



New Pay As You Go

Price Guide



Effective from: 18 March 2022

To check whether this Price Guide applies to you, please visit three.co.uk/paygSIM

Contents

About this Price Guide	3
How to contact us	3
Using your phone	3
Standard rates	4
How we charge for Standard rates	5
Top up amounts	6
Data Packs and Add-ons	6
Data Packs	6
Data Add-ons	7
How we charge for Data Packs and Add-ons	8
Special calls and charges	10
How we charge for these special calls and charges	12
Calls to Directory enquiries	13
How we charge for calls to Directory enquiries	14
Other services	14
International calls and messages from the UK	15
How we charge for international calls and messages from the UK	15
Charge bands for international destinations	16
Using your phone abroad	19
Go Roam destinations	19
Charges whilst roaming abroad	20
Charge bands whilst abroad	22
How we charge whilst you're abroad	25
Our Fair Usage policy	25
Worldwide data roaming limit	26
Internet and data usage abroad	26
What other useful information is there for using Go Roam?	27
Other charges	29
Limits on third party charges	29
Charges for used, damaged or missing accessories	30
Your rights – complaints	31

About this Price Guide

This Price Guide defines the prices of our Pay As You Go services, details of which can be found at three.co.uk/paygSIM.

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

Our customer terms may be found online at three.co.uk/paygSIM.

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

How to contact us

You can contact Three Customer Services by Live chat (available 24 hours each day), through either our website or our Three Pay As You Go app.

If you would like a copy of this Price Guide in an alternative format (eg Braille or large print) please contact Three Customer Services or call our Accessibility Services team on 0333 338 1012 between 9am and 6.30pm Monday to Friday.

For more information on Three's accessibility services please see three.co.uk/accessibility.

© from 2020 Hutchison 3G UK Limited. A member of CK Hutchison Holdings. Registered office: 450 Longwater Avenue, Green Park, Reading, Berkshire, RG2 6GF.

Published by Hutchison 3G UK Limited, trading as Three. All rights in this publication are reserved and no part may be reproduced without the prior written permission of the publisher. '3' and its related images, logos and names used in this publication are trademarks of the CK Hutchison Holdings group of companies. The contents of this publication are believed to be correct at the time of going to press, but any information, products or services mentioned may be modified, supplemented or withdrawn.

Using your phone

To use your phone you can either top up with credit and pay for your usage with our standard rates, or you can buy a Pack.

Standard rates

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

	Charge
Voice calls to standard UK landlines (starting 01, 02, 03), UK mobiles (any network) and your Three voicemail	10p/ minute
Texts (excluding SMS shortcodes)	10p/ text
Data	5p/ MB
MMS	40p/ message

If within a 180 days you have not made any chargeable events or activities (for example, made telephone calls, sent text or photo messages, accessed content using the internet or any other Three Services for which a charge is made), we may also suspend our Services or disconnect you.

How we charge for Standard rates

- Call durations are rounded up to the nearest minute and are charged per minute.
- Charges for individual voice calls are rounded to the nearest tenth of a penny.
- We charge for data sent and received. Amounts are calculated to the nearest kilobyte (kB).
- Charges are taken from your Pay As You Go credit or from any allowance you have.
- Each text message can accommodate up to 160 characters. Long messages will be sent across numerous text messages and these will be charged separately.
- Where a message contains non-standard characters (such as emojis), the message may be sent as an MMS. Separate charges apply for MMS.
- When you send messages to several recipients at the same time you will be charged separately for each recipient.
- Call Return calls (when you return a call directly to someone who has left a voicemail message, by keying # at the end of the message) are charged at your standard rates as if you had made the call directly. Any call-barring restrictions you have will also apply.
- You can only return one call directly from the voicemail service. As soon as you finish the call you will be disconnected and will have to redial into voicemail if you wish to continue listening to your voicemail.
- If you divert your incoming calls to another number, we'll charge you for each redirected call. The cost of the redirected call depends on the type of number you're calling.
- We may end any calls that you make 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 redial.

For details of how we charge for special charges, calls to directory enquiries, when making international calls and sending texts from the UK, and for using your phone abroad, refer to the appropriate section in this guide.

Top-up amounts

Top-up credit is available in the following amounts:

£5

£10

£15

£20

£25

£27.50

£30

£35

£40

£50

£60

£90

Data Packs and Add-ons

Our Data Packs give you an allowance of data, plus voice minutes and texts and offer greater value for money. If you've used all the data allowance in your Pack, you can buy a Data Add-on.

Data Packs

Name	Duration	Price	Data	Mins/texts
6GB Data Pack	24 months	£10	6GB	Unlimited
8GB Data Pack	1 month	£10	8GB	
25GB Data Pack	1 month	£15	25GB	
50GB Data Pack	1 month	£20	50GB	
Unlimited Data Pack	1 month	£35	Unlimited	

6GB Data Pack available on a 24 month minimum term, from selected resellers only.

Data Packs can be used in the UK to create personal hotspots. For details of how Data Packs can be used when roaming abroad, see “Using your phone abroad”.

Data Add-ons

If you've used all the data allowance in your Pack, you can buy a Data Add-on.

Name	Duration	Price	Data
1 Day Data Add-on	1 day	£5	Unlimited
1GB Data Add-on	1 month	£5	1GB
3GB Data Add-on	1 month	£7	3GB
6GB Data Add-on	1 month	£8	6GB

1 day Add-ons start on activation and last for 24 hours. A Data Add-on can only be applied when a Data Pack is active.

How we charge for Data Packs and Add-ons

- Unlimited data with a Data Pack or Data Add-on means you have unlimited data. There are no hidden "fair use policies" within the UK. See "Using your phone abroad" for details of what this means when abroad.
- Data will always be consumed from a Data Add-on (if you have one), or Data Pack before any available credit is used.
- Data usage is calculated based on the amount of data that travels over the data network. Please note that usage may include re-sent data packets and packets added to control the flow of data over the network.
- Each text message can accommodate up to 160 characters. Long messages will be sent across numerous text messages and these will be deducted from any allowance or charged separately.
- Where a message contains non-standard characters (such as emojis), the message may be sent as an MMS. Separate charges apply for MMS.
- When you send messages to several recipients at the same time you will be charged separately for each recipient.
- Call Return calls (when you return a call directly to someone who has left a voicemail message, by keying # at the end of the message) are charged at your standard rates 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 redial.

- What we mean by a calendar month
One calendar month is the length of time from a date in any month to the same date in the following month. When activation occurs on the last day of the month and the following month has fewer days, the calendar month ends on the last day of that month.

Packs expire one day before the end of the calendar month at 11:59pm

- A 1-month Pack activated at 3:30pm on 10 January will last until 11:59pm on 9 February.
- A 1-month Pack activated at 3:30pm on 30 or 31 January will last until 11:59pm on 28 February (29 February in a leap year).

Add-ons expire one calendar month later at one minute before the activation time

- A 1-month Add-on activated at 3:30pm on 10 January will last until 3:29pm on 10 February.
- A 1-month Add-on activated at 3:30pm on 30 or 31 January will last until 3:29pm on 28 February (29 February in a leap year).

- Your credit will be consumed for any usage you make in the limited time between purchase of a Data Pack or Add-on, and it taking effect. This will be:
 - Data: A maximum of 5MB or 10 minutes, whichever happens first.
 - Voice: A maximum of 5 minutes or the end of the current call, whichever happens first

If you don't have any credit, usage will not be permitted until your Data Pack or Add-on takes effect. We will let you know when the Pack or Add-on has been applied, but you can also check this on the Three Pay As You Go App.

Data Packs and Add-ons cannot be used for the following purposes:

- International calls and messages from the UK
- Premium rate calls and messages (including text shortcode messages)
- Reverse charges
- Message alert services
- Directory services calls
- Non-geographic numbers (starting 087, 084) and special numbers (090, 070)

Charges for calls from the UK to Special Numbers

Some calls and other services within the UK fall outside our standard rates and aren't included in any allowances you may have. They're shown below.

If you'd like to know about specific numbers and to check the specific price of any call, please go to three.co.uk/specialcall

Number/ prefix Price	Price
0800 and 0808 number	Free
UK calls to Three Customer Services (333) and Pay As You Go top up/ balance enquiry (444, 555)	Free
999	Free
112	Free
NHS 111	Free
101 single non-emergency	Free
105 National power emergency	Free
05 corporate numbers and IP phones, 082	10.2p to 15.3p/ minute
084/ 087	45p/ minute Access charge*

* The Service charge is set by the company you're calling (they'll tell you this).

The total cost of the call is the Access Charge plus the Service Charge. See how we charge (below).

Non-standard 07 numbers

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	10p/ minute
--	-------------

Voice calls made from the UK to international numbers – See page 15

0087 and 0088 (satellite calls)	Up to £7.66
076 pager	£1.22/ call plus 85.8p/ minute
Personal number 070 band 1	30.6p/ minute
Personal number 070 band 2	£1.04/ minute
Personal number 070 band 3	£1.22/ call plus 85.5p/ minute*
Premium rate (090, 091, 098) – Bands A, B, C, D, E	Charges vary*

** Visit three.co.uk/nts to check the cost of calls to a specific number.

The total cost of the call is the Access charge plus the Service Charge. (See how we charge below.)

Relay UK calls to emergency numbers using 18000 or 18001 999 or 18001 112	Free
---	------

* Both charges apply from the start of the call.

Relay UK calls to non-emergency numbers using 18000 or 18001 999 or 18001 101	Free
Relay UK calls using 18001 to UK standard landlines (starting 01, 02, 03) and UK mobiles (starting 077, 078 or 079)	These will come out of any available allowance of voice minutes or, if credit is being used, will be charged at a discounted rate of no less than 25%
Relay UK calls to international numbers 18001	A 25% discount will using be applied to the standard rates set out on page 17.
Relay UK calls to voicemail can be accessed using 18001 07782 333 123	These will come out of any available allowance of voice minutes or, if credit is being used, will be charged at a discounted rate of no less than 25%
Corporate numbers	10.2p/ minute

How we charge for these special calls and charges

For calls to numbers starting 084, 087, 09:

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

Charges are not included in any allowance you may have and are taken from your Pay As You Go credit.

Calls to Directory enquiries

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

Number/ prefix	Price
National 118333 multi-search	45p/ minute Access charge.
The total cost of the call is the Access charge plus the Service Charge plus the connection charge.	10p/ minute (after the first minute)
See how we charge (below).	Service charge (set by the company you're calling).
	£3.60 to connect.
International 118313 multi-search	45p/ minute Access charge.
The total cost of the call is the Access charge plus the Service Charge plus the connection charge.	10p/ minute (after the first minute)
See how we charge (below).	Service charge (set by the company you're calling).
	£3.60 to connect
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.

How we charge for calls to Directory enquiries

For calls to Directory enquiries numbers:

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

Call charges for other directory services can be found online at three.co.uk/nts

Charges are not included in any allowance you may have and are taken from your Pay As You Go credit.

Other services

Service	Price
Text delivery report	1.2p/ request
Change of phone number	£10.21
SMS short codes*	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.

* Mobile text Short codes are 5 or 6 digits long and usually begin with a 6, 7 or 8. These are often used to pay for new features in apps, to donate to charity, to enter competitions and to download games and ringtones.

Calls from the UK or abroad to international special numbers

Calls made to special numbers in Isle of Man and Channel Islands	19.5p/ minute
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	
Voice calls made to other international special numbers Where are you calling? three.co.uk/specialnumbers3	Charge (per minute) £2.75

International calls and messages from the UK

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

The band for each destination is listed in the table on pages 16 to 18.

Band	Voice Call (per minute)	SMS (per text)	MMS (per message)
1	3p	6.2p	40p
2	19.5p	25.2p	40p
3	£1.50		

How we charge for standard international calls and messages from the UK

- Call durations are rounded up to the nearest minute and are charged per minute.
- International calls and messages from the UK are not included in any allowance you may have, and charges are taken from your Pay As You Go credit.

Charge bands for international destinations

Destinations	Voice Text	Destinations	Voice Text	Destinations	Voice Text	Destinations	Voice Text
Afghanistan	3 2	Bulgaria	1 1	French West Indies	3 2	Kenya	3 2
Aland Islands	2 1	Burkina Faso	3 2	Gabon	3 2	Kosovo	3 2
Albania	3 2	Cambodia	3 2	Gambia	3 2	Kuwait	3 2
Algeria	3 2	Cameroon	3 2	Georgia	3 2	Kyrgyz Republic	3 2
American Samoa	3 2	Canada	1 2	Germany	1 1	Laos	3 2
Andorra	3 2	Canary Islands	3 2	Ghana	3 2	Latvia	1 1
Angola	3 2	Cape Verde	3 2	Gibraltar	2 1	Lebanon	3 2
Anguilla	3 2	The Cayman Islands	3 2	Greece	2 1	Lesotho	3 2
Antigua and Barbuda	3 2	Chad	3 2	Greenland	3 2	Liberia	3 2
Argentine Republic	3 2	Chile	3 2	Grenada	3 2	Libya	3 2
Armenia	3 2	China	1 2	Guadeloupe	2 1	Liechtenstein	2 1
Aruba	3 2	Colombia	3 2	Guatemala	3 2	Lithuania	1 1
Ascension	3 2	Congo (Democratic Republic)	3 2	Guernsey	2 1	Luxembourg	2 1
Australia	1 2	Costa Rica	3 2	Guinea	3 2	Macau	3 2
Austria	2 1	Croatia	2 1	Guyana	3 2	Macedonia	3 2
Azerbaijan	3 2	Cuba	3 2	Haiti	3 2	Madagascar	3 2
Azores	3 2	Cyprus	1 1	Honduras	3 2	Madeira	3 2
Bahamas	3 2	Cyprus (North)	3 2	Hong Kong	3 2	Malawi	3 2
Bahrain (State of)	3 2	Czech Republic	2 1	Hungary	2 1	Malaysia	3 2
Balearic Islands	3 2	Denmark	2 1	Iceland	2 1	Maldives	3 2
Bangladesh	1 2	The Commonwealth of Dominica	3 2	India	1 2	Mali	3 2
Barbados	3 2	The Dominican Republic	3 2	Indonesia	3 2	Malta	2 1
Belarus	3 2	Ecuador	3 2	Iran	3 2	Martinique	2 1
Belgium	2 1	Egypt	3 2	Iraq	3 2	Mauritania	3 2
Belize	3 2	El Salvador	3 2	Ireland	2 1	Mauritius	3 2
Benin	3 2	Equatorial Guinea	3 2	Isle of Man	2 1	Mayotte	3 2
Bermuda	3 2	Estonia	2 1	Israel	3 2	Mexico	3 2
Bhutan	3 2	Ethiopia	3 2	Italy	1 1	Moldova	3 2
Bolivia	3 2	Faroe Islands	3 2	Ivory Coast	3 2	Monaco	2 1
Bosnia and Herzegovina	3 2	Fiji	3 2	Jamaica	3 2	Mongolia	3 2
Botswana	3 2	Finland	2 1	Japan	3 2	Montenegro	3 2
Brazil	3 2	France	1 1	Jersey	2 1	Montserrat	3 2
The British Virgin Islands	3 2	French Guiana	2 1	Jordan	3 2	Morocco	3 2
Brunei Darussalam	3 2	French Polynesia	3 2	Kazakhstan	3 2	Mozambique	3 2

Charge bands for international destinations (continued)

Destinations	Voice	Text	Destinations	Voice	Text
Myanmar	3	2	Solomon Islands	3	2
Namibia	3	2	South Africa	1	2
Nepal	3	2	South Korea	3	2
Netherlands Antilles	3	2	Spain	1	1
New Caledonia	3	2	Sri Lanka	3	2
New Zealand	3	2	St. Kitts & Nevis	3	2
Nicaragua	3	2	St. Lucia	3	2
Niger	3	2	St. Vincent & Grenadines	3	2
Nigeria	3	2	Sudan	3	2
North Cyprus	3	2	Surinam	3	2
Norway	2	1	Sweden	2	1
Oman	3	2	Switzerland	2	1
Pakistan	1	2	Syria	3	2
Palestine	3	2	Taiwan	3	2
Panama	3	2	Tajikistan	3	2
Papua New Guinea	3	2	Tanzania	3	2
Paraguay	3	2	Thailand	3	2
Peru	3	2	The Netherlands	1	1
Philippines	3	2	Togo	3	2
Poland	1	1	Tonga	3	2
Portugal	1	1	Trinidad and Tobago	3	2
Puerto Rico	3	2	Tunisia	3	2
Qatar	3	2	Turkey	3	2
Réunion	2	1	Turkmenistan	3	2
Romania	1	1	The Turks & Caicos Islands	3	2
Russia	3	2	Uganda	3	2
Rwanda	3	2	Ukraine	3	2
Saint Barthélemy	3	2	United Arab Emirates	3	2
Saint Martin	3	2	Uruguay	3	2
Samoa	3	2	The US Virgin Islands	3	2
San Marino	2	1	The USA	1	2
Saudi Arabia	3	2	Uzbekistan	3	2
Senegal	3	2	Vanuatu	3	2
Serbia	3	2	Vatican City	2	1
Seychelles	3	2	Venezuela	3	2
Sierra Leone	3	2	Vietnam	3	2
Singapore	3	2	Yemen	3	2
Slovakia	2	1	Zambia	3	2
Slovenia	2	1	Zimbabwe	3	2

Using your phone abroad

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

Go Roam destinations

(Go Roam in Europe and Go Roam Around the World)

Go Roam lets you roam abroad at no extra cost in more than 70 destinations, whether using your Top-up credit with our standard rates (10p/ minute; 10p/ text; 5p/ MB) or with one of our Packs. To enjoy Go Roam on Pay As You Go with a Pack, all you need to do is convert your Top-up credit into a Pack to get an allowance of voice minutes, texts and data which may be used either in the UK or in our Go Roam destinations. Your allowance and Fair Usage Policy refreshes each calendar month. You can then use the allowance in the UK and any Go Roam destination to call and text the UK, and use the Internet, just like you would back home. Plus, in our Go Roam in Europe destinations you can also use your voice and text allowances to make calls and send texts to local numbers in Go Roam destinations.

Go Roam destinations are shown in the table on page 26.

When dialling international special numbers and in destinations not covered by Go Roam, additional costs will be incurred. How much these are, depend on where you are, and where the person you're contacting is. You can find out more about International Special Numbers on page 11 of this Price Guide.

Roaming in other destinations

If you have purchased a Data Pack or a Data Add-on, your allowance doesn't cover roaming in other destinations. You will need to top up your credit to use your phone in these destinations and usage will be charged according to the table below.

Charges whilst roaming abroad

Go Roam charges

The table below shows how your Top-up credit will be used when you're roaming in a Go Roam destination. If you have a Data Pack or Data Add-on, we've highlighted in grey how your data allowance(s) calls and texts to standard landline and mobile numbers can be used at no extra cost. You'll only be charged if your allowance runs out. And remember, it's free to receive calls, texts (SMS) and photo messages (MMS) in all our Go Roam destinations.

Band (See table on pages 22 – 24)	Data	Voice call/text (back to the UK)	Voice call/text (Go Roam in Europe)	Voice call/text (Go Roam Around the World)	Voice call/text (Anywhere else in the world)	Voice call (receiving)	Receiving a SMS or MMS	Sending MMS
	(per MB)	(per min/per text)	(per min/per text)	(per min/per text)	(per min/per text)	(per minute)	(per message)	(per message)
Go Roam in Europe	5p	10p/min	10p/min	£1.40p/min	£1.40p/min	Free	Free	40p/message
Go Roam around the world		10p/SMS	10p/min 10p/SMS					

Other roaming charges

Data Pack or Data Add-on allowances can't be used to make calls, send texts or use the Internet if you're roaming anywhere else in the world (i.e. travelling outside a Go Roam destination). Usage is always charged and taken from available top up credit. The exact charge depends upon the Roaming Band the country you're in (see table on pages 22 – 24).

Band (See table on pages 22 – 24)	Data	Voice call/text (back to the UK/ same band)	Voice call/text (Go Roam in Europe)	Voice call/text (Go Roam Around the World)	Voice call/text (Anywhere else in the world)	Voice call (receiving)	Receiving a SMS or MMS	Sending MMS
	(per MB)	(per min/per text)	(per min/per text)	(per min/per text)	(per min/per text)	(per minute)	(per message)	(per message)
0	–	10p / 4p	£1.40 / 4p	£1.40 / 4p	£1.40 / 4p	0.9p	Free	40p/message
1	10p	£1.40 / 35p	£1.40 / 35p	£1.40 / 35p	£1.40 / 35p	99p		
2	£3	£2 / 35p	£2 / 35p	£2 / 35p	£2 / 35p	£1.25		
3	£6	£3 / 35p	£3 / 35p	£3 / 35p	£3 / 35p	£1.25		
4	–	£3 / 50p	£3 / 50p	£3 / 50p	£3 / 50p	£1.25		

Data Packs and Add-ons can be used when roaming in different destinations according to the table below. Fair use policies will apply when roaming in our Go Roam destinations.

	Go Roam in Europe	Go Roam Around the World	Roaming in other destinations
Data	Yes	Yes	No
Personal hotspot	Yes	No	No

Charge bands whilst abroad

Go Roam destinations in Europe

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

Go Roam destinations Around the world

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
The US Virgin Islands
The USA
Vietnam

Destinations	Voice / Text	Data	Destinations	Voice / Text	Data
Afghanistan	2	3	Cuba	4	3
Albania	2	3	Cyprus (North)	1	2
Algeria	2	3	The Commonwealth of Dominica	2	3
American Samoa	2	3	The Dominican Republic	2	3
Andorra	1	3	Ecuador	2	3
Angola	2	3	Egypt	2	3
Anguilla	2	3	Equatorial Guinea	2	3
Antigua and Barbuda	2	3	Ethiopia	3	3
Argentine Republic	2	3	Faroe Islands	2	3
Armenia	2	3	Fiji	2	3
Aruba	2	3	French Polynesia	2	3
Ascension	2	3	French West Indies	2	3
Azerbaijan	2	3	Gabon	2	3
Bahamas	2	3	Gambia	2	3
Bahrain (State of)	2	3	Georgia	3	3
Bangladesh	2	3	Ghana	2	3
Barbados	2	3	Greenland	2	3
Belarus	2	3	Grenada	2	3
Belize	2	3	Guinea	2	3
Benin	2	2	Guyana	2	3
Bermuda	2	3	Haiti	2	3
Bhutan	2	3	Honduras	2	3
Bolivia	2	3	India	2	2
Bosnia and Herzegovina	1	3	Iran	2	3
Botswana	2	2	Iraq	2	3
The British Virgin Islands	2	3	Ivory Coast	2	2
Brunei Darussalam	2	3	Jamaica	2	3
Burkina Faso	2	3	Japan	2	2
Cambodia	2	3	Jordan	2	3
Cameroon	2	3	Kazakhstan	2	3
Canada	1	3	Kenya	2	3
Cape Verde	3	3	Kosovo	2	3
The Cayman Islands	2	3	Kuwait	3	3
Chad	2	3	Kyrgyz Republic	2	3
China	2	3	Laos	2	3
Congo (Democratic Republic)	2	3	Lebanon	2	3

Charge bands whilst abroad (continued)

Destinations	Voice / Text	Data	Destinations	Voice / Text	Data
Lesotho	2	3	Samoa	2	3
Liberia	2	3	Saudi Arabia	2	3
Libya	2	3	Senegal	2	3
Macedonia	1	3	Serbia	2	3
Madagascar	2	3	Seychelles	2	3
Malawi	2	3	Sierra Leone	2	3
Malaysia	3	3	Solomon Islands	2	3
Maldives	3	3	South Africa	1	2
Mali	2	3	South Korea	2	3
Mauritania	2	3	St. Kitts & Nevis	2	3
Mauritius	2	3	St. Lucia	2	3
Mexico	2	3	St. Vincent & Grenadines	2	3
Moldova	2	3	Sudan	2	3
Monaco	0	1	Surinam	2	3
Mongolia	2	3	Syria	2	3
Montenegro	1	3	Taiwan	2	2
Montserrat	2	3	Tajikistan	2	3
Morocco	3	3	Tanzania	2	3
Mozambique	2	3	Thailand	2	2
Myanmar	2	3	Togo	2	3
Namibia	2	3	Tonga	2	3
Nepal	2	3	Trinidad and Tobago	2	3
Netherlands Antilles	2	3	Tunisia	4	3
New Caledonia	2	3	Turkey	1	2
Niger	2	3	Turkmenistan	3	3
Nigeria	2	3	The Turks & Caicos Islands	2	3
North Cyprus	1	2	Uganda	2	3
Oman	3	3	Ukraine	3	3
Pakistan	2	3	United Arab Emirates	3	3
Palestine	2	3	Uzbekistan	3	3
Papua New Guinea	2	3	Vanuatu	2	3
Paraguay	2	3	Venezuela	2	3
Philippines	2	2	Yemen	2	2
Qatar	2	3	Zambia	2	3
Russia	4	3	Zimbabwe	2	3
Rwanda	2	3			

How we charge whilst you're abroad

- Calls to standard landlines and mobile numbers made in an EU country are charged by the second and have a 30-second minimum charge.
- Calls made in a non-EU country are charged per minute.
- Calls received in a non-EU country are charged by the second and have a one minute minimum charge.
- Voice minutes, to standard landlines and mobile numbers, Texts and Data will always be consumed from an available Add-on before any available credit is used.
- If you do not have an appropriate allowance (Data Pack or Add-on), charges will come from available credit.
- To help you manage your roaming costs when travelling, we'll send you a text message about call charges and roaming rates for each country you visit.
- If you pick up your voicemail while you're abroad, you will be charged at your standard roaming rate.
- If you need to contact us while you're abroad, you will be charged at your standard roaming rate.
- Visit three.co.uk/roaming for more information.

Note:

To use your phone abroad you need to have connected to our network in the UK before you travel.
Put your SIM into the phone; turn your phone on; wait until your phone has connected to our network.

Our Fair Usage policy

If you're travelling within one of our Go Roam destinations using an allowance of voice minutes, texts or data from a Data Pack or Add-on, monthly fair use policies apply. These are shown in the table below. Usage above these amounts for voice minutes, texts and data will be charged at the rates specified in the "Go Roam charges" table on page 20 and 21.

Note:

To use your phone abroad you need to have connected to our network in the UK before you travel.
Put your SIM into the phone; turn your phone on; wait until your phone has connected to our network.

Destination	Voice (minutes)	Texts (text)	Data (GB)
Go Roam in Europe	-	-	12GB
Go Roam around the World	3,000	3,000	12GB

Worldwide data roaming limit

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

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 a suitable allowance (Data Pack or Data 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 policies.

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 information on which countries you can roam in, and on which networks, visit three.co.uk/roaming

How do you measure data usage?

Data usage is measured in bytes, this is then aggregated up into large units of measure

- Kilobyte (kB) = 1024 bytes
- Megabyte (MB) = 1024kB
- Gigabyte (GB) = 1024MB
- Terabyte (TB) = 1024GB
- Petabyte (PB) = 1024TB

All current data tariffs are charged and purchased as part of an inclusive allowance and / or as part of an Add-on which provides a specified amount of data you can use for a fixed price. Data usage is calculated based on the amount of data that travels over the data network. Please note that usage may include re-sent data packets and packets added to control the flow of data over the network.

Data is charged at each full MB level. Any partial MB usage will then be prorated as per the customer plan.

What other useful information is there for using Go Roam?

Everything you may need to know about Go Roam can be found at three.co.uk/go-roam but some key bits of information can be found below:

- You can choose to use your top-up credit, a Pack allowance or a Data Add-on allowance at no extra cost in any of our Go Roam destinations – both in Europe and Around the World.
- If you've chosen to convert your Top-up into a Pay As You Go Data Pack or Data Add-on, you can use a portion of your allowance in our Go Roam destinations, subject to our fair use policies. These fair use policies differ depending on whether you are roaming in a Go Roam in Europe or Go Roam Around the World destination and may be updated from time to time:

Go Roam in Europe

- If you're roaming in our Go Roam in Europe destinations, you can use a portion of your Data Pack or Data Add-on's allowance each month at no extra cost. If that allowance is greater than 12GB, you can use up to 12GB of data each month to get online. If you use 12GB and still have remaining data allowance available, you can continue to use your data, but this is subject to a surcharge – currently 0.3p/MB.
- There are no fair use limits for calls made or texts sent from any available allowance to standard landline or mobile numbers within our Go Roam in Europe destinations or back to the UK.
- You can use your Pay As You Go credit or allowance to create a personal hotspot in a Go Roam in Europe destination.

Go Roam Around the World

- If you're roaming in our Go Roam Around the World destinations and you have a Data Pack or Add-on, you can use a portion of your allowance of voice minutes, texts and data each month at no extra cost:
- If you have more than 12GB data included in your allowance, you can use up to 12GB of data each month to get online.
- If you have more than 3,000 texts included in your allowance, you can send up to 3,000 texts back to the UK each month from a Go Roam Around the World destination.
- If you have 3,000 or more minutes included in your allowance, you can talk for up to 3,000 minutes on calls made to standard UK landlines or mobile numbers each month.
- If you exceed any of these fair use limits, you'll be charged in accordance with the rates specified in the "Go Roam charges" table on pages 20 and 21.
- You can use your Pay As You Go credit to create a personal hotspot in a Go Roam Around the World destination.

Go Roam in Europe and Go Roam Around the World

- Go Roam is intended for our UK customers, who are UK residents visiting one of the destinations for short periods, like holidays or business trips. It isn't designed for people who live abroad or stay for extended periods.
- As such, if you roam exclusively in one or more of our Go Roam destinations (including both Go Roam in Europe and Go Roam Around the World) for any two complete months in a rolling 12-month period, we may suspend international roaming on your account, meaning you will no longer be able to use your phone or device abroad. Of course, we'll let you know in advance if this is likely to happen.
- If you spend a full month abroad but some of that time is spent in a destination that isn't included in Go Roam, this fair use policy won't apply.

Pay As You Go customers are required to activate their account by inserting their SIM the UK in order to use Go Roam. 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 been incorrectly suspended because of this, please contact us.

You can find out more about Go Roam at three.co.uk/go-roam. And just so you know, we reserve the right to extend, withdraw or modify the terms of Go Roam and/or the destinations of service included at any time.

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.

Other charges

Limits on third party charges

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

Charges for used, damaged or missing accessories

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

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 hands-free	£10
Apple	USB cable	Apple USB charger	£15
Non-Apple	USB cable	USB charger	£10
All	Battery	Battery	£20
All	Memory card	1GB micro SD card	£5
All	Memory card	2GB micro SD card	£10
All	Memory card	4GB micro SD card	£15
All	Memory card	8GB 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.

Full details of our Returns and Exchanges Policy can be found at three.co.uk/support/device_support/returns

Your rights – complaints

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

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

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