



# New Pay As You Go Price Guide

To check if this price guide applies to you, visit [three.co.uk/paygSIM](https://three.co.uk/paygSIM)

Effective from: 31.07.2024

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# About this price guide

This price guide applies to our Pay As You Go Voice and Pay As You Go Mobile Broadband services. Throughout the guide we have used the terms “device” and “phone” interchangeably.

This Price Guide defines the prices of our Pay As You Go services, details of which can be found at <https://www.three.co.uk/payg-sim>.

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 <https://www.three.co.uk/payg-sim>. All prices in this Price Guide include VAT, where applicable, unless otherwise stated.

## How to contact us

You can contact Three Customer Services by Live chat (8am-8pm Monday-Friday and 9am-8pm at weekends), through either our website or our Three 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](https://www.three.co.uk/accessibility).

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

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# Using your device

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
<b>Voice calls to standard UK landlines (starting 01, 02, 03), UK mobiles (any network) and your Three voicemail</b>	35p/ minute
<b>Texts (excluding SMS shortcodes)</b>	15p/ text
<b>Data</b>	10p/ MB
<b>MMS</b>	40p/ message

If within 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 standard rates

- Call durations are treated as a minimum of one minute and are charged per minute.
- Charges for individual voice calls are rounded up or down to the nearest 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 device abroad, refer to the appropriate section in this guide.

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## Top-up credit is available in the following amounts:

£5   £10   £15   £20   £25  
£30   £35   £40   £50   £60   £90

## Voice Data Packs

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.

Name	Duration	Price	Data	Mins/texts
<b>6GB Data Pack</b>	24 months	£10	6GB	Unlimited
<b>10GB Data Pack</b>	1 month	£10	10GB	Unlimited
<b>30GB Data Pack</b>	1 month	£15	30GB	Unlimited
<b>60GB Data Pack</b>	1 month	£20	60GB	Unlimited
<b>Unlimited Data Pack</b>	1 month	£35	Unlimited	Unlimited
<b>Unlimited Data Pack</b>	3 month	£90	Unlimited	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 device abroad".

## Voice Data Add-ons

Name	Duration	Price	Data
<b>1 Day Data Add-on</b>	1 day	£5	Unlimited
<b>14 Day Data Add-on</b>	14 days	£20	Unlimited
<b>3GB Data Add-on</b>	1 month	£5	3GB
<b>6GB Data Add-on</b>	1 month	£8	6GB
<b>10GB Data Add-on</b>	1 month	£12	10GB

1 day Add-ons start on activation and last for 24 hours.

14 day Add-ons start on activation and last for 336 hours (14 Days by the hour)

A Data Add-on can only be applied when a Data Pack is active.

## Voice Add-ons

Add on name	Allowance	Duration	Inclusive Destinations	Price
<b>Call Abroad 200</b>	200 Minutes	1 Month	39	£5

- This Add-on gives you 200 minutes to use in the UK to call abroad to standard landlines or mobile numbers in: Australia, Austria, Bangladesh, Bulgaria, Canada, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Estonia, France, Germany, Greece, Hungary, Iceland, India, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malaysia, Malta, Mongolia, Netherlands, Norway, Poland, Portugal, Puerto Rico, Romania, San Marino (Italy), Singapore, Slovakia, Slovenia, South Korea, Spain, Sweden, United States of America (USA).
- This Add-on cannot be used while roaming outside the UK and non-standard and premium rate numbers are excluded.
- This Add-on can only be purchased when you have an active Data Pack on your account. Your call allowance lasts for 1 calendar month from activation.

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## MBB Data Starter Packs and Add-ons

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

Name	Duration	Price	Data
<b>1GB Data Pack</b>	1 month	£10	1GB
<b>3GB Data Pack</b>	3 Months	£16	3GB
<b>12GB Data Pack</b>	12 Months	£40	12GB
<b>24GB Data Pack</b>	24 Months	£60	24GB

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 device abroad."

## MBB Data Add-ons

Name	Duration	Price	Data
1GB Data Add-on	30 days	£10	1GB
3GB Data Add-on	30 days	£15	3GB
7GB Data Add-on	30 days	£25	7GB

A Data Add-on can only be applied when a Data Pack is active.

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## 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 device 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. If you buy a Data Add-on whilst you still have a remaining allowance of data on your Data Pack, data will be consumed from your Data Add-on from purchase until your allowance is exhausted and will thereafter be consumed from any remaining Data Pack Allowance.
- 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 month.  
One 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.
- Your credit may 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, which ever happens first.
  - Voice: A maximum of 5 minutes or the end of the current call, whichever happens first
- If you have a Data Pack or Data Add-on on your account and are running more than one data session at a time for example, both tethering and streaming we'll reserve some of your Data Pack or Add-on's data allowance against each data session to make sure that you can continue to use both of these services in parallel using your available data allowance. If you exhaust the reserved data for one session before you use up the other, you'll start to be charged from any top-up credit, even if you have some residual data allowance left. You should therefore end all active data sessions when you receive a 100% usage notification to avoid top-up credit being used to provide data services to you, instead of your Data Pack or Data-Add on's allowances. You can do this by toggling off/on the data service on your device, or turning your device off and on again.

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 App.

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

- International calls and messages from the UK (excluding Call Abroad 200 Voice Add On)
- Premium rate calls and messages (including text shortcode messages)
- Reverse charges
- Message alert services
- Directory services calls

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# 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](http://three.co.uk/specialcall)

Number/ prefix Price	Price
Freephone numbers 0800 and 0808	Free
UK calls to Three Customer Services (333) and Pay As You Go top up/ balance enquiry (444, 555)	Free
Emergency numbers 999 / 112	Free
NHS 111	Free
101 single non-emergency	Free
105 National power emergency	Free
Fraud hotline 159	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 / 074414 / 074515 / 075200 / 075201 / 075203 / 075204 / 075205 / 075207 / 075208 / 075209 / 075370 / 075373 / 075375 / 075376 / 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 / 078221 / 078223 / 078224 / 078225 / 078226 / 078227 / 078229 / 078644 / 078727 / 078730 / 078745 / 078920 / 078922 / 078931 / 078933 / 078938 / 078939 / 079111 / 079112 / 079117 / 079118 / 079245 / 079246 / 079780 / 079781 / 079784 / 079785 / 079786 / 079788 / 079789	35p/ minute
International 07 number prefixes for Isle of Man and Channel Islands (Jersey, Guernsey, Herm, Alderney, Sark). 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	19.5p/ minute
Voice calls made from the UK to international numbers – See page 10	
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 <a href="http://three.co.uk/nts">three.co.uk/nts</a> 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.)

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Relay UK calls to emergency numbers using 18000 or 18001 999 or 18001 112	Free
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 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 on rates set out on page 17.
Relay UK calls to voicemail can be accessed 18001 07782 333 123	These will come out of any using 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

Calls to numbers starting 084, 087, 090 comprise of an Access Charge and a Service Charge:

- The Access Charge has a one minute minimum charge. For calls of more than one minute, the Access Charge element is treated as lasting for its actual duration, with fractions of a second being rounded up or down to the nearest second.
- The Service Charge is set by the company you call, and will be advertised alongside the company phone number
- 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](http://three.co.uk/nts)

Number/prefix	Price
National 118333 multi-search The total cost of the call is the Access charge plus the Service Charge plus the connection charge.	45p/ minute Access charge. 10p/ minute (after the first minute) Service charge (set by the company you're calling). £3.50 to connect.
International 118313 multi-search The total cost of the call is the Access charge plus the Service Charge plus the connection charge. See how we charge (below).	45p/ minute Access charge. 10p/ minute (after the first minute) Service charge (set by the company you're calling). £3.50 to connect
Directory services for people with disabilities 195 multi-search. 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.	Free to call 195 for Three's registered users.

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## 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](http://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** 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	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.
Voice calls made to other international special numbers Where are you calling? <a href="http://three.co.uk/specialnumbers3">three.co.uk/specialnumbers3</a>	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.

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Destination	Voice	Text	Destination	Voice	Text	Destination	Voice	Text	Destination	Voice	Text
Austria	2	1	China	1	2	Germany	1	1	Lebanon	3	2
Azerbaijan	3	2	Colombia	3	2	Ghana	3	2	Lesotho	3	2
Azores (Portugal)	3	2	Congo, Democratic Republic of	3	2	Gibraltar	2	1	Liberia	3	2
Bahamas	3	2	Congo, Republic of	3	2	Greece	2	1	Libya	3	2
Bahrain	3	2	Costa Rica	3	2	Greenland	3	2	Liechtenstein	2	1
Balearic Islands (Spain)	3	2	Cote d'Ivoire (Ivory Coast)	3	2	Grenada	3	2	Lithuania	1	1
Bangladesh	1	2	Croatia	2	1	Guadeloupe	2	1	Luxembourg	2	1
Barbados	3	2	Cuba	3	2	Guatemala	3	2	Macao (China)	3	2
Belarus	3	2	Curacao (Netherlands Antilles)	3	2	Guernsey	2	1	Madagascar	3	2
Belgium	2	1	Cyprus	1	1	Guinea	3	2	Madeira (Portugal)	3	2
Belize	3	2	Cyprus, North (Turkey)	3	2	Guyana	3	2	Malawi	3	2
Benin	3	2	Czech Republic	2	1	Haiti	3	2	Malaysia	3	2
Bermuda	3	2	Denmark	2	1	Honduras	3	2	Maldives	3	2
Bhutan	3	2	Dominica	3	2	Hong Kong (China)	3	2	Mali	3	2
Bolivia	3	2	Dominican Republic	3	2	Hungary	2	1	Malta	2	1
Bonaire (Netherlands Antilles)	2	2	Ecuador	3	2	Iceland	2	1	Martinique	2	1
Bosnia and Herzegovina	3	2	Egypt	3	2	India	1	2	Mauritania	3	2
Botswana	3	2	El Salvador	3	2	Indonesia	3	2	Mauritius	3	2
Brazil	3	2	Equatorial Guinea	3	2	Iran	3	2	Mayotte	3	2
British Virgin Islands	3	2	Estonia	2	1	Iraq	3	2	Mexico	3	2
Brunei	3	2	Ethiopia	3	2	Ireland	2	1	Moldova	3	2
Bulgaria	1	1	Faroe Islands	3	2	Isle of Man	2	1	Monaco	2	1
Burkina Faso	3	2	Fiji	3	2	Israel	3	2	Mongolia	3	2
Cambodia	3	2	Finland	2	1	Italy	1	1	Montenegro	3	2
Cameroon	3	2	France	1	1	Jamaica	3	2	Montserrat	3	2
Canada	1	2	French Guiana	2	1	Japan	3	2	Morocco	3	2
Canary Islands (Spain)	3	2	French Polynesia	3	2	Jersey	2	1	Mozambique	3	2
Cape Verde	3	2	French West Indies	3	2	Jordan	3	2	Myanmar	3	2
Cayman Islands	3	2	Gabon	3	2	Kazakhstan	3	2	Namibia	3	2
Chad	3	2	Gambia	3	2	Kenya	3	2	Nepal	3	2
Chile	3	2	Georgia	3	2	Kosovo	3	2	Netherlands	1	1
						Kuwait	3	2	Netherlands Antilles	3	2
						Kyrgyzstan	3	2	New Caledonia	3	2
						Laos	3	2	New Zealand	3	2
						Latvia	1	1	Nicaragua	3	2

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Destination	Voice	Text	Destination	Voice	Text	Destination	Voice	Text	Destination	Voice	Text
Niger	3	2	Saba (Netherlands Antilles)	3	2	Slovakia	2	1	Tunisia	3	2
Nigeria	3	2	Saint Barthelemy	3	2	Slovenia	2	1	Turkey	3	2
North Macedonia	3	2	Saint Kitts and Nevis	3	2	Solomon Islands	3	2	Turkmenistan	3	2
Norway	2	1	Saint Lucia	3	2	South Africa	1	2	Turks and Caicos Islands	3	2
Oman	3	2	Saint Martin	3	2	South Korea	3	2	Uganda	3	2
Pakistan	1	2	Saint Vincent and the Grenadines	3	2	Spain	1	1	Ukraine	3	2
Palestine	3	2	Samoa	3	2	Sri Lanka	3	2	United Arab Emirates (UAE)	3	2
Panama	3	2	San Marino (Italy)	2	1	Sudan	3	2	United States of America (USA)	1	2
Papua New Guinea	3	2	Saudi Arabia	3	2	Suriname	3	2	Uruguay	3	2
Paraguay	3	2	Senegal	3	2	Sweden	2	1	US Virgin Islands	3	2
Peru	3	2	Serbia	3	2	Switzerland	2	1	Uzbekistan	3	2
Philippines	3	2	Seychelles	3	2	Syria	3	2	Vanuatu	3	2
Poland	1	1	Sierra Leone	3	2	Taiwan	3	2	Vatican City	2	1
Portugal	1	1	Singapore	3	2	Tajikistan	3	2	Venezuela	3	2
Puerto Rico	3	2	Sint Eustatius (Netherlands Antilles)	3	2	Tanzania, United Republic of	3	2	Vietnam	3	2
Reunion	2	1	Sint Maarten (Netherlands Antilles)	3	2	Thailand	3	2	Yemen	3	2
Romania	1	1			Togo	3	2	Zambia	3	2	
Russia	3	2			Tonga	3	2	Zimbabwe	3	2	
Rwanda	3	2			Trinidad and Tobago	3	2				

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# Using your device 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 (35p/ minute; 15p/ text; 10p/ 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 15-16. Note that Go Roam Around the World Extra destinations are supported by some of our Pay Monthly plans, and not by our New PAYG plans, where charges are as per the "Other roaming charges" table below.

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 10 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 in Europe and Go Roam Around the World destinations.

Band (See table below)	Data (per MB)	Voice call/text (back to the UK) (per min/ per text)	Voice call/text (Go Roam in Europe) (per min/ per text)	Voice call/text (Go Roam Around the World) (per min/ per text)	Voice call/text (Anywhere else in the world) (per min/ per text)	Voice call (receiving) (per min)	Receiving a SMS or MMS (per message)	Sending MMS (per message)
Go Roam in Europe	10p/MB	35p/min 15p/SMS	35p/min 15p/SMS	£1.40p/min 35p/SMS	£1.40p/min 35p/SMS	Free	Free	40p/message
Go Roam Around the World			35p/min 15p/SMS					

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## 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 15-16).

Band (See table on pages 15-16)	Data (per MB)	Voice call/text (back to the UK) (per min/ per text)	Voice call/text (Go Roam in Europe) (per min/ per text)	Voice call/text (Go Roam Around the World) (per min/ per text)	Voice call/text (Anywhere else in the world) (per min/ per text)	Voice call (receiving) (per min)	Receiving a SMS or MMS (per message)	Sending MMS (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

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### Go Roam in Europe destinations (GRE)

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

### Go Roam Around the World destinations (GRATW)

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

Destination	Voice/ Text	Data	Destination	Voice/ Text	Data	Destination	Voice/ Text	Data	Destination	Voice/ Text	Data
Afghanistan	2	3	Bermuda	2	3	Cote d'Ivoire (Ivory Coast)	2	2	French West Indies	2	3
Airlines (SITA On Air, Aeromobile)	4	3	Bolivia	2	3	Croatia	GRE	GRE	Gabon	2	3
Aland Islands (Finland)	GRE	GRE	Bonaire (Netherlands Antilles)	2	3	Cuba	3	3	Gambia	2	3
Albania	2	3	Bosnia and Herzegovina	1	3	Curacao (Netherlands Antilles)	2	3	Georgia	3	3
Algeria	2	3	Botswana	2	2	Cyprus	GRE	GRE	Germany	GRE	GRE
Andorra	1	3	Brazil	GRATW	GRATW	Cyprus, North (Turkey)	1	2	Ghana	2	3
Angola	2	3	British Virgin Islands	2	3	Czech Republic	GRE	GRE	Gibraltar	GRE	GRE
Anguilla	2	3	Brunei	2	3	Denmark	GRE	GRE	Greece	GRE	GRE
Antigua and Barbuda	2	3	Bulgaria	GRE	GRE	Dominica	2	3	Greenland	2	3
Argentina	2	3	Burkina Faso	2	3	Dominican Republic	2	3	Grenada	2	3
Armenia	2	3	Cambodia	2	3	Ecuador	2	3	Guadeloupe	GRE	GRE
Aruba (Netherlands Antilles)	2	3	Cameroon	2	3	Egypt	2	3	Guam	2	3
Australia	GRATW	GRATW	Canada	1	3	El Salvador	GRATW	GRATW	Guatemala	GRATW	GRATW
Austria	GRE	GRE	Canary Islands (Spain)	GRE	GRE	Equatorial Guinea	2	3	Guernsey	GRE	GRE
Azerbaijan	2	3	Cape Verde	3	3	Estonia	GRE	GRE	Guinea	2	3
Azores (Portugal)	GRE	GRE	Cayman Islands	2	3	Ethiopia	3	3	Guyana	2	3
Bahamas	2	3	Chile	GRATW	GRATW	Falkland Islands (Malvinas)	2	3	Haiti	2	3
Bahrain	2	3	China	2	3	Faroe Islands	2	3	Honduras	2	3
Balearic Islands (Spain)	GRE	GRE	Colombia	GRATW	GRATW	Fiji	2	3	Hong Kong (China)	GRATW	GRATW
Bangladesh	2	3	Congo, Democratic Republic of	2	3	Finland	GRE	GRE	Hungary	GRE	GRE
Barbados	2	3	Congo, Republic of	2	3	France	GRE	GRE	Iceland	GRE	GRE
Belarus	2	3	Costa Rica	GRATW	GRATW	French Guiana	GRE	GRE	India	2	2
Belgium	GRE	GRE				French Polynesia	2	3	Indonesia	GRATW	GRATW
Belize	2	3							Iraq	2	3
									Ireland	GRE	GRE
									Isle of Man	GRE	GRE
									Israel	GRATW	GRATW
									Italy	GRE	GRE

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Destination	Voice/Text	Data	Destination	Voice/Text	Data	Destination	Voice/Text	Data	Destination	Voice/Text	Data
Jamaica	2	3	Mongolia	2	3	Rwanda	2	3	Sweden	GRE	GRE
Japan	2	2	Montenegro	1	3	Saba (Netherlands Antilles)	2	3	Switzerland	GRE	GRE
Jersey	GRE	GRE	Montserrat	2	3	Saint Barthelemy	GRE	GRE	Taiwan	2	2
Jordan	2	3	Morocco	3	3	Saint Helena and Ascension	2	3	Tajikistan	2	3
Kazakhstan	2	3	Mozambique	2	3	Saint Kitts and Nevis	2	3	Tanzania, United Republic of	2	3
Kenya	2	3	Myanmar	2	3	Saint Lucia	2	3	Thailand	2	2
Kosovo	2	3	Namibia	2	3	Saint Martin	GRE	GRE	Togo	2	3
Kuwait	3	3	Nepal	2	3	Saint Vincent and the Grenadines	2	3	Trinidad and Tobago	2	3
Kyrgyzstan	2	3	Netherlands	GRE	GRE	San Marino (Italy)	GRE	GRE	Tunisia	3	3
Latvia	GRE	GRE	Netherlands Antilles	2	3	Saudi Arabia	2	3	Turkey	1	2
Lebanon	2	3	New Zealand	GRATW	GRATW	Senegal	2	3	Turkmenistan	3	3
Liberia	2	3	Nicaragua	GRATW	GRATW	Serbia	2	3	Turks and Caicos Islands	2	3
Libya	2	3	Niger	2	3	Seychelles	2	3	Uganda	2	3
Liechtenstein	GRE	GRE	Nigeria	2	3	Sierra Leone	2	3	Ukraine	3	3
Lithuania	GRE	GRE	North Macedonia	1	3	Singapore	GRATW	GRATW	United Arab Emirates (UAE)	3	3
Luxembourg	GRE	GRE	Norway	GRE	GRE	Sint Eustatius (Netherlands Antilles)	2	3	United States of America (USA)	GRATW	GRATW
Macau (China)	GRATW	GRATW	Oman	3	3	Sint Maarten (Netherlands Antilles)	2	3	Uruguay	GRATW	GRATW
Madagascar	2	3	Pakistan	2	3	Slovakia	GRE	GRE	US Virgin Islands	GRATW	GRATW
Madeira (Portugal)	GRE	GRE	Panama	GRATW	GRATW	Slovenia	GRE	GRE	Uzbekistan	3	3
Malawi	2	3	Papua New Guinea	2	3	South Africa	1	3	Vanuatu	2	3
Malaysia	3	3	Paraguay	2	3	South Korea	2	3	Vatican City	GRE	GRE
Maldives	3	3	Peru	GRATW	GRATW	Spain	GRE	GRE	Venezuela	2	3
Malta	GRE	GRE	Philippines	2	2	Sri Lanka	GRATW	GRATW	Vietnam	GRATW	GRATW
Maritime Networks (Ships, Ferries, Cruise Liners)	4	3	Poland	GRE	GRE	Suriname	2	3	Zambia	2	3
Martinique	GRE	GRE	Portugal	GRE	GRE						
Mauritius	2	3	Puerto Rico	GRATW	GRATW						
Mayotte	GRE	GRE	Qatar	2	3						
Mexico	2	3	Reunion	GRE	GRE						
Moldova	2	3	Romania	GRE	GRE						
Monaco	0	1	Russia	3	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](https://three.co.uk/roaming) for more information.

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## Our Fair Usage policy

If you're travelling within one of our Go Roam in Europe or Go Roam Around the World 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 13-14. When roaming in the Republic of Ireland, fair usage limits do not apply.

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	

## Worldwide data roaming limit

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

## Internet and data usage abroad

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](http://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.

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## 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](https://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 in Europe or Go Roam Around the World destinations.
- 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 in Europe or Go Roam Around the World 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

- 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 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

- If you're roaming in a Go Roam destination, 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. 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 in Europe or Go Roam Around the World destinations 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.
- In Go Roam destinations, Three may deploy traffic management measures, known collectively as TrafficSense™, to protect the network and to give customers the best internet experience. Find out more about TrafficSense™

Pay As You Go customers are required to activate their account by inserting their SIM the UK in order to use Go Roam in Europe or Go Roam Around the World. Go Roam is designed for Three customers to enjoy their allowances both at home and in our Go Roam in Europe or Go Roam Around the World destinations. As such, use of a SIM card exclusively to receive inbound calls in a specific Go Roam in Europe or Go Roam Around the World 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](https://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.

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# 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](https://three.co.uk/spendlimits)

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](https://three.co.uk/go-roam/information) for full details on how this service works and additional details that may be of interest.

## 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](https://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](https://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](https://three.co.uk/complaints) or is available upon request.

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