



# Business Price Guide

**This Price Guide defines the prices of  
Three's new Business Pay Monthly plans.**

For customers who joined, upgraded or added additional Three Services on or after 1 December 2023.

To check if this price guide applies to you, visit [Terms and Conditions | Three](#)

Effective from 18.12.2023

# Contents

<b>About this Price Guide</b>	<b>3</b>
<b>How to contact Three</b>	<b>3</b>
<b>Business Plans</b>	<b>4</b>
<b>Add-ons</b>	<b>7</b>
<b>Charges for calls from the UK to Special Numbers</b>	<b>13</b>
<b>Charges for calls to Directory enquiries</b>	<b>15</b>
<b>Additional Services and Outside of Allowance Charges</b>	<b>16</b>
<b>Calling or texting international destinations from the UK</b>	<b>17</b>
<b>Using a phone abroad</b>	<b>18</b>
<b>How Three charges</b>	<b>24</b>
<b>Key things to note</b>	<b>26</b>

## **Business Price Guide**

---

### **Contents**

About this Price Guide
How to contact Three
Business Plans
Three Business Adapt
Charges for calls from the UK to Special Numbers
Charges for calls to Directory enquiries
Additional Services and Outside of Allowance Charges
Calling or texting international destinations from the UK
Using a phone abroad
How Three charges
Key things to note

# About this Price Guide

Three's voice plans include unlimited minutes and texts to UK landlines (starting 01, 02, 03), and standard UK mobiles. Three's Mobile Broadband plans provide data solutions for Customers' businesses. Using broadband SIMs, the Customer can make voice calls and send/receive text messages depending on the device using the SIM, at Outside of Allowance Services rates set out within this Price Guide. This Price Guide is effective from the date of publication. Three's Terms and Conditions for Business customers using the Three Network can be found online at [Terms & Conditions | Three](#)

All prices in this Price Guide exclude VAT where applicable, except where expressly stated otherwise.

## How to contact Three

For service-related queries, call Three free on **337** from a Three phone, or **0800 033 8033** from any other phone.

To speak to Three's sales team, call **0800 033 8022** from any phone.

Lines are open Monday-Friday 08:00-20:00, and Saturday 09:00-18:00.

Lines are closed Sundays and bank holidays.

Customers can also visit a Three store. Find your nearest store at [locator.three.co.uk/search](https://locator.three.co.uk/search), or chat to an agent online at [three.co.uk/business/messaging](https://three.co.uk/business/messaging)

If Customer or User(s) would like a copy of this Price Guide in an alternative format, e.g. Braille or large print, please contact Three Customer Services on **337** from a Three phone, or **0333 338 1030** from any other phone. Lines are open between 08:00-20:00 Monday to Friday, and 09:00-18:00 on Saturdays. For more information on Three's accessibility services, go to [three.co.uk/accessibility](https://three.co.uk/accessibility)

## Business Price Guide

---

Contents

**About this Price Guide**

**How to contact Three**

Business Plans

Three Business Adapt

Charges for calls from the UK to Special Numbers

Charges for calls to Directory enquiries

Additional Services and Outside of Allowance Charges

Calling or texting international destinations from the UK

Using a phone abroad

How Three charges

Key things to note

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

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# Business Plans

Device and SIM Only plans include an allowance of voice minutes and texts to UK landlines (starting 01, 02, 03), standard UK mobiles, and data. Mobile Broadband plans (MBB) provide a data solution for Customers' businesses, with voice calls and texts charged at Outside of Allowance rates. The Customer can choose a SIM Only MBB plan, or one with a Device.

All of Three's plans' Monthly Charges include a £5 discount for paying by the preferred payment method (a recurring method, such as Direct Debit).

## Voice Plans

### Device Plans

- Choose from a variety of Devices (upfront Charges may apply).
- Choose a monthly data allowance.

	Allowance	
<b>Voice minutes</b>	Unlimited	
<b>Texts</b>	Unlimited	
<b>Minimum Term</b>	24 months	36 months
<b>Data allowance</b>	3GB	3GB
	25GB	25GB
	80GB	80GB
	500GB	500GB
	Unlimited	Unlimited
<b>Monthly Charge</b>	The Monthly Charge will depend on the data allowance, and the Minimum Term.	

### SIM Only Plans

- Select a Minimum Term.
- Choose a monthly data allowance.

	Allowance					
<b>Voice minutes</b>	Unlimited					
<b>Texts</b>	Unlimited					
<b>Minimum Term</b>	1 month		12 months		24 months	
<b>Data allowance</b>	3GB	£18	3GB	£12	3GB	£11
	25GB	£23	25GB	£16	25GB	£14
	80GB	£26	80GB	£20	80GB	£15
	500GB	£28	500GB	£22	500GB	£19
	Unlimited	£29	Unlimited	£24	Unlimited	£22
<b>Monthly Charge</b>	The Monthly Charge will depend on the data allowance, and the Minimum Term.					

## Business Price Guide

Contents

About this Price Guide

How to contact Three

### Business Plans

#### - Voice Plans

Three Business Adapt

Charges for calls from the UK to Special Numbers

Charges for calls to Directory enquiries

Additional Services and Outside of Allowance Charges

Calling or texting international destinations from the UK

Using a phone abroad

How Three charges

Key things to note

## Mobile Broadband Plans

### Device Plans

- Select a Minimum Term
- Choose from a variety of Devices (upfront Charges may apply).
- Choose a monthly data allowance.

	Allowance			
<b>Voice minutes</b>	None			
<b>Texts</b>	None			
<b>Minimum Term</b>	1 month	12 months	24 months	36 months
<b>Data allowance</b>	3GB	3GB	3GB	3GB
	25GB	25GB	25GB	25GB
	80GB	80GB	80GB	80GB
	200GB	200GB	200GB	200GB
	500GB	500GB	500GB	500GB
	Unlimited	Unlimited	Unlimited	Unlimited
<b>Monthly Charge</b>	The Monthly Charge will depend on the data allowance, and the Minimum Term.			
<b>Outside of Allowance Services</b>	If used in the UK to make domestic voice calls or send texts to a UK number, the Customer will be charged 2.5p/min and 1.67p/text.			

### SIM Only Plans

- Select a Minimum Term.
- Choose a monthly data allowance.

	Allowance					
<b>Voice minutes</b>	Unlimited					
<b>Texts</b>	Unlimited					
<b>Minimum Term</b>	1 month		12 months		24 months	
<b>Data allowance</b>	3GB	£14	3GB	£12	3GB	£10
	25GB	£17	25GB	£16	25GB	£14
	80GB	£19	80GB	£18	80GB	£16
	200GB	£21	200GB	£20	200GB	£18
	500GB	£25	500GB	£23	500GB	£19
	Unlimited	£25	Unlimited	£23	Unlimited	£21
<b>Monthly Charge</b>	The Monthly Charge will depend on the data allowance, and the Minimum Term.					
<b>Outside of Allowance Services</b>	If used in the UK to make domestic voice calls or send texts to a UK number, the Customer will be charged 2.5p/min and 1.67p/text.					

## Business Price Guide

### Contents

About this Price Guide

How to contact Three

### Business Plans

- Mobile Broadband Plans

Three Business Adapt

Charges for calls from the UK to Special Numbers

Charges for calls to Directory enquiries

Additional Services and Outside of Allowance Charges

Calling or texting international destinations from the UK

Using a phone abroad

How Three charges

Key things to note

# Three Business Adapt

Three Business Adapt is a truly unlimited, adaptable, multi-connection solution for your business that gives Users an unlimited allowance of minutes, texts and domestic data. There are 8 plans available as either 12, 24 or 36-month Minimum Terms. For more information about Adapt plans refer to [Three Business Adapt](#).

Three Business Adapt								
	<b>Adapt 15</b> Up to 15 connections	<b>Adapt 25</b> Up to 25 connections	<b>Adapt 50</b> Up to 50 connections	<b>Adapt 75</b> Up to 75 connections	<b>Adapt 100</b> Up to 100 connections	<b>Adapt 150</b> Up to 150 connections	<b>Adapt 200</b> Up to 200 connections	<b>Adapt 250</b> Up to 250 connections
<b>Voice minutes</b>	Unlimited							
<b>Texts</b>	Unlimited							
<b>Data allowance</b>	Unlimited							
<b>Service</b>	Essential* Includes Standard 3Analyst		Enhanced Includes Advanced 3Analyst and Customer Success Executives			Complete Includes Advanced 3Analyst and Customer Success Manager		
<b>Monthly Charge 12 Month Minimum Term</b>	£150	£249	£489	£729	£961	£1,436	£1,906	£2,379
<b>Monthly Charge 24 Month Minimum Term</b>	£120	£199	£389	£579	£769	£1,146	£1,522	£1,899
<b>Monthly Charge 36 Month Minimum Term</b>	£105	£195	£350	£525	£700	£1,050	£1,400	£1,750

\*Adapt 15 and Adapt 25 are able to purchase the Complete Service, Advanced 3Analyst and Customer Success Manager as a separate Add-on. Adapt 50, Adapt 75 and Adapt 100 are able to purchase the Customer Success Manager as a separate Add-on. Please contact Three on 337 from a Three phone, or 0333 338 1030 from any other phone.

## Business Price Guide

Contents

About this Price Guide

How to contact Three

Business Plans

### Three Business Adapt

Charges for calls from the UK to Special Numbers

Charges for calls to Directory enquiries

Additional Services and Outside of Allowance Charges

Calling or texting international destinations from the UK

Using a phone abroad

How Three charges

Key things to note

## Add-ons

Add-ons are additional, optional or extra services the Customer can bolt on to Device and SIM Only plans. There are two types of Add-on: recurring Add-ons, and one-off Add-ons.

Recurring Add-ons will be charged pro rata for the first month. After the first month, the Customer will be charged the full amount per month regardless of when the Add-on is cancelled. Recurring Add-on allowances can't be rolled over, and will refresh in line with the Customer's bill cycle until cancelled.

One-off Add-ons are duration based. The Unlimited One Day Boost Add-on lasts until midnight UK time the same day. All other one time Add-ons last 30 days. The Customer will be charged the full amount regardless of when they buy or cancel the Add-on.

Add-on levels:

- A line level Add-on can be purchased by Customer and applied to selected SIMs in the account.
- Adapt Plan level shared Add-ons apply to all the line level connections under the Adapt Plan only. Connections that aren't on a particular Adapt plan to which the Add-on is applied, will not be able to consume from the Add-on. Best suited when you want to purchase an Add-on specifically for connections on Adapt Plan only.
- Account level shared add-ons are Add-ons that apply to all line level connections under the billing account. Regardless of the plan a connection is on, all the connections will be able to consume from the Add-on. Best suited when Customer wants to purchase an Add-on for the entire billing account.

## Data Add-ons

### Single line level data Add-ons

Single line level domestic data Add-ons will be applied to one SIM in the account and can be purchased with Voice and MBB Business Plans.

	Data Add-ons available at line level						
	1GB	5GB	10GB	20GB	50GB	Unlimited One Day Boost	Unlimited
<b>One-off Add-on</b>	£4	£6	£8	£9	£10	£4	–
<b>Recurring Add-on (monthly charge)</b>	£3	£5	£7	£8	–	–	£12

These Add-ons can be used in the UK, and in any of our Go Roam destinations (as set out within this Price Guide).

### Shared data Add-ons

Shared domestic data Add-ons are available to purchase at the billing account level for Voice and MBB Business Plans.

	Shared Data Add-ons available at billing account level									
	30GB	100GB	250GB	500GB	1TB	2TB	5TB	10TB	20TB	50TB
<b>One-off Add-on</b>	£24	£80	£200	£400	£760	Contact 337 from a Three phone for further information				
<b>Recurring Add-on (monthly charge)</b>	£21	£70	£175	£350	£665					

## Business Price Guide

Contents

About this Price Guide

How to contact Three

Business Plans

**Three Business Adapt**

– Add-ons

– Data Add-ons

Charges for calls from the UK to Special Numbers

Charges for calls to Directory enquiries

Additional Services and Outside of Allowance Charges

Calling or texting international destinations from the UK

Using a phone abroad

How Three charges

Key things to note

## Data Passport

The Data Passport unlocks a set access period for a single line level connection to unlimited mobile data in the following destinations:

Aland Islands	Cyprus	Hungary	Malta	Portugal	Sri Lanka
Australia	Czech Republic	Iceland	Martinique	Puerto Rico	Sweden
Austria	Denmark	Indonesia	Mayotte	Reunion	Switzerland
Azerbaijan	El Salvador	Ireland	Mexico	Romania	Taiwan
Azores	Estonia	Isle of Man	Moldova	Russian Federation	Thailand
Balearic Islands	Finland	Israel	Montenegro	Saint Barthelemy	Tunisia
Belgium	France	Italy	Myanmar	Saint Martin	Turkey
Brazil	French Guiana	Jersey	Netherlands	San Marino	US Virgin Islands
Bulgaria	Germany	Latvia	New Zealand	Saudi Arabia	Ukraine
Canada	Gibraltar	Liechtenstein	Nicaragua	Serbia	United Arab Emirates
Canary Islands	Greece	Lithuania	Norway	Singapore	Uruguay
Chile	Guadeloupe	Luxembourg	Pakistan	Slovakia	USA
Columbia	Guatemala	Macau	Panama	Slovenia	Vatican City Vietnam
Costa Rica	Guernsey	Madeira	Peru	South Korea	
Croatia	Hong Kong	Malaysia	Poland	Spain	

Data Passport Access period	24 hours	7 days	30 days
One-off Charge	£6	£30	£60

Data passport is a one-off Add-on and Charges include VAT where applicable.

1. Data Passport Add-ons activate on first use of data in a Data Passport destination.
2. Once activated, the Passport will expire at the end of the Data Passport Access period e.g., a 24 hrs Passport expires 24 hrs following activation and a 7 days Passport will expire 7 days following activation.
3. From 28th October 2023, UK is longer included in the destinations list.

## Business Price Guide

Contents

About this Price Guide

How to contact Three

Business Plans

**Three Business Adapt  
- Data Passport**

Charges for calls  
from the UK to  
Special Numbers

Charges for calls to  
Directory enquiries

Additional Services and  
Outside of Allowance  
Charges

Calling or texting  
international destinations  
from the UK

Using a phone abroad

How Three charges

Key things to note



## Go Roam Passes

Go Roam passes allow you to use your UK allowance in our Go Roam destinations without incurring the daily roaming charge (see [Using a phone abroad](#) section for more info).

Add-on name	Destinations Covered		Duration	Price (£)
<b>3 Day Go Roam Pass - EUROPE</b>	Go Roam in Europe		3 days	4.17
<b>7 Day Go Roam Pass - EUROPE</b>	Go Roam in Europe		7 days	8.33
<b>14 Day Go Roam Pass - EUROPE</b>	Go Roam in Europe		14 days	16.67
<b>28 Day Go Roam Pass - EUROPE</b>	Go Roam in Europe		28 days	33.33
<b>56 Day Go Roam Pass - EUROPE</b>	Go Roam in Europe		56 days	66.67
<b>3 Day Go Roam Pass - ATW &amp; EUROPE</b>	Go Roam in Europe	Go Roam Around the World	3 days	8.33
<b>7 Day Go Roam Pass - ATW &amp; EUROPE</b>	Go Roam in Europe	Go Roam Around the World	7 days	20.83
<b>14 Day Go Roam Pass - ATW &amp; EUROPE</b>	Go Roam in Europe	Go Roam Around the World	14 days	41.67
<b>28 Day Go Roam Pass - ATW &amp; EUROPE</b>	Go Roam in Europe	Go Roam Around the World	28 days	83.33
<b>56 Day Go Roam Pass - ATW &amp; EUROPE</b>	Go Roam in Europe	Go Roam Around the World	56 days	166.67

Unless your plan expressly states otherwise if you do not have a Go Roam pass and you use your phone or device abroad, you will incur daily roaming charges when you use your UK allowance. See the appropriate section of this guide for more detail. Go Roam pass add-ons are valid for use in the destination zone (Europe or Around the World) as shown in the table.

## How we charge for Go Roam Passes

- These add-ons will be activated on the first use of your UK allowance in a Go Roam destination (including making calls, sending texts, or using data).
- Once activated you can use the passes, whenever you want, for the number of days allowed on the add-ons.
- If you have got both Go Roam in Europe and Go Roam in ATW and Europe add-ons, when travelling to a destination in Europe the Europe pass will be consumed first.
- Notification (by text message) indicates the start and end of an unlocked period.
- Unused Go Roam passes do not expire and remain on your account until used unless you change the plan in-life or as part of upgrade.

## Business Price Guide

Contents

About this Price Guide

How to contact Three

Business Plans

**Three Business Adapt  
- Go Roam Passes**

Charges for calls  
from the UK to  
Special Numbers

Charges for calls to  
Directory enquiries

Additional Services and  
Outside of Allowance  
Charges

Calling or texting  
international destinations  
from the UK

Using a phone abroad

How Three charges

Key things to note

## International Voice and Text Add-ons

Three's International Voice Add-ons are designed for Users who occasionally call abroad from the UK to standard landline or mobile numbers in:

Australia	Croatia	Hong Kong	Lithuania	Norway	Spain
Austria	Cyprus	Hungary	Luxembourg	Paraguay	Sweden
Bangladesh	Czech Republic	Iceland	Macau	Poland	Switzerland
Belgium	Denmark	India	Malaysia	Portugal	Thailand
Bermuda	Estonia	Ireland	Malta	Puerto Rico	USA
Brunei	Finland	Israel	Mexico	Romania	
Bulgaria	France	Italy	Mongolia	San Marino	
Canada	Germany	Japan	Namibia	Singapore	
China	Greece	Kuwait	Netherlands	Slovakia	
Colombia	Guam	Latvia	New Zealand	South Korea	

### Single line Level International Voice and Text Add-ons

	International Voice Add-ons available				
	International 100 minutes	International 200 minutes	International 300 minutes	International 500 minutes	International Unlimited mins
<b>One-off Add-on</b>	£6	£7	£8	£9	£16
<b>Recurring Add-on (monthly charge)</b>	£5	£6	£7	£8	£15

	International Text Add-ons available	
	International 100 text	International unlimited texts
<b>One-off Add-on</b>	£6	£11
<b>Recurring Add-on (monthly charge)</b>	£5	£10

## Business Price Guide

Contents

About this Price Guide

How to contact Three

Business Plans

### Three Business Adapt – International Voice and Text Add-ons

Charges for calls from the UK to Special Numbers

Charges for calls to Directory enquiries

Additional Services and Outside of Allowance Charges

Calling or texting international destinations from the UK

Using a phone abroad

How Three charges

Key things to note

## Shared International Voice and Text Add-ons

Shared International Voice and Text Add-ons are available at both billing account level and Adapt Plan level.

	Shared International Voice Add-ons available							
	500 minutes	1000 minutes	2000 minutes	10,000 minutes	20,000 minutes	30,000 minutes	50,000 minutes	100,000 minutes
<b>One-off Add-on</b>	£30	£60	£116.40	£570	Call 337 from a Three phone for more information			
<b>Recurring Add-on (monthly charge)</b>	£25	£50	£97	£475				

	Shared International Text Add-ons available			
	100 texts	500 texts	10,000 texts	20,000 texts
<b>One-off Add-on</b>	£6	£30	£570	Call 337 from a Three phone for more information
<b>Recurring Add-on (monthly charge)</b>	£5	£25	£475	

## Unlimited calls and texts to Ireland

These Add-ons are designed for Users who regularly call or text from the UK to standard landline or mobile numbers in Ireland. These Add-ons are available at single line level, Adapt Plan level or billing account level as set out below.

	Voice and Text Add-ons available					
	Single connection unlimited minutes to Ireland	Single connection unlimited texts to Ireland	Account level shared 2000 minutes to Ireland	Account level shared 2000 texts to Ireland	Adapt level shared 2000 minutes to Ireland	Adapt level shared 2000 texts to Ireland
<b>One-off Add-on</b>	£9	£6	£5	£5	£5	£5
<b>Recurring Add-on (monthly charge)</b>	£8	£5	£4	£4	£4	£4

International voice Add-ons can only be used for calls from the UK, and do not include calls to non-standard and premium rate numbers (which will be charged as set out in this Price Guide). International voice Add-ons are not available for MBB plans.

## Business Price Guide

Contents

About this Price Guide

How to contact Three

Business Plans

### Three Business Adapt

- Shared International Voice and Text Add-ons
- Unlimited calls and texts to Ireland

Charges for calls from the UK to Special Numbers

Charges for calls to Directory enquiries

Additional Services and Outside of Allowance Charges

Calling or texting international destinations from the UK

Using a phone abroad

How Three charges

Key things to note

## Service Add-ons

Service Add-ons are either incorporated within the Adapt Plan as set out above or available for all business customers to purchase as standalone recurring Add-ons. The below Add-ons are applied at billing account level. For charges, please contact our Three Business Team on 337 from a Three phone. For full product information and terms see: [Business Product Terms](#)

Add-on:	Incorporated?	Purchasable as a standalone Add-on?	Minimum Term*
<b>3Analyst Standard</b>	Adapt 15, Adapt 25 (within Essential Service)	Yes**	No
<b>Complete Service</b>	Adapt 150, Adapt 200 and 250	Yes**	Yes
<b>Customer Success Manager</b>	Adapt 150, Adapt 200 and 250 (included within Complete Service)	Yes**	Yes
<b>3Analyst Advanced</b>	Adapt 50, Adapt 75, Adapt 100, Adapt 150, Adapt 200 and Adapt 250 (included within Enhanced Service and Complete Service)	Yes**	No
<b>Enhanced Service</b>	Adapt 50, Adapt 75 and Adapt 100	No	Yes

\*These service Add-ons carry a Minimum Term as set out in their respective Product Terms. If the service Add-on is terminated prior to expiry of the Minimum Term, Customer may have to pay a Cancellation Fee calculated as the total Add-on Monthly Charges remaining in the Minimum Term. \*\*Please contact Three on 337 from a Three phone, or 0333 338 1030 from any other phone

## Three Mobile Protect

Three Mobile Protect is designed to keep mobile devices secure from cyber-threats of all forms. This Add-on is available as a recurring standalone line level Add-on to selected SIM Only Voice and MBB plans, Device Voice and MBB plans and Business Adapt plans, and excludes certain MBB devices like Dongle and MiFi. This Add-on carries a monthly recurring charge until removed. For full product information and terms see: [Business Product Terms](#)

Add-on:	Monthly Charge	Minimum Term
<b>Standard Three Mobile Protect</b>	£3.50 per line	None
<b>Three Mobile Protect Enterprise</b>	£4.50 per line	12 months*

\*If Three Mobile Protect Enterprise is terminated prior to expiry of the Minimum Term, Customer may have to pay a Cancellation Fee calculated as the total Add-on Monthly Charges remaining in the Minimum Term.

## Three Device Management

Three Device Management is a single solution for the modern management of iOS, Android and the ever-increasing demand for more devices and Apps, allowing businesses to safeguard critical data and assets being accessed on mobile devices. This Add-on is available as a recurring standalone line level Add-on to selected SIM Only Voice, Device Voice and Business Adapt plans, and excludes certain MBB devices like Dongle and MiFi. This Add-on carries a monthly recurring charge until removed. For full product information and terms see: [Business Product Terms](#)

Add-on:	Monthly Charge	Minimum Term
<b>Three Device Management 24m</b>	£3.00 per line	24 months*
<b>Three Device Management 36m</b>	£2.80 per line	36 months*

\*If Three Device Management is terminated prior to expiry of the Minimum Term, Customer may have to pay a Cancellation Fee calculated as the total Add-on Monthly Charges remaining in the Minimum Term.

Pricing quoted applies for the standard Three Device Management licence and setup. Non-standard requirements or setup will be assessed and quoted for separately on a case-by-case basis.

## Business Price Guide

Contents

About this Price Guide

How to contact Three

Business Plans

**Three Business Adapt**

- Service Add-ons

- Three Mobile Protect

- Three Device Management

Charges for calls from the UK to Special Numbers

Charges for calls to Directory enquiries

Additional Services and Outside of Allowance Charges

Calling or texting international destinations from the UK

Using a phone abroad

How Three charges

Key things to note

# Charges for calls from the UK to Special Numbers

Some calls and other services within the UK fall outside Three's standard rates, and aren't included in plan allowances.

If a Customer would like to know about specific numbers, or the specific price of any call, information can be found at [three.co.uk/specialcall](https://three.co.uk/specialcall)

Number/ Prefix	Price
Freephone numbers 0800 / 0808	Free
UK calls to Three Customer Services (337)	Free
Emergency numbers 999 / 112	Free
NHS 111	Free
Emergency video relay 999 BSL	Free
NHS Test and Trace 119	This will come out of any available allowance of voice minutes
European Commission helplines 116000 / 116006 / 116111 / 116117 / 116123	Free
Single non-emergency police 101	Free
National power emergency 105	Free
Fraud hotline 159	This will come out of any available allowance of voice minutes
Relay UK calls to emergency and non-emergency numbers using 18000 or 18001 999 or 18001 112 or 18001 101	Free
Relay UK calls using 18001 to UK standard landlines (starting 01, 02, 03) and UK mobiles (starting 077, 078 or 079)	This will come out of any available allowance of voice minutes
Relay UK calls to voicemail accessed using 18001 07782 333 123	Free
Relay UK calls to international numbers 18001	A 25% discount will be applied to the standard rates
Corporate Numbers 055	12.75p per minute
084/087 The total cost of the call is the Access Charge plus the Service Charge	54p per minute Access Charge (a 1 minute minimum charge 'Access Charge') Service Charge (a charge set by the company the User is calling – 'Service Charge' – charged after the first minute, and per minute)
Non-standard 07 numbers 0740659 / 074060 / 074061 / 074062 / 0740671 / 074176 / 074181 / 074185 / 074411 / 074414 / 074515 / 075200 / 075201 / 075203 / 075204 / 075205 / 075207 / 075208 / 075209 / 075370 / 075373 / 075375 / 075376 / 075377 / 075378 / 075379 / 075580 / 075581 / 075582 / 075590 / 075591 / 075592 / 075593 / 075594 / 075595 / 075596 / 075597 / 075598 / 075710 / 075718 / 075890 / 075891 / 075892 / 075893 / 075898 / 075899 / 077001 / 077442 / 077443 / 077444 / 077445 / 077446 / 077447 / 077448 / 077449 / 077552 / 077553 / 077554 / 077555 / 078220 / 078221 / 078223 / 078224 / 078225 / 078226 / 078227 / 078229 / 078644 / 078727 / 078730 / 078744 / 078745 / 078920 / 078922 / 078925 / 078930 / 078931 / 078933 / 078938 / 078939 / 079111 / 079112 / 079117 / 079118 / 079245 / 079246 / 079780 / 079781 / 079784 / 079785 / 079786 / 079788 / 079789	From 29p per minute

## Business Price Guide

Contents

About this Price Guide

How to contact Three

Business Plans

Three Business Adapt

**Charges for calls from the UK to Special Numbers**

Charges for calls to Directory enquiries

Additional Services and Outside of Allowance Charges

Calling or texting international destinations from the UK

Using a phone abroad

How Three charges

Key things to note

Satellite calls 0087 and 0088*	Up to £7.66
Pager 076	£1.02 per call plus 72p per minute
Personal number 070 band 1	26p per minute
Personal number 070 band 2	87p per minute
Personal number 070 band 3	£1.02 per call plus 72p per minute
Premium rate (090, 091, 098) The total cost of the call is the Access Charge plus the Service Charge	54p per minute Access Charge (1-minute minimum charge) Service Charge (set by the company the Customer is calling, charged after the first minute and per minute)

\*Calls to satellite numbers cost the same per minute regardless of where in the world you are when making the call, or where the satellite phone is physically located. They normally start with the number prefix 0087 or 0088, and cost up to £7.66 per minute inclusive of VAT.

## Calls from the UK to international special numbers

Voice calls made to special numbers in the Isle of Man and Channel Islands

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	16.25p per minute
Voice calls made to other international special numbers	Charge (per minute) £2.29

Check [three.co.uk/specialnumbers3](https://three.co.uk/specialnumbers3) for specific numbers

## How Three charges for special numbers

Charges for voice calls to special numbers are rounded up to the nearest minute, and charged per minute.

Charges for voice calls to premium rate special numbers (starting 084, 087 and 09) include an Access Charge and a Service Charge. The Access Charge element of these calls will be treated as a minimum of 1 minute, and after the first minute the Access Charge is treated as lasting for its actual duration, with fractions of a second being rounded to the nearest second. The Service Charge is set by the company the User calls, and will be advertised alongside the company phone number.

## Business Price Guide

Contents

About this Price Guide

How to contact Three

Business Plans

Three Business Adapt

### Charges for calls from the UK to Special Numbers

- Calls from the UK or abroad to international special numbers
- How Three charges for special numbers

Charges for calls to Directory enquiries

Additional Services and Outside of Allowance Charges

Calling or texting international destinations from the UK

Using a phone abroad

How Three charges

Key things to note

# Charges for calls to Directory enquiries

The table below does not reflect the full list of available services. Call charges for other directory services can be found at [three.co.uk/nts](https://www.three.co.uk/nts)

Number/Prefix	Price
National 118333 multi-search The total cost of the call is the connection charge plus the Access Charge plus the Service Charge	£3.60 to connect 54p per minute Access Charge (1 minute minimum charge) Service Charge (set by the company the User is calling, charged after the first minute and per minute)
International 118313 multi-search The total cost of the call is the Access Charge plus the Service Charge plus the connection charge	£3.60 to connect 54p per minute Access Charge (1 minute minimum charge) Service Charge (set by the company the User is calling, charged after the first minute and per minute)
Directory services for people with disabilities 195 multi-search	Free to call 195 for Three's registered Users <small>*If the 195 operator connects the User to a number the User has searched for, the call will be charged at the standard rate for the price plan, or will come out of any available allowance the User has. Free text message with the number(s) the User has requested.</small>

## How Three charges for Directory enquiries

Calls to Directory enquiries include a charge to connect, an Access Charge and a Service Charge. The Access Charge element of these calls will be treated as a minimum of one minute. After the first minute, the Access charge is treated as lasting for its actual duration, with fractions of a second being rounded to the nearest second. The Service Charge is set by the company the User calls.

Calls to Directory enquiries are not included in the allowance of unlimited voice minutes. The Customer will be charged to call these. Call durations are rounded up to the nearest minute.

## Business Price Guide

Contents

About this Price Guide

How to contact Three

Business Plans

Three Business Adapt

Charges for calls from the UK to Special Numbers

**Charges for calls to Directory enquiries**  
- How Three charges for Directory enquiries

Additional Services and Outside of Allowance Charges

Calling or texting international destinations from the UK

Using a phone abroad

How Three charges

Key things to note

# Additional Services and Outside of Allowance Charges

Three may change or introduce new charges for Additional Services, or Outside of Allowance Services. Three will publish any changes on Three's website. If any Add-ons are affected which have a recurring charge, Three will let the Customer know at least 14 days before the charge changes. If Three do make a change to an Additional Service, and a Customer is not happy with it, the Customer can cancel the Add-on(s) or Users stop using the Additional Services or Outside of Allowance Services. If a Customer would prefer to end the agreement instead, a Cancellation Fee may be payable (please see 'Key things to Note').

Additional Services	Cost
Outside of Allowance Data Usage	1p/MB
Multi-Media Messages (MMS), UK Picture and video messages. (Depending on the phone, if a message includes certain emojis, emoticons, or photos, the Customer may be charged this rate for that message.)	54p/message
SMS shortcodes – mobile text shortcode numbers 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 or to download games and ringtones.	SMS shortcodes will not come out of any inclusive allowance, and are classed as a Premium Rate Service. The network charge is 13p per message, and the charge from the third party varies depending on the promoter's terms and conditions. These should always be checked to find out the exact costs. The Customer and/or Users can check which shortcode services are available on the <a href="#">shortcode checker</a>

## Business Price Guide

Contents

About this Price Guide

How to contact Three

Business Plans

Three Business Adapt

Charges for calls from the UK to Special Numbers

Charges for calls to Directory enquiries

### Additional Services and Outside of Allowance Charges

Calling or texting international destinations from the UK

Using a phone abroad

How Three charges

Key things to note



# Calling or texting international destinations from the UK

If a User is using their Device to call or send messages to a standard international landline or mobile number from the UK, the cost will depend on the country the User is contacting. The Customer won't be charged to receive a call or text from an international number while in the UK.

The Customer and/or User can check which destinations fall under 'Go Roam in Europe' in the 'Using a Phone Abroad' section.

	Calling or sending a message to a Go Roam in Europe destination	Calling or sending a message anywhere else
Voice calls (per min)	16.25p	£2.50
Texts (per text)	5.17p	54.17p
MMS (each)	54p	54p

Costs for calls to non-standard international numbers can be found at [three.co.uk/nts](https://three.co.uk/nts). See 'Charges for calls from the UK to special numbers' on page 13 for more information.

## How Three charges for standard international calls and text messages from the UK

Call durations are rounded up to the nearest minute, and charged per 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.

## Business Price Guide

Contents

About this Price Guide

How to contact Three

Business Plans

Three Business Adapt

Charges for calls from the UK to Special Numbers

Charges for calls to Directory enquiries

Additional Services and Outside of Allowance Charges

## Calling or texting international destinations from the UK

– How Three charges for standard international calls and text messages from the UK

Using a phone abroad

How Three charges

Key things to note

# Using a phone abroad

Unless stated at the point of purchase, International Roaming is switched on automatically on a Customer's account. To help manage roaming costs while the Customer is travelling, Three will text information about call charges and roaming rates for each country visited.

## Go Roam in Europe and Go Roam Around the World

For a fixed daily roaming charge per SIM, as set out below, the User can unlock their UK voice, text and data allowance. Provided data roaming is switched on in the Device settings the daily roaming charge starts when the User uses any of their allowances in a Go Roam destination including making calls, sending texts or using data. Once triggered, the charge unlocks User's UK allowance for 24 hours. A fair use policy applies to all usage on a per SIM basis as set out in "Further information about Go Roam".

The daily Charge per SIM to unlock the UK allowance:

Go Roam in Europe EU destinations – £1.67

Go Roam in Europe Non-EU destinations – £2

Go Roam Around the World destinations – £5

There is no daily charge for Republic of Ireland and the Isle of Man.

**Three are waiving this charge until 23 October 2022. For more information about which destinations fall under Go Roam, see 'Charges while roaming abroad' and for fair usage policies, see 'Further information about Go Roam'.**

**You can also visit [three.co.uk/terms-conditions](https://three.co.uk/terms-conditions) for full details.**

## Business Price Guide

---

Contents

About this Price Guide

How to contact Three

Business Plans

Three Business Adapt

Charges for calls from the UK to Special Numbers

Charges for calls to Directory enquiries

Additional Services and Outside of Allowance Charges

Calling or texting international destinations from the UK

**Using a phone abroad**  
– **Go Roam in Europe and Go Roam Around the World**

How Three charges

Key things to note

## Calling standard landlines and mobiles while abroad

Call costs are charged per minute, and depend on where the User is, and where they're calling.

		Where is the User calling?									
Where is the User calling from?	See 'Roaming bands'	Go Roam in Europe	Go Roam Around the World	Band 0	Band 1	Band 2	Band 3	Band 4	UK	Rest of the World	
		Go Roam in Europe (Non-EU destinations)	Included in allowance**	£1.40	£1.40	£1.40	£1.40	£1.40	£1.40	3p*	£1.40
		Go Roam in Europe (EU destinations)	Included in allowance**	£1.17	£1.17	£1.17	£1.17	£1.17	£1.17	3p*	£1.17
		Go Roam Around the World	33p	£1.40	£1.40	£1.40	£1.40	£1.40	£1.40	3p*	£1.40
		Band 0	10p	£1.40	10p	£1.40	£1.40	£1.40	£1.40	10p	£1.40
		Band 1	£1.40	£1.40	£1.40	£1.40	£1.40	£1.40	£1.40	£1.40	£1.40
		Band 2	£2	£2	£2	£2	£2	£2	£2	£2	£2
		Band 3	£3	£3	£3	£3	£3	£3	£3	£3	£3
		Band 4	£3	£3	£3	£3	£3	£3	£3	£3	£3

\*These costs will only apply if the User exceeds their unlocked Go Roam Allowance

\*\*If the Customer has unlocked their allowance for use in Go Roam destinations, otherwise calls will be charged at Outside of Allowance rates, currently set at 2.5p per minute for EU destinations and 3p per minute for non-EU.

## How Three charges for calls abroad

Costs for calls made and received while abroad are rounded up to the first minute, and then charged per minute. Standard roaming charges will apply for listening to voicemail messages or calling Three's dedicated business team when the User is abroad. This applies unless the User has unlocked their Go Roam allowance in a Go Roam destination, using minutes from their allowance. Go to [three.co.uk/roaming](https://three.co.uk/roaming) for more information.

Calling the business support line from outside the UK or Three's Go Roam destinations will be charged at the standard country rate.

## Business Price Guide

### Contents

About this Price Guide

How to contact Three

Business Plans

Three Business Adapt

Charges for calls from the UK to Special Numbers

Charges for calls to Directory enquiries

Additional Services and Outside of Allowance Charges

Calling or texting international destinations from the UK

### Using a phone abroad

- **Calling standard landlines and mobiles while abroad**  
- **How Three charges for calls abroad**

How Three charges

Key things to note

## Costs for sending texts while abroad

		Where is the User texting?									
		SMS							MMS		
Where is the User texting from?	See 'Roaming bands'	Go Roam in Europe	Go Roam Around the World	Band 0	Band 1	Band 2	Band 3	Band 4	UK	Anywhere	
		Included in Go Roam allowance**	2p	2p	1.3p	1.3p	1.3p	1.3p	1.3p	2p*	65p
		Included in Go Roam allowance**	1.64p	1.64p	1.3p	1.3p	1.3p	1.3p	1.64p*	54p	
		2p	2p	2p	1.3p	1.3p	1.3p	1.3p	2p*	65p	
		3.34p	3.34p	3.34p	1.3p	1.3p	1.3p	1.3p	3.3p	65p	
		35p	35p	35p	35p	35p	35p	35p	35p	65p	
		35p	35p	35p	35p	35p	35p	35p	35p	65p	
		85p	85p	85p	85p	85p	85p	85p	85p	65p	
		50p	50p	50p	50p	50p	50p	50p	50p	65p	

\*These costs will only apply if the User exceeds their Go Roam Allowance

\*\*If the Customer has unlocked their allowance for use in Go Roam destinations, otherwise texts will be charged at Outside of Allowance rates, currently set at 1.64p per text for EU destinations and 2p per text for non-EU.

## How Three charges for sending texts while abroad

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 nonstandard 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.

## Receiving calls and texts while abroad

The cost to receive a call depends on the User's location, and is priced per second with a minimum 1 minute charge.

Where is the User?	Cost to receive standard voice calls	Cost to receive SMS or MMS
Go Roam in Europe	Free	Free
Go Roam Around the World	Free	Free
Band 0	0.9p	Free
Band 1	99p	Free
Band 2	£1.25	Free
Band 3	£1.25	Free
Band 4	£1.25	Free

Receiving standard phone calls from the UK while abroad is free.

## Business Price Guide

Contents

About this Price Guide

How to contact Three

Business Plans

Three Business Adapt

Charges for calls from the UK to Special Numbers

Charges for calls to Directory enquiries

Additional Services and Outside of Allowance Charges

Calling or texting international destinations from the UK

## Using a phone abroad

- Costs for sending texts while abroad
- How Three charges for sending texts while abroad
- Receiving calls and texts while abroad

How Three charges

Key things to note

## Internet and Data usage abroad

When the User roams onto other international networks where data roaming is available, the Charges below will apply. In Three's Go Roam destinations, this Outside of Allowance Charge applies where User has exceeded their plan's data allowance.

Band	Cost per MB
<b>Go Roam Around the World</b>	1p
<b>Go Roam Europe</b>	1p
<b>Band 1</b>	10p
<b>Band 2</b>	£3
<b>Band 3</b>	£6

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 the User is roaming on and the services available. For example, 5G networks may not be available, in which case the User may only be able to access 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. For the latest information on which destinations User(s) can roam in, and on which networks, visit [three.co.uk/roaming](https://three.co.uk/roaming)

### 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.

## Roaming bands

### Go Roam destinations

Go Roam in Europe	Go Roam Around the World
Aland Islands	Australia
Austria	Brazil
Azores	Chile
Balearic Islands	Colombia
Belgium	Costa Rica
Bulgaria	El Salvador
Canary Islands	Guatemala
Croatia	Hong Kong
Cyprus	Indonesia
Czech Republic	Israel
Denmark	Macau
Estonia	New Zealand
Finland	Nicaragua
France	Panama
French Guiana	Peru
Germany	Puerto Rico
Gibraltar*	Singapore
Greece	Sri Lanka
Guadeloupe	Uruguay
Guernsey*	US Virgin Islands
Hungary	USA
Iceland*	Vietnam
Ireland	
Isle of Man*	
Italy	
Jersey*	
Latvia	
Liechtenstein*	
Lithuania	
Luxembourg	
Madeira	
Malta	
Martinique	
Mayotte	
The Netherlands	
Norway*	
Poland	
Portugal	
Reunion	
Romania	
Saint Barthelemy	
Saint Martin	
San Marino	
Slovakia	
Slovenia	
Spain	
Sweden	
Switzerland*	
Vatican City*	

\* Non-EU destinations

## Business Price Guide

Contents

About this Price Guide

How to contact Three

Business Plans

Three Business Adapt

Charges for calls from the UK to Special Numbers

Charges for calls to Directory enquiries

Additional Services and Outside of Allowance Charges

Calling or texting international destinations from the UK

**Using a phone abroad**  
– Internet and Data usage abroad  
– Roaming bands

How Three charges

Key things to note

## Charge bands for other destinations:

	Voice /Text	Data
Afghanistan	2	3
Airplanes	4	3
Albania	2	3
Algeria	2	3
American Samoa	2	3
Andorra	1	3
Angola	2	3
Anguilla	2	3
Antigua and Barbuda	2	3
Argentina	2	3
Armenia	2	3
Aruba	2	3
Ascension Island	2	3
Azerbaijan	2	3
Bahamas	2	3
Bahrain	2	3
Bangladesh	2	3
Barbados	2	3
Belarus	2	3
Belize	2	3
Benin	2	2
Bermuda	2	3
Bhutan	2	3
Bolivia	2	3
Bosnia-Herzegovina	1	3
Botswana	2	2
British Virgin Islands	2	3
Brunei	2	3
Burkina Faso	2	3
Cambodia	2	3
Cameroon	2	3
Canada	1	3
Cape Verde	3	3
Cayman Islands	2	3
Chad	2	3
China	2	3
Congo	2	3
Cuba	3	3

	Voice /Text	Data
Dominica	2	3
Dominican Republic	2	3
East Timor	2	3
Ecuador	2	3
Egypt	2	3
Equatorial Guinea	2	3
Eswatini	2	3
Ethiopia	3	3
Faroe Islands	2	3
Ferries	4	3
Fiji	2	3
French Polynesia	2	3
Gabon	2	3
Gambia	2	3
Georgia	3	3
Ghana	2	3
Greenland	2	3
Grenada	2	3
Guam	2	3
Guinea	2	3
Guyana	2	3
Haiti	2	3
Honduras	2	3
India	2	2
Iran	2	3
Iraq	2	3
Ivory Coast	2	2
Jamaica	2	3
Japan	2	2
Jordan	2	3
Kazakhstan	2	3
Kenya	2	3
Korea (Rep. of)	2	3
Kosovo	2	3
Kuwait	3	3
Kyrgyzstan	2	3
Laos	2	3
Lebanon	2	3

	Voice /Text	Data
Lesotho	2	3
Liberia	2	3
Libya	2	3
Macedonia	1	3
Madagascar	2	3
Malawi	2	3
Malaysia	3	3
Maldives	3	3
Mali	2	3
Maritime Networks	4	3
Mauritania	2	3
Mauritius	2	3
Mexico	2	3
Moldova	2	3
Monaco	0	1
Mongolia	2	3
Montenegro	1	3
Montserrat	2	3
Morocco	3	3
Mozambique	2	3
Myanmar	2	3
Namibia	2	3
Nepal	2	3
Neth. Antilles	2	3
New Caledonia	2	3
Niger	2	3
Nigeria	2	3
North Cyprus	1	2
Oman	3	3
Pakistan	2	3
Palestine	2	3
Papua New Guinea	2	3
Paraguay	2	3
Philippines	2	2
Qatar	2	3
Russia	3	3
Rwanda	2	3
Samoa	2	3

	Voice /Text	Data
Saudi Arabia	2	3
Senegal	2	3
Serbia	2	3
Seychelles	2	3
Ships	4	3
Sierra Leone	2	3
Solomon Islands	2	3
Somali	2	3
South Africa	1	2
St. Kitts	2	3
St. Lucia	2	3
St. Vincent	2	3
Sudan	2	3
Suriname	2	3
Syria	2	3
Taiwan	2	2
Tajikistan	2	3
Tanzania	2	3
Thailand	2	2
Togo	2	3
Tonga	2	3
Trinidad and Tobago	2	3
Tunisia	3	3
Turkey	1	2
Turkmenistan	3	3
Turks and Caicos	2	3
United Arab Emirates	3	3
Uganda	2	3
Ukraine	3	3
Uzbekistan	3	3
Vanuatu	2	3
Venezuela	2	3
Yemen	2	2
Zambia	2	3
Zimbabwe	2	3

## Business Price Guide

Contents

About this Price Guide

How to contact Three

Business Plans

Three Business Adapt

Charges for calls from the UK to Special Numbers

Charges for calls to Directory enquiries

Additional Services and Outside of Allowance Charges

Calling or texting international destinations from the UK

Using a phone abroad

**How Three charges**  
- Charge bands for other destinations:

Key things to note

## Further information about Go Roam

All details about Go Roam can be found at [three.co.uk/go-roam](https://three.co.uk/go-roam), but here is some key information.

There is a charge per 24 hour period per SIM to unlock the User's allowances in Go Roam destinations. See 'Using a phone abroad' for details. Use of Three Services in our Go Roam destinations is subject to Three's fair use policies, which 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 landlines or mobile numbers within Go Roam in Europe destinations, or back to the UK.
- The User can use the allowance to create a personal hotspot in a Go Roam Europe destination.
- All usage over the allowance will be subject to Three's standard roaming rates. For plans with a data allowance less than 12 GB, User can only use up to their allowance free of charge. All usage over the allowance is subject to Three's standard roaming rates. The standard roaming rates are set out within this Price Guide.

## Go Roam Around the World

- If a User has a plan that includes voice and text, they can send up to 5,000 texts back to the UK each month from a Go Roam Around the World destination.
- If a User has a plan that includes voice and text, they can talk for up to 3,000 minutes on calls made to standard UK landlines or mobile numbers each month.
- All usage over the allowance will be subject to Three's standard roaming rates. For plans with a data allowance less than 12 GB, User can only use up to their allowance free of charge. All usage over the allowance is subject to Three's standard roaming rates. The standard roaming rates are set out within this Price Guide.

## Go Roam in Europe and Go Roam Around the World

- If a User has a data allowance greater than 12GB, they can use up to 12GB of data each month. If the User uses 12GB and still has a remaining data allowance available, they can continue to use the data, but this is subject to a surcharge currently set at 0.25p/MB for EU destinations and 0.3p/MB for non-EU destinations.
- 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.
- As such, if User(s) roam exclusively in one or more of Three's Go Roam destinations (including both Go Roam in Europe and Go Roam Around the World) for any two complete months in a rolling 12 month period, Three reserves the right to apply a surcharge, currently set at 3p/min, 2p/SMS and 0.3p/MB for non-EU destinations and 2.5p/min, 1.64p/SMS and 0.25p/MB for EU destinations.
- If User(s) 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.

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.

## Business Price Guide

---

Contents

About this Price Guide

How to contact Three

Business Plans

Three Business Adapt

Charges for calls from the UK to Special Numbers

Charges for calls to Directory enquiries

Additional Services and Outside of Allowance Charges

Calling or texting international destinations from the UK

**Using a phone abroad**  
– Further information about Go Roam  
– Go Roam in Europe  
– Go Roam Around the World  
– Go Roam in Europe and Go Roam Around the World

How Three charges

Key things to note

# How Three charges

All calls (except calls to shortcode, premium rate numbers and EU roaming calls) are treated as a minimum of 1 minute. Calls of more than 1 minute are treated as lasting for their actual duration, with fractions of a second being rounded to the nearest second (this does not apply to some roaming calls, calls to Service Numbers and Special Calls).

Each individual charge on the Customer's bill is shown with VAT excluded (where relevant), and is rounded up or down to the nearest tenth of a penny. This rounding process means that the total Charges on the bill summary page may not always be identical to the 'Total due by' charge seen on the front page of the bill. Don't worry, this is normal, and customers are not being overcharged or undercharged. The amount a Customer needs to pay is the one shown on the bill's front page, next to 'Total due by'.

## First month prorated

Unless otherwise stated, the first month's allowance and charge for a Customer's price plan or Add-on(s) will depend on when in the month the Customer joins Three, or purchases the price plan, or when the Add-ons are selected. Whenever that is, the User(s) can start using allowances for the price plan or Add-on straight away. Three will work out an appropriate allowance and charge to take the Customer and/or User(s) to the end of the first month. After that, the Customer simply pays the standard recurring Monthly Charge, or recurring Add-on charge, for a full month's allowance for each bill cycle thereafter.

## VAT invoices

VAT invoices are issued to all Business customers as standard.

## Spend Caps

Spend Caps and limits are allocated on a per SIM basis.

## Setting Spend Caps

We ask all new and upgrading customers at point of sale if they want to set a spend cap on their monthly bills which applies to all outside of allowance charges in the UK and whilst roaming, including the daily roaming charge in Go Roam destinations (link to [three.co.uk/Go-Roam](https://three.co.uk/Go-Roam)). If they choose to do so, the cap will be applied to their account within 7 days of the request. The spend cap can be set or changed by the customer at any time – visit [three.co.uk/control-your-spend](https://three.co.uk/control-your-spend) for more information.

A Spend Cap can control:

- Calls, texts and data usage after the monthly allowance has been used.
- Calls and texts to premium rate numbers.
- Calls for chargeable non-geographical numbers like 0845 and 0345.
- Calls and texts to international numbers from the UK when there isn't an Add-on.
- Calls, texts and data when roaming abroad in a non-Go Roam destination.
- Calls, texts and data when roaming abroad in a Go Roam destination, and the monthly fair use limits or allowance has been exceeded.

## Limits on third party charges

Three have automatically applied limits to the amount Customer and/or User(s) spend on third party digital content, 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).

## Business Price Guide

---

Contents

About this Price Guide

How to contact Three

Business Plans

Three Business Adapt

Charges for calls from the UK to Special Numbers

Charges for calls to Directory enquiries

Additional Services and Outside of Allowance Charges

Calling or texting international destinations from the UK

Using a phone abroad

## How Three charges

- **First month prorated**
- **VAT invoices**
- **Spend Caps**
- **Setting Spend Caps**
- **Limits on third party charges**

Key things to note



## What else isn't included in the allowance?

- International calls and messages
- Calls and messages made and received while abroad to non-UK numbers (unless stated otherwise)
- Premium rate calls and messages (including SMS shortcode messages)
- Reverse charge and messages
- Message alert services
- Directory service calls
- Non-geographic numbers (starting 087, 084) and special numbers (e.g. 090, 070)
- International special numbers

## Administration Charges

Additional Services	Cost
Charge for paper invoice	£2
Charge for a replacement SIM	Free if requested online via <a href="https://three.co.uk/support/sim-support">three.co.uk/support/sim-support</a> . Otherwise £4.26 per user.
Change of phone number	£8.51
Charge for failed / late payment	£4.26 If a Customer has not raised any genuine dispute, the above Charge will be payable. Additionally, Three may take any or all of the recourse options available to them under the Terms until payment is received in full. For further information, go to <a href="#">Terms &amp; Conditions   Three</a>

## Business Price Guide

Contents

About this Price Guide

How to contact Three

Business Plans

Three Business Adapt

Charges for calls from the UK to Special Numbers

Charges for calls to Directory enquiries

Additional Services and Outside of Allowance Charges

Calling or texting international destinations from the UK

Using a phone abroad

### How Three charges

- What else isn't included in the allowance?
- Administration Charges

Key things to note

# Key things to note

Here are some frequently asked questions.

## What does unlimited data mean?

If a Customer has unlimited data as part of their package, there are no hidden fair use policies within the UK. Unlimited data should give a Customer and/or User(s) all the access to the Internet normally needed, without worrying about surprise bills. The allowance must be used for legitimate business use only, and not for any illegal, commercial or improper purposes.

## How is data usage measured?

Data usage is measured in bytes. This is then aggregated up into larger 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 to be used 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's price plan.

## What do unlimited texts and voice minutes mean?

There are no hidden fair use policies with Three's unlimited text or voice allowances when in the UK. For Go Roam allowances, a fair use will apply. See 'Further information about Go Roam' for more details.

## Is there a maximum call duration?

Three may end any calls a User makes that are longer than 2 hours' duration in order to prevent the Customer from incurring excessive, inadvertent costs. If this does happen, and the User wishes to continue the call, they can simply redial.

## How are call returns and diverted calls charged?

Call Return calls are charged at the standard price plan rates, or from any inclusive allocation, as though the User had made the call directly. Call Returns will be shown separately on the bill.

Call Return from voicemail may not be made to certain numbers, such as international and premium rate numbers. Any call-barring restrictions a User may have will also apply. A User can only return one call directly from the voicemail service. As soon as the User finishes the call, they will be disconnected and will have to redial into voicemail if they wish to continue listening to the voicemail.

If the User diverts an incoming call to another number, Three will charge the Customer for each redirected call. The cost of the redirected call depends on the type of number.

## Business Price Guide

---

Contents

About this Price Guide

How to contact Three

Business Plans

Three Business Adapt

Charges for calls from the UK to Special Numbers

Charges for calls to Directory enquiries

Additional Services and Outside of Allowance Charges

Calling or texting international destinations from the UK

Using a phone abroad

How Three charges

### Key things to note

- What do unlimited texts and voice minutes mean?
- Is there a maximum call duration?
- How are call returns and diverted calls charged?

## How does a Customer cancel the price plan or agreement?

How a Customer can end their plan and/or Agreement depends on whether the Customer is in the Minimum Term or not, and whether Three has made any changes to the Agreement that are likely to affect the Customer. For further details on termination, and for a summary of how and when a Customer can end this Agreement, go to [Terms & Conditions | Three](#).

If a Cancellation Fee is payable, the fee due will be the total Monthly Charges remaining during the Minimum Term. Each SIM may have a Cancellation Fee payable. Please see the below table for an example calculation:

<b>Monthly Charge</b>	£25
<b>Number of months remaining in Minimum Term</b>	6
<b>Cancellation Fee</b>	£25 x 6 = £150

## Three's preferred payment methods and recurring payment discount

Three recommends that customers join Three using Direct Debit. Payments will be taken automatically, so the Customer's account will not be suspended if the Customer forgets to pay. The Customer should maintain the Direct Debit whilst a pay monthly customer. Customers can change their bank details at any time. Please note that for changes to apply before the next billing cycle, they must be made at least 3 days before payment is due.

A Customer can cancel a Direct Debit at any time by calling Three, or by contacting their bank or building society. However, the Customer is still required to pay bills by the due date. If a Customer cancels a Direct Debit within 3 days of the due date, the balance due will still be taken. To avoid possible bank charges, please contact them to discuss available options.

Three will retain a Customer's monthly recurring discount if the Customer gives Three any of the following means of payment. This is provided that the Customer allows Three to store the selected payment method so that Three can charge on the billing date each month. If a Customer does not permit Three to store payment details, the Customer will lose the recurring payment discount.

Any of the following means of payment can be selected by a Customer:



## Rights – Complaints

If a Customer is unhappy with any aspect of Three Services, the Customer should contact Three Customer Services with written notice of the complaint, setting out the full facts and including relevant documentation. See 'How to contact Three' on page 3 for contact information.

Three will investigate any complaint in accordance with Three's customer complaints policy, after which Three will contact the Customer with the results. A copy of Three's customer complaints policy can be viewed on Three's website at [three.co.uk/complaints](https://three.co.uk/complaints). A Customer can also request a copy by contacting Three Customer Services. If Three are unable to resolve a Customer's complaint, the Customer may, depending on the nature of the complaint, be entitled to ask the Communications Ombudsman to consider the complaint. Their website address is: <https://www.commsombudsman.org/>

## Business Price Guide

Contents

About this Price Guide

How to contact Three

Business Plans

Three Business Adapt

Charges for calls from the UK to Special Numbers

Charges for calls to Directory enquiries

Additional Services and Outside of Allowance Charges

Calling or texting international destinations from the UK

Using a phone abroad

How Three charges

### Key things to note

- How does a Customer cancel the price plan or agreement?
- Three's preferred payment methods and recurring payment discount
- Rights – Complaints