

## Price Guide.

# Unbeatable Pay As You Go rates for data

Use these quick links to easily navigate to the section you want.

## For mobile phones.



**With Three, you don't have to spend more than you need to on things like bundles and extras to know that you're getting great value. Our Pay As You Go rates are just 3p per minute, 2p per text and 1p per MB of data and better yet, these amazingly low rates don't expire after 30 days and can be enjoyed not only in the UK but also in our 71 Feel At Home destinations. Easy. Say hello to Pay As You Go the way it should be.**

**Can't find your details here?** If you're on one of our older Pay As You Go tariffs, you can call us on 333 (free) from your Three phone or 0333 338 1001 from any other phone (standard call rate applies) and we'll be able to give you this information.

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

**Pay As You Go** – Market comparison of standard UK Pay As You Go rates for data. See [Three.co.uk/payg321](https://www.three.co.uk/payg321)

Effective 26 March 2018 UE002.

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# Top-ups.

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

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

There are other ways to top up:

- At the shops whenever you see the top-up sign – call 444 from your Three phone to activate your top-up voucher. This includes all Three stores.
- At thousands of ATMs across the UK.

You can find out more on how to top up at [Three.co.uk/topup](https://www.three.co.uk/topup)

## Our great basic rates for using your phone.

|   | Per minute/message/MB |
|---|-----------------------|
| Calls to standard UK landlines (starting 01, 02, 03), UK mobiles (any network) and your Three voicemail | 3p                    |
| UK SMS Text messages (excluding SMS Short codes)  | 2p                    |
| UK Mobile data  | 1p                    |
| UK Picture messages   | 40p                   |
| UK Video messages   | 40p                   |

All calls made (except calls to short code, EU Roaming calls and the service charge element of calls to premium rate numbers), including the access charge element of calls to service numbers starting 084, 087, 09 and 118 (see page 17 for more info on these numbers), are rounded up to the nearest minute and are charged by the minute.

## A few things to remember

- You'll need to activate your Pay As You Go SIM in the UK before you can use it abroad – this just means inserting it into your phone.
- Each text/photo/video message can accommodate up to 160 characters. Some phones allow for more and these will be divided and sent in numerous messages (depending upon length). These will be deducted from any Add-on allowance or charged individually at our standard rates.
- 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 you a voicemail message by keying # at the end of their message) are charged at your standard rates or deducted from any Add-on allowance, 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 that are longer than 2 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.
- If you want to create a personal hotspot on Pay As You Go, you can do so in the UK or with our Feel At Home in Europe destinations using your data allowance from an Add-on (up to 30 GB) or cash credit at 1p/MB.

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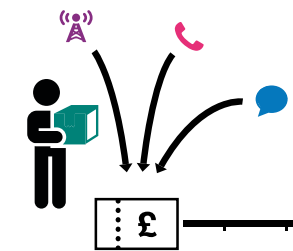
# Add-ons.

**Add-ons give you great value for money and can be enjoyed both in the UK and while roaming in all 71 of our Feel At Home destinations (see page 7).**

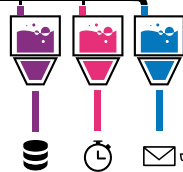
You can buy an Add-on using your top-up via My3 or dialling 444 from your Three phone. With Add-ons you can:

- Get an allowance of voice, text and/or data units (depending on Add-on chosen) which you can use in the UK or our Feel At Home destinations for calling, texting and using the Internet (see below).
- Enjoy All-you-can-eat data with the All-in-One 35 Add-on.
- If you want to use your Add-on's data units to create a personal hotspot you can do so, either in the UK or in our Feel At Home in Europe destinations, up to a fair use limit of 12 GB per Add-on.

Add-ons give you great value rates for calling, texting and using the Internet.

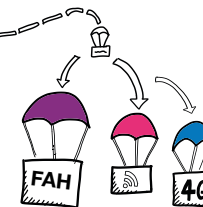


Buy an Add-on, using your top-up, to get an allowance of voice, text and/or data units (depending on Add-on chosen).



Your Units convert automatically into data, minutes and/or texts when and where you decide to use them.

Use your Units anywhere in the UK and any of our 71 Feel At Home destinations – at no extra cost. Plus, more destinations will be added soon.



You'll also get a range of extra benefits including 4G at no extra cost and low Pay As You Go rates that never expire.

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

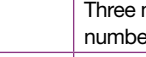


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| Add-on Name   | Choose your Add-on   |               |   |   |   |           |  |                             |                     |
|---|--|---------------|---|---|---|-----------|--|-----------------------------|---------------------|
|   | All-in-One 10  | All-in-One 15 | All-in-One 20   | All-in-One 25   | All-in-One 35   | Text 3000 | Three-to-Three Minutes   | 500 MB Mobile Internet Pass | Internet Daily Pass |
| <b>Data Units</b>  (each converts on use into 1 MB of data  )*  | 1,024  | 5,120         | 12,288 – of which 12,288 may be used in our Feel At Home destinations | 30,720 – of which 12,288 may be used in our Feel At Home destinations | Unlimited in the UK and up to 12,288 units in Feel At Home destinations | -         | -  | 500                         | 120                 |
| <b>Voice Units</b>  (each converts on use into 1 minute  )      | 3,000  | 3,000         | 3,000   | 3,000   | 3,000   | -         | 3,000 units which may be used to call other Three mobile numbers | -                           | -                   |
| <b>Text Units</b>  (each converts on use into 1 text message  ) | 3,000  | 3,000         | 3,000   | 3,000   | 3,000   | 3,000     | -  | -                           | -                   |
| <b>Price</b>  | £10  | £15           | £20   | £25   | £35   | £5        | £5   | £5                          | £0.50               |
| <b>Duration</b>   | 30 days  | 30 days       | 30 days   | 30 days   | 30 days   | 30 days   | 30 days  | 30 days                     | 24 hours            |
| <b>Use your units in the UK or in Feel At Home destinations.</b><br>  |    |               |   |   |   |           |  |                             |                     |
| <b>If you use all of your units in your Add-on, they convert into the following amounts of data, minutes and texts.</b>   | 1 GB   | 5 GB          | 12 GB (up to 12 GB in Feel At Home destinations)                      | 30 GB (up to 12 GB in Feel At Home destinations)                      | All-you-can-eat data and up to 12 GB in Feel At Home destinations       | -         | -  | 500 MB                      | 120 MB              |
|   | 3,000 mins   | 3,000 mins    | 3,000 mins  | 3,000 mins  | 3,000 mins  | -         | 3,000 Three-to-Three mins  | -                           | -                   |
|   | 3,000 texts  | 3,000 texts   | 3,000 texts   | 3,000 texts   | 3,000 texts   | -         | -  | -                           | -                   |

If you have a BlackBerry, you can also buy a BlackBerry Add-on for £5 a month, giving you access to BlackBerry Messenger (BBM) and BlackBerry App World.

\*You can use any or all of your data units to create a personal hotspot in the UK or any of our Feel At Home in Europe destinations, unless you've chosen our All-in-One 35 Add-on, in which case you can use up to 30,720 data units (30 GB) from your allowance as a personal hotspot.

## More about our Add-ons

### ■ How long do Add-ons last?

Add-ons are valid for 30 days from the date and time you activate them, apart from Internet Daily which lasts for 24 hours. Add-ons need to be activated within 90 days of purchase.

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

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

### ■ Can I cancel an Add-on?

Once an Add-on has been activated it can't be cancelled.

### ■ Can I buy more than one Add-on at a time?

Generally, only one of each Add-on can be active on your account at any one time, but you can buy more than one Internet Daily Add-on per month.

### ■ What calls do Add-ons cover?

Your Add-on voice units allowance can be used for calls to standard UK landlines (starting 01, 02, 03), UK mobiles (any network) and your Three voicemail, whether you're in the UK or in one of our Feel At Home destinations. Plus, if you're in one of our Feel At Home in Europe destinations (see page 8) you can also use your voice units allowance for calls to standard landlines and mobiles in that, and other, Feel At Home in Europe destinations. But to allow you to make other kinds of calls we suggest you keep your account topped up with some extra credit. These calls could include:

- All other International calls.
- Using your phone abroad, while roaming (except in a Feel At Home destination, when you've got an Add-on allowance).
- Calls to a Special Number, such as 0845/0870 (see page 17 for more information on these).

The cost of all other calls will be taken from your Add-on allowance.

### ■ What happens if my Add-on expires during a call?

If your Add-on allowance expires during a call, we'll charge you for the remainder of the call at our standard rates.

### ■ What texts do Add-ons cover?

Your Add-on text unit allowance can't be used for messages sent abroad from the UK, messages sent and received whilst abroad (unless in a Feel At Home destination), photo and video messages or for messages to a shortcode service, e.g. to donate money to a charity. Your text allowance can be used from any of our Feel At Home destinations to send standard SMS messages back to the UK, plus, if you're in a Feel At Home in Europe destination, you can also use your text allowance to send standard SMS messages to standard mobile numbers in other Feel At Home destinations.

### ■ Can I use my Add-on's data allowance to create a personal hotspot?

Yes, if you're in the UK or in one of our Feel At Home in Europe destinations. If you've chosen our All-in-One 35 Add-on that comes with All-you-can-eat data, up to 12,288 data units (12 GB) can be used to create a personal hotspot.

### ■ How do I find out more about converting a top-up to an Add-on?

You can find out how to convert a top-up to an Add-on [here](#) or go to [Three.co.uk/support/top-up](https://www.three.co.uk/support/top-up)

## How does All-you-can-eat data work?

■ All-you-can-eat data (which you can get with our All-in-One 35 Add-on) gives you all the Internet use you need when you're in the UK (including a personal hotspot allowance of 30 GB) without the fear of 'bill shock' and up to 12 GB (12,288 data units) to use in our Feel At Home destinations (converts into 12 GB of data). Usage over 12 GB (but within your allowance) costs up to 0.50p/MB unless you are in certain Feel At Home in Europe destinations (see page 10).

■ There are no hidden 'fair use policies' within the UK but we've set a usage cap at 1,000 GB, just to be sure no one abuses the service. But even if you used your phone for every minute of every day you could only use, subject to TrafficSense™, around 1,000 GB each month.

■ You can find out more about TrafficSense™ on our website.

■ Data use within our Feel At Home destinations is subject to a fair use limit – this is currently 12 GB a month. This means that if you purchase an Add-on with a data allowance over 12 GB, you can use up to 12 GB of your data in our Feel At Home destinations each month. Use over this but within your allowance, in a Feel At Home in Europe destination, costs up to 0.50p/MB (see page 10). Data use over 12 GB in our Feel At Home Around the World destinations is not allowed.

Three reserves the right to suspend, modify, rename or withdraw Add-ons, without notice, at any time.

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# Using your phone abroad.

Using your phone abroad (also known as ‘international roaming’) is automatically and immediately available to you as a Pay As You Go customer. Here at Three, we don’t think that roaming charges are fair. That’s why we offer our Pay As You Go customers both Feel At Home in Europe and Feel At Home Around the World, which let you use either your top-up credit or your Add-on allowances of voice, text and/or data units, to call and text the UK (and between our Feel At Home in Europe destinations) and use your data without paying more than if you were in the UK, in 71 destinations around the world, with more to come. All we ask is that you make sure to activate your SIM in the UK before travelling abroad.

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To see the **roaming rates you'll be charged for calls and texts**, you'll need to know (1) the Band that the country you're in is in, and (2) which Band the country you're trying to contact falls within. Check the table below to find out:

| Feel At Home in Europe   | Feel At Home Around the World   | Band 0  | Band 1  | Band 2   | Band 3  | Band 4   |
|--|---|---------|---|--|---|--|
| Aland Islands, Austria, Azores, Balearic Islands, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, 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, North Cyprus, Macedonia, Montenegro, South Africa, Turkey. | Rest of the world (that is, not within Feel At Home Bands 1 and 2 or Bands 0, 1, 3 or 4).<br><br>If you can't see the country you're looking for and want to double-check if it falls within Band 2, go to <b>Three.co.uk/roaming</b> 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, Airplanes and Maritime Networks. |

See page 13 for international data roaming bands and charges.

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 your standard roaming rate). Calls made from abroad to your voicemail will also be charged at standard roaming rates. Go to **Three.co.uk/roaming** for more information.

Did you know:

- Calls made when you're in a non-EU country are normally charged per minute
- Calls received when you're in a non-EU country normally have a one-minute minimum charge and are then charged by the second
- When you're roaming in the EU, the minimum charge for a call is for 30 seconds, after which calls are charged by the second

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# Feel At Home – use your phone abroad at no extra cost.

Simply choose to buy an Add-on with an allowance of voice, texts and/or data units at no extra cost or just use your top-up credit at our fantastic 321 rates to enjoy Feel At Home in 71 destinations around the world, with more to come.

It's also free to receive calls, texts, photo messages and video messages in our Feel At Home destinations.

## How Feel At Home works.

Feel At Home lets you roam abroad at no extra cost in 71 destinations around the world, whether using your top-up credit with our fantastic 321 rates (3p a minute, 2p a text or 1p a MB) or with one of our Add-ons. To enjoy Feel At Home on Pay As You Go with an Add-on, all you need to do is convert your top-up credit into an Add-on to get an allowance of voice, text or data units (depending on Add-on chosen), which may be used either in the UK or in our Feel At Home destinations (we recommend one of our 'All in One' Add-ons to get an allowance of voice, text and data units). You can then use the allowance in the UK and any Feel At Home destination to call and text the UK, and use the Internet, just like you would back home. Plus, in our Feel At Home in Europe destinations you can also use your voice and text allowances to make calls and send texts to 'local' numbers in Feel At Home destinations.


As a reminder, Feel At Home can be used in the following destinations:

| Feel At Home in Europe   | Feel At Home Around the World   |
|--|---|
| Aland Islands, Austria, Azores, Balearic Islands, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, 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. |

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## Out of allowance charges when in a Feel At Home destination

If you use up all of your Add-on allowances when in a Feel At Home destination or don't have an Add-on, you'll be charged for additional use at the 'out of allowance' rates below:

|   | Where are you calling or messaging? |  |                            |                 |      |
|---|-------------------------------------|--|----------------------------|-----------------|------|
|   | Back to the UK                      | Back to Feel At Home in Europe destinations <sup>o</sup> | Anywhere else in the World | Cost to Receive |      |
| Where are you calling, texting or getting online? | <b>Call charges (per minute)</b>    |  |                            |                 |      |
|   | Feel At Home in Europe              | 3p   | 3p                         | £1.40           | Free |
|   | Feel At Home Around the World       | 3p   | 3.3p                       | £1.40           | Free |
|   | <b>SMS charges (per message)</b>    |  |                            |                 |      |
|   | Feel At Home in Europe              | 2p   | 2p                         | Up to 2p        | Free |
|   | Feel At Home Around the World       | 2p   | 2p                         | Up to 2p        | Free |
|   | <b>Internet data (per MB)</b>       |  |                            |                 |      |
|   | Feel At Home in Europe              |  | 1p                         |                 | N/A  |
| Feel At Home Around the World                     |                                     | 1p   |                            | N/A             |      |

<sup>o</sup>The selected European destinations are: Aland Islands, Austria, Azores, Balearic Islands, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, The Netherlands, Norway, Poland, Portugal, Réunion, Romania, Saint Barthélemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City.

**Photo messages, video messages, video calls and calls to non-geographic numbers (e.g. starting +4484, +4487, +449, +44118) don't form part of your allowance; therefore the following charges will apply when in a Feel At Home destination (regardless of which country you are calling or messaging):**

|                                   | Cost to make call / send message | Received    |
|-----------------------------------|----------------------------------|-------------|
| Photo message (per message)       | 40p                              | Free        |
| Video message (per message)       | 40p                              | Free        |
| Video call (per minute)           | Up to £2.042 (to any number)     | Up to £1.54 |
| Non-geographic calls (per minute) | Up to £1.40                      | N/A         |

Prices quoted above include VAT, where applicable.

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

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## What other useful information is there for using Feel At Home?

Everything you may need to know about Feel At Home can be found at [Three.co.uk/feelathome](https://Three.co.uk/feelathome) but some key bits of information can be found below:

- You can choose to use your top-up credit or an Add-on allowance at no extra cost in any of our Feel At Home destinations – both in Europe and Around the World.
- If you've chosen to convert your top-up into a Pay As You Go Add-on, this comprises of a set of allowances, made up of a specified number of Units. There are some limits to note:
  - If you're roaming in a Feel At Home Around the World destination, you can use a portion of these allowances each month. For example, if your Add-on has a data allowance greater than 12 GB, you can use up to 12 GB of that allowance each month to get online. If you exceed your 12 GB monthly data allowance in a Feel At Home Around the World destination, your data usage will be permitted in our Feel At Home destinations until your next billing period. If you exceed any of these allowances 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 allowance abroad. Of course, we will let you know in advance if this is likely to happen.
  - If you're roaming in a Feel At Home in Europe destination, and your Add-on has a data allowance greater than 12 GB, then our Fair Use Data Policy applies. This allows you to use up to 12 GB of your data allowance in our Feel At Home in Europe destinations, at no extra cost. If you use 12 GB, and still have remaining data allowance available, you can continue to use your data, but this is subject to a surcharge of 0.50p/MB (0.41p/MB if you're in: Aland Islands, French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Mayotte, Norway, Réunion and Switzerland). There are no fair use policies in our Feel At Home in Europe destinations for calls or texts from any available allowance.
- To ensure all customers can benefit from Feel At Home in Europe with roaming at no extra cost, we also reserve the right to apply a surcharge in case of abusive use. In order to help us to detect possible abuse of Feel At Home in Europe, we may monitor your usage and presence. We'll look at the balance of your roaming and domestic (UK) activity over 4 months: if you spend the majority of your time abroad and consume more abroad than at home over the 4 months, we have the right to add a small surcharge to your usage. This surcharge will be capped at 3.25p/min, 1.01p/SMS and 0.50p/MB (except if you are roaming in the following countries in which case it will be 0.41p/MB; 2.70p/min and 0.85p/SMS: Aland Islands, French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Mayotte, Norway, Réunion and Switzerland). We will cease to apply this surcharge as soon as our data usage and presence monitoring no longer indicates a risk of abuse or anomalous use of Feel At Home in Europe roaming. Before this surcharge is applied, we'll send you an alert message two weeks in advance, giving you an opportunity to modify your roaming behaviour. In the absence of a change we may apply a surcharge for any further roaming use. Any surcharge will cease to be applied when our Feel At Home in Europe monitoring indicates that the majority of your time or usage is spent in the UK.
- Feel At Home is intended for our UK customers who are UK residents or have stable links with the UK (e.g., full-time employment or full-time study in the UK), who are 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. If you roam exclusively in a Feel At Home Around the World destination 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 will let you know in advance if this is likely to happen. If you spend a full month abroad but some of that time is spent in a destination that isn't included in Feel At Home, the restriction won't apply.
- You can use your PAYG credit or allowance to create a personal hotspot in a Feel At Home in Europe destination. However, this will not be possible in Feel At Home Around the World destinations.
- You can stream and connect to VPNs or use file-sharing (like peer-to-peer download services), but you will find this is slower and the quality may not be as good as in the UK.
- Pay As You Go customers are required to activate their account by inserting their SIM and, having topped up, made a chargeable event, before leaving the UK in order to enjoy Feel At Home – this is to ensure that our systems don't inadvertently identify your account as in breach of our fair use policies. Feel At Home is designed for Three customers to enjoy their allowances both at home and in our Feel At Home destinations. As such, use of a SIM card exclusively to receive inbound calls in a specific Feel At Home destination may result in suspension of that SIM card. Our systems are designed to identify this automatically. If you believe that your account may have incorrectly been suspended because of this, please call +44 7782 333 333.

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If you're in the UK and want to call or text local numbers in Feel At Home destinations, these are charged as follows:

| Where are you calling or messaging?  | Call cost (per minute) | Cost (post message) |
|--|------------------------|---------------------|
| UK to Australia, Azores, Balearic Islands, Bulgaria, Canary Islands, Cyprus, France, Germany, Italy, Latvia, Lithuania, Madeira, The Netherlands, Poland, Portugal, Romania, Spain and the USA.  | 3p                     | 25.2p               |
| UK to Aland Islands, Austria, Belgium, Croatia, Czech Republic, Denmark, Estonia, Finland, French Guiana, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Isle of Man, Jersey, Liechtenstein, Luxembourg, Malta, Martinique, Mayotte, Norway, Republic of Ireland, Réunion, Saint Barthélemy, Saint Martin, San Marino, Slovakia, Slovenia, Sweden, Switzerland and Vatican City. | 46p                    | 25.2p               |
| UK to Hong Kong and New Zealand.   | 56.2p                  | 25.2p               |
| UK to Brazil, Chile, Colombia, Costa Rica, El Salvador, Guatemala, Indonesia, Israel, Macau, Nicaragua, Panama, Peru, Puerto Rico, Singapore, Sri Lanka and the US Virgin Islands, Uruguay and Vietnam.  | £1.021                 | 25.2p               |

**Please note:** Three reserves the right to suspend this service if we reasonably believe that you are using VPN for accessing illegal or improper content or 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 Feel At Home and/or the destinations or service included at any time. See [Three.co.uk/feelathomeinformation](https://www.three.co.uk/feelathomeinformation) for full details on how this service works and additional details that may be of interest.

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## What about destinations not covered by Feel At Home – how much will it cost to use my phone there?

These are our standard charges for using your phone abroad. Our international charges for calling or texting depend upon where you are and where the number of the person you are calling or texting is located. These tables don't include the charges for using data (Internet) abroad – for these, please see page 13.

To see the roaming rates you'll be charged when in a specific country, [use the table on page 7](#) 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.

### Making and receiving calls when abroad (and not in a Feel At Home destination)

|                             |        | Where are you calling?                             |   |  |
|-----------------------------|--------|--|---|--|
|                             |        | 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) |
| Where are you calling from? | Band 0 | 10p  | £1.40                                   | 0.9p   |
|                             | Band 1 | £1.40  | £1.40                                   | 99p  |
|                             | Band 2 | £2.00  | £2.00                                   | £1.25  |
|                             | Band 3 | £3.00  | £3.00                                   | £1.25  |
|                             | Band 4 | £3.00  | £3.00                                   | £1.25  |

### Sending and receiving texts while abroad (and not in a Feel At Home destination)

| 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 Russia, Cuba or Tunisia, in which case it will cost 50p) |                                      |
| Band 4                      | 50p   |                                      |

**Note:** The above tables do not include out of allowance roaming charges for Feel At Home destinations – please see page 9 for these.

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## Internet and data usage abroad.

When you roam onto other international networks where data roaming is available, the charges below will apply. However, if you're in a Feel At Home destination, and have converted part of your top-up to an Add-on, you can use your allowance to call and text the UK and use your data without paying a penny more. See page 7 for more information about Feel At Home.

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

| Band               | Countries   | Cost per MB |
|--------------------|---|-------------|
| <b>Data Band 1</b> | Monaco  | 10p         |
| <b>Data Band 2</b> | Benin, Botswana, Cyprus (North), India, Ivory Coast, Japan, Philippines, South Africa, Taiwan, Thailand, Turkey, Yemen          | £3          |
| <b>Data Band 3</b> | Rest of the World excluding Feel At Home destinations – see page 7. Maritime Networks (Ships, Ferries, Cruise Liners), Airlines | £6          |

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

### Help from Three when you're abroad.

- We'll text you information about call charges and roaming rates when you're abroad for each country worldwide.
- We've also set up a worldwide data roaming limit of £42.50 to stop you spending too much. You'll need to contact Three Customer Services if you'd like this limit removed.
- If you need to contact Three Customer Services while abroad call +44 7782 333 333 (this call will be charged at your standard roaming rates).

To find out more about using your phone abroad and for the latest information on which countries you can roam in, and on which networks, visit [Three.co.uk/roaming](http://Three.co.uk/roaming)

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# Making international calls and texts from the UK.

We've negotiated special low rates to call some countries, in addition to our standard rates, which we have listed on the next page. To use these low rates, all you need to do is add a three-digit prefix in front of the international landline or mobile number, and you can call from the UK to abroad from as little as 1p a minute.

- We round up to the nearest minute and charge per minute, and the charges are taken off your normal Pay As You Go credit.
- You can find out more at [Three.co.uk/paygint](https://www.three.co.uk/paygint)


If you're on our Pay As You Go phone plans, you must use your SIM in a mobile handset only, you can't remove it and place it in a mobile broadband dongle.

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## Our special low rates for international calls made from the UK.

Getting these low rates is simple – no need for an Add-on. Just add the three digit code of the country you want to call, from the list below, followed by 00, the country code and the number you want to dial. E.g. If you want to call a mobile in Ireland, dial 433 00 353 followed by the number you want to call.

| Country     | Landline/Mobile | Prefix | Pence per Min |
|-------------|-----------------|--------|---------------|
| Afghanistan | Mobile          | 402    | 18p           |
| Afghanistan | Landline        | 403    | 22p           |
| Canada      | Mobile          | 408    | 1p            |
| Canada      | Landline        | 408    | 1p            |
| China       | Mobile          | 410    | 3p            |
| China       | Landline        | 411    | 3p            |
| Hungary     | Mobile          | 431    | 11p           |
| Hungary     | Landline        | 432    | 3p            |
| India       | Mobile          | 412    | 3p            |
| India       | Landline        | 413    | 3p            |
| Ireland     | Mobile          | 433    | 14p           |
| Ireland     | Landline        | 434    | 2p            |
| Jamaica     | Mobile          | 437    | 19p           |
| Jamaica     | Landline        | 438    | 18p           |
| Japan       | Mobile          | 414    | 10p           |
| Japan       | Landline        | 415    | 4p            |
| Nigeria     | Mobile          | 439    | 9p            |
| Nigeria     | Landline        | 460    | 9p            |
| Philippines | Mobile          | 461    | 13p           |
| Philippines | Landline        | 462    | 10p           |
| Poland      | Landline        | 421    | 2p            |
| Turkey      | Mobile          | 469    | 9p            |
| Turkey      | Landline        | 470    | 4p            |

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## Our standard rates for making international calls and sending international texts from the UK.

The cost of calling different countries from the UK depends on the Band that country is in (see page 7 to see which band the country you're calling falls within).

### Voice calls made from the UK to an international number

| Where are you calling? | Cost (per minute)   |
|------------------------|---|
| Feel At Home           | See page 11   |
| Band 0                 | 46p   |
| Band 1                 | 56.2p (except calls to South Africa and Canada which cost 3p per minute)                |
| Band 2                 | £1.021 (except calls to Bangladesh, China, India and Pakistan which cost 3p per minute) |
| Band 3                 | £1.021  |
| Band 4                 | Charges vary by country code dialled and/or network                                     |

### Sending messages or making video calls from the UK to an international number

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                                | 25.2p  | Free            |
| Photo Message                      | 40p  | Free            |
| Video Message                      | 40p  | Free            |
| Video Call                         | £1.532   | Free            |

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# Special charges.

**Some calls and other services within the UK fall outside the main price of 3 pence per minute and aren't included in any Add-on 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)

## Calls, data and fax to other Special Numbers.

As part of UK Calling, from 1 July 2015, calls to numbers starting 0800 and 0808 are free and calls to numbers starting 084, 087, 09 and 118 are now split into two elements: an Access Charge (which we set, at 45p per minute and is charged by the minute) and a Service Charge (which is set by the company you're calling – they'll tell you this). For example, if you call a number starting 084, 087, 09 or 118, and your call lasts for 1 minute and 30 seconds, you'll pay £0.90 for the Access Charge element of the call (i.e. for 2 minutes), plus the cost of the service charge.

| Number prefix  | Price  |
|--|--|
| <ul style="list-style-type: none"><li>■ 116000/116006/116111/116117/116123</li><li>■ Hotline for missing children, Helpline for Victims of Crime, Child Helpline, Non-emergency medical on-call service, Samaritans.</li></ul> | Free   |
| 0800 and 0808 numbers  | Free   |
| Calls whilst you're in the UK to 333 (Three Customer Services), 444/555 Pay As You Go top-up/balance enquiry   | Free   |
| 999/112  | Free   |
| NHS111   | Free   |
| 101 Single non-emergency   | 15p (per call)   |
| 105 National power emergency   | Free   |
| <ul style="list-style-type: none"><li>■ 0500 numbers that are not on the Telephone Preference Helpline List</li><li>■ 05 corporate numbers and IP Phones, 082</li></ul>  | 10.2p to 15.3p per minute  |
| 084 / 087  | Access Charge of 45p a minute (chargeable by the minute) plus a Service Charge (set by the company you're calling). The total cost of call is the Access Charge plus the Service Charge. |

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| Number prefix   | Price  |
|---|--|
| Non-standard 07 numbers –<br>0740659 / 074060 / 074061 / 074062 / 0740671 – 9 / 074176 / 074181 / 074185 / 074411 / 074414 / 074515 / 075200 / 075201 / 075203 / 075204 / 075205 / 075207 / 075208 / 075209 / 075370 / 075373 / 075375 / 075376 / 075377 / 075378 / 075379 / 075580 / 075581 / 075582 / 075590 / 075591 / 075592 / 075593 / 075594 / 075595 / 075596 / 075597 / 075598 / 075710 / 075718 / 075890 / 075891 / 075892 / 075893 / 075898 / 075899 / 077001 / 077442 / 077443 / 077444 / 077445 / 077446 / 077447 / 077448 / 077449 / 077552 / 077553 / 077554 / 077555 / 078220 / 078221 / 078223 / 078224 / 078225 / 078226 / 078227 / 078229 / 078644 / 078727 / 078730 / 078744 / 078745 / 078920 / 078922 / 078925 / 078930 / 078931 / 078933 / 078938 / 078939 / 079111 / 079112 / 079117 / 079118 / 079245 / 079246 / 079780 / 079781 / 079784 / 079785 / 079786 / 079788 / 079789 | 3p per minute  |
| International 07 number prefixes for Isle of Man and Channel Islands (Jersey, Guernsey, Herm, Alderney, 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  | 46p per minute   |
| 0087 and 0088* (Satellite phones)   | Up to £7.66  |
| 076 – Pager   | £1.22 per call plus 85.8p per minute   |
| Personal numbering (070) – Band 1   | 30.6p per min  |
| Personal numbering (070) – Band 2   | £1.04p per min   |
| Personal numbering (070) – Band 3   | £1.22 per call plus 85.8p per min**  |
| Premium Rate (090, 091, 098) – Bands A, B, C, D and E.<br>Visit <a href="http://three.co.uk/nts">three.co.uk/nts</a> to check the cost of a specific number   | Access Charge of 45p a minute (chargeable by the minute) plus a Service Charge (set by the company you're calling). The total cost of call is the Access Charge plus the Service Charge. |
| Text relay – calls to emergency services using 18000 or 18001 999 or 18001 112 or for non-emergency calls via 18001 101   | Free   |
| Text relay 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 any Add-on voice allowance or be charged at 3p per minute.  |
| Text relay call to international numbers via the shortcode 18001  | A 25% discount will be applied to the standard rates set out on pages 11 and 16.   |
| Corporate Numbers – 055   | 10.2p per minute   |

All prices include VAT.

\* Satellite calls e.g. Inmarsat.

\*\* Both charges apply from the start of the call. Premium rate shortcode text messages sent while abroad are charged at the standard roaming SMS charge plus short code charges.

## Directory services.

There are now lots of different directory enquiry services available, all of which have different phone numbers and different charges. The table here does not show the full list of directory services available (as this is changing frequently). Please check the specific call cost for other directory services at [Three.co.uk/nts](http://Three.co.uk/nts) for current details.

| Number prefix  | Price  |
|--|--|
| National 118333 – multi-search                                       | 45p a minute Access Charge (charged by the minute) + £1.50 to connect + (after the first minute) a Service Charge of £1.50 per minute.   |
| International 118313 – multi-search                                  | 45p a minute Access Charge (charged by the minute) + £4.45 to connect + (after the first minute) a Service Charge of £2.57 per minute.   |
| Directory services for people with disabilities – 195 – multi-search | <b>Free to call 195 for Three's registered users.</b> <ul style="list-style-type: none"><li>■ If the 195 operator then connects you to a number you've searched for, your call will be charged at the standard rate for your price plan or will come out of any available allowance you have. Free text message with the number(s) you've requested.</li></ul> |

## Other services.

|   | Price   |
|---|---|
| Text delivery report  | 1.2p per request  |
| Change of phone number  | £10.21  |
| SMS Short codes – mobile text Short codes 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 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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## Spend Limits

With effect from 13 December 2017 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 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](http://Three.co.uk/spendlimits).

## Charges for used, damaged or missing accessories.

If you have bought a Pay As You Go handset and you return it to us under our returns policy, the following charges may apply:

| Make      | Accessory Type | Description                | Missing/damaged accessory charge |
|-----------|----------------|----------------------------|----------------------------------|
| Apple     | Charger        | Apple Travel Charger 3 pin | £23                              |
| Non-Apple | Charger        | Mains Charger              | £10                              |
| All       | Hands-free     | Personal Handsfree         | £10                              |
| Apple     | USB Cable      | Apple USB Cable            | £15                              |
| Non-Apple | USB Cable      | USB Cable                  | £10                              |
| All       | Battery        | Battery                    | £20                              |
| All       | Memory Card    | 1 GB Micro SD card         | £5                               |
| All       | Memory Card    | 2 GB Micro SD card         | £10                              |
| All       | Memory Card    | 4 GB Micro SD card         | £15                              |
| All       | Memory Card    | 8 GB Micro SD card         | £20                              |

**Please note.** If you return your phone used or damaged under our returns policy, we will charge you a fee based on the particular make and model, this could be as high as £234.

You can find out more [here](#) or go to [Three.co.uk/Support/Device\\_Support/Returns](http://Three.co.uk/Support/Device_Support/Returns)

If you require a replacement SIM, there is a charge of £5.11 for this, unless you order it via [Three.co.uk/support/sim-support](http://Three.co.uk/support/sim-support) in which case it will be free.

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# 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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