



Price Guide.

Everything you need to know about our prices.

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

© 2013 Hutchison 3G UK Limited. A Hutchison Whampoa company.
Registered office: Star House, 20 Grenfell Road, Maidenhead, Berks SL6 1EH.

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 Hutchison Whampoa 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at the time of going to press, but any information, products or services mentioned may be modified, supplemented or withdrawn.

The provision of any products and services by Hutchison 3G UK Limited is subject to Three's customer terms (available at three.co.uk).

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, this publication will take precedence.

UE29934 - PriceGuide - 250413



Three.co.uk



Three.co.uk



When it comes to what you pay for Three's services, we think three things matter most. Giving you choice. Treating you fairly, with clear price plans and no unfair penalties. And providing great value, with some of the lowest-cost voice calls and texts you can find.

Three = great value

When you're with Three, you've got big flexibility. First, you can choose between paying monthly or Pay As You Go, then select the right price plan or Top-up for you. Beyond that, there's a range of Add-ons you can select. This guide talks about what we do charge for.

Contents.

Pay Monthly	1
SIM Plans	3
Pay Monthly Add-ons	5
Mobile Broadband	7
Business	9
Pay As You Go	15
International charges	19
Special calls	25
Directory services	27
Other services	27
Points to note	28
Footnotes	29



Our Pay Monthly Packages.

All calls made by pay monthly customers, (except calls to short code, premium rate numbers and EU roaming calls) are initially rounded to the first minute and are billed per second thereafter. After the first minute for Pay Monthly customers calls are charged by the second, except some roaming calls, calls to Directory Service and Special Calls. The call duration will be mathematically rounded to the nearest second.

The One Plan.

The One Plan has more than enough of everything, at a more affordable price, and there is no charge for voicemail and internet.

Package ^{1,2,3,12}	Phones	UK voice minutes	UK text messages	Three to Three minutes	Internet	Minimum term	Price per month
The One Plan	Choose from variety of phones.	2000	5000	5000	All-you-can-eat data.	24 Months	From £25
The One Plan - SIM 1 month	N/A	2000	5000	5000	All-you-can-eat data.	1 Month	£25
The One Plan - SIM 12 month	N/A	2000	5000	5000	2GB	12 Months	£20

Outside your allowance.

Charges for calls and messages outside inclusive allowance of The One Plan.

Per minute/ message	Package	Three UK Mobiles	UK mobiles	UK Landline
Voice, fax calls	The One Plan	10p	25p	25p
Text messages	The One Plan	10p	10p	
Video calls	The One Plan	51.1p	51.1p	
Video mail	The One Plan	25.5p		
Video message	The One Plan	51.1p	51.1p	
Picture messages	The One Plan	25p	25p	



Essential Internet packages.

Our range of Pay Monthly packages offer great value for money. Our packages give you a generous bundle of minutes, texts and internet.

Package ^{1,2,3,12}	Phones	UK voice minutes	UK text messages	Internet	Minimum term	Price per month
Essential Internet 50	Choose from a variety of phones.	50	500	250MB	24 months	From £13
Essential Internet 100		100	5000	250MB	24 months	From £12
Essential Internet 300		300	5000	250MB	24 months	From £15
Essential Internet 500		500	5000	250MB	24 months	From £17

Ultimate Internet with all-you-can-eat data.

Package ^{1,2,3,12}	Phones	UK voice minutes	UK text messages	Internet	Minimum term	Price per month
Ultimate Internet 100	Choose from a variety of phones.	100	5000	All-you-can-eat data*	24 months	From £15
Ultimate Internet 300		300	5000	All-you-can-eat data*	24 months	From £18
Ultimate Internet 500		500	5000	All-you-can-eat data*	24 months	From £20
Ultimate Internet 1000		1000	5000	All-you-can-eat data*	24 months	From £25

*Internet access for phone browsing only, your data usage does not include using your phone as a modem.

Outside your allowance.

Charges for calls and messages outside inclusive allowance of your Essential or Ultimate Internet package.

Per minute/ message	Package	Three UK Mobiles	UK mobiles	UK Landline
Voice, fax calls	Ultimate / Essential	35p	35p	35p
Voicemail	Ultimate / Essential	35p	35p	35p
Text messages	Ultimate / Essential	12p	12p	12p
Video calls	Ultimate / Essential	51.1p	51.1p	N/A
Video mail	Ultimate / Essential	25.5p	25.5p	N/A
Video message	Ultimate / Essential	50p	50p	N/A
Picture messages	Ultimate / Essential	35p	35p	N/A

*Subject to a minimum term of 24 months or the remainder of your contract term. Not available with any other Mobile Internet add on. Internet access for phone browsing only, your data usage does not include using your phone as a modem.



SIM Zero – How it works.

With our SIM Zero plan on a minimum one month* term, you pay for only what you use and there is no charge for voicemail.

Per minute/message	Price Plan	Three UK mobiles	UK mobiles	UK landline
Voice and fax calls ¹²	SIM Zero	20.4p	20.4p	20.4p
Text message ³	SIM Zero	10.2p	10.2p	
Video calls ¹²	SIM Zero	51.1p	51.1p	
Video mail ¹²	SIM Zero	25.5p		
Video message ³	SIM Zero	51.1p	51.1p	
Photo message ³	SIM Zero	25.5p	25.5p	
Mobile Internet	SIM Zero	30.6p per MB		

*One month notice required to terminate.

SIM Plans – How it works.

With our SIM Plans, you get a generous bundle of minutes, texts and data.

Package ^{1,2,3,12}	Essential SIM 50 – BlackBerry®	Essential SIM 200 – 1 month	Essential SIM 600 – 1 Month	Ultimate SIM 200 – 1 Month	Ultimate SIM 600 – 1 Month	Essential SIM 200 – 12 Month	Essential SIM 600 – 12 Month	Ultimate SIM 600 – 12 Month	The One Plan SIM Only	The One Plan SIM Only 12 months
Monthly charge	£9.90	£9.90	£15.90	£12.90	£18.90	£6.90	£12.90	£15.90	£25	£20
UK Voice minutes	50	200	600	200	600	200	600	600	2000	2000
UK Text messages	500	5000	5000	5000	5000	5000	5000	5000	5000	5000
UK Three to Three voice minutes									5000	5000
Mobile Internet	500MB	500MB	1GB	All-you-can-eat data	All-you-can-eat data	500MB	1GB	All-you-can-eat data	All-you-can-eat data	2GB
Minimum Term	1 Month	1 Month	1 Month	1 Month	1 Month	12 Month	12 Month	12 Month	1 Month	12 Months



Outside your allowance.

Charges for calls and messages outside inclusive allowance of your SIM Only packages (excluding SIM Zero).

Per minute/ message	Package	Three UK Mobiles	UK mobiles	UK Landline
Voice, fax calls	Essential / Ultimate SIM 50, 200 and 600	35p	35p	35p
Voicemail		35p		
Text messages		12p	12p	
Video calls		51.1p	51.1p	
Video mail		25.5p		
Video message		50p		
Picture messages		35p		
Mobile Internet		10p per MB		

Per minute/ message	Package	Three UK Mobiles	UK mobiles	UK Landline
Voice, fax calls	The One Plan - SIM 1/12 month	10p	25p	25p
Voicemail		No charge		
Text messages		10p	10p	
Video calls		51.1p	51.1p	
Video mail		25.5p		
Video message		51.1p		
Picture messages		25p	25p	



Pay Monthly Add-ons^{6,7}.

With Three Add-ons it's easy to customise your price plan to give you even more flexibility and value. Just choose the Add-on that means the most to you.

Each Add-on has a one month minimum term unless otherwise stated. If you want something extra on top of what you get with your price plan, purchasing an Add-on is the way to do it.

Mobile Internet Add-ons		Allowance	Price per month	Additional MB Cost
	Add Tethering	1GB	£5	N/A
	Add All-you-can-eat*	All-you-can-eat data for 30 days.	£5	N/A
	Add 250 MB	250MB	£2	N/A
	Add Internet 10*	10MB	£2.56	Price plan dependent
	Add Broadband Lite*	1GB	£10.21	10.2p
	Add Broadband Plus*	3GB	£15.32	10.2p
	Add Internet and Email**	2GB	£5.11	Price plan dependent
	Add Internet Max**	2GB	£5.11	Price plan dependent
	All-you-can-eat	All-you-can-eat data for 24 months	£3	N/A

Mobile Internet Add-ons not available with All-You-Can-Eat data packages. Not available with The One Plan SIM Only (1/12 Months).

BlackBerry®		Includes	Price	Out of bundle charge
	Add BlackBerry®	Push mail service	£5.00 per month	Price plan dependant
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).				

Add text	Choose from	Includes	Price
	Add Text 500	500 texts	£20.42
	Add Text 200	200 texts	£10.21
	Add Text 75	75 texts	£5.11

Add International Saver ¹³	
	3000 voice minutes to landlines and mobiles to USA, Canada, Hawaii, Puerto Rico, Hong Kong, China, Singapore and Thailand; and to landlines in Spain, Ireland, France, Italy, Germany, Australia, Netherlands, Sweden, Belgium, Switzerland, Denmark, Japan, Austria, New Zealand, Norway, Malaysia, Taiwan, Korea (Republic of), Luxembourg, Poland, Portugal and Thailand. For just £15.32 a month it can be used any time, any day. 388 prefix must be dialled before country code.



Add TV Channels	
	Get unlimited access to full length episodes from selected TV shows On Demand from Warner and HBO - the range of shows available are refreshed weekly so there is always something new to watch for just £5.11 per month.
Add Landlines	
	2000 voice minutes for all calls made from the UK to any standard UK landline (01, 02, 03) for £10.21 a month. Calls to Isle of Man and Channel Islands numbers are excluded.
Add Landline 1000	
	1000 voice minutes for all calls made from the UK to any standard UK landline (01, 02, 03) for £5 a month. Calls to Isle of Man and Channel Islands numbers are excluded.
Add video pack	
	20 UK Three to Three video messages 20 minutes of UK Three to Three video calls Videos, news stories and alerts from Sports, Comedy, News, Weather, Horoscopes and rent games. For just £5.11 a month.
Euro Internet Pass***	
	Enjoy the freedom to browse, tweet, update, upload and search in the EU with our Euro Internet Pass, for just £5 a day. It's valid from the time you buy it until midnight (UK time). Available to Pay Monthly contract voice customers Eligible for use in Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal (incl. Azores & Madeira), Romania, Slovakia, Slovenia, Spain (incl. Balearic & Canary Islands), Sweden, Vatican City, Monaco. Pass doesn't allow you to use your phone as a modem (tethering), and streaming video and audio content may not be as good as it is on our UK network. Note: If you need to use the internet as soon as you arrive, type this link into your mobile browser just before you travel - http://mobile.three.co.uk/europass . Follow the simple instructions, make your purchase, and off you go.

* Includes free unlimited access to Email on Three, Three's email service, which sends all of your personal (ISP, such as Hotmail or GoogleMail) emails straight to your phone. Email on Three is a unlimited service with no fair use limit or policy. Add-on and Email on Three service available to Consumer contract customers only. Add-on not available to PAYG customers or Business contract customers. Internet access for phone browsing only, your data usage does not include using your phone as a modem. Unlimited email does not include 3Mail.

** Includes free unlimited access to Email on Three, Three's email service, which sends all of your personal (ISP, such as Hotmail or GoogleMail) and work (Microsoft Exchange / Lotus Domino) emails straight to your phone. Email on Three is a unlimited service with no fair use limit or policy. Add-on and Email on Three service available only to Consumer contract customers. Add-on not available to PAYG customers. With this add-on your data allowance includes using your phone as a modem.

*** Three reserves the right to withdraw or modify the Euro Internet Pass at any time. UK Add-ons (such as Add Tethering) can't be used when your pass is active.



Surf the web with Mobile Broadband.

Package ¹²	Monthly Charge	Inclusive data	Out of bundle charge per MB	Minimum term
Broadband Casual	£0	0MB	£1.02	18/24 months
Broadband 0.5GB	£5.29	0.5GB	10.2p	24 months
Broadband Lite	£10.49	1GB	10.2p	18/24 months
Broadband 1GB	£7.50	1GB	10.2p	1 month
Broadband 5GB	£15.99	5GB	10.2p	1/18/24 months
Broadband 10GB	£15.00	10GB	10.2p	1 month
Broadband 15GB	£25.00	15GB	10.2p	24 months
Broadband 15GB	£30.99	15GB	10.2p	18/24 months

Add-on ^{2,3,6,15,16}	Price	Allowance	Minimum term
Add Wireless Modem with 20 Texts	£2.04	20 texts	18/24 months
Add Wi-Fi Device with 80 Texts	£8.17	80 texts	18/24 months
Add Wi-Fi Device with 90 Texts	£9.19	90 texts	18/24 months
Add Text with Laptop 75	£7.66	75 texts	18/24 months
Add Text with Laptop 100	£10.21	100 texts	18/24 months
Add Text with Laptop 150	£15.32	150 texts	18/24 months
Add Text with Laptop 200	£20.42	200 texts	18/24 months
Add Text with Laptop 250	£25.54	250 texts	18/24 months
Add Text with Laptop 300	£30.64	300 texts	18/24 months
Add Text with Laptop 350	£35.75	350 texts	18/24 months



Mobile Broadband SIM Only⁵.

With our Mobile Broadband SIM only plans, you can have 5GB Mobile Broadband on a one month contract if you already have a dongle.

Package ¹²	Monthly Charge	Inclusive data	Out of bundle charge per MB	Minimum term
SIM Only Broadband 5GB	£15.99	5GB	10p	1/ 18 months
SIM Only Broadband Lite	£10.49	1GB	10p	24 months
SIM Only Broadband 15GB	£15.99	15GB	10p	24 months

Pay As You Go Broadband Add-ons.⁶

	Allowance	Price
Broadband Lite	1GB	£10
Broadband Plus	3GB	£15
Broadband Max	7GB	£25
Pay Per Day	500MB*	£2.99

* Available for up to 48 hours unless allowance used earlier.



Business plans.

Package ^{1,2,3,12}	Business 600	Business 900	Business Flat Rate
Monthly charge ¹	£25.53	£34.04	£11
Inclusive UK Voice Minutes ¹	750	1125	0
Inclusive UK text Messages ^{1,3}	100	150	0
Three to Three Minutes ²	2000	2000	2000
Minimum Term	12/18/24 months	12/18/24 months	12/18/24 months
Additional discount	18 months contract discount – 10% off monthly access charges 24 months contract discount – 25% off monthly access charges		

Prices for business shown excluding VAT. VAT is payable in addition at the current rate. See page 29 for footnotes.

UK voice and video calls ¹²	Business 600	Business 900	Business Flat Rate
Three UK mobile – voice/fax	8.5p	8.5p	6p
Other UK mobile – voice/fax	21.3p	21.3p	20p
UK landline	8.5p	8.5p	6p
Voicemail	8.5p	8.5p	Free
Three UK video calls	42.6p	42.6p	42.6p
Other UK mobile video calls	42.6p	42.6p	42.6p
Videomail	21.3p	21.3p	21.3p
Messages ³			
UK Text message	8.5p	8.5p	8p
Text sent abroad from UK ⁸	21.3p	21.3p	20p
UK picture message	21.3p	21.3p	20p
Three video message	42.6p	42.6p	42.6p
Data (Mobile Internet)	£1.70 per MB	£1.70 per MB	£1.70 per MB

Prices for business shown excluding VAT. VAT is payable in addition at the current rate. See page 29 for footnotes.



Business packages for teams.

Business Share¹¹.

- Unique hybrid plan, ideal for small businesses.
- Free calls to colleagues – and anyone else on a Three mobile in the UK.
- Flexible Business Choice allowance for inclusive calls, texts and downloads.
- Sharer member can be a voice or mobile broadband connection (one mobile broadband allowance for every voice sharer).
- No charge for voicemail.

Package ^{1,2,3,12}	Business Share 1000	Business Share 2000	Business Share 3000	Business Share 4000	Business Broadband Share
Maximum number of handsets	3	5	7	10	Min 2-5 modems
Access charge	£34	£74	£114	£154	£5
Monthly sharer member fee, for each handset / Mobile Broadband	£15	£15	£15	£15	£15
Total inclusive choice flexible allowance to share.	Up to 1000 UK minutes or up to 2000 UK texts or any mix of the two.	Up to 2000 UK minutes or up to 4000 UK texts or any mix of the two.	Up to 3000 UK minutes or up to 6000 UK texts or any mix of the two.	Up to 4000 UK minutes or up to 8000 UK texts or any mix of the two.	10GB
Inclusive data plus unlimited email on Three.	Fair use policy 1GB on handsets. Fair use policy 3GB on Mobile Broadband	Fair use policy 1GB on handsets. Fair use policy 3GB on Mobile Broadband	Fair use policy 1GB on handsets. Fair use policy 3GB on Mobile Broadband	Fair use policy 1GB on handsets. Fair use policy 3GB on Mobile Broadband	
Three to Three UK calls	Free	Free	Free	Free	Free
Minimum Term (per member)	12/18/24 months	12/18/24 months	12/18/24 months	12/18/24 months	12/18/24 months
Additional discounts	18 month contract discount – 10% off monthly sharer member fee. 24 month contract discount – 25% off monthly sharer member fee.				

Prices for business shown excluding VAT. VAT is payable in addition at the current rate. See page 29 for footnotes.



Business.

Outside your allowance.

Per minute/ Per message	Price Plan	Three UK mobile	UK mobiles	UK landlines
Voice and fax calls	Business Share plans	Free	16p	16p
Data (Mobile Internet)	Business Share plans	Free		
Video calls ¹²	Business Share plans	42.6p	42.6p	
Video mail ¹²	Business Share plans	21.3p		
Text ³	Business Share plans	8p	8p	
Video message ³	Business Share plans	42.6p	42.6p	
Photo message ³	Business Share plans	21.3p	21.3p	

Surf the web with Mobile Broadband.

Broadband Casual, Lite, Plus, Max, 5GB and 15GB⁵

Package ^{1,12}	Broadband Casual	Broadband Lite	Broadband Plus	Broadband 5GB
Monthly charges	£0	£8.74	£13.32	£13.32
Inclusive Data ¹	0MB	1GB	3GB	5GB
Out of Bundle charge per MB	85p	8.5p	8.5p	8.5p
Minimum Term	12/18/24 months	12/18/24 months	12 months	18 months

Package ^{1,2,3,12}	Broadband Max	Broadband 15GB 2009	Broadband 15GB 2009	Business Broadband Share
Monthly charges	£21.66	£13.32	£17.49	£35 [*]
Inclusive Data ¹	7GB	15GB	15GB	10GB
Out of Bundle charge per MB	8.5p	8.5p	8.5p	Free
Minimum Term	12 months	24 months	18 months	12/18/24 months

Prices for business shown excluding VAT. VAT is payable in addition at the current rate. See page 29 for footnotes.

^{*}Based on minimum 2 users (£5 monthly charge + £15 per sharer). Refer to page 12 for more details.



Business Add-ons.

Internet on your mobile and unlimited email on Three.

Add-on ⁶	Price	Allowance	Additional MB Cost
Add Internet Max ^{**}	£4.26	2GB [†]	£1.70 [†]
Add Internet Max (Contract Term) ^{**}	£4.26		£1.70 [†]
Add Broadband Lite (Contract Term)	£8.51	1GB	8.5p
Add Broadband Max (Contract Term)	£12.77	3GB	8.5p

Prices for business shown excluding VAT. VAT is payable in addition at the current rate. See page 29 for footnotes.

^{*} 2GB of Internet Access, Unlimited Email (ISP, Microsoft Exchange, Lotus Domino) when using Three's 'Email' product. Phone Browsing only; Your data usage does not include using your phone as a modem. This Add-on lasts the term of the contract, and early termination fees apply.

^{**} Includes free unlimited access to Email on Three, Three's email service, which sends all of your personal (ISP, such as Hotmail or GoogleMail) emails straight to your phone. Email on Three is a unlimited service with no fair use limit or policy. Add-on and Email on Three service available to both Business and Consumer contract customers. Add-on not available to PAYG customers. Internet access for phone browsing only, your data usage does not include using your phone as a modem.

All business Add-ons have a minimum term Of 12/18/24 months, depending on the minimum term of your package.

Add-on	Availability	Includes	Price	Additional MB cost
BlackBerry [®] (Contract term)	Available on all business tariffs	2GB of push mail and web browsing	£4.26 per month	£1.70 [†]

Compatible with POP/IMAP mailboxes.

Up to 10 email accounts - use both your work and personal accounts.

Available on selected tariffs.

Emails are encrypted giving you peace of mind.

Synchronise contacts, calendar and email.

Works abroad (roaming charges apply).

Video minutes.

Add-on	Price	Allowance
Add Video Minutes Lite (Contract Term)	£4.26	50 UK Video minutes (Three-to-Three)
Add Video Minutes Plus (Contract Term)	£8.51	100 UK Video minutes (Three-to-Three)
Add Video Minutes Max (Contract Term)	£12.77	200 UK Video minutes (Three-to-Three)

Prices for business shown excluding VAT. VAT is payable in addition to the current rate. See page 29 for footnotes.

Available to all business customers, except for Broadband Lite, Broadband Plus & Broadband Max.

[†] Price plan dependent. All business plans, except Business Sharer Plans are £1.70 ex VAT per MB. Business Sharer is free.



Talk & Text.

Add-on ^{1,2,3,6}	Price	Allowance
Add Voice 250 (Contract term)	£10	250 UK minutes
Add Voice 500 (Contract term)	£20	500 UK minutes
Add Voice 1000 (Contract term)	£40	1000 UK minutes
Add Landline (Contract Term)	£8.51	2000 UK minutes
Add Text 1000 (Contract Term)	£4.26	1000 UK texts

Prices for business shown excluding VAT. Vat is payable in addition to the current rate. See page 31 for footnotes. Add Voice, Add Landline and Add Three-to-Three UK calls are available on all Business plans except for Broadband Lite, Broadband Plus & Broadband Max. *Add Three-to-Three UK calls is free only as part of a sale offer. Add Text 2000 is available to all business plans.

Add-on ^{6,15}	Price	Allowance	Minimum term
Add Text with Laptop 100	£8.51	100 text	18/24 months
Add Text with Laptop 150	£12.77	150 text	18/24 months
Add Text with Laptop 200	£17.02	200 text	18/24 months
Add Text with Laptop 250	£21.27	250 text	18/24 months
Add Text with Laptop 300	£25.53	300 text	18/24 months
Add Text with Laptop 350	£29.78	350 text	18/24 months

All Add Text with laptops have a minimum term of 18 or 24 months and can only be purchased with Broadband Plus or Broadband Max (18 and 24 months minimum term) from selected Three authorised retailers.



Pay As You Go on Three.

With Pay As You Go on Three you get 150MB internet for free every time you top-up. This is applied straightaway and lasts for 30 days. The next time you top-up you'll get it all over again and it can be used, even if you run out of credit. Please note, For PAYG customers, all calls made (except calls to short code, premium rate numbers and EU Roaming calls), are rounded up to the nearest minute and are charged by the minute.

Charges for calls, fax and messages.

Per minute/ message ^{3,12}	Three UK Mobiles	UK mobiles	UK Landline
Voice, fax calls	26p	26p	26p
Voicemail	16p		
Text messages	11p	11p	
Video calls	52p	52p	
Video mail	26p		
Video message	52p		
Picture messages	31p		
Mobile Internet	11p		

All prices include VAT. See page 29 for footnotes.

Choose-a-Top-up (no expiry date)



Add what you need⁶.

Our range of Add-ons offer great value for money. Convert all or part of your top up to an Add-on and get great value rates for calling, texting and using the internet on your phone. All-you-can-eat data is available with All in one 15 and 25.

All Add-ons are valid for 30 days from date of activation (Excludes Internet Daily Add-on).

All in One	Choose from	Includes	Price
	All in One 10	3000 texts 100 minutes 500MB data	£10
	All in One 15	3000 texts 300 minutes All-you-can-eat data	£15
	All in One 25	3000 texts 500 minutes All-you-can-eat data	£25
Text	Choose from	Includes	Price
	3000 Texts	3000 texts	£5
Three-to-Three minutes	Choose from	Includes	Price
	300 Three-to-Three	300 Three-to-Three	£5
Mobile Web Access	Choose from	Includes	Price
	500MB	500MB	£5
	Internet Daily	120MB	50p
Email Add-ons	Choose	Includes	Price
	Add email	Unlimited access to email on Three for 30 days	£3



Make international calls for less from the UK, only on Pay As You Go.

With no connection fee and no need to sign a contract, we make it easy for you to stay in touch with friends and family around the world. By simply adding a 3 digit prefix in front of an international landline or mobile number, you can call abroad from as little as 2p a minute. Any call charges are per minute and are taken off your normal Pay As You Go credit. Visit three.co.uk/paygint for more information.

Country	Landline or Mobile	Short code	Price per minute
Afghanistan	Mobile	402	18
Afghanistan	Landline	403	22
Australia	Mobile	404	14
Australia	Landline	405	3
Bangladesh	Mobile	406	4
Bangladesh	Landline	407	4
Bulgaria	Mobile	425	25
Bulgaria	Landline	426	4
Canada	Mobile	408	1
Canada	Landline	408	1
China	Mobile	410	3
China	Landline	411	3
France	Mobile	427	10
France	Landline	428	3
Germany	Mobile	429	12
Germany	Landline	430	3
Hungary	Mobile	431	11
Hungary	Landline	432	3
India	Mobile	412	3
India	Landline	413	3
Ireland	Mobile	433	14
Ireland	Landline	434	2
Italy	Mobile	435	15
Italy	Landline	436	3
Jamaica	Mobile	437	19
Jamaica	Landline	438	8
Japan	Mobile	414	10
Japan	Landline	415	4
Lithuania	Mobile	416	13
Lithuania	Landline	417	3
Nigeria	Mobile	439	9
Nigeria	Landline	460	9



Country	Landline or Mobile	Short code	Price per minute
Pakistan	Mobile	418	12
Pakistan	Landline	419	8
Philippines	Mobile	461	13
Philippines	Landline	462	10
Poland	Mobile	420	9
Poland	Landline	421	2
Portugal	Mobile	463	14
Portugal	Landline	464	3
Romania	Mobile	465	10
Romania	Landline	466	3
Spain	Mobile	467	10
Spain	Landline	468	3
South Africa	Mobile	422	12
South Africa	Landline	423	4
Turkey	Mobile	469	9
Turkey	Landline	470	4
USA	Mobile	424	3
USA	Landline	424	3



International charges.

Some Pay Monthly customers will need to call Three Customer Services before leaving the UK to enable international roaming. Approval is subject to credit check. Pay As You Customers' international roaming capability will already be activated – visit three.co.uk/roaming to see which countries you can roam in and the cost. Calls made from the UK to anywhere outside the UK normally have a one minute minimum charge and are then charged by the second¹².

However, calls made when abroad (in non-EU countries) are normally charged per minute. Calls received in non EU countries normally have a one minute minimum charge and are then charged by the second thereafter. When you're roaming in the EU, the minimum charge for a call is for 30 seconds, after which calls are charged by the second¹². Calls received in the EU are charged by the second with no minimum initial charges. If you need to contact Three Customer Services while abroad call +447782333333 (This call will be charged at your standard roaming rates). Calls made from abroad to your voicemail will also be charged at standard roaming rates Click here for details.

To help you manage your roaming costs, 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 £49 per month to stop you spending too much. You will need to contact Three customer services if you'd like this limit removed.

Voice Calls for Pay monthly and Pay As You Go. Outside your inclusive allowance.

Band	List of countries/Networks	Calls from UK to abroad	Calls received abroad	Calls made when abroad (within the same band & UK)	Calls made when abroad (other bands)
Band 0 (EU & Selected European countries)	Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland (incl. Åland Islands), France (incl. Corsica), Germany, Greece (incl. Corfu, Crete, Rhodes), Hungary, Ireland, Isle of Man, Italy (incl. Sardinia, Sicily, Vatican city), Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Poland, Portugal (incl. Azores, Madeira), Romania, Slovakia, Slovenia, Spain (incl. Canary Islands: Fuerteventura, Gran Canaria, Lanzarote, Tenerife, Balearic Islands: Ibiza, Majorca, Menorca), Sweden.	46p	7.9p	28.8p	£1.84
Band 0a (EU & Selected European countries) Non VAT	Channel Islands (incl. Jersey, Guernsey, Herm, Sark), French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Norway, Réunion, San Marino, Switzerland.	46p	6.6p	24p	£1.80
Band 1	Australia, Andorra, Bosnia & Herzegovina, Canada, Cyprus (North), Croatia, Hong Kong, Montenegro, Macedonia, New Zealand, Singapore, South Africa*, Turkey, USA.	56.2p (£1.02 for South Africa)	99p	£1.40	£1.40
Band 2	Rest of the world	£1.02	£1.25	£2.00	£2.00
Band 3	Cape Verde, Morocco, Turkmenistan, Kuwait, Russia, Cuba, Oman, Ukraine, Georgia, Uzbekistan.	£1.02	£1.25	£3.00	£3.00
Band 4	Ships, Ferries, Cruise Liners, Airlines.	Charges vary by country code and/or network (eg. £7.66 per minute for satellite services with 0087 / 0088 prefix)	£1.25	£3.00	£3.00

All prices include VAT where applicable (calls outside the EU are not subject to UK VAT).

*Calls from UK to South Africa are charged £1.02 per minute.



Text messaging outside your inclusive allowance (per message)^{3,8}

Band	List of countries/Networks	Text sent from UK to abroad	Text sent to any country	Receiving Text
Band 0 (EU & Selected European countries)	Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland (incl. Åland Islands), France (incl. Corsica), Germany, Greece (incl. Corfu, Crete, Rhodes), Hungary, Ireland, Isle of Man, Italy (incl. Sardinia, Sicily, Vatican city), Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Poland, Portugal (incl. Azores, Madeira), Romania, Slovakia, Slovenia, Spain (incl. Canary Islands: Fuerteventura, Gran Canaria, Lanzarote, Tenerife, Balearic Islands: Ibiza, Majorca, Menorca), Sweden.	Pay Monthly 25.5p	8.4p*	Free
		Pay As You Go 26p	8.4p*	Free
Band 0a (EU & Selected European countries) Non VAT	Channel Islands (incl. Jersey, Guernsey, Herm, Sark), French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Norway, Réunion, San Marino, Switzerland.	Pay Monthly 25.5p	7.4p*	Free
		Pay As You Go 26p	7.4p*	Free
Band 1	Australia, Andorra, Bosnia & Herzegovina, Canada, Cyprus (North), Croatia, Hong Kong, Montenegro, Macedonia, New Zealand, Singapore, South Africa, Turkey, USA	Pay Monthly 25.5p	35p*	Free
		Pay As You Go 26p	35p*	Free
Band 2	Rest of the world	Pay Monthly 25.5p	35p*	Free
		Pay As You Go 26p	35p*	Free
Band 3	Russia, Cuba.	Pay Monthly 25.5p	50p*	Free
		Pay As You Go 26p	50p*	Free
Band 4	Ships, Ferries, Cruise Liners, Airlines.	Pay Monthly 25.5p	50p*	Free
		Pay As You Go 26p	50p*	Free

All Prices include VAT where applicable (calls outside the EU are not subject to UK VAT).

*Plus premium short code charges if applicable.

Video calls outside your inclusive allowance.¹²

Countries	From UK to abroad	To UK / other countries in same band	Other networks	
			To countries in other bands	Calls received when abroad
Australia	£1.53	£2.00	£2.00	£1.50
Austria	£1.53	£2.04	£2.04	£1.53
Belgium	£1.53	£2.04	£2.04	£1.53
Brunei	£1.53	£2.00	£2.00	£1.50
Denmark	£1.53	£2.04	£2.04	£1.53
Egypt	£1.53	£2.00	£2.00	£1.50
Estonia	£1.53	£2.04	£2.04	£1.53
Finland	£1.53	£2.04	£2.04	£1.53
France	£1.53	£2.04	£2.04	£1.53
Hong Kong	£1.53	£2.04	£2.04	£1.53
Hungary	£1.53	£2.04	£2.04	£1.53
Indonesia	£1.53	£2.00	£2.00	£1.50
Ireland	£1.53	£2.04	£2.04	£1.53
Israel	£1.53	£2.00	£2.00	£1.50
Italy	£1.53	£2.04	£2.04	£1.53
Japan	£1.53	£2.00	£2.00	£1.50
Latvia	£1.53	£2.00	£2.00	£1.50
Luxembourg	£1.53	£2.04	£2.04	£1.53
Malaysia	£1.53	£2.00	£2.00	£1.50
Netherlands	£1.53	£2.04	£2.04	£1.53
Poland	£1.53	£2.04	£2.04	£1.53
Portugal	£1.53	£2.04	£2.04	£1.53
Romania	£1.53	£2.04	£2.04	£1.53
Singapore	£1.53	£2.00	£2.00	£1.50
South Africa	£1.53	£2.00	£2.00	£1.50
Korea (Republic of)	£1.53	£2.00	£2.00	£1.50
Spain	£1.53	£2.04	£2.04	£1.53
Sri Lanka	£1.53	£2.00	£2.00	£1.50
Sweden	£1.53	£2.04	£2.04	£1.53
Taiwan	£1.53	£2.00	£2.00	£1.50
United Arab Emirates	£1.53	£2.00	£2.00	£1.50
Vatican City	£1.53	£2.04	£2.04	£1.53

All prices include VAT where applicable (calls outside the EU are not subject to UK VAT).

Photo messaging outside your inclusive allowance (per message)^{3,8}

Band	List of countries	From UK to abroad	When you are abroad (international networks)		
			To UK numbers	To International numbers	Received when abroad
Photo (VAT applicable countries)	Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland (incl. Aland Islands), France (incl. Corsica), Germany, Greece (incl. Corfu, Crete, Rhodes), Hungary, Ireland, Isle of Man, Italy (incl. Sardinia, Sicily, Vatican city), Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Poland, Portugal (incl. Azores, Madeira), Romania, Slovakia, Slovenia, Spain (incl. Canary Islands: Fuerteventura, Gran Canaria, Lanzarote, Tenerife, Balearic Islands: Ibiza, Majorca, Menorca), Sweden.	Pay Monthly			
		35.8p	25p for The One Plan & 35p for Essential / Ultimate Plans	35.8p	Free
		Pay As You Go			
		36p	31p	36p	Free
Photo (non VAT applicable countries)	Rest of the World	Pay Monthly			
		35.8p	25p for The One Plan & 35p for Essential / Ultimate Plans ¹	35.8p	Free
		Pay As You Go			
		36p	31p	36p	Free

Video messaging outside your inclusive allowance (per message)^{3,8}

Band	List of countries	From UK to abroad	When you are abroad (international networks)		
			To UK numbers	To International numbers	Received when abroad
Video (VAT applicable countries)	Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland (incl. Aland Islands), France (incl. Corsica), Germany, Greece (incl. Corfu, Crete, Rhodes), Hungary, Ireland, Isle of Man, Italy (incl. Sardinia, Sicily, Vatican city), Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Poland, Portugal (incl. Azores, Madeira), Romania, Slovakia, Slovenia, Spain (incl. Canary Islands: Fuerteventura, Gran Canaria, Lanzarote, Tenerife, Balearic Islands: Ibiza, Majorca, Menorca), Sweden.	Pay Monthly			
		69.6p	51.1p for The One Plan & 50p for Essential / Ultimate Internet Plans	69.6p	Free
		Pay As You Go			
		69.6p	52p	69.6p	Free
Video (non VAT applicable countries)	Rest of the World	Pay Monthly			
		69.6p	51.1p for The One Plan & 50p for Essential / Ultimate Internet Plans	69.6p	Free
		Pay As You Go			
		69.6p	52p	69.6p	Free

All prices include VAT where applicable (calls outside the EU are not subject to UK VAT).



International charges continued.

Internet and Data Usage

When you roam onto other international networks where data roaming is available, the charges below will apply. The speed 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 www.three.co.uk/personal/help_support_/network_coverage_/going_abroad_/intlroamingpaym.omp

Band	Countries	Cost per MB
Data Band 1 (EU and selected European countries)	Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland (incl. Aland Islands), France, Germany, Greece, Hungary, Ireland, Isle of Man, Italy (incl. Vatican City), Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Poland, Portugal (incl. The Azores, Madeira), Romania, Slovakia, Slovenia, Spain (incl. Balearic & Canary Islands), Sweden.	69.6p
Data Band 1a (EU & selected European countries NON VAT)	French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Norway, Reunion, San Marino, Switzerland, French West Indies, Jersey, Guernsey.	58p
Data Band 2	Australia, Benin, Botswana, Croatia, Cyprus North, Hong Kong, India, Israel, Ivory Coast, Japan, Philippines, Puerto Rico, South Africa, Taiwan, Thailand, Turkey, Virgin Islands (USA) and USA, Yemen.	£3
Data Band 3	Kenya, Korea (Republic of), Rest of the World. Maritime Networks (Ships, Ferries, Cruise Liners), Airlines.	£6
Data Band 4	Canada, Malaysia, Oman, Panama.	£10

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.



Roaming in Republic of Ireland.

Great value roaming in Ireland.

	Making/Sending	Receiving
Voice/Fax calls to UK	10.2p/Minute	Free
Text messages to UK	8.4p/Message	Free
Internet and Data	69.6p/MB	–

To qualify for these prices, you must be roaming on the Three Ireland network. Prices apply when calls are made to standard UK mobiles and landlines beginning 01, 02 and 03 only. Standard roaming rates apply if you're not roaming on the Three Ireland network.

All prices include VAT where applicable.

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

All EU Roaming calls made by Pay Monthly, Pay As You Go and Business Customers are initially rounded to the first 30 seconds and are billed per second thereafter.



Special calls.

Certain kinds of calls within the UK fall outside the main price levels and are not included in your monthly allowance of inclusive minutes. Charges for these calls are shown in the following tables. Please call Customer Services for details of specific numbers. Click here to check the price for special 07, 08, 09 or 118 numbers.

Calls, Data and Fax to other phone numbers (per minute¹² unless otherwise stated)¹

Number prefix	Price	Included in all price plan/Pay As You Go allowances
116000/116006/116111/116117/116123		
Hotline for missing children, Helpline for Victims of crime Child Helpline, Non-emergency medical on-call service, Samaritans.	Free	Free
Certain 0800 numbers as featured on the Telephone Helpline Association (THA) list and Police Casualty Bureau numbers. Calls whilst you're in the UK to 333 (Three Customer Services), 444/555 Pay As You Go Top-up/balance enquiry, 999 / 112 - click here to check the price.	Free	Free
500 – Three Mobile Broadband customer services	On-net Mobile charges apply (see individual price plan for details).	Yes
101 Single non emergency	15p (per call).	No
0800/ 0500/ 0808 numbers that are not on the THA list, 05 corporate numbers and IP Phones, 082 - click here to check the price.	All Pay Monthly price plans – 15.3p per minute. Pay As You Go – 10.2p to 15.3p per minute, click here to check the price	No
0845 / 0870 – Click here to check the price	20.4p per minute on The One Plan, 35p per minute on all other plans.	No
0843 / 0844 / 0871 / 0872 – Click here to check the price	Up to 20.4p per call + 20.4p per minute on The One Plan. Up to 35p per call + 35p per minute on all other plans.	No
Non Standard 07 numbers –		
074060 / 074061 / 074062 / 074067 / 074176 / 074181 / 074182 / 074185 / 074411 / 074413 / 074414 / 074515 / 075200 / 075201 / 075203 / 075204 / 075205 / 075206 / 075207 / 075208 / 075209 / 075370 / 075371 / 075373 / 075375 / 075376 / 075377 / 075378 / 075379 / 075580 / 075581 / 075582 / 075590 / 075591 / 075592 / 075593 / 075594 / 075595 / 075596 / 075597 / 075598 / 075599 / 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 individual price plans for details).	No



Number prefix	Price	Included in all price plan/Pay As You Go allowances
International 07 number prefixes for Isle of Man and Channel Islands (Jersey, Guernsey, Herm, Sark):		
074184 / 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	No
0087 and 0088* (Satellite phones)	£7.66 per minute	No
076 – Pager	£1.02 per call plus 71.5p per minute	No
Personal numbering (070) – Band 1	25.5p per min	No
Personal numbering (070) – Band 2	86.8p per min	No
Personal numbering (070) – Band 3	£1.02 per call + 71.5p per min**	No
Premium rate (090, 091, 098) – Band A - Click here to check the price.	£1.10 per min (N.B. an initial minimum charge of 1 minute applies.)	No
Premium rate (090, 091, 098) – Band B - Click here to check the price.	£2.25 per min (N.B. an initial minimum charge of 1 minute applies.)	No
Premium rate (090, 091, 098) – Band C - Click here to check the price.	£1.10 per call	No
Premium rate (090, 091, 098) – Band D - Click here to check the price.	£2.25 per call	No
Premium rate (090, 091, 098) – Band E - Click here to check the price.	£2.04 per min + £2.04 per call**	No
Text relay (18000,18001) – Click here to check the price.	Out of allowance	No

All prices include VAT.

*Satellite calls e.g. Inmarsat, excluding International Calls.

**Both charges from the start of the call, See page 29 for footnotes.



Directory services.

There are now a host of 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 (which is changing frequently) – Click here for current details.

Charges for Three directory services¹.

	Enquiry charge	Charge for call connection
National 118 333 – 1 number search	61.3p per call plus connection charge (includes text message delivery)	30.6p per minute
International 118 313 – Up to 2 number searches	£2.30 per call	
Directory services for people with disabilities – 195 –1 number search	Free	30.6p per minute

All prices include VAT. See page 29 for footnotes.

Other services.

What we charge you for a whole range of other activities.

Charges for other services	Price
Text delivery report	1p per request
Additional copy of invoice	£5.11 per copy
Fully itemised bill	£1.50
Non-recurring payment ^a	£4.09
Charge for change of Price Plan	£25 (Up to)
Unlock Fee	£15.32
Change of phone number	£10.21
Cancellation fee ¹¹	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 returning any missing or used accessory	See points to note.



Points to note.

Inclusive allowances.

On our price plans for Pay Monthly customers, you may receive a monthly inclusive allowance. If you do not use up your allowance in that month, you lose the unused portion of your allowance and it does not roll over to the next month. For Pay As You Go customers, Top-ups have no expiry date and Add-ons are valid for 30 days (excludes certain Internet add-ons) from the date and time of activation (but you must remember to activate them within 90 days of date of purchase).

Use your SIM in the device category of your price plan.

You can't put your voice SIM into anything other than a phone (e.g dongle, laptop, tablet). For example, if you're on The One Plan you must use your SIM in a mobile handset only, you can't remove it and place it in a mobile broadband dongle.

Want to tether?

If you are on The One Plan contract (handset and SIM) we're happy for you to tether, this means you can connect your phone to other devices via USB or WiFi to connect to the internet. If you're not on The One Plan, you can get a Mobile Internet Add-on, or a Tethering Add-on. See page 5 for how to get one.

Cancellation and unlock fees.

If you ask us to unlock your handset or modem within the first 12 months of your contract, and you also want to cancel before the end of your Minimum Term, you'll be asked to pay;

- an Unlock admin fee and
- a Cancellation fee (less any Unlock fee you have already paid or are required to pay).

For more information call Three Customer Services.

Can't find details of your Price Plan?

If you're on one of our older price plans, it may not have been included in this version of our Price Guide. Please call us on 333 (free) from your Three phone or 08433 733 333 from any other phone (calls from a BT line cost 5p per minute, other networks will vary) and we'll be able to provide you with this information.

All you can eat data – what is it all about?

All-you-can-eat data is part of our Ultimate Internet Plan, The One Plan – except if you signed up to The One Plan SIM (12 Month) after 21/12/12 which comes with a 2GB data allowance – and our All in One 15 or All in One 25 Add-ons on Pay As You Go. It's also part of some Talk and Text plans. It gives you all the internet use you need when you're in the UK without the fear of "bill shock".

With all-you-can-eat data there are no restrictions or hidden "fair use policies". This means you can use your smartphone as you like – so you can download apps, browse the web, look at maps and check your emails as often as you like without worrying about going over a data allowance.

Please be careful when abroad as All-you-can-eat data is like the rest of your allowances for use in the UK. For international data roaming costs – please visit the roaming section of our website or page 23 in this Price Guide.

The One Plan is the only plan that includes tethering. If you're on another Pay Monthly plan and you want to tether, you'll need to buy an Add-on.

Did you know that if you actively use the internet on your smart phone every second, of every day in a month (and we would be worried if you did!!!) you would use, subject to traffic management requirements, UP TO 1000GB of data. So in effect there is a limit on your data allowance each month. It is how much can realistically be consumed by you in that month, which is essentially a maximum of 1000GB.

Charges for used, damaged or missing devices or accessories.

1. If you return your device to us under our returns policy with missing or damaged accessories, you will be charged as follows:

Make	Accessory Type	Description	Missing / Damaged accessory charge
Apple	Charger	Apple Travel Charger 3 pin	£23.00
Non Apple	Charger	Mains Charger	£10.00
All	Handsfree	Personal Handsfree	£10.00
Apple	USB Cable	Apple USB Cable	£15.00
Non Apple	USB Cable	USB Cable	£10.00
All	Battery	Battery	£20.00
All	Memory Card	1GB Micro SD card	£5.00
All	Memory Card	2GB Micro SD card	£10.00
All	Memory Card	4GB Micro SD card	£15.00
All	Memory Card	8GB Micro SD card	£20.00

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



Footnotes.

1. Inclusive voice minutes in any price plans are for voice calls made from the UK to any other standard UK mobile (beginning 07 but excluding certain numbers – see page 25 for details) landline (beginning 01, 02 and 03) and voicemail (retrieved by calling 123 from your mobile in the UK). Inclusive texts are texts sent in the UK to a UK standard mobile (beginning 07 but excluding certain numbers – see page 25 for details). Inclusive video minutes on video pack with mobile are for video calls made from the UK to other Three UK mobiles. No rollover of monthly allowance to next month for Pay Monthly customers. Pay As You Go Top-up vouchers have no expiry date once activated (vouchers must be activated within 90 days of purchase). Pay As You Go Add-ons are valid for 30 days from date and time of activation, apart from Internet Daily, which lasts for 24 hours from activation, and Internet Weekly, which lasts for 7 days from activation. After monthly or Top-up allowance is used up, prices for additional use are shown in our service prices tables at the front of this guide (page 11 for Business customers and page 15 for Pay As You Go customers). If your inclusive allowance runs out during a call, we will charge you for the remainder of the call at the charges published in this guide. The maximum cost of calls to 08 numbers is 35p per connection plus 35p per minute.

International calls and messages, calls and messages made and received whilst abroad, 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 THA list, non-geographic numbers (087, 084) and special numbers (eg 090, 070) are excluded from any monthly and Top-up voice and messaging allowances. See pages 25 and 26 for details of these charges. 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. 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 re-dial 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 your price plan and type of number.

2. Monthly allowances for photo and video messages (if any) only apply to messages within the UK. Messages sent from the UK to international destinations, messages sent and received whilst abroad, photo and video messages and alerts received as part of Three's Alerts services are excluded from any Monthly Top-up and Add-on allowances for messages.

3. Each text/photo/video message can accommodate 160 characters. Some handsets allow for more, these will be divided and sent in numerous messages (depending upon length). Each message will be deducted from your Top-up, Add-on or monthly allowance (if any) or charged at standard rates. When you send messages to several recipients at the same time you will be charged separately for each recipient.

4. Monthly allowance is applied as a discount against spend on content usage. Excludes certain shortcode services and 3rd party ringtone services charges via SMS and add-on purchase. Service limitations apply.

5. Assumes use of Three USB modem, PC software dependent.

6. Only one of each Add-on is allowed per account, per month. Pay As You Go customers can purchase more than one Internet Daily Add-on per month. There is no rollover to the next month for any Add on. Three reserves the right to suspend, modify or withdraw Add-on's, without notice, at any time. For pay monthly customers, each Add-on has one month minimum term when purchased except for (i) Add Text with Laptop, which has a minimum term of 18 or 24 months, (ii) Video Pack with mobile Addon's, which have an 18 month minimum term, and (iii) most business Add-ons (except Add Internet Max, Add International Call Saver and 3Cover, which all have the same minimum term as your underlying package). For Pay As You Go customers, Top-ups must be activated via My3 or by calling 444 within 90 days of purchase. Once activated top-ups have no expiry date.

For Business Share plans, add-on allowance is only available to individual sharer member purchasing add-on (not all members registered on Business Share plan).



7. Usage for Add-ons is unlimited for Add video pack (excluding Mobile TV, subscription services,

Music, Tunes & Pix, Restricted, Buy & Multiplayer games, Hot Candy, Pics & Flics, all shortcode content and certain specific content). Add TV Channels excludes Adult TV services, TV series Passes, Mobitv and individual clips from TV shows. Handset dependent.

8. International messaging function is subject to services arrangements with respective networks abroad. Calls and messages to these numbers are excluded from any inclusive allowance on all price plans on Pay Monthly and Pay As You Go. Premium rate shortcode text messages sent while abroad are charged at standard roaming SMS charge plus short code charges.

9. Non-recurring payment: Three's preferred method of payment is by recurring Direct Debit. Recurring payments have no additional charge.

10. Cancellation fee: Pay Monthly customers only – there is no cancellation fee if you wish to cancel after your Minimum Term has finished.

11. Monthly Business choice allowance is a total allowance to share between all members registered on the same Business Share tariff. If additional members join a Business Share Tariff during the contractual minimum term, the Access Charge will carry on until the end of the last new member's contract but all existing sharers' minimum terms will remain unchanged. Each member has their own minimum term contract which commences on the day that member signs up to the Business Share Plan and is not related to other sharers' minimum term who join the plan at a later date. The Access Charge is payable in addition to any Member Fee from the date the first member joins the Business Share Plan until the last members (to join the Business Share Plan) minimum term expires. The access fee and each member's monthly fee makes up your monthly recurring charge for the purpose of the Cancellation Fee.

12. Charging/Billing. Pay Monthly – All calls made by pay monthly customers, (except calls to short code, premium rate numbers and EU roaming calls) are initially rounded to the first minute and are billed per second thereafter. After the first minute for Pay Monthly customers calls are charged by the second, except some roaming calls, calls to Directory Service and Special Calls. The call duration will be mathematically rounded to the nearest second.

Pay As You Go – For Pay As You Go customers, all calls made (except calls to short code, premium rate numbers and EU Roaming calls), are rounded up to the nearest minute and are charged by the minute.

All Customers – Individual events are charged excluding VAT and are mathematically rounded to one tenth of a penny. VAT is then calculated on the total of all charges that are VAT applicable, and these total charges are then mathematically rounded to the nearest penny.

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.



13. Add International Saver. Inclusive 3000 minutes covers voice calls from the UK to standard landlines and mobiles in Canada, USA, Hawaii, Puerto Rico, China, Hong Kong, Singapore and Thailand.

The allowance can also be used to call standard landlines in Australia, Austria, Belgium, Denmark, France, Germany, Ireland, Italy, Japan, Luxembourg, Malaysia, Netherlands, New Zealand, Norway, Poland, Portugal, South Korea, Spain, Sweden, Switzerland and Taiwan from the UK.

Available to new Pay Monthly customers entering into a minimum term contract (directly from Three). 388 prefix must be called before country code.

Video and fax calls are excluded. There is no rollover to the next month. Excludes whilst roaming abroad.

Your first month's Add-on charge and allowance (where applicable) may be pro-rated.

14. Inclusive GB allowances within Mobile Broadband Ready to go Kits are valid for up to: (i) 3 months (for 3GB kit), (ii) 12 months (for 12GB kit) or (iii) 24 months (for 24 GB kit) from the date of activation. Once your Mobile Broadband Ready to go Kit GB allowance is reached or expires, an additional Mobile Broadband Add-on must be purchased. Add-ons last for 30 days once activated (excludes Mobile Broadband Ready to go Kit allowance). Activation starts as soon as you have converted a Top-up. Outside of your Add-on allowance data usage will be charged at £1 per MB. Charged by the byte. Mobile Broadband is compatible with Windows 2000, XP and Vista operating systems and Mac OS (may require additional drivers). Maximum speeds of up to 2.8Mbps on Three's HSDPA network.

15. Add Text with Laptop. All Add Text with Laptop add-ons have a minimum term of 18 or 24 months and can only be purchased with Broadband 5GB, Broadband Lite or Broadband 15GB plans (on an 18 or 24 month minimum term contract) direct from Three or via selected Three authorised retailers. Inclusive texts are texts sent in the UK from laptop to standard UK mobiles. Laptop supplied by Three (in respect of add-ons purchased via Three) or from authorised Three retailer (in respect of add-ons purchased via an authorised Three retailer) at no additional charge.

16. Three Wireless Modem is available as a package with a bundle of text messages which can be sent from a PC. The Wireless Modem is also available on its own in some Three retail channels from £39.99 depending upon the price plan. Alternatively, you could buy an "Add-Text with Device" add-on, and get this whole package from only £2 per month as well as your chargeable data plan (minimum 18 month term contract), where the Wireless Modem is essentially included at no extra charge with a text bundle. Inclusive texts are texts sent from a compatible PC in the UK, to UK mobiles using a text messaging application on your PC. You need to download the software for the text message application (included with the Wireless Modem) and this currently works with Windows XP or Vista. The text messaging application and text messaging currently doesn't work with Mac operating systems, but it can be used for Mobile Wi-Fi.