	2	2	India	2	2	Niger	2	3	Tunisia	4	3
Bermuda	2	3	Iran	2	3	Nigeria	2	3	Turkey	1	2
Bhutan	2	3	Iraq	2	3	North Cyprus	1	2	Turkmenistan	3	3
Bolivia	2	3	Ivory Coast	2	3	Oman	3	3	Uganda	2	3
Bosnia and Herzegovina	1	3	Jamaica	2	3	Pakistan	2	3	Ukraine	3	3
Botswana	2	2	Japan	2	2	Palestine	2	3	United Arab Emirates	3	3
Brunei Darussalam	2	3	Jordan	2	3	Papua New Guinea	2	3	Uzbekistan	3	3
Burkina Faso	2	3	Kazakhstan	2	3	Paraguay	2	3	Vanuatu	2	3
Cambodia	2	3	Kenya	2	3	Philippines	2	2	Venezuela	2	3
Cameroon	2	3	Kosovo	2	3	Qatar	2	3	Yemen	2	2
Canada	1	3	Kuwait	3	3	Russia	4	3	Zambia	2	3
Cape Verde	3	3	Kyrgyz Republic	2	3	Rwanda	2	3	Zimbabwe	2	3
Chad	2	3	Laos	2	3	Samoa	2	3	Maritime Networks (Ships, Ferries, Cruise Liners), Airlines	4	3
China	2	3	Lebanon	2	3	Saudi Arabia	2	3			
Congo (Democratic Republic)	2	3	Lesotho	2	3	Senegal	2	3			
Cuba	4	3	Liberia	2	3	Serbia	2	3			
Cyprus (North)	1	2	Libya	2	3	Seychelles	2	3			
			Macedonia	1	3	Sierra Leone	2	3			
			Madagascar	2	3	Solomon Islands	2	3			
						South Africa	1	2			

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## Daily charges in Go Roam destinations

For a fixed daily charge, set out below, our Three Your Way 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). Republic of Ireland and Isle of Man are excluded from the daily roaming charge. These charges won't apply if you have roaming passes available (such as any included in your plan, or those which you have purchased as add-ons).

Where you are roaming	Daily charge to unlock your UK allowance
Go Roam in Europe	£2
Go Roam Around the World	£5

Add-ons may reduce the cost of using your device abroad by avoiding the daily roaming charge. See the appropriate section in this guide for details of Roaming add-ons.

## Daily Go Roam Passes

Your plan may include a number of Daily Go Roam Passes. These passes are valid for use throughout the Minimum Term of your plan, after which they will automatically expire.

## Charges whilst roaming in Go Roam destinations

The table below shows the charges for roaming in Go Roam destinations if you don't have any inclusive allowance or if you have used your allowance.

Where you are calling from?	Data	Voice calls/texts back to the UK		Voice calls/texts to Go Roam in Europe		Voice calls/texts to Go Roam Around the World		Voice calls/texts to anywhere else in the world		Receiving voice calls	Sending MMS	Receiving texts or MMS
		Per MB	Per min	Per text	Per min	Per text	Per min	Per text	Per min	Per text	Per min	Per message
Go Roam in Europe	1p	3p	2p	3p	2p	£1.40	2p	£1.40	2p	Free	65p	Free
Go Roam Around the World	1p	3p	2p	3.3p	2p	£1.40	2p	£1.40	2p	Free	65p	Free

## Charges whilst roaming abroad in other destinations

If your allowance doesn't include roaming abroad or if you have used all your allowance, or if you don't have an allowance you will be charged according to the following table.

Where you are calling from? (See table)	Data	Voice calls/texts back to the UK or to the same band		Voice calls/texts to Go Roam in Europe destinations		Voice calls/texts to Go Roam Around the World destinations		Voice calls/texts to anywhere else in the world		Receiving voice calls	Sending MMS	Receiving texts or MMS
		Per MB	Per min	Per text	Per min	Per text	Per min	Per text	Per min	Per text	Per min	Per message
0	n/a	10p	4p	10p	4p	£1.404	4p	£1.404	4p	0.9p	65p	Free
1	10p	£1.40	35p	£1.40	35p	£1.40	35p	£1.40	35p	99p	65p	Free
2	£3.00	£2.00	35p	£2.00	35p	£2.00	35p	£2.00	35p	£1.25	65p	Free
3	£6.00	£3.00	35p	£3.00	35p	£3.00	35p	£3.00	35p	£1.25	65p	Free
4	n/a	£3.00	50p	£3.00	50p	£3.00	50p	£3.00	50p	£1.25	65p	Free

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## How we charge whilst you're abroad

- The daily roaming charge is automatically applied when you use any of your UK 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. If you have set a Spend Cap, you will need to ensure that it is at a level which permits the daily charge to be applied. If this daily charge cannot be made, you will not be able to use your device in Go Roam destinations.
- Calls to standard landlines and mobile numbers made in an EU country are charged by the second and have a 30-second minimum charge.
- Calls made in a non-EU country are charged per minute.
- Calls received in a non-EU country are charged by the second and have a one-minute minimum charge.
- Voice minutes to standard landlines and mobile numbers, Texts and Data will always be consumed from an available Add-on before any available credit is used.
- If you do not have an appropriate allowance (Plan or Add-on), charges will be applied according to our Out of Allowance rates.
- To help you manage your roaming costs when travelling, we'll send you a text message about call charges and roaming rates for each country you visit.
- If you pick up your voicemail while you're abroad, you will be charged at your standard roaming rate.
- If you need to contact us while you're abroad, you will be charged at your standard roaming rate.
- Visit [three.co.uk/roaming](https://three.co.uk/roaming) for more information.

## Daily Go Roam Passes

When available on your account, these passes are activated automatically on the first use of your UK allowance in a Go Roam destination including making calls, sending texts or using data.

- Once activated, the pass will unlock your UK allowance for 24 hours.
- Notification (by text message) indicates the start and end of an unlocked period.

## Our Fair Usage policy

You can use your UK allowance in any of our Go Roam destinations subject to a daily roaming charge. Your usage comes from your UK allowance.

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.

We impose a Fair Usage cap in Go Roam destinations as follows:

Destination	Voice (minutes)	Texts (texts)	Data (GB)
Go Roam in Europe	3,000	5,000	12GB
Go Roam Around the World*	3,000	5,000	12GB

\*Usage above these amounts for voice calls and texts will be charged at the rates as specified in the "Charges whilst roaming abroad" table.

## Worldwide data roaming limit

We've set up a worldwide data roaming limit of £45 (excl VAT) to stop you spending too much. If you would like this limit changed or removed, please contact Three Customer Services.

## Internet and data usage abroad

The speed and availability of Internet access when abroad will depend on several factors, including which network you are roaming on and the services they have available – for example, 4G or 5G 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 information on which countries you can roam in, visit [three.co.uk/roaming](https://three.co.uk/roaming)

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

- 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 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.

**Please note:** Three reserves the right to suspend this service if we reasonably believe that you are in contravention of our fair use requirements set out in our Terms and Conditions. We reserve the right to extend, withdraw or modify the terms, including this Price Guide, or Go Roam and/or the destinations or service included at any time. See [three.co.uk/go-roam/information](https://three.co.uk/go-roam/information) for full details on how this service works and additional details that may be of interest.

## Recurring payment discount

New Three Your Way Plan customers can only join 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.



## Other charges

### Limits on third party charges

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

### 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 outside of allowance charges in the UK and whilst roaming, including the daily roaming charge in Go Roam destinations (see [three.co.uk/Go-Roam](https://three.co.uk/Go-Roam)). The spend cap does not apply to your monthly plan charge, add-ons, insurance and Three Pay purchases (eg Google Play, App Store, Spotify). The spend cap can be set or changed by the customer at any time and will be applied within 7 days of the request. Visit [three.co.uk/control-your-spend](https://three.co.uk/control-your-spend)

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# Charges for other services

Service	Charge
Text delivery report	1.2p per request
Additional paper copy of invoice	Up to £5.11 per copy
Fully itemised paper bill	£2.50
Charge for replacement SIM	Free
Unlock fee for Three handsets	Free
Change of phone number	£10.21
Charge for failed/late payment	£5.11

## Increase to your Monthly Charge

The Monthly Charge for your Plan 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 an amount up to the December CPI rate (which is published the following January) plus 3.9%.

For example:

Monthly Charge until March 2023	Monthly Charge from April 2023 to March 2024	Monthly Charge from April 2024 to March 2025
<b>Price A</b>	Price A plus an amount up to December 2022 CPI +3.9% (= Price B)	Price B plus an amount up to December 2023 CPI +3.9% (= Price C)
<b>£30.00</b>	£30.00 + up to £4.17 (13.9% of £30.00) = £34.17	£34.17 + up to £3.04 (8.9% of £34.17) = £37.21

We've set out below an example, showing how this would work if your Monthly Charge is £30, and CPI is 10% in December 2022 and 5% in December 2023.

You can create a personalised example of what your new Monthly Charge could be after each CPI Rate increase, by using the calculator found on [three.co.uk/cpi](https://three.co.uk/cpi).

This increase applies if you joined or upgraded on or after 1 November 2022. See our Terms for Three Services for more information.

## Your rights – complaints

Remember, if you're unhappy about any aspect of our services, you can register your complaint:

- via Live chat with a member of our Customer Relations Team at [three.co.uk/support/how-to-complain](https://three.co.uk/support/how-to-complain);
- by calling 333 from your Three phone (0333 338 1001 from any other phone); or
- by writing to Three Customer Complaints, Hutchison 3G UK Ltd, PO Box 333, Glasgow.

We'll investigate any complaint in accordance with our customer complaints code, after which we'll contact you with the results. A copy of our customer complaints code can be viewed on our website at [three.co.uk/complaints](https://three.co.uk/complaints) or is available upon request.

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