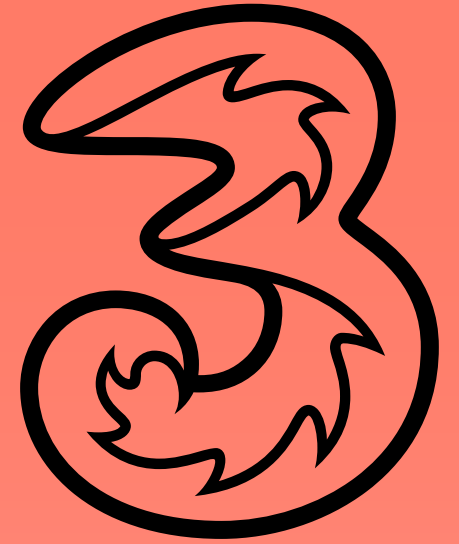


# Business Roaming Price Guide



**Pricing information for customers who plan to use their phone abroad, including destinations, UK allowance information and fair use policies.**

Any plans with inclusive roaming please see the main Price Guide.

Any plans with Enterprise roaming, please see the Enterprise Roaming Price Guide

When roaming abroad, this is done on other networks, therefore we reserve the right to extend, withdraw or modify the terms in this Roaming Price Guide. This does not affect your Terms and Conditions, which you can visit at [three.co.uk/terms-conditions](https://three.co.uk/terms-conditions)

**Effective from: 26.06.2024**

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# About this price guide

This price guide specifically focuses on Roaming. Our core service to our customers is based on our UK network. We work with Networks abroad to try and ensure connectivity for our customers – wherever the destination. Costs to use networks abroad varies as does the ability to roam in certain destinations. This guide confirms the destinations outside of UK where our customers can currently roam.

Some customers will have inclusive Roaming plans where these costs do not apply. For more details please review the price guide relating to the period you entered into a contract with us. [three.co.uk/terms-conditions/business/business-price-guides](https://three.co.uk/terms-conditions/business/business-price-guides)

## How to contact us

For service-related queries, call Three on **337** from a Three phone, or **0333 338 1004** from any other phone. Lines are open UK time Monday-Friday 08:00-20:00, and Saturday 09:00-17:00. Lines are closed Sundays and Bank Holidays. Alternatively, you can visit a Three Store or chat to an agent online at [three.co.uk/business/messaging](https://three.co.uk/business/messaging)

If you need to contact us while you're abroad, you will be charged at your standard roaming rate. This applies unless a customer has unlocked their Go Roam Allowance in a Go Roam destination, using minutes from their allowance and paying any relevant daily charge.

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# Using your phone abroad

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

We have grouped destinations for convenience as follows:

## Go Roam

- Go Roam in Europe
- Go Roam Around the World
- Go Roam Around the World Extra – Launched 26/06/24

## Other destinations (Rest of the World)

- Band 0
- Band 1
- Band 2
- Band 3
- Band 4

In Go Roam destinations you may make use of your UK allowance (subject to fair use policy) to contact a UK number (starting 01, 02, 03 or a standard UK mobile) as you would in the UK, subject to the allowance being unlocked as follows:

- Payment of a Daily Roaming Charge (24 hours), or
- Purchase of a Go Roam pass add-on (3-day, 7-day, 14-day, 28-day or 56-day), or
- Inclusive Go Roam as part of your contract plan.

Unless stated at the point of purchase, roaming is switched on automatically for you. Three will text you about call charges and roaming rates when you visit any destination we have a network agreement with.

# Charge bands whilst abroad

## Go Roam in Europe destinations

Aland Islands (Finland)  
Austria  
Azores (Portugal)  
Balearic Islands (Spain)  
Belgium  
Bulgaria  
Canary Islands (Spain)  
Croatia  
Cyprus\*\*  
Czech Republic

Denmark  
Estonia  
Finland  
France  
French Guiana  
Germany  
Gibraltar\*  
Greece  
Guadeloupe  
Guernsey\*

Hungary  
Iceland\*  
Ireland  
Isle of Man  
Italy  
Jersey\*  
Latvia  
Liechtenstein\*  
Lithuania  
Luxembourg

Madeira  
Malta  
Martinique  
Mayotte  
Netherlands  
Norway\*  
Poland  
Portugal  
Reunion  
Romania

Saint Barthelemy  
Saint Martin  
San Marino (Italy)  
Slovakia  
Slovenia  
Spain  
Sweden  
Switzerland\*  
Vatican City\*

\* Non EU destinations

\*\* Does not include  
North Cyprus

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## Go Roam Around the World destinations

Australia	El Salvador	Macau	Puerto Rico	US Virgin Islands
Brazil	Guatemala	New Zealand	Singapore	Vietnam
Chile	Hong Kong	Nicaragua	Sri Lanka	
Colombia	Indonesia	Panama	United States of America (USA)	
Costa Rica	Israel	Peru	Uruguay	

## Go Roam Around the World Extra destinations – Launched 26/6/24

Albania	Cameroon	Haiti	Morocco	Sint Maarten
Andorra	Canada	Honduras	Myanmar	(Netherlands Antilles)
Anguilla	Cayman Islands	India	Niger	South Africa
Antigua & Barbuda	China	Jamaica	Nigeria	South Korea
Argentina	Cote d'Ivoire (Ivory Coast)	Japan	North Macedonia	Suriname
Armenia	Curacao (Netherlands Antilles)	Jordan	Oman	Taiwan
Aruba (Netherlands Antilles)	Cyprus, North (Turkey)	Kazakhstan	Pakistan	Tajikistan
Azerbaijan	Dominica	Kenya	Paraguay	Thailand
Bahamas	Dominican Republic	Kosovo	Qatar	Trinidad & Tobago
Bahrain	Ecuador	Kuwait	Rwanda	Tunisia
Bangladesh	Egypt	Kyrgyzstan	Saba (Netherlands Antilles)	Turkey
Barbados	Faroe Islands	Liberia	Saint Kitts & Nevis	Turks & Caicos Islands
Bermuda	Gabon	Madagascar	Saint Lucia	Uganda
Bonaire (Netherlands Antilles)	Georgia	Malawi	Saint Vincent & Grenadines	Ukraine
Bosnia and Herzegovina	Ghana	Malaysia	Saudi Arabia	United Arab Emirates (UAE)
British Virgin Islands	Greenland	Mexico	Senegal	Uzbekistan
Brunei	Grenada	Moldova	Serbia	Zambia
Burkina Faso	Guinea	Montenegro	Seychelles	
Cambodia	Guyana	Montserrat	Sint Eustatius (Netherlands Antilles)	

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The Destinations with brackets are showing the parent network destination – if you visit these destinations, the parent network will likely show in your text message from Three relating to charges.

# Daily Charges in Go Roam destinations

For a fixed daily charge, set out below, you can use your UK allowance in any of our Go Roam destinations to contact a UK number (starting 01, 02, 03 or a standard UK mobile), Fair use policies apply.

These charges won't apply if you have roaming passes available (such as any included in your plan, or those which you have purchased as add-ons).

Where are you roaming	Daily charge to unlock your UK allowance	
Destinations in	Inc VAT	Ex VAT
Go Roam in Europe*	£2	£1.67*
Go Roam Around the World	£5	n/a
Go Roam Around the World Extra	£7	n/a

\* For Go Roam in Europe, VAT is only applicable in EU destinations. Republic of Ireland and Isle of Man are excluded from a daily roaming charge.

## Our Fair Usage policy

When unlocking access to your UK allowance, we do impose a Fair Usage cap when abroad in Go Roam destinations as follows:

Destination	Voice (minutes)	Texts	Data (GB)
Go Roam in Europe	Unlimited	Unlimited	12GB
Go Roam Around the World	3,000	5,000	12GB
Go Roam Around the World Extra			

When roaming in the Republic of Ireland, fair usage limits do not apply.

All usage over a Customer's UK allowance will be subject to Three's standard roaming rates (shown under Charges whilst roaming in Go Roam destinations). Customers can only use up to their allowance for both the UK and abroad Fair usage combined within a billing month. i.e. if you have 20GB data and have already used 10GB in the UK, you'll have 10GB to use abroad. For plans with a data allowance less than 12GB, you can only use up to your UK data allowance.

Go Roam is intended for 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.

If Customer is exempt from the daily roaming charge, a fair use limit applies as follows: if during any 4 month period, Customers roam in Go Roam destinations for 60 days or more, additional roaming charges may apply. Customers shall be notified before charges are applied.

If a User roams exclusively in any international destinations for any two complete months in a rolling 12-month period or excessively, Three may suspend international roaming for that User(s) or Customer, meaning that User(s) or Customer will no longer be able to use their Device or allowances abroad. Three will let Customer know in advance if this is likely to happen.

### Go Roam in Europe

- There are no fair use limits for calls made or texts sent from any available UK allowance to standard landlines or mobile numbers within Go Roam in Europe destinations, or back to the UK.
- The Customer can use the allowance to create a personal hotspot in a Go Roam in Europe destination.

### Go Roam Around the World and Go Roam Around the World Extra

- If a Customer has a plan that includes text, they can send up to 5,000 texts back to the UK each month
- If a User has a plan that includes voice minutes, they can talk for up to 3,000 minutes on calls made to standard UK landlines/mobile numbers each month.

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## Internet and Data usage abroad

**Your usage abroad comes from your UK allowance.** If you have a UK data allowance greater than 12GB, you can use up to 12GB of data in a billing month in our Go Roam Destinations. If you use 12GB and still have remaining UK data allowance available, you can continue to use your data, but this is subject to a surcharge; Within a billing month, both your usage in the UK and abroad will go towards your total usage i.e. if you have 20GB data and have already used 10GB in the UK, you'll have 10GB to use abroad.

### Per MB of Data costs

Customer is using Data IN	Where customer still has UK allowance, but over the Go Roam 12GB cap (pence per MB)	Where customer has no UK allowance left (pence per MB)
Go Roam in Europe (EU) Ex/Inc VAT	0.25p/0.3p	0.83p/1p
Go Roam in Europe (Non EU)	0.3p	1p
Go Roam Around the World	0.3p	1p
Go Roam Around the World Extra	0.3p	1p

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

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 available. For example, 5G networks may not be available, in which case you may only be able to access 3G/4G speeds. Other factors which may affect the speeds experienced include distance from the nearest mast, location in a building, local geography, and the type of device used. Certain services such as audio and/or video streaming may be slower than in the UK as a result.

## Worldwide Data Roaming Limit

Three have set up a worldwide data roaming limit of £45 per SIM to stop Customers spending too much. If a Customer prefers, this limit can be removed by contacting Three's dedicated business support team on 337 from a Three phone.

At 80% and 100% of allowance usage, the User will receive service consumption notifications. Following the User using 100% of their allowance, Charges for continued usage will apply thereafter as set out in this Price Guide.

If you have placed a spend cap on your account/SIM this may stop your being able to use your phone abroad in regards to daily charges and/or overage charges. In these cases, your phone will cease to perform calls/texts or data usage.

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# Out of Allowance charges

The table below shows the charges for roaming in Go Roam destinations if you don't have any inclusive allowance or if you have used up your allowance.

Per minute costs		Destination customer is calling TO				
Customer is Calling FROM	UK	Go Roam in Europe	Go Roam Around the world	Go Roam Around the World Extra	Other Destinations	Receiving Calls
<b>Go Roam in Europe (EU) Ex/Inc VAT</b>	2.5p/3p	2.5p/3p	£1.17/£1.40	£1.17/£1.40	£1.17/£1.40	Included
<b>Go Roam in Europe (Non EU)</b>	3p	3p	£1.40	£1.40	£1.40	Included
<b>Go Roam Around the World</b>	3p	3.3p	£1.40	£1.40	£1.40	Included
<b>Go Roam Around the World Extra</b>	3p	3.3p	£1.40	£1.40	£1.40	Included

Per text/MMS costs		Destination customer is texting TO					
Customer is Calling FROM	UK	Go Roam in Europe	Go Roam Around the World	Go Roam Around the World Extra Band 0	Other Destinations	Receiving Texts or MMS	MMS (Picture text message)
<b>Go Roam in Europe (EU) Ex/Inc VAT</b>	1.64p/2p	1.64p/2p	1.64p/2p	1.64p/2p	1.3p/2p	Included	54p/65p
<b>Go Roam in Europe (Non EU)</b>	2p	2p	2p	2p	1.3p	Included	65p
<b>Go Roam Around the World</b>	2p	2p	2p	2p	1.3p	Included	65p
<b>Go Roam Around the World Extra</b>	2p	2p	2p	35p	35p	Included	65p

- To ensure all Customers can benefit from Go Roam, Three reserves the right to apply a surcharge in case of abusive use, and may monitor usage and presence.
- Go Roam is applicable to Voice and MBB Business Plans and Business Adapt Plans. Fair usage applies to each line on the Adapt Plans.
- Go Roam is intended for 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.
- \*Inclusive plans may have further conditions to consider, please check the main [Price Guide](#) for details
- If a User roams exclusively in any international destinations for any two complete months in a rolling 12-month period or excessively, Three may suspend international roaming for that User(s) or Customer, meaning that User(s) or Customer will no longer be able to use their Device or allowances abroad. Three will let Customer know in advance if this is likely to happen.

Please note: Three reserves the right to suspend this service if Three reasonably believes that the Customer and/or User(s) are in contravention of the fair use requirements set out in the Terms and Conditions. Three reserves the right to extend, withdraw, or modify the terms, including this Price Guide, or Go Roam and/or the destinations or services included at any time

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# Bands and Charges in other destinations (Rest of the World)

When in these destinations, there is no daily charge. You are not able to use any of your UK allowance either. Therefore you will be charged £/p per minute/text/MB of data.

Destination	Voice /Text Band	Data Band	Destination	Voice /Text Band	Data Band	Destination	Voice /Text Band	Data Band	Destination	Voice /Text Band	Data Band
Afghanistan	2	3	Congo (Democratic Republic of the Congo)	2	3	Iraq	2	3	Papua New Guinea	2	n/a*
Airlines	4	3	Cuba	3	3	Lebanon	2	3	Philippines	2	2
Algeria	2	3	Equatorial Guinea	2	n/a*	Maldives	3	3	Russia	3	3
Angola	2	3	Ethiopia	3	3	Maritime Networks (ships/ferries/cruise)	4	3	Saint Helena	2	n/a*
Belarus	2	3	Falkland Islands (Malvinas)	2	3	Mauritius	2	3	Sierra Leone	2	3
Belize	2	3	Fiji	2	3	Monaco	0	1	Tanzania	2	3
Bolivia	2	3	French Polynesia	2	3	Mongolia	2	3	Togo	2	n/a*
Botswana	2	n/a*	Gambia	2	3	Mozambique	2	3	Turkmenistan	3	n/a*
Cape Verde	3	3	Guam	2	3	Namibia	2	n/a*	Vanuatu	2	3
Congo, Republic of	2	3				Nepal	2	3	Venezuela	2	3
									Yemen	2	2

\*n/a Some destinations our partnered networks are unable to provide a data connection. If data connections are made available in these destinations they will be charged at data band 3.

Band customer is in	Destination customer is calling TO (£/pence per min)			Destination customer is texting TO (£/pence per text)			
	UK Go Roam in Europe Band 0	Go Roam Around the World Go Roam Around the World Extra Other Destinations	Receiving Calls	UK Go Roam Destination (all) Band 0	Other Destinations	Receive Texts/MMS from UK	Sending MMS
<b>Band 0</b>	10p	£1.40	0.9p	4p	1.3p	No charge	65p
<b>Band 1</b>	£1.40	£1.40	99p	35p	35p	No charge	65p
<b>Band 2</b>	£2.00	£2.00	£1.25	35p	35p	No charge	65p
<b>Band 3</b>	£3.00	£3.00	£1.25	35p	35p	No charge	65p
<b>Band 4</b>	£3.00	£3.00	£1.25	50p	50p	No charge	65p

Data Band Charges	Band 1	Band 2	Band 3	*n/a
Charges per MB	10p	£3.00	£6.00	£6.00

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# Customers excluded from Go Roam Around the World Extra

Customers who joined Three Business before October 2021 had Go Roam in Europe and Go Roam Around the World inclusive in their plans. Same fair use policies still apply. They are not however eligible for Go Roam Around the World Extra, which means this group of customers will not be able to use their UK allowance for a daily fee in the Go Roam Around the World destinations. Instead they will continue to pay £/p per min/text/MB.

Destination	Voice /Text	Data	Destination	Voice /Text	Data	Destination	Voice /Text	Data	Destination	Voice /Text	Data
Afghanistan	2	3	Cote D'Ivoire (Ivory Coast)	2	2	Lebanon	2	3	Senegal	2	3
Airlines	4	3	Cuba	3	3	Madagascar	2	3	Serbia	2	3
Albania	2	3	Curacao (Netherlands Antilles)	2	3	Malawi	2	3	Seychelles	2	3
Algeria	2	3	Cyprus, North (Turkey)	1	2	Malaysia	3	3	Sierra Leone	2	3
Andorra	1	3	Dominica (Commonwealth of)	2	3	Maldives	3	3	Sint Eustatius (Netherlands Antilles)	2	3
Angola	2	3	Dominican Republic	2	3	Maritime Networks (ships/ferries/cruise)	4	3	Sint Maarten (Netherlands Antilles)	2	3
Anguilla	2	3	Ecuador	2	3	Mauritius	2	3	South Africa	1	2
Antigua & Barbuda	2	3	Egypt	2	3	Mexico	2	3	South Korea	2	3
Argentina	2	3	Equatorial Guinea	2	n/a*	Moldova	2	3	Suriname	2	3
Armenia	2	3	Ethiopia	3	3	Monaco	0	1	Taiwan	2	2
Aruba (Netherlands Antilles)	2	3	Falkland Islands (Malvinas)	2	3	Mongolia	2	3	Tajikistan	2	3
Azerbaijan	2	3	Faroe Islands	2	3	Montenegro	1	3	Tanzania	2	3
Bahamas	2	3	Fiji	2	3	Montserrat	2	3	Thailand	2	2
Bahrain	2	3	French Polynesia	2	3	Morocco	3	3	Togo	2	n/a*
Bangladesh	2	3	Gabon	2	3	Mozambique	2	3	Trinidad & Tobago	2	3
Barbados	2	3	Gambia	2	3	Myanmar	2	3	Tunisia	3	3
Belarus	2	3	Georgia	3	3	Namibia	2	n/a*	Turkey	1	2
Belize	2	3	Ghana	2	3	Nepal	2	3	Turkmenistan	3	n/a*
Bermuda	2	3	Greenland	2	3	Niger	2	3	Turks & Caicos Islands	2	3
Bolivia	2	3	Grenada	2	3	Nigeria	2	3	Uganda	2	3
Bonaire (Netherlands Antilles)	2	3	Guam	2	3	North Macedonia	1	3	Ukraine	3	3
Bosnia & Herzegovina	1	3	Guyana	2	3	Oman	3	3	United Arab Emirates (UAE)	3	3
Botswana	2	n/a*	Haiti	2	3	Pakistan	2	3	Uzbekistan	3	3
British Virgin Islands	2	3	Honduras	2	3	Papua New Guinea	2	n/a*	Vanuatu	2	3
Brunei	2	3	India	2	2	Paraguay	2	3	Venezuela	2	3
Burkina Faso	2	3	Iraq	2	3	Philippines	2	2	Yemen	2	2
Cambodia	2	3	Jamaica	2	3	Qatar	2	3	Zambia	2	3
Cameroon	2	3	Japan	2	2	Russia	3	3			
Canada	1	3	Jordan	2	3	Rwanda	2	3			
Cape Verde	3	3	Kazakhstan	2	3	Saint Helena & Ascension	2	n/a*			
Cayman Islands	2	3	Kenya	2	3	Saint Kitts & Nevis	2	3			
China	2	3	Kosovo	2	3	Saint Lucia	2	3			
Congo (Democratic Republic of the Congo)	2	3	Kuwait	2	3	Saint Vincent & Grenadines	2	3			
Congo, Republic of	2	3	Kyrgyzstan	2	3	Saba (Netherlands Antilles)	2	3			
						Saudi Arabia	2	3			

\*n/a Some destinations our partnered networks are unable to provide a data connection. If data connections are made available in these destinations they will be charged at Data band 3

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# How we charge whilst you're abroad

- The daily roaming charge is automatically applied (unless inclusive in your plan) when you use any of your UK allowances in a Go Roam destination including making calls, sending texts or using data. Once triggered, the charge unlocks your UK allowance for 24 hours in Go Roam destinations. If you have set a Spend Cap, you will need to ensure that it is at a level which permits the daily charge to be applied. If this daily charge cannot be made, you will not be able to use your device in Go Roam destinations.
- If you have placed a spend cap on your account/SIM this may stop you being able to use your phone abroad in regards to daily charges, overage charges or/and standard roaming rates. In these cases, your phone will cease to perform calls/texts or data usage.
- If you do not have a sufficient allowance (Plan or Add-on), charges will be applied according to our Out of Allowance rates
- Costs for calls made and received while abroad are rounded up to the first minute, and then charged per minute. The minimum charge is for one minute.
- 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. When the User sends messages to several recipients at the same time, the Customer will be charged separately for each recipient.
- 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.
- 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. This applies unless a customer has unlocked their Go Roam Allowance in a Go Roam destination, using minutes from their allowance.
- If you need to contact us while you're abroad, you will be charged at your standard roaming rate. This applies unless a customer has unlocked their Go Roam Allowance in a Go Roam destination, using minutes from their allowance.

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Using your phone abroad

Charge bands and destinations

- Go Roam in Europe
- Go Roam Around the World
- Go Roam Around the World Extra

Daily Charges in Go Roam Destinations

- Fair Use Policies
- Internet and Data charges
- Out of Allowance charges

Bands and Charges in other destinations (Rest of the World)

Customers excluded from Go Roam Around the World Extra

**How we charge you whilst you're abroad**