

# THE REAL DEAL

EVERYTHING YOU NEED TO KNOW ABOUT OUR PRICES



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[three.co.uk](http://three.co.uk)

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CHANGING MOBILE FOREVER

When it comes to what you pay for 3's services, we think three things matter most. Giving you choice. Treating you fairly, with clear price plans and no unfair penalties. And providing great value, with some of the lowest-cost voice calls and texts you can find.

### 3 = great value

When you're with 3, you've got big flexibility. First, you can choose between paying monthly or Pay As You Go, then select the right price plan or Top-up for you. Beyond that, there's a range of Add-ons you can select.

This guide talks about what we do charge for.

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#### IMPORTANT NOTE - VAT Rate Changes

##### Pay Monthly

Prices for Pay Monthly Customers (except Business Customers) are shown including VAT based on 17.5% - when you are billed the VAT will be applied at 15% so that you benefit from this saving.

##### Business

Prices for Business Customers are shown excluding VAT - when you are billed the VAT will be applied at 15% so that you benefit from this saving.

##### Pay As You Go

Prices for Pay As You Go Customers are shown including VAT based on 17.5% - to make sure you benefit from the VAT rate change when these prices are applied, the saving will appear as an additional credit on your account when you activate your voucher.

## Optional Video Pack with mobile.

Only on Mix & Match you get one big bundle to use on minutes or texts, plus:

- Free Voicemail\*
- 300 free 3 to 3 UK minutes every month
- Free instant messaging using Windows Live Messenger\*\*
- Free Skype-to-Skype calls from the UK†
- Free eBay, news, sport and weather††
- Free alerts to let you know your latest usage

Inclusive plans <sup>1,2,3,15</sup>	£12 Promotion	Mix & Match 300	Mix & Match 500	Mix & Match 700	Mix & Match 900	Mix & Match 1100
<b>Monthly Charges</b>	£12	£15	£18	£21	£24	£27
<b>UK Voice Minutes or texts or any mix of the two</b>	100	300	500	700	900	1100
<b>Minimum term<sup>~</sup></b>	18 months	18 months	18 months	18 months	18 months	18 months

<sup>~</sup> Unless subject to a different minimum term as part of a promotion.

## Optional Video Pack with mobile.

	Monthly charge <sup>1,6</sup>	UK video minutes <sup>3,15</sup>	Minimum term
£1 Video Pack with mobile	£1	10 incl. 3 to 3 Video Calling Mins	18 months
£2 Video Pack with mobile	£2	20 incl. 3 to 3 Video Calling Mins	18 months
£3 Video Pack with mobile	£3	30 incl. 3 to 3 Video Calling Mins	18 months
£5 Video Pack with mobile	£5	50 incl. 3 to 3 Video Calling Mins	18 months
£6 Video Pack with mobile	£6	60 incl. 3 to 3 Video Calling Mins	18 months
£7 Video Pack with mobile	£7	70 incl. 3 to 3 Video Calling Mins	18 months
£8 Video Pack with mobile	£8	80 incl. 3 to 3 Video Calling Mins	18 months
£9 Video Pack with mobile	£9	90 incl. 3 to 3 Video Calling Mins	18 months
£10 Video Pack with mobile	£10	100 incl. 3 to 3 Video Calling Mins	18 months
£12 Video Pack with mobile	£12	120 incl. 3 to 3 Video Calling Mins	18 months
£15 Video Pack with mobile	£15	150 incl. 3 to 3 Video Calling Mins	18 months
£20 Video Pack with mobile	£20	200 incl. 3 to 3 Video Calling Mins	18 months

All Video Pack with mobile are subject to 18 months minimum term. See [three.co.uk/shop](http://three.co.uk/shop) for latest handset info.

All prices include VAT. See page 40 for footnotes.

\* Free voicemail for calls in the UK to standard voicemail number.

\*\* Fair use limit applies. See page 39.

† Handset dependant.

†† Handset dependent. For free sport details, refer to **Planet 3** on your handset.

## Outside your allowance.

Charges for calls, fax and messages outside inclusive allowance of your Mix & Match price plan.

Per minute/ message	Price Plan	3 UK mobiles	UK mobiles	UK landline
<b>Voice, fax calls and text messages<sup>3,15</sup></b>	Mix & Match	12p	12p	12p
<b>Voicemail</b>	Mix & Match	FREE		
<b>Video calls<sup>15</sup></b>	Mix & Match	50p	50p	
<b>Video mail<sup>15</sup></b>	Mix & Match	25p		
<b>Video message<sup>3</sup></b>	Mix & Match	50p	50p	
<b>Photo message<sup>3</sup></b>	Mix & Match	25p	25p	

For details of NTS call rates please see page 36.

# How the rest of Pay Monthly works.

Choose the price plan that gives you what you want, whether it be great texter value or our most affordable price plan.

New  
Tariff

## 24 Month Internet Texter Plans.

- Our new 24 Months Internet Texter Plans with unlimited text<sup>†</sup>, unlimited 3-to-3 calls, and unlimited internet/mobile mail and instant messaging<sup>†</sup>

Inclusive plans <sup>1</sup>	£20 <sup>26</sup> Internet Texter 24 months*	£25 <sup>26</sup> Internet Texter 24 months**	£35 <sup>26</sup> Internet Texter 24 months***
Monthly charges	£20	£25	£35
UK Voice minutes <sup>15</sup>	200	500	750
UK Text messages <sup>2,3</sup>	Unlimited <sup>†</sup>	Unlimited <sup>†</sup>	Unlimited <sup>†</sup>
3-to-3 calls	Unlimited <sup>†</sup>	Unlimited <sup>†</sup>	Unlimited <sup>†</sup>
Minimum Term	24 months	24 months	24 months
Internet/Mobile mail and Instant messaging <sup>6</sup>	Unlimited <sup>†</sup>	Unlimited <sup>†</sup>	Unlimited <sup>†</sup>

All prices include VAT. See page 38 for footnotes.

\* Based on £20 Texter Plans.

\*\* Based on Videotalk 500 plus.

\*\*\* Based on Videotalk 750 with unlimited text.

† Fair use limit applies. See page 39.

## Great value for texters.

- Free instant messaging using Windows Live Messenger, free eBay, News, Sports and Weather\*, Free Skype-to-Skype calls from the UK\*\*

Inclusive plans <sup>1</sup>	£15 Texter Offer (unlimited texts)	£20 Texter Offer (unlimited texts)	£25 Texter Offer <sup>†</sup>	£35 Texter Offer <sup>††</sup>
Monthly charges	£15	£20	£25	£35
UK Voice minutes <sup>15</sup>	75	200	500	750
UK Text messages <sup>2,3</sup>	600	1000	Unlimited*	Unlimited*
Minimum Term	18 months	18 months	18 months	18 months
Promotional Offer UK Text <sup>2,16</sup>	Unlimited*	Unlimited*	Unlimited*	Unlimited*

All prices include VAT. See page 38 for footnotes.

\* Fair use limit applies. See page 39. Handset dependent. For free Sport details, refer to **Planet 3** on your handset.

\*\* Handset dependent.

† Based on Videotalk 500 Plus with unlimited text. Fair use limit applies. See page 39.

†† Based on Videotalk 750 with unlimited text. Fair use limit applies. See page 39.

## Outside your allowance.

Per minute/ message	Price Plan	3 UK mobiles/ Voicemail	UK mobiles	UK landline
Voice and fax calls <sup>15</sup>	All other plans*	10p	25p	10p
Video calls <sup>15</sup>	All other plans	50p	50p	
Video mail <sup>15</sup>	All other plans	25p		
Text message <sup>3</sup>	All other plans	10p	10p	10p
Photo message <sup>3</sup>	All other plans	25p	25p	
Video message <sup>3</sup>	All other plans	50p	50p	

For details of NTS call rates please see page 36. All prices include VAT. See page 40 for footnotes. \*Excludes all Business plans, Mix & Match tariffs and £12 promotion.

## SIM Zero - How it works.

With our new SIM Zero plan on a minimum one month\* term, you pay for only what you use and you get free voicemail, free skype to skype calls from the UK\*\* and free WLM!

### Outside your allowance.

Charges for calls, fax and messages outside inclusive allowance of your SIM only price plan.

Per minute/message	Price Plan	3 UK mobiles	UK mobiles	UK landline
<b>Voice and fax calls</b>	SIM Zero	20p	20p	20p
<b>Voicemail</b>	SIM Zero	Free	Free	Free
<b>Text message</b>	SIM Zero	10p	10p	
<b>Video calls<sup>15</sup></b>	SIM Zero	50p	50p	
<b>Video mail<sup>15</sup></b>	SIM Zero	25p	25p	
<b>Video message<sup>3</sup></b>	SIM Zero	50p	50p	
<b>Photo message<sup>3</sup></b>	SIM Zero	25p	25p	

\* One month notice required to terminate

\*\* Handset dependant and subject to downloading within 3 services

### Web browsing.

<b>Web/Data Charge*</b>	30p per MB
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\* This charge doesn't apply if you have a mobile internet Add-on, unless you go out of bundle.

## SIM Only - how it works.

### SIM Only.

With our SIM only plans, you get a set bundle of voice minutes, unlimited texts, unlimited 3 to 3 UK minutes and free Skype calls and chat forever, with a commitment of just 30 days.

If that's not enough, you also get free voicemail\*, free instant messaging using Windows Live Messenger and free eBay, News, Sports and Weather.

Inclusive plans <sup>1,2,3,15</sup>	SIM £10	SIM £15
<b>UK Voice minutes</b>	100	300
<b>UK Text messages</b>	Unlimited^	Unlimited^
<b>UK 3 to 3 voice minutes</b>	Unlimited^	Unlimited^
<b>Minimum Term</b>	30 days	30 days

\* Free voicemail for calls in the UK to standard voicemail number.

^ Fair use limit applies. See page 40.

### Outside your allowance.

Charges for calls, fax and messages outside inclusive allowance of your SIM only price plan.

Per minute/message	Price Plan	3 UK mobiles	UK mobiles	UK landline
<b>Voice and fax calls</b>	SIM £10 & £15	12p	40p	20p
<b>Voicemail</b>	SIM £10 & £15	FREE		
<b>Text message</b>	SIM £10 & £15	12p	12p	12p
<b>Video calls<sup>15</sup></b>	SIM £10 & £15	50p	50p	
<b>Video mail<sup>15</sup></b>	SIM £10 & £15	25p		
<b>Video message<sup>3</sup></b>	SIM £10 & £15	50p	50p	
<b>Photo message<sup>3</sup></b>	SIM £10 & £15	25p	25p	

For details of NTS call rates please see page 35.

## Surf the web with Mobile Broadband.

	Broadband 0.5GB	Broadband Casual	Broadband Lite	Broadband 5GB
Monthly charges	£5	£0	£10	£15
Inclusive Data <sup>1</sup>	0.5GB	0MB	1GB	5GB
Out of Bundle charge per MB	10p	£1	10p	10p
Minimum Term	24 months	18/24 months	18/24 months	1/18 months

All prices include VAT. See page 40 for footnotes.

	Broadband 15GB 2009 <sup>2</sup>	Broadband 15GB 2009
Monthly charges	£20	£15
Inclusive Data <sup>1</sup>	15GB	15GB
Out of Bundle charge per MB	10p	10p
Minimum Term	18 months	24 months

All prices include VAT. See page 40 for footnotes.

Add-on <sup>2,3,6,23</sup>	Price	Allowance	Minimum term
Add Text with Laptop 75	£7.50	75 texts	18/24 months
Add Text with Laptop 100	£10	100 texts	18/24 months
Add Text with Laptop 150	£15	150 texts	18/24 months
Add Text with Laptop 200	£20	200 texts	18/24 months
Add Text with Laptop 250	£25	250 texts	18/24 months
Add Text with Laptop 300	£30	300 texts	18/24 months
Add Text with Laptop 350	£35	350 texts	18/24 months

All Add Text with laptops have a minimum term of 18 or 24 months and can only be purchased with Broadband 5GB or Broadband 15GB (18 and 24 months minimum term) from 3 or selected 3 authorised retailers.

## Mobile Broadband SIM Only.

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

	Broadband SIM only
Monthly charge	£15
Inclusive Data	5GB
Out of Bundle charge per MB	10p
Minimum Term	1 month

## Web browsing.

Charges for accessing the open Internet.

Internet Casual*	All price plans	30p per MB
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All prices include VAT. \*This charge does not apply if you have a Mobile Internet Add-on. See page 33 for details.

## BlackBerry from 3.

- 1GB of push email and web browsing
- Compatible with POP/IMAP mailboxes
- Up to 10 email account - use both your work and personal accounts
- Available on selected tariffs
- Emails are encrypted giving you peace of mind
- Synchronise contacts, calendar and email
- Works abroad (roaming charges apply)

## Pay Monthly.

BlackBerry Internet Service

Availability	Price
BlackBerry Email & Internet available on our £25 Texter Offer	£5 per month

## Business.

Take your office with you from just £4.26 a month.

BlackBerry Internet Service.

Availability	Price
Available on all Tariffs (Except Business Mix & Match)	£4.26 per month
Available on Business Mix & Match 700, 900 and 1100	£17.02 per month

## Business Mix & Match.

### Fully flexible bundle of minutes or text.

- Free Voicemail\*
- 300 free 3 to 3 UK minutes **every month**
- Choice of free extra options: Add Landline Calls, Add Text and Add 3 to 3 UK mins
- Free Skype-to-Skype calls from the UK†
- Free instant messaging using Windows Live Messenger\*\*
- Free alerts to let you know your latest usage

Inclusive plans <sup>1,2,3,15</sup>	Business Mix & Match 500	Business Mix & Match 700	Business Mix & Match 900	Business Mix & Match 1100
<b>Monthly Charges</b>	£15.32	£17.87	£20.43	£22.98
<b>UK Voice Minutes or texts or any mix of the two</b>	500	700	900	1100
<b>Minimum term</b>	18 months	18 months	18 months	18 months

All prices exclude VAT. VAT is payable in addition at the current rate - See page 40 for footnotes.

## Optional Video Pack with mobile.

	Monthly charge <sup>1,6</sup>	UK video minutes <sup>3,15</sup>	Minimum term
<b>£1 Video Pack with mobile</b>	£0.85	10 incl. 3 to 3 Video Calling mins	18 months
<b>£2 Video Pack with mobile</b>	£1.70	20 incl. 3 to 3 Video Calling mins	18 months
<b>£3 Video Pack with mobile</b>	£2.55	30 incl. 3 to 3 Video Calling mins	18 months
<b>£5 Video Pack with mobile</b>	£4.26	50 incl. 3 to 3 Video Calling mins	18 months
<b>£6 Video Pack with mobile</b>	£5.11	60 incl. 3 to 3 Video Calling mins	18 months
<b>£7 Video Pack with mobile</b>	£5.96	70 incl. 3 to 3 Video Calling mins	18 months
<b>£8 Video Pack with mobile</b>	£6.80	80 incl. 3 to 3 Video Calling mins	18 months
<b>£9 Video Pack with mobile</b>	£7.66	90 incl. 3 to 3 Video Calling mins	18 months
<b>£10 Video Pack with mobile</b>	£8.51	100 incl. 3 to 3 Video Calling mins	18 months
<b>£12 Video Pack with mobile</b>	£10.21	120 incl. 3 to 3 Video Calling mins	18 months
<b>£15 Video Pack with mobile</b>	£12.77	150 incl. 3 to 3 Video Calling mins	18 months
<b>£20 Video Pack with mobile</b>	£17.02	200 incl. 3 to 3 Video Calling mins	18 months

All Video Pack with mobile are subject to 18 months minimum term. See [three.co.uk/shop](http://three.co.uk/shop) for latest handset info.

All prices exclude VAT. VAT is payable in addition at the current rate  
See page 40 for footnotes.

\* Free voicemail for calls in the UK to standard voicemail number.

\*\* Fair use limit applies. See page 39.

† Handset dependant.

## Outside your allowance.

Charges for calls, fax and messages outside inclusive allowance of your Business Mix & Match plan.

Per minute/ message	Price Plan	3 UK mobiles	UK mobiles	UK landline
<b>Voice, fax calls and text messages<sup>3,15</sup></b>	Business Mix & Match	10.2p	10.2p	10.2p
<b>Voicemail</b>	Business Mix & Match	FREE		
<b>Video calls<sup>15</sup></b>	Business Mix & Match	42.6p	42.6p	
<b>Video mail<sup>15</sup></b>	Business Mix & Match	21.3p		
<b>Video message<sup>3</sup></b>	Business Mix & Match	42.6p	42.6p	
<b>Photo message<sup>3</sup></b>	Business Mix & Match	21.3p	21.3p	

For details of NTS call rates please see page 36. All prices exclude VAT. VAT is payable in addition at the current rate. See page 40 for footnotes.

## Business plans.

	Business 600	Business 900	Business Flat Rate
<b>Monthly charge<sup>1</sup></b>	£25.53	£34.04	£11
<b>Inclusive UK Voice Minutes<sup>15*</sup></b>	750	1125	0
<b>Inclusive UK text Messages<sup>2,3</sup></b>	100	150	0
<b>3-to-3 Minutes<sup>*</sup></b>	2000	2000	2000
<b>Minimum Term</b>	12/18/24 months	12/18/24 months	12/18/24 months
<b>Additional discount</b>	18 months contract discount - 10% off monthly access charges <sup>13</sup> 24 months contract discount - 25% off monthly access charges <sup>13</sup>		

\*3-to-3 UK voice minutes

### UK voice and video calls<sup>15</sup>

<b>3 UK Mobile - voice / fax</b>	8.5p	8.5p	6p	6p
<b>Other UK mobile - voice / fax</b>	21.3p	21.3p	20p	20p
<b>UK landline</b>	8.5p	8.5p	6p	6p
<b>Voicemail</b>	8.5p	8.5p	FREE	FREE
<b>3 UK video calls</b>	42.6p	42.6p	42.6p	42.6p
<b>Other UK mobile video calls</b>	42.6p	42.6p	42.6p	42.6p
<b>Videomail</b>	21.3p	21.3p	21.3p	21.3p

### Messages<sup>3</sup>

<b>UK Text message</b>	8.5p	8.5p	8p	8p
<b>Text sent abroad from UK<sup>8</sup></b>	21.3p	21.3p	20p	20p
<b>UK picture message</b>	21.3p	21.3p	20p	20p
<b>3 video message</b>	42.6p	42.6p	42.6p	42.6p

### International voice from UK (For country list and or call and message charges whilst abroad see page 34)

<b>Band 0a or 1</b>	25.53p	25.53p	25.53p	25.53p
<b>USA and Canada (Band 2)</b>	25.53p	25.53p	25.53p	25.53p
<b>Band 0b or 3</b>	42.55p	42.55p	42.55p	42.55p
<b>Band 0c and 4</b>	76.60p	76.60p	76.60p	76.60p

Prices quoted are exclusive of VAT. VAT is payable in addition at the current rate. Business price plans available to business customers only. See page 40 for footnotes. For details of NTS call rates please see page 36.

\* Will appear as 50% extra minutes on the bill

# Business.

## Business Share.

- Free calls to colleagues - and anyone else on a 3 mobile in the UK
- Flexible Business Choice allowance for inclusive calls, text and downloads

	Business Share 1000	Business Share 2000	Business Share 3000	Business Share 4000	Business Broadband Share
<b>Maximum number of handsets</b>	5	10	15	20	Min 2-5 modems
<b>Access charge</b>	£34	£74	£114	£154	£5
<b>Monthly sharer member fee, for each handset</b>	£15	£15	£15	£15	£15
<b>Total inclusive Choice flexible allowance to share</b> <sup>1,2,3,15</sup> <b>1 min = 2 texts = 2MB</b>	Up to 1000 UK mins or 2,000 UK text or 2,000MB	Up to 2,000 UK mins or 4,000 UK text or 4,000MB	Up to 3,000 UK mins or 6,000 UK text or 6,000MB	Up to 4,000 UK mins or 8,000 UK text or 8,000MB	10GB
<b>3 to 3 UK calls</b> <sup>15</sup>	FREE	FREE	FREE	FREE	N/A
<b>Minimum Term (per member)</b>	12/18/24 months	12/18/24 months	12/18/24 months	12/18/24 months	12/18/24 months
<b>Additional discounts</b>	18 month contract discount - 10% off monthly sharer member fee. 24 month contract discount - 25% off monthly sharer member fee.				

Prices for business shown excluding VAT. VAT is payable in addition at the current rate. See page 40 for footnotes.

### How it works.

Use your Business Choice allowance however you want. It's up to you. Just remember 1 minute = 2 texts = 2MB.

For example, with Business Share 2000, you can use your shared allowance on 1,500 minutes, 800 texts and 200MB of data, or 900 minutes, 200 texts and one gig of data (that's 1000MB). It's all included in your bundle.

# Business.

## Outside your allowance.

Per minute/ Per message	Price Plan	3 UK mobile	UK mobiles	UK landlines
<b>Voice and fax calls</b> <sup>15</sup>	Business Share plans	FREE	16p	16p
<b>Voicemail</b> <sup>15</sup>	Business Share plans	FREE	16p	16p
<b>Data</b>	Business Share plans	8p per MB		
<b>Video calls</b> <sup>15</sup>	Business Share plans	42.6p	42.6p	
<b>Video mail</b> <sup>15</sup>	Business Share plans	21.3p		
<b>Text</b> <sup>3</sup>	Business Share plans	8p	8p	8p
<b>Video message</b> <sup>3</sup>	Business Share plans	42.6p	42.6p	
<b>Photo message</b> <sup>3</sup>	Business Share plans	21.3p	21.3p	

For details of NTS call rates please see page 36.

## Surf the web with Mobile Broadband.

Broadband Casual, Lite, Plus, Max, 5GB and 15GB<sup>5</sup>

	Broadband Casual	Broadband Lite	Broadband Plus	Broadband 5GB
<b>Monthly charges</b>	£0	£8.51	£12.77	£12.77
<b>Inclusive Data</b> <sup>1</sup>	0MB	1GB	3GB	5GB
<b>Out of Bundle charge per MB</b>	85p	8.5p	8.5p	8.5p
<b>Minimum Term</b>	12/18/24 months	12/18/24 months	12 months	18 months

	Broadband Max	Broadband 15GB 2009	Broadband 15GB 2009	Business Broadband Share
<b>Monthly charges</b>	£21.27	£12.77	£17.02	£35*
<b>Inclusive Data</b> <sup>1</sup>	7GB	15GB	15GB	10GB
<b>Out of Bundle charge per MB</b>	8.5p	8.5p	8.5p	8p per MB
<b>Minimum Term</b>	12 months	24 months	18 months	12/18/24 months

Prices for business shown exclude VAT. VAT is payable in addition at the current rate. See page 40 for footnotes.

\*Based on minimum 2 users (£5 monthly charge + £15 per sharer). Refer to page 14 for more details.

## Surf the web with your mobile.

Add-on <sup>6</sup>	Price	Allowance	Additional MB Cost
<b>Add Internet Max<sup>***</sup></b>	£4.26	1GB <sup>*</sup>	
<b>Add Internet Max (Contract Term)<sup>***</sup></b>	£4.26	1GB <sup>**</sup>	

Prices for business shown exclude VAT. VAT is payable in addition at the current rate. See page 40 for footnotes.

\* 1GB of Internet Access, Unlimited Email (ISP, Microsoft Exchange, Lotus Domino) when using 3's 'Email' product. Phone Browsing only; Your data usage does not include using your phone as a modem. This Add-on lasts the term of the contract, and early termination fees apply.

\*\* 1GB of Internet Access, Unlimited Email (ISP, Microsoft Exchange, Lotus Domino) when using 3's 'Email' product. Phone Browsing only; Your data usage does not include using your phone as a modem. This Add-on lasts the term of the contract, and early termination fees apply.

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

Add-on <sup>2,3,6</sup>	Price	Allowance	Minimum term
<b>Add Text with Laptop 100</b>	£8.51	100 text	18/24 months
<b>Add Text with Laptop 150</b>	£12.77	150 text	18/24 months
<b>Add Text with Laptop 200</b>	£17.02	200 text	18/24 months
<b>Add Text with Laptop 250</b>	£21.27	250 text	18/24 months
<b>Add Text with Laptop 300</b>	£25.53	300 text	18/24 months
<b>Add Text with Laptop 350</b>	£29.78	350 text	18/24 months

All Add Text with laptops have a minimum term of 18 or 24 months and can only be purchased with Broadband Plus or Broadband Max (18 and 24 months minimum term) from selected 3 authorised retailers

## Web browsing.

Charges for accessing the open Internet.

<b>Internet Casual<sup>†</sup></b>	All price plans	£1.70 per MB
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Prices for business shown exclude VAT. VAT is payable in addition at the current rate. See page 40 for footnotes.

<sup>†</sup> This charge does not apply if you have a Mobile Internet Add-on.

## Business.

### Video minutes.

Add-on	Price	Allowance
<b>Add Video Minutes Lite</b>	£4.26	50 UK Video minutes (3 to 3)
<b>Add Video Minutes Plus</b>	£8.51	100 UK Video minutes (3 to 3)
<b>Add Video Minutes Max</b>	£12.77	200 UK Video minutes (3 to 3)

Prices for business shown exclude VAT. VAT is payable in addition to the current rate. See page 40 for footnotes.

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

### Talk & Text.

Add-on	Price	Allowance
<b>Add Voice 250 (Contract term)</b>	£10	250 UK minutes
<b>Add Voice 500 (Contract term)</b>	£20	500 UK minutes
<b>Add Voice 1000 (Contract term)</b>	£40	1000 UK minutes
<b>Add Landline</b>	£8.51	2000 UK minutes
<b>Add Text 2000</b>	£8.51	2000 UK texts
<b>Add 3 to 3 calls</b>	FREE <sup>†</sup>	2000 3 to 3 UK calls

Prices for business shown exclude VAT. VAT is payable in addition to the current rate. See page 40 for footnotes.

Add Voice, Add Landline and Add 3 to 3 UK calls are available on all Business plans except for Broadband Lite, Broadband Plus & Broadband Max.

<sup>†</sup> Add 3 to 3 UK calls is free only as part of a sale offer. Add Text 2000 is available to all business plans.

## Pay As You Go - 3Pay.

All Pay as you Go customers activating a SIM from 1st June 2009 will automatically be on 3Pay. Flat 12 and Wepay customers can opt-in. All new customers on 3Pay from June 1st will get all the great stuff for free straightaway with every top-up.

- a bundle of texts that gets bigger the more you top up
- a generous allowance of mobile internet access
- Free 3 to 3 calls
- Free voicemail
- Free Windows Live Messenger

And next time you top up, you'll get it all over again. If this isn't impressive enough all the free stuff above lasts for 90 days. Oh and one last thing if you run out of credit you can still use your free stuff!

### 3Pay.

Top-up	Text	Internet	3 to 3 voice calls	Skype	Windows live msg	Calls	Text
£5*	25 FREE	150 mb	FREE	FREE	FREE	20p	10p
£10	300 FREE	150 mb	FREE	FREE	FREE	20p	10p
£15	500 FREE	150 mb	FREE	FREE	FREE	20p	10p
£20	1000 FREE	150 mb	FREE	FREE	FREE	20p	10p
£25+	Unlimited	150 mb	FREE	FREE	FREE	20p	10p

There are no catches - all the free stuff lasts for 3 months from your Top-up, activation even when you run out of credit.

\*Available on My3 (handset and web) only when register a credit / debit card.

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

£10

£15

£20

£25

£30

£40

£50

## 3Pay 09 - Credit/Debit card top up only.

Top-up	Text	Internet	3 to 3 voice calls	Skype	Windows live msg	Calls	Text
£5*	25 FREE	150 mb	FREE	FREE	FREE	20p	10p
£10	600 FREE	150 mb	FREE	FREE	FREE	20p	10p
£15	1000 FREE	150 mb	FREE	FREE	FREE	20p	10p
£20	2,000 FREE	150 mb	FREE	FREE	FREE	20p	10p
£25+	Unlimited	150 mb	FREE	FREE	FREE	20p	10p

\*Available on My3 (handset and web) only when register a credit / debit card.

## Outside your allowance.

Charges for calls, fax and messages from your Top-up.

Per minute/message	3 UK mobiles	UK mobiles	UK landline
Voice and fax calls <sup>15</sup>	20p	20p	20p
Voicemail <sup>15,18</sup>	FREE		
Video calls <sup>15</sup>	50p	50p	
VideoMail <sup>15</sup>	25p		
Text message <sup>3</sup>	10p	10p	10p
Photo message <sup>3</sup>	25p	25p	
Video message <sup>3</sup>	50p	50p	

All prices include VAT. See page 40 for footnotes. For details of NTS call rates please see page 36.

## Add what you need.

Add-ons give you more of the 3 services you enjoy the most. You get better value for your money. Get your Pay As You Go working the way you want it to.

Add-ons are valid for 30 days from date of activation. (Excludes certain internet add-ons)

Text Add-ons Texts from just 5p	Choose from	Includes*	Cost
	Add Text 200	200 texts	£10
	Add Text 80	80 texts	£5
	Add Text 40	40 texts	£3

Mobile Web access Add-ons	Choose from	Includes	Cost
	Add Internet Daily <sup>††</sup>	1 day access (up to 120MB)	50p
	Add Internet Weekly <sup>††</sup>	7 day access (up to 500MB)	£2.50
	Add Internet Monthly <sup>††</sup>	30 day access (up to 2GB)	£5.00

TV Add-ons	Choose	Includes	Cost
	Add TV	Unlimited access (selected channels)**	£2

All prices include VAT. See page 40 for footnotes.

\* Inclusive texts are texts sent in the UK to standard UK mobiles (beginning 07). See footnote 1 on page 40.

\*\* Subject to viewing limit of 20 minute sessions before service is interrupted. Viewing can be resumed immediately and as many times as required.

†† You will be charged £1 per MB for any usage outside your bundle.

## Web browsing.

Charges for accessing the open Internet.

Internet Casual*	30p per MB
------------------	------------

All prices include VAT. \*This charge does not apply if you have a Mobile Internet Add-on.

## Add what you need.

### Broadband Add-ons<sup>6</sup>

	Price	Allowance	Additional MB Cost
Broadband Lite	£10	1GB	£1
Broadband Plus	£15	3GB	£1
Broadband Max	£10	7GB	£1

### Pay As You Go - Ready to go.<sup>21</sup>

Price	£49.99	£97.86	£244.67
Data allowance	3GB	12GB	24GB
Validity period	Up to 3 months	Up to 12 months	Up to 24 months

# Pay As You Go - Flat12.

Just 12p a minute for calls to a UK mobile or any landline anytime with free voicemail, free skype, free windows Live Messenger & a bundle of texts that gets bigger with the size of top-up! And next time you top-up, you'll get it all over again. All free stuff last for 90 days. You could use your free allowances even if you run out of credit!

## WePay & Flat12.

WePay customers will get the same benefits with every top-up.

Top-up	Text	Internet	Skype to Skype	Windows live msg
£5*	25 FREE	150 mb	FREE	FREE
£10	300 FREE	150 mb	FREE	FREE
£15	500 FREE	150 mb	FREE	FREE
£20	1000 FREE	150 mb	FREE	FREE
£25+	Unlimited (fair use 3000)	150 mb	FREE	FREE

There are no catches - all the free stuff lasts for 3 months from your Top-up, even when you run out of credit. Other call/text charges remain the same.

\*Available on My3 (handset and web) only when register a credit / debit card.

## WePay & Flat12 - Credit/Debit card top up only.

Top-up	Text	Internet	Skype	Windows live msg
£5*	25 FREE	150 mb	FREE	FREE
£10	600 FREE	150 mb	FREE	FREE
£15	1000 FREE	150 mb	FREE	FREE
£20	2000 FREE	150 mb	FREE	FREE
£25+	Unlimited (fair use 3000)	150 mb	FREE	FREE

There are no catches - all the free stuff lasts for 3 months from your Top-up, even when you run out of credit. Other call/text charges remain the same.

\*Available on My3 (handset and web) only when register a credit / debit card.

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

£10   £15   £20   £25   £30   £40   £50

## Stretch<sup>19</sup> (only for PAYG - Flat12 customers).<sup>\*\*</sup>

Choose from	Includes <sup>1,2,3,15</sup>	Cost	Plus get... <sup>20</sup>	Per min/text
Stretch25	700 voice minutes <b>OR</b> text <b>OR</b> any mix of the two	£25	100 FREE 3 to 3 UK mins	3.6p
Stretch20	500 voice minutes <b>OR</b> text <b>OR</b> any mix of the two	£20	100 FREE 3 to 3 UK mins	4p
Stretch15	300 voice minutes <b>OR</b> text <b>OR</b> any mix of the two	£15	100 FREE 3 to 3 UK mins	5p
Stretch10	100 voice minutes <b>OR</b> text <b>OR</b> any mix of the two	£10	100 FREE 3 to 3 UK mins	10p

Valid for 32 days. See page 40 for footnotes.

\* Handset dependent.

\*\* WePay Customers can get voice add-ons at £25 per 30 days. This would include 500 voice minutes or texts or any mix of the two.


## Outside your allowance.


Charges for calls, fax and messages from your Top-up or outside the inclusive allowance of your Stretch bundle or Add-on.


Per minute/message	3 UK mobiles	UK mobiles	UK landline
Voice and fax calls <sup>15</sup>	12p	12p	12p
Voicemail <sup>15,18</sup>	FREE		
Video calls <sup>15</sup>	50p	50p	
VideoMail <sup>15</sup>	25p		
Text message <sup>3</sup>	12p	12p	12p
Photo message <sup>3</sup>	25p	25p	
Video message <sup>3</sup>	50p	50p	

All prices include VAT. See page 40 for footnotes. To make a chargeable call you must have sufficient credit on your account. The call will be terminated if you run out of credit during a call. For details of NTS call rates please see page 36.

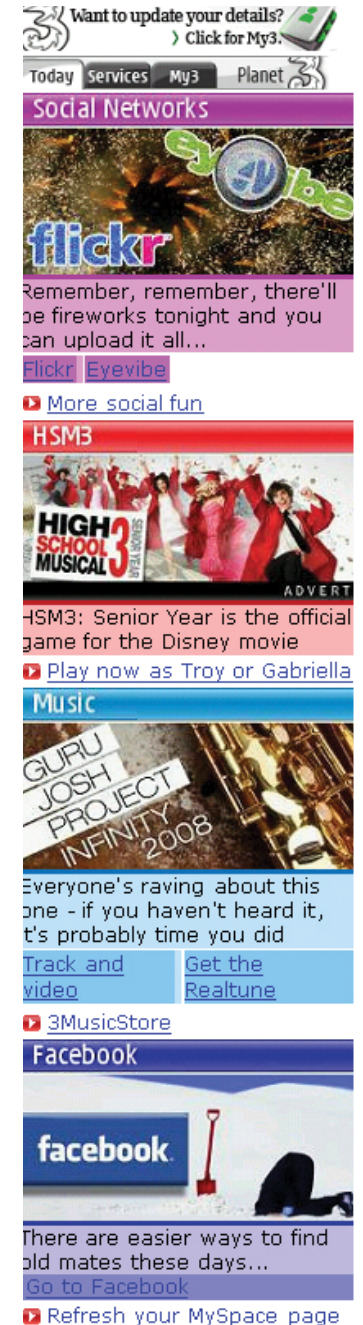
# WHAT'S ON PLANET 3?

Beyond voice and video calls, fax and messaging, the key to 3 services is the  on your mobile.









Press  and watch full length music videos, music tracks, download ringtunes, watch Barclays Premier League goals, shoot aliens and... much more.

It is free to browse 3 services behind the . You only pay a fixed amount when an indication of price is shown on your mobile's screen, letting you know the cost before you do anything.

With 3's Add-ons it's easy to customise your price plan or Top-up to give you even more flexibility and value. From as little as £5 a month for Pay Monthly, you can have unlimited access to the latest football. Just choose the Add-on that means the most to you. See pages 32 and 33 for Add-ons.



## Below are a sample of 3 services in Planet 3.

	<b>News &amp; Info</b>	Keep up with what's going down with World, UK, Entertainment and Finance news from ITN, Reuters and the BBC amongst others. Check the Weather, Travel info and your Horoscope. Or browse through the papers - The Sun, News of the World, and The Mirror. If you can't find what you want in that lot, it's not news.
	<b>Sport</b>	Be the star of your local pub quiz team by knowing all there is to know about the top sports. From latest news to match stats, wicket alerts to video goals, we've got all the action across all the major sports. Get updates from Sky Sports, 24-7 Football and the BBC plus many others to ensure you'll find what you're looking for.
	<b>Communicate</b>	Stay in touch with Windows Live Messenger, Skype and Email. And find all the info you need on video calling and roaming charges - nationally and internationally.
	<b>Meet &amp; Share</b>	The perfect place to meet new friends, have a chat and share your videos and pics - with SeeMeTV and FaceBook. And once you've run out of interesting things to say, pop onto eBay, find something nice and treat yourself.
	<b>Games</b>	From brain(s) training, to old arcade favourites, to all-action adrenalinefests - we've got the latest releases.
	<b>Entertainment &amp; TV</b>	Your 3 mobile is the ultimate telly-phone. Use it to watch your favourites from MTV, Kerrang, Kiss and loads of others. Still looking for something to do? Catch up on all the showbiz goss, flick through Heat or FHM, or have a giggle with YouTube. And when you're not watching telly, you can always liven up your mobile with some wallpaper.
	<b>Music &amp; Tunes</b>	Fill your phone and your head with tracks galore at the 3 MusicStore. From the latest choons to those golden oldies we secretly sing along to when no-one can hear us. Try Non-Stop Music - it's the best way to get the latest tracks without burning a hole in your pocket. And when you're done, pimp your phone with the hottest realtunes.
	<b>Restricted</b>	You'll need a PIN for this one, and at least 18 candles on your birthday cake. Because this is where you'll find adult entertainment, gambling, horror and adult comedy.

### Additional Services

There are a few new concepts to grasp.

The range of Additional Services available (such as certain messaging, email, games, online services, quickplay and save & play content) are set out in the table on the opposite page.

### New Additional Services

We're constantly looking to expand and revise our content offerings to bring you new services. Whenever we introduce new Additional Services, we'll show the price on **three.co.uk** and usually give you an indication of cost on your handset. So you'll know what you're in for before you actually start using each service.

### Quickplay content

This is a faster way of watching video. You start watching while the rest of the video is streaming to your mobile. The video won't be stored on your mobile.

### Save & play content

Video content that's downloaded and stored on your mobile for you to watch whenever you want.

### Online content

Selected content you can view on your mobile with no need to download.

### Games content

Games you can download onto your mobile to play them.

### Games

We bring you the best games at the most flexible prices. You need to read the instruction pages for each specific game to find out its charging details. There are two types ('Rent games' and 'Buy games'):

### Rent games

With most 'Rent games', you pay for three days' use from activation. 'Online games' are charged per play. You will need to be in the video service area to play an 'Online game'. Multiplayer games are a one-off charge per session. Please read the Game instruction page for each specific game to find out its charging details.

### Buy games

These games can be downloaded to your mobile to keep for a one-off charge.

### Shortcode access content

You can access some video content by dialling a short code number.

Accessing shortcode content is excluded from any content Add-ons.

# Pay Monthly Add-ons.

With 3's Add-ons it's easy to customise your price plan to give you even more flexibility and value. From as little as £5 a month for Pay Monthly, you can have unlimited access to the latest football. Just choose the Add-on that means the most to you.

## Pay Monthly

Each add on has a one month minimum term except for Add Text with Laptops which have a minimum term of 18 months. Add Internet Max (Contract Term) has a minimum term of 12/18 months. Pupillo subscription has a twelve month minimum term, as does X-Series Gold if purchased with a Slingbox. If you want something extra on top of what you get with your price plan, Add-ons are the way to do it.

### › Add video pack

- 20 UK 3 to 3 video messages
- 20 minutes of UK 3 to 3 video calls
- Videos, news stories and alerts from Sports, Football, Comedy, News, Weather, Horoscopes, Showbiz, Out & About and rent games. For just £5 a month.<sup>6,7</sup>

Plus a fortnightly music newsletter every Friday night and unlimited music TV from the best in the business – Kiss, MTV and VidZone.

There's also unlimited access to First Cut, where you'll find thousands of tracks by the very latest unsigned artists for you to download and share all for £5 a month.<sup>6,7,14</sup>

### › Add 24-7 Football

- Unlimited downloads and streams to
- Barclays Premier League and UEFA Champions League
  - Sky Sports & Soccer Am
  - Gillette Soccer Saturday
  - Previews, round-ups and archive video footage for just £5 a month.<sup>6,7</sup>

### › Add text

Buy 75 text messages for £5, 200 for £10, 500 for £20 or 1000 for £40.<sup>2,3,6</sup>

### › Add International Saver<sup>17</sup>

Unlimited voice calls to landlines and mobiles to USA, Canada, Hawaii, Puerto Rico, Hong Kong, China, Singapore and Thailand; and to landlines in Spain, Ireland, France, Italy, Germany, Australia, Netherlands, Sweden, Belgium, Switzerland, Denmark, Japan, Austria, New Zealand, Norway, Malaysia, Taiwan, South Korea, Luxembourg, Poland, Portugal and Thailand. For just £15 a month it can be used any time, any day, subject to fair use of 3,000 minutes per month. 388 prefix must be dialled before country code.

### › Add TV Channels

Get unlimited access to selected TV channels – Vidzone, MTV shows, Paramount comedy, Nickelodeon and more for £5 a month.<sup>6</sup>

### › Add New Music Club

Select 3 music tracks or videos of your choice, plus 4 featured tracks or videos from up-and-coming artists every month.

### › Pupillo subscription

- 100 UK 3 to 3 video & videomail minutes.
- Get a Pupillo for just £29.99 and you can keep an eye on what's important to you.<sup>12</sup>
- For just £10 a month. Mobile dependent. Offer on all monthly price plans excluding Web & Office price plans.<sup>6,12</sup>

## Mobile Internet Add-ons<sup>6</sup>

	Price	Allowance	Additional MB Cost
<b>Add Internet 10<sup>*</sup></b>	£2.50	10MB	£2
<b>Add Internet Max<sup>*,**</sup></b>	£5	1GB <sup>*</sup>	
<b>Add Internet Max (Contract Term)<sup>*,**,***</sup></b>	£5	1GB <sup>**</sup>	
<b>Add Broadband Lite<sup>****</sup></b>	£10	2GB	10p
<b>Add Broadband Plus<sup>****</sup></b>	£15	3GB	10p

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

\*\* Also includes Email on 3 access to your work (Microsoft Exchange / Lotus Domino) emails.

\*\*\* This add-on lasts the term of the contract, and early termination fees apply.

\*\*\*\* Includes free unlimited access to Email on 3, 3's email service, which sends all of your personal (ISP such as Hotmail or GoogleMail) and work (Microsoft Exchange / Lotus Domino) emails straight to your phone. Email on 3 is a unlimited service with no fair use limit or policy. Add-on and Email on 3 service available only to Consumer contract customers. Add-on not available to PAYG customers. With this add-on your data allowance includes using your phone as a modem.

# International charges.

Some Pay Monthly customers will need to call 3 Customer Services BEFORE leaving the UK to enable international roaming. Approval is subject to credit check. Pay As You Customers' international roaming capability will already be activated - visit [three.co.uk/roaming](http://three.co.uk/roaming) to see which countries you can roam in and the cost. Calls made from the UK to anywhere outside the UK normally have a one minute minimum charge and are then charged by the second<sup>15</sup>. However, calls made when abroad (in non-EU countries) are normally charged per minute. Calls received in non EU countries normally have a one minute minimum charge and are then charged by the second thereafter. When you're roaming in the EU, the minimum charge for a call is for 30 seconds, after which calls are charged by the second<sup>25</sup>. Calls received in the EU are charged by the second with no minimum initial charges. **Click here for details.**

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

Band	Countries	Calls from UK to abroad	Calls received when abroad	Calls made when abroad (Within the same band & UK)	Calls made when abroad (Other bands)
0	Aland Islands (Finland), Austria, Belgium, Bulgaria, Canary Islands, Channel Islands (e.g. Jersey & Guernsey), Cyprus, Czech Rep, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Ireland, Isle of Man, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Réunion, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, The Azores and the Vatican City	40p	15p	34p	£1.80
1	Australia, Albania, Andorra, Belarus, Bosnia & Herzegovina, Canada, Cyprus (North), Croatia, Hong Kong, Montenegro, Macedonia, New Zealand, Serbia, Singapore, Turkey, USA, Ukraine	50p	90p	£1.40	£1.40
2	Rest of the world	95p	£1	£2	£2

All prices include VAT where applicable (calls outside the EU are not subject to UK VAT). International call prices quoted for Pay As You Go calls made outside the EU are exclusive of VAT.

## Video calls outside your inclusive allowance<sup>15</sup>

Countries	From UK to abroad	From other networks		Received (Excludes alerts & Premium msg)
		Abroad to UK	To other countries	
Australia, Austria, Belgium, Brunei, Croatia, Denmark, Egypt, Estonia, Finland, France, Hong Kong, Hungary, Indonesia, Italy, Ireland, Israel, Japan, Latvia, Luxembourg, Malaysia, Poland, Portugal, Romania, Netherlands, Singapore, Slovenia, Spain, South Africa, Sweden, South Korea, Sri Lanka, Taiwan, UAE, and the Vatican City.	£1.50	£2	£2	£1.50

**This list is growing and for countries not listed the same charges will apply.**

All prices include VAT where applicable (calls outside the EU are not subject to UK VAT). International call prices quoted for Pay As You Go calls made outside the EU are exclusive of VAT.

## Text messaging outside your inclusive allowance (per message)<sup>3,8</sup>

Band	From UK to abroad	From other networks		Received (Excludes alerts & Premium msg)
		Abroad to UK	To other countries	
Band 0 (EU & selected European countries)	25p	11p*	11p*	FREE
Band 1&2	25p	35p*	35p*	FREE

All prices include VAT where applicable (calls outside the EU are not subject to UK VAT). International call prices quoted for Pay As You Go calls made outside the EU are exclusive of VAT. \* Plus Premium shortcode charges if applicable.

## Photo & Video messaging outside your inclusive allowance (per message)<sup>3,8</sup>

Message format	From UK to abroad	From other networks		Received (Excludes alerts & Premium msg)
		Abroad to UK	To other countries	
Photo	35p	25p	35p	FREE
Video	75p	50p	75p	FREE

All prices include VAT where applicable (calls outside the EU are not subject to UK VAT). International call prices quoted for Pay As You Go calls made outside the EU are exclusive of VAT.

## Internet and Data Usage

When you roam onto other international networks where data roaming is available, the charges below will apply. In these countries **Planet 3**, Windows Live Messenger and Email will not be available. The speed of internet access will depend on the network you are roaming on. For the latest information on which countries you can roam in, and on which networks, visit [www.three.co.uk/personal/help\\_support/network\\_coverage/going\\_abroad/introamingpaym.omp](http://www.three.co.uk/personal/help_support/network_coverage/going_abroad/introamingpaym.omp)

Band	Countries	Cost per MB
Data Band 1 (EU & selected European countries)	Aland Islands (Finland), Austria, Belgium, Bulgaria, Canary Islands, Channel Islands (e.g. Jersey & Guernsey), Cyprus, Czech Rep, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Ireland, Isle of Man, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Réunion, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, The Azores and the Vatican City.	£1.25
Data Band 2	Australia, Cyprus North, India, Israel, Japan, Mexico, Philippines, South Africa, Taiwan, Thailand, Turkey, Puerto Rico, Virgin Islands (USA) and USA, Hong Kong	£3
Data Band 3	Rest of the world	£6

Data charges are for data sent and received and are calculated to the nearest kilobyte. **My3** and Google Search are provided free of charge. VAT does not apply to data used in countries outside the EU.

# Roaming in Republic of Ireland.

## Ireland 10p Promotion.

Our Republic of Ireland (ROI) 10p promotion gives you a 10p flat rate when you're roaming in the ROI on the 3 Ireland network. The offer is available to all Pay Monthly, Pay As You Go, Mobile Broadband and Business customers. Calls to the UK cost 10p per minute, texts are 10p, and internet data (using your mobile or Mobile Broadband dongle) is just 10p per MB. Calls cost 10p per minute to receive and it's free to receive a text.

To receive the 10p flat rate, you must be roaming on the 3 Ireland network. 10p flat rate is for calls made while roaming on 3 Ireland to standard UK mobiles, and landlines beginning 01, 02 and 03 only. Standard roaming rates will apply if you are not roaming on the 3 Ireland network, if you are calling special numbers (Refer page 36, 37 of Price Guide) or if calling or texting in countries other than the UK (including ROI) from 3 Ireland.

This offer ends on 31st of January 2010.

### Charges for 3 UK Customers when roaming on 3ROI Network

	Making/Sending	Receiving
Voice/Fax calls to UK	10p/Minute	10p/Minute
Text messages to UK	10p/Message	Free
Internet and Data	10p/MB	10p/MB

All prices include VAT where applicable.

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

All EU Roaming calls made by Pay Monthly, Pay As You Go and Business Customers (Except calls made to Short Code/Premium Rate numbers, Directory Service, special calls and calls within the UK) are initially rounded to the first 30 seconds and are billed per second thereafter.

## Special calls.

Certain kinds of calls within the UK fall outside the main price levels. Charges for these calls are shown in the following tables. Please call Customer Services for details of specific numbers. [Click here](#) for Premium Rate Services Code of Practice

### Calls, Data and Fax to other phone numbers (per minute<sup>15</sup> unless otherwise stated)<sup>1</sup>

Number prefix	Price	Included in all price plan / Pay As You Go allowances
<b>Certain 0800 numbers</b> as featured on the Telephone Helpline Association (THA) list and Police Casualty Bureau numbers. <b>333</b> - 3 Customer Services <b>444 / 555</b> - Pay As You Go Top-up / balance enquiry <b>999 / 112</b>	FREE	FREE
<b>500</b> - 3 Mobile Broadband customer services	On-net Mobile charges apply (see individual price plan for details)	Yes
<b>101</b> Single non emergency	10p (per call)	No
<b>0800 / 0500 / 0808 numbers that are not on the THA list</b> <b>Non-geographical numbers</b> eg 084, 0843, 087, 0871327, 0871686. <b>05 Corporate numbers and IP phones</b>	All Pay Monthly price plans - 15p per minute. Pay As You Go on Flat12 - 10p per minute in video area. 15p per minute outside.	No
<b>Non-geographical numbers</b> 0871323, 0871328, 0871626-7, 0871629, 08716268, 08712000	15p per call	No
<b>Non-geographical numbers</b> 087195, 084468, 0871620-5, 0871628, 0871680-2, 0871684-5, 0871687-9, 0871690-3, 0871695-9, 0871820-3, 0871825-9, 0872001, 0872014, 0872017, 0872021, 0872033, 0844242, 0844270-5, 0844277-8, 0844640-1, 0844643, 0844645-9, 0844952, 0844954, 0871320-2, 0871324-6, 0871329, 0872018, 0872030, 0872034, 0844276, 0844289, 0844328, 0844337, 0844379, 0844380, 0844510, 0844690, 0871217, 0871378, 0871420, 0871451, 0871452, 0871846, 0871847, 0872007, 0872013, 0872047, 0872048, 0872049, 0872082, 0872107, 0872133, 0872139, 0872140, 0872141, 0872008, 0843001, 0843002, 0843127, 0843153, 0843154, 0844358, 0844361, 0844416, 0871209, 0871403, 0871513, 0872097, 0872098, 0872189, 0872191, 0872193, 872194, 0872206, 0872208, 0872229, 0872230, 0843184, 0843189, 0872231, 0872244, 0872245, 0843280, 0872020, 0872254, 08716268, 08712000	15p per call plus 15p per minute	No
077442-9, 077552-5, 079118, 078931, 079112, 078745, 079784, 078744, 078939, 078223, 078220, 078920, 078727, 078922, 078930, 077001, 079780, 075201, 078730, 079788, 078221, 078644, 078224, 078226, 078229, 079785, 078225, 078933, 079789, 079786	Out of allowance UK mobile charges apply (see individual price plans for details)	No
<a href="#">Click here</a> to check the number prefixes for Isle of Man and Channel Islands (Jersey, Guernsey, Herm, Sark)	International Band 0	No
<b>0087 and 0088*</b> (Satellite phones)	£7.50 per minute	No
<b>076</b> - Pager	£1 per call plus 70p per minute	No

All prices include VAT. \* Satellite calls e.g. Inmarsat, excluding International Calls.

## Special calls continued.

Number prefix	Price	Included in all price plan / Pay As You Go allowances
<b>Personal numbering</b> (070, 0808130) - Band 1	25p per min	No
<b>Personal numbering</b> (070) - Band 2	70p per min	No
<b>Personal numbering</b> (070) - Band 3	£1 per call + 70p per min**	No
<b>Premium rate</b> (090, 091, 098) - Band A	70p per min	No
<b>Premium rate</b> (090, 091, 098) - Band B	£2 per min	No
<b>Premium rate</b> (090, 091, 098) - Band C	70p per call	No
<b>Premium rate</b> (090, 091, 098) - Band D	£2 per call	No
<b>Premium rate</b> (090, 091, 098) - Band E	£2 per min + £2 per call**	No
<b>Premium rate</b> (090, 091, 098) - Band F	£1 per call	No
<b>Premium rate</b> (090, 091, 098) - Band G	£1 per min	No
<b>Premium rate</b> (090, 091, 098) - Band H	£1.50 per call	No
<b>Premium rate</b> (090, 091, 098) - Band I	£1.50 per min	No
<b>Premium rate</b> (090, 091, 098) - Band J	35p per call	No
<b>Premium rate</b> (090, 091, 098) - Band K	35p per min	No

All prices include VAT. \*\*Both charges from the start of the call. See page 40 for footnotes.

## Directory services.

There are now a host of directory enquiry services available, all of which have different phone numbers and different charges.

The table here does not show the full list of directory services available (which is changing frequently) - [Click here](#) for current details.

### Charges for 3 directory services<sup>1</sup>.

	Enquiry charge	Charge for call connection <sup>15</sup>
<b>National 118 333 - 1 number search</b>	60p per call plus connection charge (includes text message delivery)	30p per minute
<b>International 118 313 - Up to 2 number searches</b>	£2.25 per call	
<b>Directory services for people with disabilities - 195 -1 number search</b>	FREE	25p per minute

All prices include VAT. See page 40 for footnotes.

## Other services.

What we charge you for a whole range of other activities – from late payment to reconnection.

Charges for other services	Price
Additional copy of invoice	£5 per copy
Fully itemised bill	£1
Non-recurring payment <sup>9</sup>	£4
Change of payment date	£3
Charge for change of Price Plan	£25 (Up to)
Reconnection <sup>10</sup>	£10
Unlock admin fee	£15
Unlock fee	Lump sum equivalent to the total of the monthly charges still remaining during the initial 12 months of your Minimum Term (where applicable)
Failed card payment charge	£25
Change of phone number	£10
Cancellation fee <sup>11</sup>	Lump sum equivalent to the total of all the monthly charges still remaining during the Minimum Term of your agreement less a discount of: (i) 3% for new connecting customers who are in the first Minimum Term of their agreement with us; or (ii) 10% for existing customers that have upgraded or renewed their existing contract with us for a further, subsequent Minimum Term.

Items missing from 14 day money back guarantee returns\* (where applicable)

Item	Charge	Item	Charge
Battery	£15.50	Handset Stylus (where applicable)	£4.50
Charger / Mains Adaptor	£6.50	Manufacturers User Guide/Manual	£3
Data Cable	£6.50	CD-Rom	£5
S-video Cables	£8.50	Handset Missing	May be liable for full cost of handset
Headset	£5	Abused (Beyond Economical Repair)	
SD Card (All variants)	£15.00		
Phone Strap	£2.50		

All prices include VAT. See page 40 for footnotes. \* If included in the handset box

## Points to note.

### Inclusive allowances

On our price plans for Pay Monthly customers, you may receive a monthly inclusive allowance. If you do not use up your allowance in that month, you lose the unused portion of your allowance and it does not roll over to the next month.

For Pay As You Go customers, Top-ups have no expiry date and Add-ons are valid for 30 days (excludes certain Internet add-ons) from the date and time of activation (but you must remember to activate them within 90 days of date of purchase).

### Cancellation and unlock fees

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

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

For more information call 3 Customer Services.

### Unlimited Services

Unlimited services (such as Add TV, unlimited text, unlimited landline calls & email, Facebook®, internet) are subject to fair use policies. Our fair use policies are very fair and will not affect our typical customers. However, should you go over the fair use limits you will be charged at the standard rate.

### Fair use policy

Some 3 services offered for free are subject to our fair use policy. To make sure no one abuses this freedom, we have set monthly limits of:

- add International Saver – 3000 minutes per month
- Unlimited landlines on Mix & Match – 2000 standard UK landline minutes per month
- Unlimited Internet add-on FU limit is 1GB
- Unlimited 3-to-3 calls FU limit is 2000 minutes

If you exceed these limits, we may ask you to moderate your usage. You may be charged at the standard rate or alternatively be disconnected from that service for the remainder of the month in which you have reached the fair use limit. If you continue to exceed these limits, we reserve the right to suspend or terminate your service in accordance with the Terms for 3 Services.

### Unlimited Text

Our fair use policy for our unlimited text is 3000 text messages per month. If you exceed this limit, you will be charged at the standard rate for text messages outside your allowance.

### Changing price plans

If you join 3 on a Pay Monthly price plan you're making a minimum term commitment.

If you joined 3 after 28 February 2007, you'll be unable to change to a lower Price Plan during the minimum term of your contract.

If you joined 3 before 28 February 2007, you can ask to change to the next lower available Price Plan than the one you originally joined us on. Fees and other changes to your contract with 3 may apply when you change Price Plan.

If you wish to change to a higher available Price Plan than the one you originally joined us on, you can do this (on such terms as specified by 3) during the minimum term of your contract by moving to:

- a higher Mix & Match Price Plan if you're already a Mix & Match customer; or
- a higher Mobile Broadband Price Plan if you're already a Mobile Broadband customer; or
- another of our available Price Plans (other than Mix & Match or Mobile Broadband) if you're not currently a Mix & Match or Mobile Broadband customer.

[Click here for more information about changing your price plan.](#)

### For more details

Call 3 Customer Services on 333 from your mobile or 0870 7330 333 from any phone. Calls to 333 or 0870 7330 333 are free (in UK) from your mobile. Calls to 0870 7330 333 from another phone is charged at your Service provider's published rate.

# Footnotes.

1. Inclusive voice minutes in any price plans are for voice calls made from the UK to any other standard UK mobile (beginning 07 but excluding certain numbers - see page 36 for details) landline (beginning 01, 02 and 03) and voicemail (retrieved by calling 123 from your mobile in the UK). Inclusive texts are texts sent in the UK to a UK standard mobile (beginning 07 but excluding certain number - see page 36 for details). Inclusive video minutes on video pack with mobile are for video calls made from the UK to other 3 UK mobiles. No rollover of monthly allowance to next month for Pay Monthly customers. Pay As You Go Top-up vouchers have no expiry date once activated (vouchers must be activated within 90 days of purchase). Pay As You Go Add-ons are valid for 30 days from date and time of activation, apart from Internet Daily, which lasts for 24 hours from activation, and Internet Weekly, which lasts for 7 days from activation. After monthly or Top-up allowance is used up, prices for additional use are shown in our service prices table (see pages 5, 7, 9, 10 and 12 for Pay Monthly and Business customers and page 16 for Pay As You Go customers). If your inclusive allowance runs out during a call, we will charge you for the remainder of the call at the charges published in this guide. The maximum cost of NTS calls (beginning 08) is 15p per connection plus 15p per minute.

International calls and messages, calls and messages made and received whilst abroad, premium rate calls and messages, reverse charge messages, message alert services and directory service calls, calls to 0800 / 0500 / 0808 numbers that are not on the THA list, non-geographic numbers (087, 084) and special numbers (eg 090, 070) are excluded from any monthly and Top-up voice and messaging allowances. See pages 34 and 37 for details of these charges. You can return a call directly to someone who has left you a message by simply keying # at the end of their message, this is called Call Return (returning a call directly from the voicemail service). When using Call Return, calls are charged at your standard price plan rates or from any inclusive allocation, as though you had made the call directly. Call returns will be shown separately on your bill. Call return from voicemail may not be made to certain numbers such as international and premium rate. Any call-barring restrictions you have will also apply.

- You can only return one call directly from the voicemail service. As soon as you finish the call you will be disconnected and will have to re-dial into voicemail if you wish to continue listening to your voicemail. If you divert your incoming calls to another number, we'll charge you for each redirected call. The cost of the redirected call depends on your price plan and type of number. Two call charges will be incurred when an incoming call is diverted to voicemail whilst you are outside of the UK. This is because one call is routed to the country you are roaming in and when you do not answer, or are out of coverage, the call is then diverted back to voicemail in the UK. This incurs a second charge as per the published international roaming call rates.
2. Monthly allowances for photo and video messages (if any) only apply to messages within the UK. Messages sent from the UK to international destinations, messages sent and received whilst abroad, photo and video messages and alerts received as part of 3's Alerts services are excluded from any monthly, Top-up and Add-on allowances for messages.
  3. Each text / photo / video message can accommodate 160 characters. Some handsets allow for more, these will be divided and sent in numerous messages (depending upon length). Each message will be deducted from your Top-up, Add-on or monthly allowance (if any) or charged at standard rates. When you send messages to several recipients at the same time you will be charged separately for each recipient.
  4. Monthly allowance is applied as a discount against spend on content usage. Excludes certain shortcode services and 3rd party ringtone services charges via SMS and add-on purchase. Service limitations apply.
  5. Assumes use of 3 USB modem, PC software dependent.
  6. Only one of each Add-on is allowed per account, per month. Pay As You Go customers can purchase more than one Internet Daily or Internet Weekly Add-on per month. There is no rollover to the next month for any Add on. 3 reserves the right to suspend, modify or withdraw Add-on's, without notice, at any time. For pay monthly customers, each Add-on has one month minimum term when purchased except for (i) Add Text with Laptop, which has a minimum term of 18 or 24 months, and

- (ii) Video Pack with mobile Add-on's, which have an 18 month minimum term. For Pay As You Go customers, Top-ups must be activated via My3 or by calling 444 within 90 days of purchase. Once activated top-ups have no expiry date. Add TV Pay As You Go Add-on gives you unlimited access to a selection of 5 TV channels: Kiss, Trax, Geek TV, Kerrang and MTV. Fair use policy applies. For Business Share plans, add-on allowance is only available to individual sharer member purchasing add-on (not all members registered on Business Share plan).
7. Usage for Add-ons is unlimited for Add 24-7 Football and Add video pack. To access content, press the Triangle and then the appropriate service icon: for Add 24-7 Football, all content is under the 24-7 Football icon, and for Add video pack, all the content under all the icons (excluding TV Channels, (FHM/Heat/MobiTV subscription services), Music, Tunes & Pix, Top Shelf, Buy & Multiplayer games, Hot Candy, Pics & Filcs, all shortcode content and certain specific content) is available. Add TV Channels is not available on NEC e606, NEC e808, Nokia 7600 and LG U8110. Add TV Channels excludes Adult TV services, TV series Passes, Mobity and individual clips from TV shows.
8. International messaging function is subject to services arrangements with respective networks abroad. Calls and messages to these numbers are excluded from any inclusive allowance on all price plans on Pay Monthly and Pay As You Go. Premium rate shortcode text messages sent while abroad are charged at standard roaming SMS charge plus short code charges.
9. **Non-recurring payment:** 3's preferred method of payment is by recurring Direct Debit. Recurring payments have no additional charge.
10. **Reconnection charge:** If we have to suspend or disconnect you from the 3 network, we reserve the right to charge you for reconnecting your handset.
11. **Cancellation fee:** Pay Monthly customers only - there is no cancellation fee if you wish to cancel after your Minimum Term has finished.
12. Pupillo subscription offer is available from 3 Stores only to new approved customers registering on selected Pay Monthly price plans for a minimum term, plus subscribing to the pupillo subscription add-on for a

- 12 month minimum term. Inclusive video calls are to 3 UK video mobile only. Service limitations apply.
13. 10% discount (18 month contract) and 25% discount (24 month contract) available to new approved customers registering direct from 3 on Business Flat Rate, Business Flat Rate & Mail, Business 600 & Business 900 plans. Discount is applied against the monthly line rental charge only from first monthly billing cycle for as long as you stay on the promoted price plans. On Business Share tariff 10% discount (18 month contract) and 25% discount (24 month contract) is applied to the monthly sharer member fee, per user. Monthly Business choice allowance is a total allowance to share between all members registered on the same Business Share tariff. If additional members join a Business Share Tariff during the contractual minimum term, the Access Charge will carry on until the end of the last new member's contract but all existing sharers' minimum terms will remain unchanged. Each member has their own minimum term contract which commences on the day that member signs up to the Business Share Plan and is not related to other sharers' minimum term who join the plan at a later date. The Access Charge is payable in addition to any Member Fee from the date the first member joins the Business Share Plan until the last members (to join the Business Share Plan) minimum term expires. The access fee and each members monthly fee makes up your monthly recurring charge for the purpose of the Cancellation Fee.
14. With Add New Music Club each month you get three music tracks or music videos of your choice and up to four bonus tracks from the latest breaking artists which you access via a text we will send you. You also get unlimited access to selected Music TV channels (currently Kiss, MTV Trax and Vidzone, which may vary) and access to First Cut. Handset, service limitations and terms apply. See [three.co.uk](http://three.co.uk)
15. **Charging/Billing Pay Monthly** - All calls made by pay monthly customers, (except calls to short code, premium rate numbers and EU roaming calls) are initially rounded to the first minute and are billed per second thereafter. After the first minute for pay monthly customers calls are charged by the second, except some roaming calls (Calls made from abroad), Directory Service

- and Special Calls. The call duration will be mathematically rounded to the nearest second.
- Pay As You Go** - For Pay As You Go customers, all calls made (except calls to short code, premium rate numbers and EU Roaming calls), are rounded up to the nearest minute and are charged by the minute.
- All Customers** - Individual events are charged excluding VAT and are mathematically rounded to one tenth of a penny. VAT is then calculated on the total of all charges that are VAT applicable, and these total charges are then mathematically rounded to the nearest penny.
- First Month Pro-Rated**  
Your first month's allowance and charge for your price plan or add-on will depend on when in the month you join 3 or when you decide to select your add-on. Whenever that is, you can start using your allowance for your price plan or add-on straight away. We'll work out an appropriate allowance and charge to take you to the end of the first month. After that, you simply pay the standard monthly line rental or add-on charge for a full month's allowance.
16. **Add Text Unlimited**  
Offer available to new approved customers registering on £15 Texter Offer (unlimited texts), £20 Texter Offer (unlimited texts), £25 Texter offer (VideoTalk 500 Plus with unlimited text) or £35 Texter offer (VideoTalk 750 with unlimited text) on a 12 or 18 month minimum term contract while customer remains on promoted price plan. Inclusive texts are texts sent in the UK to standard UK mobiles. Subject to fair use policy of 3000 texts per month.
  17. **Add International Saver**  
Inclusive calls covers voice calls from the UK to standard landlines and mobiles in Canada, USA, Hawaii, Puerto Rico, China, Hong Kong, Singapore and Thailand. The allowance can also be used to call standard landlines in Australia, Austria, Belgium, Denmark, France, Germany, Ireland, Italy, Japan, Luxembourg, Malaysia, Netherlands, New Zealand, Norway, Poland, Portugal, South Korea, Spain, Sweden, Switzerland and Taiwan from the UK. Unlimited calling with International Saver is subject to fair use policy of 3000 minutes per month. Customers will be sent a warning text at 2500 minutes and a confirmation text at 3000 minutes

- explaining the fair usage policy. Available to new Pay Monthly customers entering into a minimum term contract (directly from 3). 388 prefix must be called before country code. Video and fax calls are excluded. There is no rollover to the next month. Excludes whilst roaming abroad. Your first month's Add-on charge and allowance (where applicable) may be pro-rated.
18. **PAYG Offer - Free Voicemail**  
Free voicemail is available to all PAYG - 3Pay & Flat12 customers, even if they have no credit. Free voicemail is for calls from your 3 mobile made in the UK to 3's UK standard voicemail number.
  19. **Stretch Terms - Standard Tariff Terms**  
Inclusive units are for calls from the UK to UK standard rate landlines beginning 01, 02, 03 and UK mobiles, and for texts sent in the UK to standard UK mobiles. The maximum charge for NTS numbers (beginning 08) is 15p per connection plus 15p per minute. Stretch bundles are valid for 30 days. Available to new customers and existing customers who opt-in to the Flat12 tariff, and convert top-up to a stretch bundle. Rates stated are based upon full utilisation of Stretch bundle within 30 days.
  20. **Stretch Offer - Free 100 3 to 3 minutes**  
Available to Flat12 customers only, subject to activating and converting a top-up into a Stretch bundle. Calls are 100 3 to 3 UK voice minutes (valid for 30 days from activating a Stretch bundle). Stretch bundle has 30 day validity period.
  21. Inclusive GB allowances within Mobile Broadband Ready to go Kits are valid for up to: (i) 3 months (for 3GB kit), (ii) 12 months (for 12GB kit) or (iii) 24 months (for 24 GB kit) from the date of activation. Once your Mobile Broadband Ready to go Kit GB allowance is reached or expires, an additional Mobile Broadband Add-on must be purchased. Add-ons last for 30 days once activated (excludes Mobile Broadband Ready to go Kit allowance). Activation starts as soon as you have converted a Top-up. Outside of your Add-on allowance data usage will be charged at £1 per MB. Charged by the byte. Mobile Broadband is compatible with Windows 2000, XP and Vista operating systems and Mac OS (may require additional drivers). Maximum speeds of up to 2.8Mbps on 3's HSDPA network.

# Footnotes continued.

## 22. Business Offers

Free voicemail is for calls made in the UK to the standard voicemail number.

Free extras offer on Business Mix & Match - offer only available direct from 3 for a limited period to new approved business customers registering direct with 3 on a Business Mix & Match price plan while the customer remains on the promoted price plan. Customers on Business Mix & Match 300, 500 and 700 will receive Add 3 to 3 UK minutes which consists of 2000 3 to 3 UK voice minutes a month. Business Mix & Match 900 customers may choose from either (1) Add 3 to 3 UK minutes which consists of 2000 3 to 3 UK voice minutes a month; or (2) Add Text which consists of 1000 text messages sent from the UK to other standard UK mobiles a month. Business Mix & Match 1100 customers may choose from either (1) Add 3 to 3 UK minutes which consists of 2000 3 to 3 UK voice minutes a month; or (2) Add Text which consists of 1000 text messages sent from the UK to other standard UK mobiles a month; or (3) Add Landline Calls which consists of 2000 voice minutes for calls made in the UK to standard UK landlines (beginning 01, 02, 03) a month. Terms apply. See instore or [three.co.uk](http://three.co.uk) for details.

## 23. Add Text with Laptop

All Add Text with Laptop add-ons have a minimum term of 18 or 24 months and can only be purchased with Broadband 5GB, Broadband Lite or Broadband 15GB plans (on an 18 or 24 month minimum term contract) direct from 3 or via selected 3 authorised retailers. Inclusive texts are texts sent in the UK from laptop to standard UK mobiles. Laptop supplied by 3 (in respect of add-ons purchased via 3) or from authorised 3 retailer (in respect of add-ons purchased via an authorised 3 retailer) at no additional charge.

## 24. IMPORTANT NOTE - VAT Rate Changes

### Pay Monthly

Prices for Pay Monthly Customers (except Business Customers) are shown including VAT based on 17.5% - when you are billed the VAT will be applied at 15% so that you benefit from this saving.

### Business

Prices for Business Customers are shown excluding VAT - when you are billed the VAT will be applied at 15% so that you benefit from this saving.

### Pay As You Go

Prices for Pay As You Go Customers are shown including VAT based on 17.5% - to make sure you benefit from the VAT rate change when these prices are applied, the saving will appear as an additional credit on your account when you activate your voucher.

## 25. EU Roaming charging/billing

All EU Roaming calls made by Pay Monthly, Pay As You Go and Business Customers (except calls made to Short Code/Premium Rate numbers, Directory Service, special calls and calls within the UK) are initially rounded to the first 30 seconds and are billed per second thereafter.

## 26. Internet Texter Plans

Available to new approved customers registering on a £20 Internet Texter Plan, £25 Internet Texter Plan or £35 Internet Texter Plan on 24 month minimum term contract while customer remains on promoted price plan. Inclusive texts are sent in the UK to standard UK mobiles. Internet allowance phone browsing only. 3-to-3 calls are within the UK only. Instant messaging is Windows Live Messenger (3G coverage required). All unlimited propositions subject to a fair use policy. See page 39.