Unbeatable Pay As You Go rates for data

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

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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 Go Roam destinations. Easy. Say hello to Pay As You Go the way it should be.

In the event of a discrepancy between this publication and the information provided elsewhere, other than the customer terms, this publication will take precedence.

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, 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

Top-ups.

To get credit on your Pay As You Go account, you just need to top-up. And with every top-up, we automatically give you a free 150MB data allowance which lasts for 48 hours. 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

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.
- The free 150MB data allowance you automatically receive with every top-up lasts for 48 hours. Your 150MB data allowance is always used first, followed by any Add-on data allowance and finally, any remaining cash credit.
- 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 Go Roam in Europe destinations using your data allowance from an Add-on or cash credit at 1p/MB.

Basic rates and top-ups.
Add-ons.
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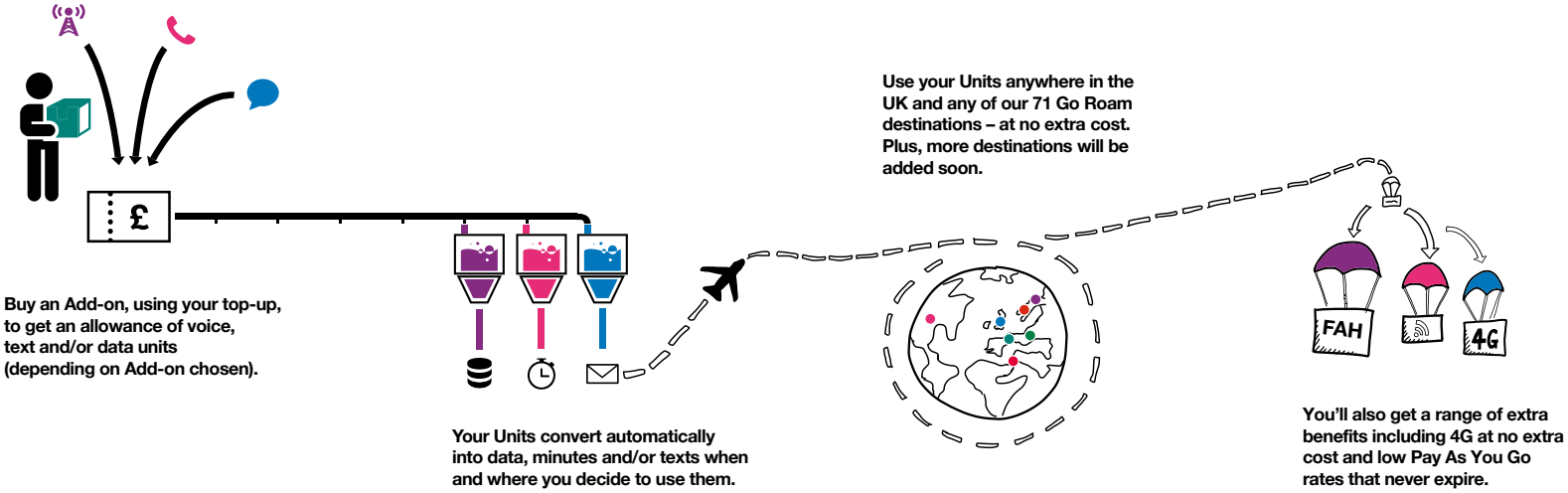
Add-ons.

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

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

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 Go Roam 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 Go Roam in Europe destinations, up to a fair use limit of 12 GB per Add-on.



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	Three-to-Three Minutes	500 MB Mobile Internet Pass	Internet Daily Pass
Data Units (each converts on use into 1 MB of data)*	1,024	5,120	12,288 – of which 12,288 may be used in our Go Roam destinations	30,720 - of which 12,288 may be used in our Go Roam destinations	Unlimited in the UK and up to 12,288 units in Go Roam destinations	-	500	120
Voice Units (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	-	-
Text Units (each converts on use into 1 text message)	3,000	3,000	3,000	3,000	3,000	-	-	-
Price	£10	£15	£20	£25	£35	£5	£5	£0.50
Duration	30 days	30 days	30 days	30 days	30 days	30 days	30 days	24 hours
Use your units in the UK or in Go Roam destinations.								
If you use all of your units in your Add-on, they convert into the following amounts of data, minutes and texts.	1 GB	5 GB	12 GB (up to 12 GB in Go Roam destinations)	30 GB (up to 12 GB in Go Roam destinations)	All-you-can-eat data and up to 12 GB in Go Roam 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 Go Roam in Europe destinations.

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 Go Roam destinations. Plus, if you're in one of our Go Roam 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, Go Roam 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 Go Roam 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 Go Roam 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 Go Roam destinations to send standard SMS messages back to the UK, plus, if you're in a Go Roam in Europe destination, you can also use your text allowance to send standard SMS messages to standard mobile numbers in other Go Roam 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 Go Roam in Europe destinations.
- **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

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 without the fear of 'bill shock' and up to 12 GB (12,288 data units) to use in our Go Roam 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 Go Roam 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 Go Roam 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 Go Roam destinations each month. Use over this but within your allowance, in a Go Roam in Europe destination, costs up to 0.50p/MB (see page 10). Data use over 12 GB in our Go Roam Around the World destinations is not allowed.

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

- Go Roam 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 Go Roam 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 Go Roam, the restriction won't apply.
- You can use your PAYG credit or allowance to create a personal hotspot in a Go Roam in Europe destination. However, this will not be possible in Go Roam Around the World destinations.
- Pay As You Go customers are required to activate their account by inserting their SIM the UK in order to enjoy. Go Roam is designed for Three customers to enjoy their allowances both at home and in our Go Roam destinations. As such, use of a SIM card exclusively to receive inbound calls in a specific Go Roam 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.

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

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

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 Go Roam 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 Go Roam 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 Go Roam destinations – please see page 9 for these.

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 Go Roam 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 subject to our fair use policy. See page 7 for more information about Go Roam.

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**

Band	Countries	Cost per MB
Data Band 1	Monaco	10p
Data Band 2	Benin, Botswana, Cyprus (North), India, Ivory Coast, Japan, Philippines, South Africa, Taiwan, Thailand, Turkey, Yemen	£3
Data Band 3	Rest of the World excluding Go Roam destinations – see page 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**

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

Basic rates and top-ups.
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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

Basic rates and top-ups.
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Calling & texting abroad from the UK.

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

Voice calls made from the UK to an international number

Where are you calling?	Cost (per minute)
Australia, Bangladesh, Bulgaria, Canada, China, Cyprus, France, Germany, India, Italy, Latvia, Lithuania, Netherlands, Pakistan, Poland, Portugal, Romania, South Africa, Spain, USA.	3p
Aland Islands, Austria, Belgium, Croatia, Czech Republic, Denmark, Estonia, Finland, French Guiana, Greece, Guadeloupe, Hungary, Ireland, Isle Of Man, Luxembourg, Malta, Martinique, Reunion, San Marino, Slovakia, Slovenia, Sweden, Vatican City State	£1.00
All other international destinations (including The Channel Islands)	£1.50

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

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
■ 116000/116006/116111/116117/116123 ■ Hotline for missing children, Helpline for Victims of Crime, Child Helpline, Non-emergency medical on-call service, Samaritans.	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
■ 05 corporate numbers and IP Phones, 082	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.

Continued on next page.

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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 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	**Free to call 195 for Three's registered users.** ■ If the 195 operator then connects you to a number you've searched for, your call will be charged at the standard rate for your price plan or will come out of any available allowance you have. Free text message with the number(s) you've requested.

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.

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

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 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 or you can request a copy by contacting us on the numbers mentioned above.

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