

Special Numbers - OOB

Charges for calls from the UK to special numbers*

| Number / Prefix Price | Direct Save Price |
|---|--|
| Freephone Numbers 0800/0808 | £0.0000 |
| Emergency numbers 999 / 112 | £0.0000 |
| NHS 111 | £0.0000 |
| NHS Test and Trace 119 | £0.0000 |
| Helplines 116000 / 116006 / 116111 / 116117 / 116123 | £0.0000 |
| Single non-emergency police 101 | £0.0000 |
| National power emergency 105 | £0.0000 |
| Fraud hotline 159 | £0.0000 |
| Relay UK calls to emergency and non-emergency numbers using 18000 or 18001 999 or 18001 112 or 18001 101 | £0.0000 |
| Relay UK calls using 18001 to UK standard landlines (starting 01, 02, 03) and UK mobiles (starting 077, 078 or 079) | £0.0000 |
| Relay UK calls to voicemail accessed using 18001 07782 333 123 | £0.0000 |
| Relay UK calls to international numbers 18001 | A 25% discount will be applied to the standard rates |
| Corporate Numbers 055 | £0.1275/minute |
| 084/087 The total cost of the call is the Access Charge plus the Service Charge | Access Charge £0.54 per minute (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 £0.35/minute |
| Satellite calls 0087 and 0088** | Up to £7.66 |
| Pager 076 | £1.02 per call plus £0.72 per minute |
| Personal number 070 band 1 | £0.26 / minute |
| Personal number 070 band 2 | £0.87 / minute |
| Personal number 070 band 3 | £1.02 per call plus £0.72 per minute |
| Premium rate (090, 091, 098) The total cost of the call is the Access Charge plus the Service Charge | Access Charge £0.54 per minute (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) |

*If a you are interested in specific numbers, or the specific price of any call, information can be found at three.co.uk/specialcall. Please note that Jola Reseller rates are the prices published on this link but with 10% discount.

****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 £6.90 per minute inclusive of VAT.**

Calls from the UK or abroad to international special numbers

| Number / Prefix Price | RRP |
|---|-------------|
| 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 | £0.1625/min |
| Voice calls made to other international special numbers*** | £2.29/min |

Notes on Special Number charges

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.

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.

| Number / Prefix Price | Direct Save 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 £0.54 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 £0.54 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 *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. |

Notes on Directory Enquiries charges

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, and charged per second.

Additional Services and Outside of Allowance Charges

| Number / Prefix Price | Direct Save Price |
|---|---|
| Voice Call to standard UK Number on Unlimited MBB tariff | 2.5p/minute |
| Text to standard UK number on Unlimited MBB tariff | 1.67p/text |
| 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. | £0.54/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 Three shortcode checker |

UK to International - OOB

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.

| | Calling or sending a message to a Go Roam Destination* | Calling or sending a message anywhere else |
|-------------------|--|--|
| | Direct Save | Direct Save |
| Voice calls / min | £0.16 | £2.50 |
| Texts (per text) | £0.05 | £0.54 |
| MMS (each) | £0.54 | £0.54 |

* “Go Roam” destinations can be found in the “Roaming Bands - Voice & Text' section
Costs for calls to non-standard international numbers can be found at three.co.uk/nts.
See “Charges for calls from the UK to international special numbers” in 'Special Numbers - OOB' section

Notes on 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.

Roaming Services

Roaming on Direct Save Telecom SIMs

Unless stated at the point of purchase, International Roaming is switched on automatically on a SIM. Please note that to help manage roaming costs, the end-customer will receive an automated text message from Three about call charges and roaming rates for each country visited.

Roaming Services

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 *automatically* 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.

Countries included in 'Go Roam' Roaming Services can be found in the 'Roaming Bands - Voice&Text' and 'Roaming Bands - Data' sections. In the Republic of Ireland and the Isle of Man there is no daily charge to use UK allowances but the Fair Use Policy below applies.

| Roaming Service | Daily charge |
|--|--------------|
| | Direct Save |
| Go Roam in Europe EU destinations | £1.67 |
| Go Roam in Europe Non-EU destinations | £2.00 |
| Go Roam Around the World destinations | £5.00 |
| Roaming in Republic of Ireland and the Isle of Man | £0.00 |

Go Roam - Fair Usage Policy (FUP)

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.

DATA

The Go Roam monthly FUP on UK Unlimited tariffs is 12GB. If the User uses 12GB they can continue to use the data, but this is subject to a surcharge (the customer does not also incur the daily roaming charges after exceeding 12GB):

0.23p/MB (RRP - 0.25p/MB) for EU destinations
0.27p/MB (RRP - 0.3p/MB) for Europe (non-EU) destinations and Go Roam Around the World destinations

CALLS & SMS

Go Roam in Europe destinations, or back to the UK:
There are no fair use limits for calls made or texts sent from any available allowance to standard landlines or mobile numbers.

For Go Roam Around the World destinations:
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.
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.

NOTES

If User(s) roam exclusively in one or more of 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, Direct Save Telecom reserves the right to apply a surcharge when the SIM has not used its 12GB roaming allowance:

EU destinations:
2.25p/min, 1.48p/SMS and 0.23p/MB (RRP - 2.5p/min, 1.64p/SMS and 0.25p/MB)

European (Non-EU) and Go Roam Around The World destinations:
2.7p/min, 1.8p/ SMS and 0.27p/MB (RRP - 3p/min, 2p/ SMS and 0.3p/MB)

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 and the surcharge won't apply.

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

| | | | | | | | |
|--------|-------|-------|-------|-------|-------|-------|-------|
| Band 3 | £3.00 | £3.00 | £3.00 | £3.00 | £3.00 | £3.00 | £3.00 |
| Band 4 | £3.00 | £3.00 | £3.00 | £3.00 | £3.00 | £3.00 | £3.00 |

*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 2.25p (RRP - 2.5p) per minute for EU destinations and 2.7p (RRP - 3p) per minute for non-EU.

Countries included in each band for voice usage can be found in the 'Roaming Bands - Voice & Text' section.

Notes on 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. This applies unless the User has unlocked their Go Roam allowance in a Go Roam destination, using minutes from their allowance.

Texting while abroad

| Texting From: | Texting To: | | | | | | |
|---|-------------------------|--------------------------|-------------|-------------|-------------|-------------|-------------|
| | Go Roam in Europe | Go Roam Around the World | Band 1 | Band 2 | Band 3 | Band 4 | UK |
| | Direct Save | Direct Save | Direct Save | Direct Save | Direct Save | Direct Save | Direct Save |
| Go Roam in Europe (Non-EU destinations) | Included in allowance** | 2p | 1.3p | 1.3p | 1.3p | 1.3p | 2p* |
| Go Roam in Europe (EU destinations) | Included in allowance** | 1.64p | 1.3p | 1.3p | 1.3p | 1.3p | 1.64p* |
| Go Roam Around the World | 2p | 2p | 1.3p | 1.3p | 1.3p | 1.3p | 2p* |
| Band 0 | 3.34p | 3.34p | 1.3p | 1.3p | 1.3p | 1.3p | 3.3p |
| Band 1 | 35p | 35p | 35p | 35p | 35p | 35p | 35p |
| Band 2 | 35p | 35p | 35p | 35p | 35p | 35p | 35p |
| Band 3 | 85p | 85p | 85p | 85p | 85p | 85p | 85p |
| Band 4 | 50p | 50p | 50p | 50p | 50p | 50p | 50p |

*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 1.48p (RRP - 1.64p) per text for EU destinations and 1.8p (RRP - 2p) per text for non-EU.

Countries included in each band for text usage can be found in the 'Roaming Bands - Voice & Text' section.

Notes on charges for texting 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.

| User's location | Cost to receive standard voice calls | Cost to receive SMS or MMS |
|--------------------------|--------------------------------------|----------------------------|
| | Direct Save | Direct Save |
| Go Roam in Europe | Free | Free |
| Go Roam Around the World | Free | Free |
| Band 0 | £0.09 | Free |
| Band 1 | £0.99 | 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.

Roaming Bands - Voice/Text

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

* Non-EU destinations

| Go Roam Around the World - Voice/Text |
|--|
| Australia, Brazil, Chile, Colombia, Costa Rica, El Salvador, Guatemala, Hong Kong, Indonesia, Israel, Macau, New Zealand, Nicaragua, Panama, Peru, Puerto Rico, Singapore, Sri Lanka, Uruguay, US Virgin Islands, USA, Vietnam |

| Band 0 - Voice/Text |
|---------------------|
| Monaco |

| Band 1 - Voice/Text |
|--|
| Andorra, Bosnia-Herzegovina, Canada, Macedonia, Montenegro, North Cyprus, South Africa, Turkey |

| Band 2 - Voice/Text |
|--|
| Afghanistan, Albania, Algeria, American Samoa, Angola, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Ascension Island, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Botswana, British Virgin Islands, Brunei, Burkina Faso, Cambodia, Cameroon, Cayman Islands, Chad, China, Congo, Dominica, Dominican Republic, East Timor, Ecuador, Egypt, Equatorial Guinea, Faroe Islands, Fiji, French Polynesia, Gabon, Gambia, Ghana, Greenland, Grenada, Guam, Guinea, Guyana, Haiti, Honduras, India, Iran, Iraq, Ivory Coast, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Korea (Rep. of), Kosovo, Kyrgyzstan. Laos, Lebanon, Lesotho, Liberia, Libya, Madagascar, Malawi, Mali, Mauritania, Mauritius, Mexico, Moldova, Mongolia, Montserrat, Mozambique, Myanmar, Namibia, Nepal, Neth. Antilles, New Caledonia, Niger, Nigeria, Pakistan, Palestine, Papua New Guinea, Paraguay, Philippines, Qatar, Rwanda, Samoa, Saudi Arabia, Senegal, Serbia, Seychelles, Sierra Leone, Solomon Islands, Somali, St. Kitts, St. Lucia, St. Vincent, Sudan, Suriname, Syria, Taiwan, Tajikistan, Tanzania, Thailand, Togo, Tonga, Trinidad and Tabago, Turks and Caicos, Uganda, Vanuatu, Venezuela, Yemen, Zambia, Zimbabwe |

| Band 3 - Voice/Text |
|--|
| Cape Verde, Cuba, Ethiopia, Georgia, Kuwait, Malaysia, Maldives, Morocco, Oman, Russia, Tunisia, Turkmenistan, United Arab Emirates, Ukraine, Uzbekistan |

| Band 4 - Voice/Text |
|--|
| Airplanes, Ferries, Maritime Networks, Ships |

Roaming Bands - Data

Go Roam in Europe - Data

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

* Non-EU destinations

Go Roam Around the World - Data

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

Band 1 - Data

Monaco

Band 2 - Data

Benin, Botswana, Ivory Coast, Japan, North Cyprus, Philippines, South Africa, Taiwan, Thailand, Turkey, Yemen

Band 3 - Data

Afghanistan, Airplanes, Albania, Algeria, American Samoa, Andorra, Angola, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Ascension Island, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belize, Bermuda, Bhutan, Bolivia, Bosnia-Herzegovina, British Virgin Islands, Brunei, Burkina Faso, Cambodia, Cameroon, Canada, Cape Verde, Cayman Islands, Chad, China, Congo, Cuba, Dominica, Dominican Republic, East Timor, Ecuador, Egypt, Equatorial Guinea, Ethiopia, Faroe Islands, Ferries, Fiji, French Polynesia, Gabon, Gambia, Georgia, Ghana, Greenland, Grenada, Guam, Guinea, Guyana, Haiti, Honduras, India, Iran, Iraq, Jamaica, Jordan, Kazakhstan, Kenya, Korea (Rep. of), Kosovo, Kuwait, Kyrgyzstan, Laos, Lebanon, Lesotho, Liberia, Libya, Macedonia, Madagascar, Malawi, Malaysia, Maldives, Mali, Maritime Networks, Mauritania, Mauritius, Mexico, Moldova, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nepal, Neth. Antilles, New Caledonia, Niger, Nigeria, Oman, Pakistan, Palestine, Papua New Guinea, Paraguay, Qatar, Russia, Rwanda, Samoa, Saudi Arabia, Senegal, Serbia, Seychelles, Ships, Sierra Leone, Solomon Islands, Somali, St. Kitts, St. Lucia, St. Vincent, Sudan, Suriname, Syria, Tajikistan, Tanzania, Togo, Tonga, Trinidad and Tabago, Tunisia, Turkmenistan, Turks and Caicos, United Arab Emirates, Uganda, Ukraine, Uzbekistan, Vanuatu, Venezuela, Zambia, Zimbabwe