

Price Guide.

UK's lowest Pay As You Go rates.

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

For mobile phones.



With Three, you don't have to spend more than you need to on things like bundles and extras to know that you're getting great value. At just 3p per minute, 2p per text and 1p per MB of data, our standard Pay As You Go rates are considerably lower than our competitors'. Better yet, these amazingly low rates don't expire after 30 days. If you do want a bundle of minutes, texts and data though, which you can use in the UK and our Feel At Home destinations, you can use your top-up to get an Add-on. Easy. Say hello to Pay As You Go the way it should be.

Can't find your details here? If you're on one of our older pay as you go tariffs, you can call us on 333 (free) from your Three phone or 0333 300 3333 from any other phone (standard call rate applies) and we'll be able to give you this information.

Pay As You Go - see how we compare at three.co.uk/payg321

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Top-ups.

To get credit on your Pay As You Go account, you just need to top-up. Once activated, top-ups never expire. Plus you get 150MB data free for internet usage every time you top-up. This is applied straight away and lasts for 30 days.

Your My3 account is the easiest and most convenient way to top-up. Once you have set it up, simply register your credit or debit card and you'll be able to top-up whenever you like. Plus with My3 you can see exactly how you are using your credit or any allowance.

There are other ways to top-up:

- At the shops whenever you see the top-up sign – call 444 from your Three phone to activate your top-up voucher. This includes all Three stores.
- At thousands of ATMs across the UK.

You can find out more on how to top-up at [Three.co.uk/support/top_up](https://www.three.co.uk/support/top_up)

Our great basic rates for using your phone.

	Per minute/message/MB
Calls to standard UK landlines (starting 01, 02, 03), UK mobiles (any network) and your Three voicemail	3p
UK Text messages	2p
UK Mobile data	1p
UK Picture messages	19.8p
UK Video message	19.8p

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.

Topping up is easy with My3.

A few things to remember

- Each text/photo/video message can accommodate up to 160 characters. Some phones allow for more and these will be divided and sent in numerous messages (depending upon length). These will be deducted from any Add-on allowance or charged individually at our standard rates.
- When you send messages to several recipients at the same time you will be charged separately for each recipient.
- Call Return calls (when you return a call directly to someone who has left you a voicemail message by keying # at the end of their message) are charged at your standard rates or deducted from any Add-on allowance, as if you had made the call directly. Any call-barring restrictions you have will also apply.
- You can only return one call directly from the voicemail service. As soon as you finish the call you will be disconnected and will have to redial into voicemail if you wish to continue listening to your voicemail.
- If you divert your incoming calls to another number, we'll charge you for each redirected call. The cost of the redirected call depends on the type of number you're calling.

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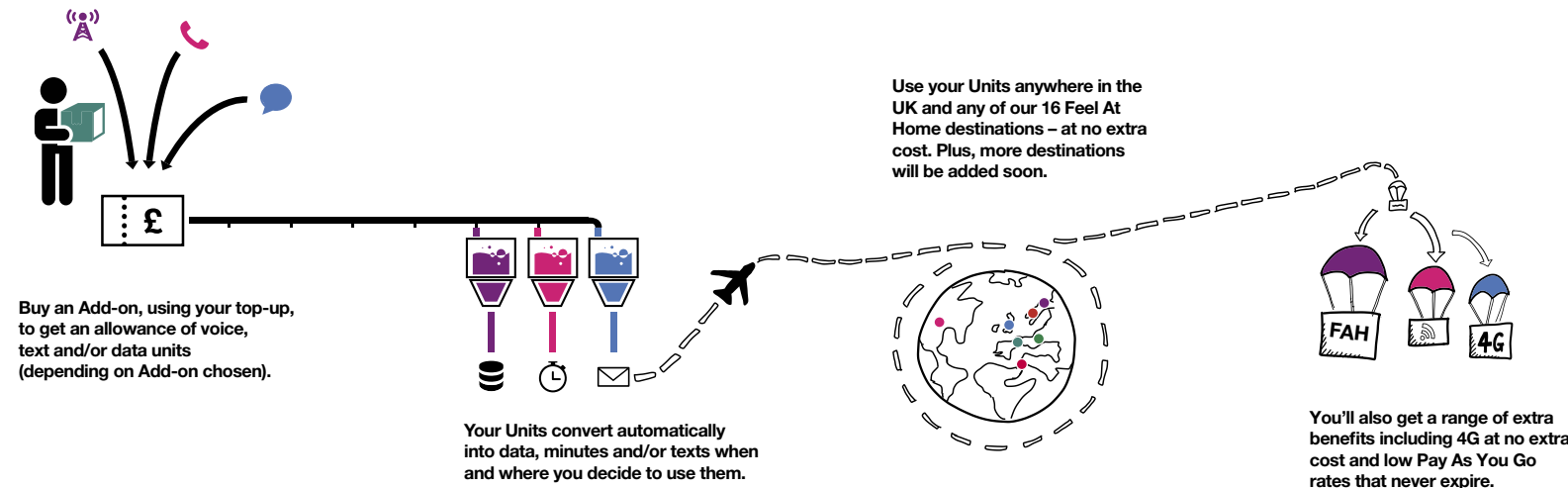
Add-ons.

Add-ons give you great value for money and allow you to enjoy our Feel At Home roaming service (see page 6).

You can buy an Add-on using your top-up via My3 or dialling 444 from your Three phone. With Add-ons you can:

- Get an allowance of voice, text and/or data units (depending on Add-on chosen) which you can use in the UK or our Feel At Home destinations for calling, texting and using the internet (see below).
- Enjoy All-you-can-eat data with the All-in-One 15 and 25 Add-ons.

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



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




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Add-on Name	Choose your Add-on						
	All-in-One 10	All-in-One 15	All-in-One 25	Text 3000	Three-to-Three Minutes	500MB Mobile Internet Pass	Internet Daily Pass
Data Units  (each converts on use into 1MB of data )	500	Unlimited in the UK + 25,600 units in Feel At Home destinations	Unlimited in the UK + 25,600 units in Feel At Home destinations	–	–	500	120
Voice Units  (each converts on use into 1 minute )	100	300	500	–	300 units which may be used to call other Three mobile numbers	–	–
Text Units  (each converts on use into 1 text message )	3,000	3,000	3,000	3,000	–	–	–
Price	£10	£15	£25	£5	£5	£5	£0.50
Duration	30 days	30 days	30 days	30 days	30 days	30 days	24 hours
Use your units in the UK or in Feel At Home destinations. 	  						
If you use all of your units in your Add-on, they convert into the following amounts of data, minutes and texts.	500MB	All-you-can-eat data +25GB in Feel At Home destinations	All-you-can-eat data +25GB in Feel At Home destinations	–	–	500MB	500MB
	100 mins	300 mins	500 mins	–	300 Three-Three mins	–	–
	3,000 texts	3,000 texts	3,000 texts	3,000 texts	–	–	–

If you have a BlackBerry, you can also buy a BlackBerry Add-on for £5 a month, giving you access to BlackBerry Messenger (BBM) and BlackBerry App World.

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More about our Add-ons

■ How long do Add-ons last?

Add-ons are valid for 30 days from the date and time you activate it, apart from Internet Daily which lasts for 24 hours. Add-ons need to be activated within 90 days of purchase.

■ What happens to any remaining allowance when my Add-on has expired?

Once an Add-on expires, any unused allowance of units will be lost and can't be rolled over to another Add-on.

■ Can I cancel an Add-on?

Once an Add-on has been activated it can't be cancelled.

■ Can I buy more than one Add-on at a time?

Generally, only one of each Add-on can be active on your account at any one time, but you can buy more than one Internet Daily Add-on per month.

■ What calls do Add-ons cover?

Your Add-on voice units allowance can be used for calls to standard UK landlines (starting 01, 02, 03), UK mobiles (any network) and your Three voicemail, whether you're in the UK or one of our Feel At Home destinations. But to allow you to make other kinds of calls we suggest you keep your account topped up with some extra credit. These calls could include:

- All other International calls.
- Using your phone abroad, while roaming (except in a Feel At Home destination, when you've got an Add-on allowance).
- Calls to a Special Number, such as 0845/0870 (see page 24 for more information on these).

The cost of all other calls will be taken from your Add-on allowance.

■ What happens if my Add-on expires during a call?

If your Add-on allowance expires during a call, we'll charge you for the remainder of the call at our standard rates.

■ What texts do Add-ons cover?

Your Add-on text unit allowance can't be used for messages sent abroad from the UK, messages sent and received whilst abroad (unless in a Feel At Home destination), photo and video messages or for messages to a shortcode service e.g. to donate money to a charity.

■ How do I find out more about converting a top-up to an Add-on?

You can find out how to convert a top-up to an Add-on [here](#) or go to Three.co.uk/support/top-up

How does All-you-can-eat data work?

■ All-you-can-eat data (which you get with some of our Add-ons) gives you all the internet use you need when you're in the UK without the fear of 'bill shock' and 25,600 data units to use in our Feel At Home destinations (converts into 25GB of data).

■ There are no hidden 'fair use policies' but we've set a usage cap at 1000GB, just to be sure no one abuses the service. But even if you used your phone for every minute of every day you could only use, subject to TrafficSense™, around 1000GB each month.

■ You can find out more about TrafficSense™ on our website.

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

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Using your phone abroad.

Using your phone abroad (also known as ‘international roaming’) is automatically and immediately available to you as a Pay As You Go customer. Here at Three, we don’t think that roaming charges are fair. That’s why we offer all our customers Feel At Home, which lets you, as a Pay As You Go customer, use your Add-on allowances of voice, text and/or data units to call and text the UK and use your data without paying more than if using an Add-on in the UK, in 16 destinations around the world, with more to come.

The following are our current Feel At Home destinations:


- Australia
- Austria
- Denmark
- Finland
- France
- Hong Kong
- Indonesia
- Israel
- Italy
- Macau
- Norway
- Republic of Ireland
- Sri Lanka
- Switzerland
- Sweden
- USA

If you’re not travelling to one of these destinations, and want to know how much it will cost you to use your phone there, please go to page 17.

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Feel At Home – use your phone abroad at no extra cost.

Simply buy an Add-on with an allowance of voice, texts and/or data units to enjoy Feel At Home in 16 destinations around the world, with more to come.

It's also free to receive calls, texts, photo messages and video messages in our Feel At Home destinations.

How Feel At Home works.

To fully enjoy Feel At Home on Pay As You Go, all you need to do is convert your top-up credit into an Add-on to get an allowance of voice, text or data units (depending on Add-on chosen), which may be used either in the UK or in our Feel At Home destinations (we recommend one of our 'All in One' Add-ons to get an allowance of voice, text and data units). You can then use the allowance in the UK and any Feel At Home destination to call and text the UK, and use the internet, just like you would back home.

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Using your phone in a Feel At Home destination – what will come out of your allowance and other charges.

Australia

	If you still have Add-on allowance remaining	If you've gone over or don't have an Add-on allowance
Calling a UK number (including voicemail)	Comes out of your allowance	15.6p per minute
Calling an Australian number	15.6p per minute	15.6p per minute
Texts to UK	Comes out of your allowance	4.9p per text
Texting an Australian number	4.9p per text	4.9p per text
Receiving calls from any number	Free	Free
Receiving texts from any number	Free	Free
Using internet and data	Comes out of your allowance	10p per MB
Sending a photo message	–	19.8p per message
Sending a video message	–	19.8p per message
Making a video call (to any number)	–	Up to £2.04 per minute
Receiving a video call	–	Up to £1.53 per minute

Austria

	If you still have Add-on allowance remaining	If you've gone over or don't have an Add-on allowance
Calling a UK number (including voicemail)	Comes out of your allowance	18.8p per minute
Calling an Austrian number	18.8p per minute	18.8p per minute
Texts to UK	Comes out of your allowance	5.9p per text
Texting an Austrian number	5.9p per text	5.9p per text
Receiving calls from any number	Free	Free
Receiving texts from any number	Free	Free
Using internet and data	Comes out of your allowance	10p per MB
Sending a photo message	–	19.8p per message
Sending a video message	–	19.8p per message
Making a video call (to any number)	–	Up to £2.04 per minute
Receiving a video call	–	Up to £1.53 per minute

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Denmark

	If you still have Add-on allowance remaining	If you've gone over or don't have an Add-on allowance
Calling a UK number (including voicemail)	Comes out of your allowance	18.8p per minute
Calling a Danish number	18.8p per minute	18.8p per minute
Texts to UK	Comes out of your allowance	5.9p per text
Texting a Danish number	5.9p per text	5.9p per text
Receiving calls from any number	Free	Free
Receiving texts from any number	Free	Free
Using internet and data	Comes out of your allowance	10p per MB
Sending a photo message	–	19.8p per message
Sending a video message	–	19.8p per message
Making a video call (to any number)	–	Up to £2.04 per minute
Receiving a video call	–	Up to £1.53 per minute

Finland

	If you still have Add-on allowance remaining	If you've gone over or don't have an Add-on allowance
Calling a UK number (including voicemail)	Comes out of your allowance	18.8p per minute
Calling a Finnish number	18.8p per minute	18.8p per minute
Texts to UK	Comes out of your allowance	5.9p per text
Texting a Finnish number	5.9p per text	5.9p per text
Receiving calls from any number	Free	Free
Receiving texts from any number	Free	Free
Using internet and data	Comes out of your allowance	10p per MB
Sending a photo message	–	19.8p per message
Sending a video message	–	19.8p per message
Making a video call (to any number)	–	Up to £2.04 per minute
Receiving a video call	–	Up to £1.53 per minute

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France

	If you still have Add-on allowance remaining	If you've gone over or don't have an Add-on allowance
Calling a UK number (including voicemail)	Comes out of your allowance	18.8p per minute
Calling a French number	18.8p per minute	18.8p per minute
Texts to UK	Comes out of your allowance	5.9p per text
Texting an French number	5.9p per text	5.9p per text
Receiving calls from any number	Free	Free
Receiving texts from any number	Free	Free
Using internet and data	Comes out of your allowance	10p per MB
Sending a photo message	–	19.8p per message
Sending a video message	–	19.8p per message
Making a video call (to any number)	–	Up to £2.04 per minute
Receiving a video call	–	Up to £1.53 per minute

Hong Kong

	If you still have Add-on allowance remaining	If you've gone over or don't have an Add-on allowance
Calling a UK number (including voicemail)	Comes out of your allowance	15.6p per minute
Calling a Hong Kong number	15.6p per minute	15.6p per minute
Texts to UK	Comes out of your allowance	4.9p per text
Texting a Hong Kong number	4.9p per text	4.9p per text
Receiving calls from any number	Free	Free
Receiving texts from any number	Free	Free
Using internet and data	Comes out of your allowance	10p per MB
Sending a photo message	–	19.8p per message
Sending a video message	–	19.8p per message
Making a video call (to any number}	–	Up to £2.04 per minute
Receiving a video call	–	Up to £1.53 per minute

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Indonesia

	If you still have Add-on allowance remaining	If you've gone over or don't have an Add-on allowance
Calling a UK number (including voicemail)	Comes out of your allowance	15.6p per minute
Calling an Indonesian number	15.6p per minute	15.6p per minute
Texts to UK	Comes out of your allowance	4.9p per text
Texting an Indonesian number	4.9p per text	4.9p per text
Receiving calls from any number	Free	Free
Receiving texts from any number	Free	Free
Using internet and data	Comes out of your allowance	10p per MB
Sending a photo message	–	19.8p per message
Sending a video message	–	19.8p per message
Making a video call (to any number)	–	Up to £2.04 per minute
Receiving a video call	–	Up to £1.53 per minute

Israel

	If you still have Add-on allowance remaining	If you've gone over or don't have an Add-on allowance
Calling a UK number (including voicemail)	Comes out of your allowance	15.6p per minute
Calling an Israeli number	15.6p per minute	15.6p per minute
Texts to UK	Comes out of your allowance	4.9p per text
Texting an Israeli number	4.9p per text	4.9p per text
Receiving calls from any number	Free	Free
Receiving texts from any number	Free	Free
Using internet and data	Comes out of your allowance	10p per MB
Sending a photo message	–	19.8p per message
Sending a video message	–	19.8p per message
Making a video call (to any number)	–	Up to £2.04 per minute
Receiving a video call	–	Up to £1.53 per minute

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	If you still have Add-on allowance remaining	If you've gone over or don't have an Add-on allowance
Calling a UK number (including voicemail)	Comes out of your allowance	18.8p per minute
Calling an Italian number	18.8p per minute	18.8p per minute
Texts to UK	Comes out of your allowance	5.9p per text
Texting an Italian number	5.9p per text	5.9p per text
Receiving calls from any number	Free	Free
Receiving texts from any number	Free	Free
Using internet and data	Comes out of your allowance	10p per MB
Sending a photo message	-	19.8p per message
Sending a video message	-	19.8p per message
Making a video call (to any number)	-	Up to £2.04 per minute
Receiving a video call	-	Up to £1.53 per minute

Macau

	If you still have Add-on allowance remaining	If you've gone over or don't have an Add-on allowance
Calling a UK number (including voicemail)	Comes out of your allowance	15.6p per minute
Calling a Macau number	15.6p per minute	15.6p per minute
Texts to UK	Comes out of your allowance	4.9p per text
Texting a Macau number	4.9p per text	4.9p per text
Receiving calls from any number	Free	Free
Receiving texts from any number	Free	Free
Using internet and data	Comes out of your allowance	10p per MB
Sending a photo message	-	19.8p per message
Sending a video message	-	19.8p per message
Making a video call (to any number)	-	Up to £2.04 per minute
Receiving a video call	-	Up to £1.53 per minute

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Norway

	If you still have Add-on allowance remaining	If you've gone over or don't have an Add-on allowance
Calling a UK number (including voicemail)	Comes out of your allowance	15.6p per minute
Calling a Norwegian number	15.6p per minute	15.6p per minute
Texts to UK	Comes out of your allowance	4.9p per text
Texting a Norwegian number	4.9p per text	4.9p per text
Receiving calls from any number	Free	Free
Receiving texts from any number	Free	Free
Using internet and data	Comes out of your allowance	10p per MB
Sending a photo message	–	19.8p per message
Sending a video message	–	19.8p per message
Making a video call (to any number)	–	Up to £2.04 per minute
Receiving a video call	–	Up to £1.53 per minute

Republic of Ireland

	If you still have Add-on allowance remaining	If you've gone over or don't have an Add-on allowance
Calling a UK number (including voicemail)	Comes out of your allowance	18.8p per minute
Calling an Irish number	18.8p per minute	18.8p per minute
Texts to UK	Comes out of your allowance	5.9p per text
Texting an Irish number	5.9p per text	5.9p per text
Receiving calls from any number	Free	Free
Receiving texts from any number	Free	Free
Using internet and data	Comes out of your allowance	10p per MB
Sending a photo message	–	19.8p per message
Sending a video message	–	19.8p per message
Making a video call (to any number)	–	Up to £2.04 per minute
Receiving a video call	–	Up to £1.53 per minute

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Sri Lanka

	If you still have Add-on allowance remaining	If you've gone over or don't have an Add-on allowance
Calling a UK number (including voicemail)	Comes out of your allowance	15.6p per minute
Calling a Sri Lankan number	15.6p per minute	15.6p per minute
Texts to UK	Comes out of your allowance	4.9p per text
Texting a Sri Lankan number	4.9p per text	4.9p per text
Receiving calls from any number	Free	Free
Receiving texts from any number	Free	Free
Using internet and data	Comes out of your allowance	10p per MB
Sending a photo message	–	19.8p per message
Sending a video message	–	19.8p per message
Making a video call (to any number)	–	Up to £2.04 per minute
Receiving a video call	–	Up to £1.53 per minute

Switzerland

	If you still have Add-on allowance remaining	If you've gone over or don't have an Add-on allowance
Calling a UK number (including voicemail)	Comes out of your allowance	15.6p per minute
Calling a Swiss number	15.6p per minute	15.6p per minute
Texts to UK	Comes out of your allowance	4.9p per text
Texting a Swiss number	4.9p per text	4.9p per text
Receiving calls from any number	Free	Free
Receiving texts from any number	Free	Free
Using internet and data	Comes out of your allowance	10p per MB
Sending a photo message	–	19.8p per message
Sending a video message	–	19.8p per message
Making a video call (to any number)	–	Up to £2.04 per minute
Receiving a video call	–	Up to £1.53 per minute

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Sweden

	If you still have Add-on allowance remaining	If you've gone over or don't have an Add-on allowance
Calling a UK number (including voicemail)	Comes out of your allowance	18.8p per minute
Calling a Swedish number	18.8p per minute	18.8p per minute
Texts to UK	Comes out of your allowance	5.9p per text
Texting a Swedish number	5.9p per text	5.9p per text
Receiving calls from any number	Free	Free
Receiving texts from any number	Free	Free
Using internet and data	Comes out of your allowance	10p per MB
Sending a photo message	–	19.8p per message
Sending a video message	–	19.8p per message
Making a video call (to any number)	–	Up to £2.04 per minute
Receiving a video call	–	Up to £1.53 per minute

USA

	If you still have Add-on allowance remaining	If you've gone over or don't have an Add-on allowance
Calling a UK number (including voicemail)	Comes out of your allowance	15.6p per minute
Calling a USA number	15.6p per minute	15.6p per minute
Texts to UK	Comes out of your allowance	4.9p per text
Texting a USA number	4.9p per text	4.9p per text
Receiving calls from any number	Free	Free
Receiving texts from any number	Free	Free
Using internet and data	Comes out of your allowance	10p per MB
Sending a photo message	–	19.8p per message
Sending a video message	–	19.8p per message
Making a video call (to any number)	–	Up to £2.04 per minute
Receiving a video call	–	Up to £1.53 per minute

To check the cost of making a call or sending a message from any Feel At Home destination to any other country (excluding the UK), please go to [Three.co.uk/roaming](https://www.three.co.uk/roaming)

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What other useful information is there for using Feel At Home?

Everything you may need to know about Feel At Home can be found at Three.co.uk/feelathome but some key bits of information can be found below:

- You can't use your data allowance to create a personal hotspot (this is also called tethering) in a Feel At Home destination.
- We restrict your ability in a Feel At Home destination to use your data allowance for file-sharing (like peer to peer download services) and using certain sites to download or share large files. This is so that we can manage demand from overseas and ensure that everyone can use the service.
- You should be able to stream and connect to VPNs, but you will find this is slower and the quality will not be as good as in the UK. For example, we don't recommend streaming TV programmes and films. If you're connecting more than one device via a mobile Wi-Fi device, your streaming experience will be poorer still.
- Feel At Home is intended for our UK customers who are visiting one of the destinations for short trips, like holidays or business trips. It isn't made for people who live abroad or stay there for an extended period of time. If you only use your plan exclusively in a Feel At Home destination for at least a month, more than twice within a year, we may have to suspend international roaming on your account, which would mean you would no longer be able to use your phone abroad. We'd let you know 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 Feel At Home, the restriction won't apply.
- You'll only be charged to call or message someone when they're in a Feel At Home destination if they don't have a UK-number. How much this will cost you is set out in the table below.

Where are you calling or messaging?	Call cost per minute	Cost per message
UK to Indonesia, Israel, Macau and Sri Lanka.	£1.02	25.2p
UK to Australia, Hong Kong and the USA.	56.2p	25.2p
UK to Austria, Denmark, Finland, France, Italy, Norway, Sweden, Switzerland and Republic of Ireland.	46p	25.2p

Please note: Three reserves the right to suspend this service if we reasonably believe that you are using VPN for accessing illegal or improper content or 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 Feel At Home and/or the destinations or service included at any time. See Three.co.uk/feelathome for full details on how this service works and additional details that may be of interest.

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These are our standard charges for using your phone abroad.

Our international charges for calling or texting depend upon where you are and where the number of the person you are calling or texting is located. These tables don't include the charges for using data (internet) abroad – for these, please see page 19. To see the roaming rates you'll be charged when in a specific country, use the first table below to identify which 'band' it falls in. Then, simply refer to the table on the next page to see the relevant charges.

Band 0 (EU & selected European countries)	Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Germany, Greece (incl. Corfu, Crete, Rhodes), Hungary, Isle of Man, Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Poland, Portugal (incl. Azores, Madeira), Romania, Slovakia, Slovenia, Spain (incl. Canary Islands & Balearic Islands).
Band 0a (EU & selected European countries, non-VAT)	Channel Islands (incl. Jersey & Guernsey), French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Réunion, San Marino.
Band 1	Andorra, Bosnia & Herzegovina, Canada, Cyprus (North), Montenegro, Macedonia, New Zealand, South Africa, Turkey.
Band 2	Rest of the world (that is, not within Bands 0, 0a, 1, 3 or 4). Excluding Feel At Home destinations – see pages 8-15.
Band 3	Cape Verde, Morocco, Turkmenistan, Kuwait, Russia, Cuba, Oman, Ukraine, Georgia, Uzbekistan, Tunisia, Malaysia, Ethiopia, Maldives.
Band 4	Ships, Ferries, Cruise Liner, Airlines.

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	Band 0 (EU & selected European countries)	Band 0a (EU & selected European countries, non-VAT)	Band 1	Band 2	Band 3	Band 4
Voice calls						
Calls received when abroad (per minute)	4.9p	4.1p	99p	£1.25	£1.25	£1.25
Calls made when abroad to other countries in the same Band and the UK (per minute)	18.8p	15.6p	£1.40	£2.00	£3.00	£3.00
Calls made when abroad to countries in different Bands (per minute)	£1.40	£1.40	£1.40 (Except calls from UK to South Africa are charged £1.02/min)	£2.00	£3.00	£3.00
Text messages						
Received when abroad	Free					
Sent to any country	5.9p	4.9p	35p	35p	35p	50p
Photo messages						
Received when abroad	Free					
Sent when abroad to a UK number	19.8p					
Sent when abroad to a non-UK number	19.8p					
Video messages						
Received when abroad	Free					
Sent when abroad to a UK number	19.8p					
Sent when abroad to a non-UK number	19.8p					
Video calls						
Sent when abroad to UK number (per minute)	£2.04	£2.00	£2.00	£2.00	£2.00	£2.00
Sent when abroad to non-UK number (per minute)	£2.04	£2.00	£2.00	£2.00	£2.00	£2.00
Calls received when abroad (per minute)	£1.53	£1.50	£1.50	£1.50	£1.50	£1.50

Please note: Premium rate shortcode text messages sent while abroad are charged at standard roaming SMS charge plus short code charges.

All prices include VAT where applicable (calls outside the EU are not subject to VAT except Monaco and Isle of Man).

All call times (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.

When you're abroad in the EU, the minimum charge for a call is for 30 seconds, after which calls are charged by the second. Calls received in the EU are charged by the second with no minimum initial charges.

Calls made from abroad to your voicemail will also be charged at standard roaming rates.

Our standard charges for using the internet (data) abroad.

When you roam onto other international networks where data roaming is available, the charges below will apply. However if you're in a Feel At Home destination, and have converted part of your top-up to an Add-on, you can use your allowance to call and text the UK and use your data without paying a penny more. See page 7 for more information about Feel At Home.

The speed and availability 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 [Three.co.uk/roaming](https://www.three.co.uk/roaming)

Band	Countries	Cost per MB
Data Band 1 (EU & selected European countries)	Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Germany, Greece (incl. Corfu, Crete, Rhodes), Hungary, Isle of Man, Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Poland, Portugal (incl. The Azores, Madeira), Romania, Slovakia, Slovenia, Spain (incl. Balearic & Canary Islands).	19.8p
Data Band 1a (EU & selected European countries non-VAT)	French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Réunion, San Marino, French West Indies, Jersey, Guernsey.	16.5p
Data Band 2	Benin, Botswana, Cyprus North, India, Ivory Coast, Japan, Panama, Philippines, Puerto Rico, South Africa, Taiwan, Thailand, Turkey, Yemen.	£3
Data Band 3	Rest of the world excluding Feel At Home destinations, Maritime Networks (Ships, Ferries, Cruise Liners), Airlines.	£6
Feel At Home destinations	Australia, Austria, Denmark, Finland, France, Hong Kong, Indonesia, Israel, Italy, Macau, Norway, Republic of Ireland, Sri Lanka, Switzerland, Sweden and USA.	Comes out of allowance if available; otherwise 10p

Help from Three when you're abroad.

- We'll text you information about call charges and roaming rates when you're abroad for each country worldwide.
- We've also set up a worldwide data roaming limit of £41.29 per month to stop you spending too much. You'll need to contact Three Customer Services if you'd like this limit removed.
- If you need to contact Three Customer Services while abroad call +44 7782 333 333 (this call will be charged at your standard roaming rates).

To find out more about using your phone abroad and for the latest information on which countries you can roam in, and on which networks, visit [Three.co.uk/roaming](https://www.three.co.uk/roaming)

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We've negotiated special low rates to call some countries, in addition to our standard rates, which we have listed on the next page. To use these low rates all you need to do is add a 3 digit prefix in front of the international landline or mobile number, and you can call from the UK to abroad from as little as 1p a minute.

- We round up to the nearest minute and charge per minute, and the charges are taken off your normal Pay As You Go credit.
- You can find out more at [Three.co.uk/paygint](https://www.three.co.uk/paygint)

If you're on our Pay As You Go phone plans, you must use your SIM in a mobile handset only, you can't remove it and place it in a mobile broadband dongle.

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Our special low rates for international calls made from the UK.

Getting these low rates is simple – no need for an Add-on. Just add the three digit code of the country you want to call, from the list below, followed by 00, the country code and the number you want to dial. E.g. If you want to call Australia – dial 404 00 61 followed by the number you want to call.

Country	Landline/Mobile	Prefix	Pence per Min
Afghanistan	Mobile	402	18p
Afghanistan	Landline	403	22p
Australia	Mobile	404	14p
Australia	Landline	405	3p
Bangladesh	Mobile	406	4p
Bangladesh	Landline	407	4p
Bulgaria	Mobile	425	25p
Bulgaria	Landline	426	4p
Canada	Mobile	408	1p
Canada	Landline	408	1p
China	Mobile	410	3p
China	Landline	411	3p
France	Mobile	427	10p
France	Landline	428	3p
Germany	Mobile	429	12p
Germany	Landline	430	3p
Hungary	Mobile	431	11p
Hungary	Landline	432	3p
India	Mobile	412	3p
India	Landline	413	3p
Ireland	Mobile	433	14p
Ireland	Landline	434	2p
Italy	Mobile	435	15p
Italy	Landline	436	3p
Jamaica	Mobile	437	19p
Jamaica	Landline	438	8p

Country	Landline/Mobile	Prefix	Pence per Min
Japan	Mobile	414	10p
Japan	Landline	415	4p
Lithuania	Mobile	416	13p
Lithuania	Landline	417	3p
Nigeria	Mobile	439	9p
Nigeria	Landline	460	9p
Pakistan	Mobile	418	12p
Pakistan	Landline	419	8p
Philippines	Mobile	461	13p
Philippines	Landline	462	10p
Poland	Mobile	420	9p
Poland	Landline	421	2p
Portugal	Mobile	463	14p
Portugal	Landline	464	3p
Romania	Mobile	465	10p
Romania	Landline	466	3p
Spain	Mobile	467	10p
Spain	Landline	468	3p
South Africa	Mobile	422	12p
South Africa	Landline	423	4p
Turkey	Mobile	469	9p
Turkey	Landline	470	4p
USA	Mobile	424	3p
USA	Landline	424	3p

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Our standard rates for making international calls and sending international texts from the UK.

The cost of calling different countries from the UK depends on the Band that country is in. Below is a table outlining which countries fall into each Band, except for our international call rates to a Feel At Home destination (these are set out on page 23).

Band 0 (EU & selected European countries)	Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Germany, Greece (incl. Corfu, Crete, Rhodes), Hungary, Isle of Man, Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Poland, Portugal (incl. Azores, Madeira), Romania, Slovakia, Slovenia, Spain (incl. Canary Islands & Balaeric Islands).
Band 0a (EU & selected European countries, non-VAT)	Channel Islands (incl. Jersey & Guernsey), French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Réunion, San Marino.
Band 1	Andorra, Bosnia & Herzegovina, Canada, Cyprus (North), Hong Kong, Montenegro, Macedonia, New Zealand, South Africa, Turkey.
Band 2	Rest of the World (that is, not within Bands 0, 0a, 1, 3 or 4). Excluding Feel At Home destinations – see page 6.
Band 3	Cape Verde, Morocco, Turkmenistan, Kuwait, Russia, Cuba, Oman, Ukraine, Georgia, Uzbekistan, Tunisia, Malaysia, Ethiopia, Maldives.
Band 4	Ships, Ferries, Cruise Liners, Airlines.

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	Band 0 (EU & selected European countries)	Band 0a (EU & selected European countries, non-VAT)	Band 1	Band 2	Band 3	Band 4
Voice calls						
Calls made from the UK to abroad when not using a prefix (see page 19 for more details). Costs shown per minute.	46p	46p	56.2p Except for calls to South Africa, which are charged at £1.02 per minute	£1.02	£1.02	Charges vary by country code and/or network (eg. £7.66 per minute for satellite services with 0087/0088 prefix)
Text messages						
Sent from the UK to abroad	25.2p					
Photo messages						
Sent from the UK to abroad	19.8p					
Video messages						
Sent from the UK to abroad	19.8p					
Video calls						
Sent from the UK to abroad	£1.53					

Don't forget to check if you can use a prefix for the country you're dialling as this will bring down the cost of the call. See page 21 for more details.

Want to call someone in a Feel At Home destination.

If you're in the UK, and calling or texting a non-UK number, this is treated as an international call or message and the following charges apply:


Where are you calling or messaging?	Call cost per minute	Cost per message
UK to Australia, Hong Kong, Indonesia, Israel, Macau, Norway, Sri Lanka, Switzerland and USA	56.2p	25.2p
UK to Austria, Denmark, Finland, France, Italy, Republic of Ireland and Sweden	46p	25.2p

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Some calls and other services within the UK fall outside the main price of 3 pence per minute and aren't included in any Add-on allowances you may have. They're shown below.

If you'd like to know about specific numbers and to check the specific price of any call, please go to [Three.co.uk/specialcall](https://three.co.uk/specialcall)

Calls, data and fax to other Special Numbers.

Number prefix	Price
<ul style="list-style-type: none">116000/116006/116111/116117/116123Hotline for missing children, Helpline for Victims of Crime, Child Helpline, Non-emergency medical on-call service, Samaritans.	Free
<ul style="list-style-type: none">Certain 0800 numbers as featured on the Telephone Helpline Association (THA) list and Police Casualty Bureau numbersCalls whilst you're in the UK to 333 (Three Customer Services), 444/555 Pay As You Go Top-up/balance enquiry999/112	Free
NHS111	Free
101 Single non-emergency	15p (per call)
<ul style="list-style-type: none">0800/0500/0808 numbers that are not on the Telephone Helpline Association list05 corporate numbers and IP Phones, 082	10.2p to 15.3p per minute
0845 / 0870	35p per minute
0843 / 0844 / 0871 / 0872	Up to 35p per call + 35p per minute

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Number prefix	Price
Non Standard 07 numbers – 0740659 / 074060 / 074061 / 074062 / 074067 / 0740671 – 9 / 074176 / 074181 / 0741821 – 9 / 074185 / 074409 / 074411 / 074414 / 074515 / 075200 / 075201 / 075203 / 075204 / 075205 / 075207 / 075208 / 075209 / 075370 / 075373 / 075375 / 075376 / 075377 / 075378 / 075379 / 075580 / 075581 / 075582 / 075590 / 075591 / 075592 / 075593 / 075594 / 075595 / 075596 / 075597 / 075598 / 075710 / 075718 / 075890 / 075891 / 075892 / 075893 / 075898 / 075899 / 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	3p per 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 / 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	46p per minute
0087 and 0088* (Satellite phones)	£7.66 per minute
076 – Pager	£1.22 per call plus 85.8p per minute
Personal numbering (070) – Band 1	30.6p per min
Personal numbering (070) – Band 2	£1.04p per min
Personal numbering (070) – Band 3	£1.22 per call plus 85.8p per min**
Premium rate (090, 091, 098) – Band A – Go to Three.co.uk/nts	£1.27 per min (N.B. an initial minimum charge of 1 minute applies.)
Premium rate (090, 091, 098) – Band B – Go to Three.co.uk/nts	£2.36 per min (N.B. an initial minimum charge of 1 minute applies.)
Premium rate (090, 091, 098) – Band C – Go to Three.co.uk/nts	£1.10 per call
Premium rate (090, 091, 098) – Band D – Go to Three.co.uk/nts	£2.25 per call
Premium rate (090, 091, 098) – Band E – Go to Three.co.uk/nts	£2.04 per min plus £2.04 per call**
Text relay (18000,18001)	Please check Three.co.uk/nts

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All prices include VAT.

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

** Both charges apply from the start of the call.
Premium rate shortcode text messages sent
while abroad are charged at standard roaming
SMS charge plus short code charges.

Directory services.

There are now lots of different directory enquiry services available, all of which have different phone numbers and different charges. The table here does not show the full list of directory services available (as this is changing frequently). Please check the specific call cost for other directory services at Three.co.uk/nts for current details.

Number prefix	Price
National 118333 – multi-search	£1.75 per minute. <ul style="list-style-type: none">■ Minimum charge of 1 minute & free text message with the number(s) you've requested
International 118313 – multi-search	£3.25 per minute. <ul style="list-style-type: none">■ Minimum charge of 1 minute & free text message with the number(s) you've requested
Directory services for people with disabilities – 195 – multi-search	Free to call 195 for Three's registered users. <ul style="list-style-type: none">■ If the 195 operator then connects you to a number you've searched for, your call will be charged at the standard rate for your price plan or will come out of any available allowance you have. Free text message with the number(s) you've requested

Other services.

	Price
Text delivery report	1.2p per request
Change of phone number	£10.21

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Charges for used, damaged or missing accessories.

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

Make	Accessory Type	Description	Missing/damaged accessory charge
Apple	Charger	Apple Travel Charger 3 pin	£23
Non-Apple	Charger	Mains Charger	£10
All	Handsfree	Personal Handsfree	£10
Apple	USB Cable	Apple USB Cable	£15
Non-Apple	USB Cable	USB Cable	£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.

You can find out more [here](#) or go to Three.co.uk/Support/Device_Support/Returns

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