



## Price Guide for our new SIM plans.

# SIM Price Guide.

**It's always good to know how much things cost. That's why this guide gives you all the pricing info you'll need if you're a voice customer on one of our new SIM Plans and joined us on or after 15 July 2014.**

Our SIM Plans are great value and each comes with a bunch of benefits that you'll love and won't find elsewhere.

We've set out what you'll get each month as part of your plan, the cost of any Services Outside Your Allowance and any Additional Services you may use (including International Charges). It's basically where you'll find all the relevant charges for your plan.

Use these quick links  
to easily navigate to  
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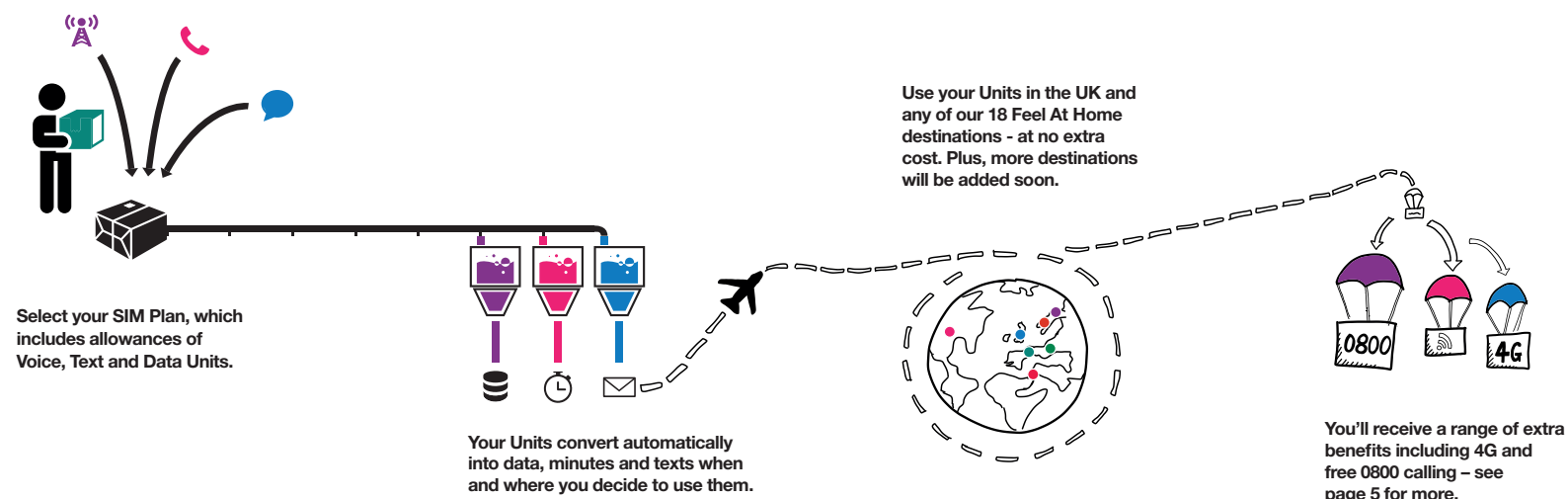
### Key things to note.

# Our new SIM Plans

With our new SIM-only plans, available on 1 month rolling or 12 month contracts, you get all the perks of being a Three customer without feeling tied down, not to mention a great bunch of “Three benefits” which include being able to enjoy Feel At Home at no extra cost (for details on Feel At Home, see page 13).

## Your SIM Plan

We like to do things differently here at Three. We’re the only network to let their customers use their plan’s allowances at no extra cost in 18 destinations (with more to come) around the world with Feel At Home (see page 13). All our new SIM-only plans include a set of allowances of voice, text and data units which you can use in the UK and in our Feel At Home destinations. Where and when you use these are up to you. How this works and your allowance options are set out below, and on the next page.



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









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




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Step 1	Choose from a 1 month (rolling) plan or a 12 month plan					
Step 2	Choose your allowances of data and voice units (all our plans come with All-you-can-eat texts units)					
	1 month options and monthly price					
<b>Data units</b>  (each converts on use into 1 MB of data  )	1,024 	4,096 	4,096 	All-you-can-eat 	All-you-can-eat 	All-you-can-eat 
<b>Voice units</b>  (each converts on use into 1 minute  )	600 	600 	All-you-can-eat 	200 	600 	All-you-can-eat 
<b>Text units</b>  (each converts on use into 1 text  )	All-you-can-eat 					
<b>Monthly Charge</b>	£14	£19	£24	£20	£25	£30
Your Monthly Charge includes a £5.00 monthly discount for paying by a recurring method, such as Direct Debit.						

### Step 3

Use your units in the UK or in Feel At Home destinations.



If you use all of your units each month, they convert into the following megabytes of data, minutes and texts.	1,024MB  (1GB)	4,096MB  (4GB)	4,096MB  (4GB)	Unlimited in the UK. 25,600MB  (25GB) in Feel At Home	Unlimited in the UK. 25,600MB  (25GB) in Feel At Home	Unlimited in the UK. 25,600MB  (25GB) in Feel At Home
	600 mins 	600 mins 	Unlimited in the UK. 3,000 mins in Feel At Home 	200 mins 	600 mins 	Unlimited in the UK. 3,000 mins in Feel At Home 
	Unlimited in the UK. 5,000  in Feel At Home					



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	12 month options and monthly price							
<b>Data units</b> (each converts on use into 1 MB of data )	500	1,024	2,048	4,096	4,096	All-you-can-eat	All-you-can-eat	All-you-can-eat
<b>Voice units</b> (each converts on use into 1 minute )	200	600	200	600	All-you-can-eat	200	600	All-you-can-eat
<b>Text units</b> (each converts on use into 1 text )	All-you-can-eat							
<b>Monthly Charge</b>	£8	£11	£11	£16	£21	£17	£22	£27
Your Monthly Charge includes a £5.00 monthly discount for paying by a recurring method, such as Direct Debit.								

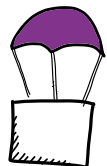
### Step 3

Use your units in the UK or in Feel At Home destinations.



<b>If you use all of your units each month, they convert into the following megabytes of data, minutes and texts.</b>	500 MB	1,024MB  (1GB)	2,048MB  (2GB)	4,096MB  (4GB)	4,096MB  (4GB)	Unlimited in the UK. 25,600MB  (25GB) in Feel At Home	Unlimited in the UK. 25,600MB  (25GB) in Feel At Home	Unlimited in the UK. 25,600MB  (25GB) in Feel At Home
	200 mins	600 mins	200 mins	600 mins	Unlimited in the UK. 3,000 mins  in Feel At Home	200 mins	600 mins	Unlimited in the UK. 3,000 mins  in Feel At Home
	Unlimited in the UK. 5,000  in Feel At Home							

## Extra benefits from being with Three



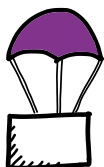
All 0800, 0808 and 0500 calls are free.



Your data allowance can be used as a personal hotspot in the UK (we used to call this tethering) – if you choose a plan with All-you-can-eat data, you can use up to 4,096 data units of this allowance each month (that's the equivalent of 4GB of data) as a personal hotspot.



Control your spend by choosing to block any out of bundle spending.



4G at no extra cost (when you choose a 4G phone and are in a 4G area).



Use your phone abroad at no extra cost. With Feel At Home. Covering 18 destinations now including Spain and New Zealand.

## What are the costs outside of my allowance?

If you've used up all of your voice units, or want to make a call or text that your units can't be used for, the cost is set out below.

Outside of Allowance	Per minute / message
<b>Calls to standard UK landlines (starting 01, 02, 03), UK Mobiles (any network) and your Three Voicemail</b> – once you've used up your voice units included in your plan	35p
<b>UK Video Calls</b>	51.1p
<b>UK Video Message</b>	19.8p
<b>UK Picture messages (depending on your phone, if your message includes certain emojis or emoticons, you may be charged this rate for that message)</b>	19.8p

Once you've used up your data or voice units allowance, you may be able to buy an Add-on to allow you to continue making voice calls or using data. If you find that you need more allowances than your plan offers, you can contact us to talk about your options or to change your price plan to one with increased allowances. You may be also be able to change your price plan via your My3 account.

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# What Additional Services are available?

**These are the additional, optional or extra services you can bolt on to your plan, and include our range of Add-ons, the cost to call 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 would be payable (please see page 23).

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# Add-ons.

**With Three's Add-ons, it's easy to customise your SIM plan to give you even more flexibility and value. The Add-ons available to you will depend on your SIM plan and current allowance, and are set out in the tables below.**

If you want to increase your allowance on a longer-term basis, you can now change your price plan via your My3 account. This will incur a small, one-off fee, to allow you to use your new increased allowances immediately, and you will be charged for your new price plan from the following month. This will not affect your contract end date.

The Add-ons in this table can be added to your account once per month, and will last until used or until your monthly allowance refreshes (whichever happens first).

Add-on name	Data units allowance	When is this Add-on available?	Can this Add-on allowance be used as a personal hotspot allowance?	Price
Add 250 MB	250	This is available once each month, per account.	Yes	£2.50
Add 500 MB	500	If your plan comes with 500 data units	Yes	£5
Add 1GB	1,024	If your plan comes with 1,024 data units or you've previously brought the Add 500 MB short term Add-on.	Yes	£5
Add 2GB	2,048	If your plan comes with 2,048 data units or you've previously brought the Add 1GB short term Add-on.	Yes	£5
Add All-you-can-eat data	All-you-can-eat data	If your plan comes with 4,096 data units or you've previously brought the 2GB short term Add-on.	Yes – up to 4,096 data units may be used as a personal hotspot	£7

Add-on name	Voice unit allowance	How can I use these Units?	Monthly price (rolling)
Add Landlines 1000	1,000 voice units	Each of these converts automatically on use into one minute of calls made from the UK to any standard UK landline (01, 02, 03). If you use all of your Add Landlines 1,000 voice units each month, they convert into 1,000 landline minutes. <b>Note:</b> Calls to Isle of Man and Channel Islands are excluded as these are not part of the UK.	£5.00

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Add-on name	What you get	What it will cost you
<b>Add Blackberry®</b>	Push mail service. Compatible with POP / IMAP mailboxes. Up to 10 email accounts – use both your work and personal accounts. Emails are encrypted giving you peace of mind. Synchronise contacts, calendar and email. Works abroad (roaming charges apply).	£5 per month

Add-on name	Data units allowance 	When is this Add-on available?	Can this Add-on allowance be used as a personal hotspot allowance?	Monthly Price (rolling)
Add 1GB Personal Hotspot	1,024 data units	If your plan comes with All-you-can-eat data and you've used the 4,096 data units/personal hotspot inclusive allowance.	Yes	£5.00

Add-on name	Voice unit allowance 	How can I use these Units?	Monthly price (rolling)
<b>Add International Saver</b>  Great for those who regularly call landlines or mobiles abroad	3,000 voice units	<p><b>These convert automatically on use in the UK into 3,000 minutes to standard landlines and mobiles in:</b></p> <p>Canada, USA, Puerto Rico, China, Hong Kong, Singapore and Thailand.</p> <p><b>They can also be used to call, from the UK, standard landlines in:</b></p> <p>Australia, Austria, Belgium, Denmark, France, Germany, Ireland, Italy, Japan, Luxembourg, Malaysia, Netherlands, New Zealand, Norway, Poland, Portugal, South Korea, Spain, Sweden, Switzerland and Taiwan.</p> <p>You will need to dial the prefix 388, then 00 before the country code, in order to convert these units into minutes. This Add-on cannot be used while roaming abroad and cannot be used in conjunction with Feel At Home in Feel At Home destinations. Please be aware that your first month's Add-on charge and allowance (where applicable) may be pro-rated.</p>	£15.32



# What about charges to Special Numbers and Directory Services?

**There are certain types of calls in the UK that are not covered by your monthly allowance of voice units.**

Charges for these calls are shown in the following tables. Please go to [Three.co.uk/specialcall](http://Three.co.uk/specialcall) or call Customer Services for details of specific numbers.

Don't forget, calls to numbers starting 0800, 080, and 0500 are free, and calls to 084 and 087 numbers are currently charged at just 5p per minute. How calls to numbers starting 084, 087 and 09 are charged, is changing from 1 July 2015, and will cost more. These calls will be split into two elements: an Access Charge (set by us at 25p per minute, with a 1 minute minimum charge) and a Service Charge (set by the company you're calling – they'll tell you this). For more info on these changes, please visit [www.ukcalling.info](http://www.ukcalling.info)

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

Number prefix	Price
■ 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	Free
■ 0800 / 0500 / 0808	Free
■ 101 Single non emergency	15p per call
■ 0845 / 0870 / 0843 / 0844 / 0871 / 0872 / 082 (until 1 July 2015)	5p per minute
■ Corporate Numbers – 055	15.3p per minute

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Number prefix	Price
<b>Non Standard 07 numbers –</b> 0740659 / 074060 / 074061 / 074062 / 074067 / 0740671 – 9 / 074176 / 074181 / 0741821 – 9 / 074185 / 074409 / 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 / 077000 / 077001 / 077442 / 077443 / 077444 / 077445 / 077446 / 077447 / 077448 / 077449 / 077552 / 077553 / 077554 / 077555 / 078220 / 078221 / 078223 / 078224 / 078225 / 078226 / 078227 / 078229 / 078644 / 078722 / 078727 / 078730 / 078744 / 078745 / 078920 / 078922 / 078925 / 078930 / 078931 / 078933 / 078938 / 078939 / 079111 / 079112 / 079117 / 079118 / 079245 / 079246 / 079780 / 079781 / 079782 / 079783 / 079784 / 079785 / 079786 / 079788 / 079789	Out of allowance UK mobile charges apply (see Three.co.uk/nts for exact costs)
International 07 number prefixes for <b>Isle of Man</b> and <b>Channel Islands</b> (Jersey, Guernsey, Herm, Sark): 074184 / 074520 / 074521 / 074522 / 074523 / 074524 / 075090 / 075091 / 075092 / 075093 / 075094 / 075095 / 075096 / 075097 / 07624 / 077003 / 077007 / 077008 / 047781 / 077977 / 077978 / 077979 / 078297 / 078298 / 078299 / 047839 / 078391 / 078392 / 078397 / 078398 / 079240 / 079241 / 079242 / 079243 / 079244 / 079247 / 079248 / 079370 / 079371 / 079372 / 079373 / 079374 / 079375 / 079376 / 079377 / 079378 / 079379 / 07781	International Band 0 (see page 11)
0087 and 0088* (Satellite phones)	£7.66 per minute
076 – Pager	£1.22 per call plus 85.8p per minute
Personal numbering (070) – Band 1	30.6p per 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) – Band A – Go to Three.co.uk/nts	£1.27 per min (N.B. an initial minimum charge of 1 minute applies.)
Premium rate (090, 091, 098) – Band B – Go to Three.co.uk/nts	£2.36 per min (N.B. an initial minimum charge of 1 minute applies.)
Premium rate (090, 091, 098) – Band C – Go to Three.co.uk/nts	£1.10 per call
Premium rate (090, 091, 098) – Band D – Go to Three.co.uk/nts	£2.25 per call
Premium rate (090, 091, 098) – Band E – Go to Three.co.uk/nts	£2.04 per min plus £2.04 per call**
Text relay (18000,18001)	Out of allowance

All prices include VAT. \*Satellite calls e.g. Inmarsat, excluding International Calls. \*\*Both charges from the start of the call.

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## How much does it cost for Directory Services?

There are 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 units 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](http://Three.co.uk/nts) for the latest details.

Prices for Three directory services (including VAT)	
National 118333 – multi-search	<b>£1.75 a minute.</b> ■ Minimum charge of 1 minute & free text message with the number(s) you've requested
International 118313 – multi-search	<b>£3.25 per minute.</b> ■ Minimum charge of 1 minute & free text message with the number(s) you've requested
Directory services for people with disabilities – 195 – multi-search	<b>Free to call 195 for Three's registered users.</b> ■ If the 195 operator then connects you to a number you've searched for, your call will be charged at the standard rate for your price plan or will come out of any available allowance you have. Free text message with the number(s) you've requested

How calls made to numbers starting 118 are charged in changing from 1 July 2015, with the charge for these calls being split into two elements: an Access Charge (set by us, at 25p per minute, with a 1 minute minimum charge) and a Service Charge (set by the company you're calling – they'll tell you this). See [www.ukcalling.info](http://www.ukcalling.info) for more details on this change.

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# What if I want to use my SIM abroad?

**As a SIM only customer, international roaming is switched on automatically on your account, so you can use your SIM abroad, including Feel At Home destinations straight away.**

With Feel At Home, International roaming is not subject to additional charges if you're using your SIM to contact any standard UK number (mobile or one starting 01, 02, 03) from a Feel At Home destination (see page 13) or to get online. In countries not covered by Feel At Home, additional costs will be incurred.

Calls made when you are in a non-EU country are normally charged per minute. Calls received when you are 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. Calls received in the EU are charged by the second with no minimum initial charges.

To help you manage your roaming costs when you're travelling, we'll text you information about call charges and roaming rates for each country you visit. We've also set up a worldwide data roaming limit of £41.29 per month to stop you spending too much. If you'd prefer you can have this limit removed by contacting Three Customer Services.

If you need to contact Three Customer Services while abroad call **+44 7782 333 333** (this call will be charged at your standard roaming rate). Calls made from abroad to your voicemail will also be charged at standard roaming rates.

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

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# Use your SIM abroad at no extra cost with Feel At Home.

**Because your allowance of voice, text and data units can be used in the UK and in our Feel At Home destinations, you can call and text back to the UK and get online without paying a penny more than you would in the UK. No worries. Where and when you use your allowance is up to you.**

It's also free to receive calls, texts, photo messages and video messages when in a Feel At Home destination.

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

If you're in a Feel At Home destination and you come to the end of your allowance or want to make calls or send texts to non-UK numbers, these costs are set out below:

Calls	
• Made in a non-EU Feel At Home destination	15.6p per minute
• Made in an EU Feel At Home destination	18.8p per minute
Texts	
• Sent in a non-EU Feel At Home destination	4.9p a text
• Sent in an EU Feel At Home destination	5.9p a text
<b>Internet data</b>	10p a MB

Photo messages, video messages and video calls don't form part of your allowance; therefore the following charges will apply when in a Feel At Home destination:

Send photo messages	19.8p per message
Send video messages	19.8p per message
Make a video call (to any number)	Up to £2.04 per minute
Video calls received	Up to £1.53 per minute

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

Check **Three.co.uk/feelathome** for more information and the latest on which destinations are included.

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

- You can't use your phone as a personal hotspot in a Feel At Home destination.
- You can stream and connect to VPNs, but you will find this is slower and the quality will not be as good as in the UK.
- We restrict the use of your data allowance for file-sharing (like peer to peer download services) or using certain sites to download or share large files.
- Feel At Home is intended for our UK customers 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 there for extended periods. If you use your SIM Plan exclusively in a Feel At Home destination for at least a month, more than twice within a year, we may suspend international roaming on your account, meaning you would no longer be able to use your phone or device abroad. Of course we would let you know in advance.
- If your package includes an all-you-can-eat allowance, this includes a specified number of units which you can use each month in our Feel At Home destinations. For example, with all-you-can-eat data, you can use up to 25GB each month to get online; with all-you-can-eat texts you can send up to 5,000 texts back to the UK each month from a Feel At Home destination; and with all-you-can-eat minutes, you can talk for up to 3,000 minutes on calls back to the UK each month. If you exceed these allowances twice in a 12-month period, we have the right to suspend international roaming on your account, meaning you would no longer be able to use your device or allowance abroad. Of course, we would let you know in advance before doing this.
- Calls and texts to local numbers in Feel At Home destinations are charged as follows:

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

**Please note:** Three reserves the right to suspend this service if we reasonably believe that you are using VPN to access illegal or improper content or in contravention of our use requirements set out in our Terms and Conditions of use for Three Services. We reserve the right to extend, withdraw or modify the terms of Feel At Home and/or the destinations of service included at any time. See [Three.co.uk/feelathome](https://www.three.co.uk/feelathome) 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 SIM there, or to call and text numbers in those countries?

It's important to remember that the allowances included in your SIM Plan are for units convertible into calls and texts to standard UK numbers, not international numbers. Our international charges for calling or texting vary depending on (1) where you are, and (2) where the person you are calling or texting is located. The relevant international costs to call or text outside of our Feel At Home destinations are listed below.

The cost of data use abroad (when not in a Feel At Home destination) is set out on page 22 (please note, the 'Bands' are different for data use).

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

1. Using the table on this page, **identify the band** that you are going to, and if you are contacting someone in a different country, check which band that destination falls into.
2. Go to the table on the page indicated in the table below to see the international charges for calls and texts for that destination.
3. If you are in the UK and want to call or text a number in a Feel At Home destination, please see page 14.
4. To see the roaming rates for using data abroad, please see page 22.

Which country are you going to or contacting?	Band Number	Which table do I need?
EU and selected other European countries Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Germany, Greece (incl. Corfu, Crete, Rhodes), Hungary, Isle of Man, Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Poland, Portugal (incl. Azores, Madeira), Romania, Slovakia, Slovenia.	Band O (EU and selected other European countries)	See page 16
EU & selected European countries (non VAT) Channel Islands (Jersey, Guernsey, Alderney, Herm, Sark), French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Réunion, San Marino	Band 0a (EU & selected European countries, non VAT)	See page 17
Andorra, Bosnia & Herzegovina, Canada, Cyprus (North), Montenegro, Macedonia, South Africa, Turkey	Band 1	See page 18
Rest of the World That is, not within Bands 0, 0a, 1, 3 or 4. Excluding Feel At Home destinations - see page 14.	Band 2	See page 19
Cape Verde, Morocco, Turkmenistan, Kuwait, Russia, Cuba, Oman, Ukraine, Georgia, Uzbekistan, Tunisia, Malaysia, Ethiopia, Maldives	Band 3	See page 20
Ships, Ferries, Cruise Liners, Airlines	Band 4	See page 21

Don't forget if you're travelling to one of our Feel At Home destinations, you will need to see page 13 for the international charges that you could incur in those destinations. For the latest information on which countries you can roam in, and on what networks, visit [Three.co.uk/roaming](https://three.co.uk/roaming)

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## International charges for calls and messaging – Band 0

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

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

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

<b>Band 0a</b> (EU & selected European countries)		Channel Islands (Jersey, Guernsey, Herm, Alderney, Sark), French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Réunion, San Marino.
Voice calls (per minute)		
Calls made from the UK to a Band 0a country		46p
Calls received when in a Band 0a country		4.1p
Calls made when in a Band 0a country to other countries in the same Band and the UK		15.6p
Calls made when in a Band 0a country to other Band countries		£1.40
Text messages (each message)		
Sent from the UK to abroad		25.2p
Received when abroad		Free
Sent to any country		4.9p
Photo messages (each message)		
Sent from the UK to abroad		19.8p
Received when abroad		Free
Sent when abroad to a UK number		19.8p
Sent when abroad to a non-UK number		19.8p
Video messages (each message)		
Sent from the UK to a Band 0a country		19.8p
Received when abroad		Free
Sent when abroad to a UK number		19.8p
Sent when abroad to a non-UK number		19.8p
Video calls (per minute)		
Sent from the UK to abroad		£1.53
Sent when abroad to a UK number		up to £2.04
Sent when abroad to a non-UK number		up to £2.04
Calls received when abroad		up to £1.53

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

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## International charges for calls and messaging – Band 1

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

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

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## International charges for calls and messaging – Band 2

Band 2	Rest of the World (that is, not within Bands 0, 0a, 1, 3 or 4). Excluding Feel At Home destinations – see page 8.
<b>Voice calls (per minute)</b>	
Calls made from the UK to a Band 2 country	£1.02
Calls received when in a Band 2 country	£1.25
Calls made when in a Band 2 country to other countries in the same Band and the UK	£2.00
Calls made when in a Band 2 country to other Band countries	£2.00
<b>Text messages (each message)</b>	
Sent from the UK to abroad	25.2p
Received when abroad	Free
Sent to any country	35p
<b>Photo messages (each message)</b>	
Sent from the UK to abroad	19.8p
Received when abroad	Free
Sent when abroad to a UK number	19.8p
Sent when abroad to a non-UK number	19.8p
<b>Video messages (each message)</b>	
Sent from the UK to abroad	19.8p
Received when abroad	Free
Sent when abroad to a UK number	19.8p
Sent when abroad to a non-UK number	19.8p
<b>Video calls (per minute)</b>	
Sent from the UK to abroad	£1.53
Sent when abroad to a UK number	up to £2.04
Sent when abroad to a non-UK number	up to £2.04
Calls received when abroad	up to £1.53

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

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## International charges for calls and messaging – Band 3

Band 3		Cape Verde, Morocco, Turkmenistan, Kuwait, Russia, Cuba, Oman, Ukraine, Georgia, Uzbekistan, Tunisia, Malaysia, Ethiopia, Maldives.
Voice calls (per minute)		
Calls made from the UK to a Band 3 country		£1.02
Calls received when in a Band 3 country		£1.25
Calls made when in a Band 3 country to other countries in the same Band and the UK		£3.00
Calls made when in a Band 3 country to other Band countries		£3.00
Text messages (each message)		
Sent from the UK to abroad		25.2p
Received when abroad		Free
Sent to any country		35p (except in Russia, Cuba and Tunisia – 50p)
Photo messages (each message)		
Sent from the UK to abroad		19.8p
Received when abroad		Free
Sent when abroad to a UK number		19.8p
Sent when abroad to a non-UK number		19.8p
Video messages (each message)		
Sent from the UK to abroad		19.8p
Received when abroad		Free
Sent when abroad to a UK number		19.8p
Sent when abroad to a non-UK number		19.8p
Video calls (per minute)		
Sent from the UK to abroad		£1.53
Sent when abroad to a UK number		up to £2.04
Sent when abroad to a non-UK number		up to £2.04
Calls received when abroad		up to £1.53

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

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## International charges or calls and messaging – Band 4

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

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

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# International Charges – internet and data.

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

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

Band	Countries	Cost per MB
Data Band 1 (EU & selected European countries)	Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Germany, Greece, Hungary, Isle of Man, Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Poland, Portugal (incl. Azores, Madeira), Romania, Slovakia, Slovenia.	19.8p
Data Band 1a (EU & selected European countries non VAT)	French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Reunion, San Marino, French West Indies, Jersey, Guernsey.	16.5p
Data Band 2	Benin, Botswana, Cyprus North, India, Ivory Coast, Japan, Panama, Philippines, Puerto Rico, South Africa, Taiwan, Thailand, Turkey and Yemen.	£3
Data Band 3	Rest of the World. Maritime Networks (Ships, Ferries, Cruise Liners), Airlines. Excluding Feel At Home destinations – see page 9.	£6

Data charges are for data sent and received and are calculated to the nearest kilobyte.  
VAT does not apply to data used in countries outside the EU, except Monaco and the Isle of Man.

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# What do you charge for Other Services?

We charge you for a range of other activities.

Charges for other services	Price
Text delivery report	1.2p per request
Additional copy of invoice	Up to £5.11 per copy
Fully itemised bill	£1.50
Charge for a replacement SIM	£5.11
Charge for change of price plan	Up to £25
Unlock Fee for Three handsets	Free
Change of phone number	£10.21
Cancellation Fee	Lump sum equivalent to the total of all the monthly charges still remaining during the Minimum Term of your agreement less a discount of: (i) 3% for new connecting customers who are in the first Minimum Term of their agreement with us; or (ii) 10% for existing customers that have upgraded or renewed their existing contract with us for a further, subsequent Minimum Term.
Charge for failed / late payment	£5.11

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# Key things to note.

We've set out some of the questions that we often get asked, and their answers below. We've also explained in more detail about your plan, how you can use it in Feel At Home destinations and what we mean by 'All-you-can-eat' as an allowance.

## About your plan.

### What does my plan include?

- Your SIM plan includes a monthly allowance of voice units, text units and data units that convert automatically on use into 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 – whether used within the UK or a Feel At Home destination. It's worth remembering that if you don't use up your allowance in a month, you lose the unused portion, as it doesn't roll over to the next month.
- After your monthly allowance (of whatever type of units) is used up, prices for use outside of your allowance for additional calls or messages are shown on page 5. If your inclusive allowance of voice units 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 units?

- Inclusive voice units in any packages or Add-ons are for voice calls made either from the UK or while in a Feel At Home destination to any other standard UK mobile (beginning 07 but excluding certain non-standard numbers – see page 10 for details), UK landlines (beginning 01, 02 and 03) and voicemail (retrieved by calling 123 from your mobile in the UK).

### How can I use my text units?

- Inclusive text units are for SMS texts either sent in the UK or sent while in a Feel At Home destination to a UK standard mobile (beginning 07 but excluding certain non-standard numbers – see page 10 for details).
- Text units within a monthly allowance cannot be converted into: text messages sent from the UK or a Feel At Home destination to a non-UK standard mobile number; messages sent whilst abroad in a non-Feel At Home destination; text messages received in non-Feel At Home 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.

### How can I use my data units?

- The inclusive data units in your package or Add-on can be used to connect to the internet on your phone whether in the UK or a Feel At Home destination.
- You can also use your data units to set up a Personal Hotspot if you want to connect more than one device to the internet at once, when in the UK. You can use any or all of your allowance for this purpose, except if you have All-you-can-eat data, in which case you can use up to 4GB a month of that allowance as a Personal Hotspot. In this instance, we'll show this element of your data unit allowance separately on your bill, so it is clear how many of your data units may be used as a Personal Hotspot.

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## 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; premium rate calls and messages; reverse charge messages; message alert services; and directory service calls; calls to 0800/0500/0808 numbers that are not on the Telephone Helplines Association list, non-geographic numbers (starting 087, 084) and special numbers (e.g. 090, 070) are excluded from any monthly Add-on allowances, except if you are in a Feel At Home destination (and this has been explicitly stated within the relevant section of this Price Guide).

## What do you mean by All-you-can-eat?

### All-you-can-eat data.

If you have All-you-can-eat data units as part of your package or with an Add-on, there are no hidden 'fair use policies' within the UK. If you're in a Feel At Home destination, you can use up to 25,600 data units (which converts into 25 GB of data) each month. All-you-can-eat data units should give you all the access to the internet you would normally need, without worrying about hefty bills. It's worth noting that even if you used your phone for every minute of every day you'd only use, subject to TrafficSense™, around 1,000 GB each month. That's why we've set a usage cap at 1,000GB, in order to identify commercial use of the service, for example, which is not permitted under the Terms for Three Services.

### All-you-can-eat texts and minutes.

There's no hidden "fair use policies" with our All-you-can-eat text units or voice units allowances either when in the UK – 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 All-you-can-eat UK allowances, you also get 5,000 text units and 3,000 voice units to use respectively each month, when in a Feel At Home destination.

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

Yes – you'll see a breakdown of the exact cost of the units included within your package's allowances on page 2 of your monthly bill in the 'Answering your questions' section titled 'About your allowance's unit costs' – we believe this helps you understand the value you're getting from your package. The number of units each package is comprised of is also set out on page 3 and 4 of this Price Guide.

1 data unit = 1 MB of data

1 voice unit = 1 minute of a call

1 text unit = 1 SMS text message

For example, the unit costs for the 2GB Data 600 Minute Plan is as follows: 3.070p per minute, 0.0074p per text and 0.0050p per megabyte. These aren't charges for going over your allowance, these units are included in your plan. They also don't include, any one-off reductions; discounts; or any Add-on allowances.

We have set out the unit costs for Add-ons on the next page.

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## Add-on unit costs.

Add-on name	Per Unit Cost (pence)
Add 250 MB	1p
Add 500 MB	1p
Add 1 GB	0.49p
Add 2 GB	0.24p
Add All-you-can-eat data	0.03 (based on 25GB of usage)
Add Landline 1000	0.50
Add 1GB Personal Hotspot	0.49
Add International Saver	0.51

## International messaging.

Messages sent from the UK to international destinations (except to Three UK numbers in a Feel At Home destination), messages sent and received whilst abroad (unless in a Feel At Home destination), 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.

## Can I use my SIM card in anything other than a mobile phone?

No – you can only use your voice SIM in your phone, not other devices (e.g. a dongle, mobile wifi device, laptop, or tablet).

## What will I have to pay if I want to cancel my contract?

If you ask to cancel your package before the end of your Minimum Term, you'll be asked to pay a **Cancellation Fee** (see 'What do you charge for other services' on page 23). If you are outside of your Minimum Term and want to cancel your contract, there is no cancellation fee to pay. For more information call Three Customer Services.

# Is there anything else I should note?

## 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.

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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.

## Charging/billing.

- All calls made by pay monthly SIM customers, (except calls to short code, premium rate numbers and EU roaming calls) are treated as a minimum of one minute. Calls of more than one minute are treated as lasting for their actual duration, with fractions of a second being rounded to the nearest second (this does not apply to some roaming calls, calls to Directory Service and Special Calls).
- This applies whether voice units are being converted into voice minutes or whether calls are being billed separately.
- Each individual charge on your bill is shown with VAT included (where relevant), and is rounded up or down to the nearest tenth of a penny to make it easier to read. This rounding process means that the total charges you see on our bill summary page may not always be identical to the 'Total due by' charge you see on the front page of your bill. Don't worry, this is normal and you're not being overcharged or undercharged. The actual amount you need to pay is the one shown on your bill's front page, next to 'Total due by'.

**To request a VAT invoice:** customers can request a VAT invoice by calling 333 free from a Three phone, or 0333 300 3333 from any other phone (standard call rate applies) and select the Billing option. Once the request is received, Three will then arrange to send a VAT invoice for the period of time requested by the customer.

### First Month Pro-Rated.

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

## Preferred payment method.

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

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

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