

# The real deal.

The Bill Pay and Prepay  
price guide.



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

**Bill Pay  
Prepay  
Broadband  
International charges  
Special calls  
Directory services  
Other services  
Points to note  
Footnotes**

# Bill Pay that suits you.

Have it all with Bill Pay Flex-Max price plans from Three. Just pick a plan that suits and you can call, text and surf the web in whatever combination you like within your plan. Depending on your plan, you get a certain amount of flexi-units to play with each month. You can use these flexi-units however you want on either calls or texts.

## Flex-Max Plans.

	3 Mini Flex Max	3 Classic Flex Max SIMO	3 Classic Flex Max	3 Unlimited Flex Max SIMO	3 Unlimited Flex Max
<b>Monthly charge</b>	€30	€28	€45	€30 <sup>^</sup>	€60
<b>Minimum Term</b>	24 months	30 days	24 months	30 days 6 months 12 months	24 months
<b>Flexi-Units ROI &amp; EU</b>	100	350	350	Unlimited**	Unlimited**
<b>Three to Three minutes ROI Only</b>	Unlimited*	Unlimited*	Unlimited*	Unlimited*	Unlimited*
<b>All You Can Eat Data<sup>+</sup></b>	√	√	√	√	√
<b>EU Roaming data allowance</b>	8GB	8GB	8GB	9GB	9GB

**Surcharge applicable if EU roaming data allowance exceeded 0.74c per MB across all plans**

<sup>^</sup> 6 Month Promotional contract: €25/month for the first 3 months, €30 thereafter. Minimum term 6 months.

<sup>^</sup> 12 Month Promotional contract: €25/month for the first 3 months, €30 thereafter. Minimum term 12 months.

<sup>+</sup> All You Can Eat Data is available only in the Republic of Ireland. EU fair use policy applied in respect of All You Can

Eat Data. EU roaming data allowance (above) calculated in accordance with EU fair use policy.

\* Fair Usage Policy of 3,000 minutes per month applies.

\*\* Unlimited Flex Max: Fair Usage Policy of 10,000 Flexi-Units per month applies.

### Flex-Max plans out of bundle rates.

	3 Mini Flex Max	3 Classic Flex Max SIMO	3 Classic Flex Max	3 Unlimited Flex Max SIMO	3 Unlimited Flex Max
<b>Voice ROI &amp; EU (per min)</b>	34.56c	34.56c	34.56c	34.56c	34.56c
<b>Text ROI &amp; EU (per message)</b>	17.28c	17.28c	17.28c	17.28c	17.28c
<b>MMS ROI &amp; EU (per message)</b>	24.60c	24.60c	24.60c	24.60c	24.60c
<b>Voicemail ROI &amp; EU (per min)</b>	15.25c	15.25c	15.25c	15.25c	15.25c
<b>Video calls (Three to Three ROI Only)</b>	34.56c	34.56c	34.56c	34.56c	34.56c
<b>Video calls (Other ROI mobiles)</b>	50.82c	50.82c	50.82c	50.82c	50.82c

Voicemail is always charged out of bundle. Per minute billing and call set up charge of 5.08c applies to all domestic and EU roaming voice out of bundle calls to landlines and mobiles.

# Flex Max Add-Ons.

## International Add-ons.

<b>Calls &amp; Texts UK.</b> 300 Flexi Units to make calls and send texts to the UK.	€2.99 per month
<b>Call Europe.</b> Only 26.43c per minute to call landlines and mobiles in Europe. ‡	€3.04 per month
<b>Call North America.</b> Only 20.33c per minute to call landlines and mobiles in the USA and Canada. ^	€3.04 per month
<b>Call Down Under.</b> Only 38.62c per minute to call landlines and mobiles in Australasia. □	€3.04 per month

## Talk Add-ons.

<b>Landlines Unlimited.</b> Unlimited* calls to Republic of Ireland landlines. These minutes can also be used to call Republic of Ireland landlines from the EU.	€6.99 per month
<b>Free-time Calls.</b> 150 evening & weekend minutes~. These minutes can also be used for EU roaming^	€6.99 per month
<b>Voicemail Unlimited.</b> Unlimited access to your voicemail in the ROI and EU. ±	€1.99 per month

## Text Add-ons.

<b>Text Anytime.</b> Unlimited** texts to any Republic of Ireland network. These texts can also be used for EU roaming.^	€6.99 per month
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\*Subject to Fair Usage Policy of 3,000 minutes per month available to use within Republic of Ireland, and whilst roaming in the EU. Calls from Republic of Ireland to EU not included.

~Free-Time calls - 150 minutes can be used at the specified times (6pm - 8am Mon to Thu + 6pm Fri to 8am Mon). Please note that if you have selected the Free-time calls add-on and you make a call to another Three number at the specified times, any such calls will be deducted from your Free-Time Calls allowance, provided you have minutes remaining in your Free-Time allowance. Where you have used your Free-Time Calls allowance and you make a call to another Three number, such calls will be taken from your Three to Three calls allowance.

^EU roaming includes calls/sms made from another EU country. It includes calls/sms: (1) back to Republic of Ireland from a visited EU country, (2) to numbers in the EU country you are visiting and, (3) to other EU countries at the specified times, any such calls will be deducted from your Free-Time Calls allowance and you make a call to another Three number, such calls will be taken from your Three to Three calls allowance.

±Voicemail Unlimited - Only applicable in the Republic of Ireland and EU.

\*\* Subject to Fair Usage Policy of 3,000 texts per month available to use within Republic of Ireland, and whilst roaming in the EU. Texts from Republic of Ireland to EU not included. If purchased before 4th June 2013, 150 texts apply.

‡ Call Europe - Calls to following countries: Austria, Belgium, Bulgaria, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Netherlands, Poland, Portugal, Romania, Slovakia, Spain, Sweden.

^ Call North America - Calls to following countries: USA, Canada.

□ Call Down Under - Calls to following countries: Australia, China, India, Malaysia, New Zealand, Pakistan, Philippines, Thailand.

All prices include VAT. Add-on bundles have a monthly expiry period. Terms and conditions apply - see Footnotes - page 7

# Prepay Plans.

## Charges for calls and messages.

	Prepay
Voice Calls ROI & EU	38c*
Voicemail ROI & EU	15c
Video Calls ROI & EU	35.58c
Text message ROI & EU	15c
MMS ROI & EU	24.60c
Data ROI & EU	€1.01 per MB

All prices include VAT. For terms and conditions, see page 7. \*All chargeable calls to Irish and EU landlines & mobiles from ROI or while roaming in the EU are subject to a call set up fee of 9.15c. Rates shown are billed per minute.

# All You Can Eat Data.

## All You Can Eat Data.

Minimum Top up required	€20
Validity period	28 Days
EU roaming data allowance	6GB
Surcharge applicable if EU allowance exceeded	0.74c per MB

All you can eat Data is available only in the Republic of Ireland  
EU fair use policy applied in respect of All You Can Eat Data.  
EU roaming data allowance (above) calculated in accordance with EU fair usages policy.  
All you can eat Data is available at no additional charge for prepay customers who top up by €20 every 28 days.

# Prepay Internet Add-on.

Get something extra with this great value add-on which gives you 500MB of data for use in Ireland and EU.

## Internet Add-ons.

Mobile Surfing 500MB. 500MB internet surfing for Prepay mobile.	€4.99 per month
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# Mobile Broadband Plans.

## Prepay Broadband Plans

	Broadband Time	Price	Fair Use Limit
Broadband Daily	1 day	€5	500MB
Broadband Weekly	7 days	€10	2GB
Broadband Monthly 1GB	28 day	€15	1GB
Broadband Monthly 7.5GB	28 day	€25	7.5GB
Broadband Monthly 20GB	28 day	€35	20GB
Out of Bundle Rate ROI & EU		6.15c per MB	

All prices include VAT. For terms and conditions see page 7.  
Prepay Broadband can be used where Three has HSDPA coverage.

## Bill Pay Broadband Plans

	Three Broadband One	3 Unlimited Broadband	3 Unlimited Broadband SIM Only
Monthly charges	€15.99	€29.99	€29.99
Inclusive Data	3GB (ROI & EU)	750GB (ROI Only)	750GB (ROI Only)
Roaming Allowed	yes	no	no
Out of bundle charge (per MB)	6.15c	6.15c	6.15c
Text (per message)	2.46c	2.46c	2.46c
Minimum Term (months)	12/18	18/24	30 days

Note: The per MB price in bundle is as follows: Three Broadband One 0.52051c. 3Unlimited Broadband 0.0039c.

## Mobile Broadband Add-ons

### Internet Add-ons.

4G Extra 5GB Extra with 4G*	€7.50 per month
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\* Data can be used in ROI only. If you are on any other tariff, data can be used in ROI only. Note: The 4G Extra Add-on is only compatible with Three Broadband Two, Three, Four and Five. This does not apply to legacy plans. For Add-on terms see page 7 of this Price Guide.

# Standard International & Roaming rates

Bill Pay customers need to call Three Customer Services to enable international roaming. Visit [three.ie](http://three.ie) to see where we currently have roaming services.

For charges that apply for usage (denoted by † symbol in the table below) when you are roaming in the EU, please refer to your plan information above (both Billpay and Prepay).

## Calls & texts to UK add-on for €2.99

With the UK calls & Texts add-on you get: 300 flexi-units that can be used for making calls or sending texts to the UK. FU ratio: 1FU = 1 minute = 2 texts.

### International and roaming voice calls

Call type	Priceplan	Band 1	Band 2	Band 3	Band 4	Band 5	Band 6
Calls from Ireland to this band	Bill Pay	44.72c	44.72c	35.58c	€2.04	€2.87	58.95c
	Prepay	35.58c	35.58c	35.58c	€1.78	€2.49	50.82c
Calls received in this band	Bill Pay	Free	Free	€1.01	€1.78	€2.02	€1.78
	Prepay	Free	Free	€1.01	€1.78	€2.02	€1.78
Calls made to countries in the same band or back to Ireland	Bill Pay	†	†	€1.78	€1.78	€2.80	€1.78
	Prepay	†	†	€1.78	€1.78	€2.80	€1.78
Calls made from this band to EU countries	Bill Pay	†	†	€2.80	€2.80	€2.80	€2.80
	Prepay	†	†	€2.80	€2.80	€2.80	€2.80
Calls made to countries in other bands	Bill Pay	€1.51	€1.51	€2.80	€2.80	€2.80	€2.80
	Prepay	€1.51	€1.51	€2.80	€2.80	€2.80	€2.80

**Billpay, Prepay:** Per minute billing applies to all international and roaming calls unless otherwise stated.

Band 1: Channel Islands, UK, Isle of Man, Jersey, Guernsey, Northern Ireland. Band 2: Andorra, Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Reunion, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Vatican City. Band 3: Canada, and USA. Band 4: Albania, Armenia, Azerbaijan, Belarus, Bosnia & Herzegovina, Georgia, Macedonia, Moldova, Montenegro, Russia, Serbia, Switzerland, Turkey, Ukraine. Band 5: Rest of the world. Band 6: Australia, Bahrain, Bangladesh, Bhutan, China, Hong Kong, India, Indonesia, Iran, Iraq, Israel, Japan, Jordan, Kuwait, Kyrgyz Republic, Lebanon, Macau, Malaysia, Mongolia, New Zealand, Oman, Pakistan, Philippines, Saudi Arabia, Singapore, Sri Lanka, Taiwan, Tajikistan, Thailand, Turkmenistan, Uzbekistan, Vietnam, Yemen.

### Texts (per message)

Message format	Sent from Ireland to abroad	Sent within EU	Sent from or to countries outside of EU
Text	25.41c	† (Billpay, Prepay)	35.58c
Photo	24.60c	24.60c	24.60c
Video	24.60c	24.60c	24.60c

## Data Roaming

Please see [three.ie](http://three.ie) for the current list of our roaming partner networks in each country.

### Data Roaming

#### Data Roaming within EU

† (Billpay, Prepay)

#### Data Roaming Band 2

€5.08  
per MB

#### Data Roaming in other countries

€7.12  
per MB

Rates are listed per MB but are charged per KB.

EU countries: Andorra, Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Reunion, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Vatican City, United Kingdom.

Band 2 countries: Australia, Israel, Japan, Puerto Rico, South Africa, Taiwan, Thailand, Turkey, USA

# Special calls.

Certain kinds of calls within Ireland 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.

## Calls, Data and Fax to other phone numbers (per minute unless otherwise stated)

Number prefix	Rates
1913 (0833333333), 1744 (0833333444)	Free (standard roaming rates apply to calls from abroad)
1800, 00800	Free
1850 (per call)	34.56c (Bill Pay) 30.49c (Prepay)
0818, 1890 (LoCall), 0700	34.56c (Bill Pay) 29.48c (Prepay)
1512 (per call)	45.74c
1513 (per call)	70c
1514 (per call)	90c
1515 (per call)	€1.20
1516 (per call)	€1.80
1517 (per call)	€2.50
1518 (per call)	€3.50
1520	30c
1530	50c
1540	70c
1550, 1559, 1560	€1.20
1570	€2.40
1580	€2.95
1590, 1598, 1599	€3.50

All prices include VAT. Calls charges per minute unless otherwise stated. For terms and conditions, see page 7.

# Directory services.

Services	Enquire charge (includes text msg delivery)
<b>National 11811 / 11850 / 11890</b> - 1 number search	<b>Bill Pay</b> (includes text msg delivery) <b>3.26 per call</b> (incl. 1st minute), <b>€2.14 per minute</b> (for each subsequent minute) <b>Prepay</b> (includes text msg delivery) <b>€4.26 per call</b> (incl. 1st minute), <b>€2.14 per minute</b> (for each subsequent minute)
<b>International 11860 / 11818</b> - up to 2 number searches	<b>€1.32 per call + €1.22 per minute</b>

## Value Added SMS shortcodes

Range	Cost €
50000 - 50998	Free
51000 - 51998	Up to 16c
53000 - 53998	Up to 80c
57000 - 57998	80c or above
59000 - 59998	Adult services (prices will vary)

# Other services.

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

## Charges for other services

Charges for	Price
Additional copy of invoice	€7.62 per copy
Electronic copy of invoice	€2.54 per email
Non-direct debit charge	€4.57 per month
<b>Handset Unlock Fee/ Minimum Account Spend</b>	<b>Existing customers who have signed up to Three or upgraded before 1st November 2018:</b> Lump sum equivalent to the total of the monthly charges still remaining of your minimum term (where applicable). For handset unlock code to be provided, Prepay customers must have topped up by €130 (excluding any free credit). <b>New customers signing up to Three or customers upgrading on or after 1st November 2018:</b> Minimum Account Spend for Bill Pay customers is €300 or 9 monthly bills paid in full on the account. Prepay customers must have topped up by €100 (excluding any free credit). Please see the Three unlocking policy on <a href="http://www.three.ie">www.three.ie</a> for further information.
Change of phone number	€15.25
Cancellation fee	Lump sum equivalent to the total of all the monthly charges due for the remainder of your Minimum Term (where applicable).

# 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 and no refund or credit is applied for any unused portion of the monthly allowance.

## Prepay Broadband

If you have enabled 'out of bundle usage' on your account and you exceed these limits, your usage will be charged at 6.15c per MB out of your available top-up credit.

## Changing price plans

If you join Three on a Bill Pay price plan, you're making a Minimum Term commitment. If you wish to change to a higher available Price Plan than the one you originally joined us on, you can do this at any time (on such terms as specified by Three).

## For more details

Call Three Customer Services on 1913 for free from any ROI network.

# Footnotes

## Bill Pay Flex-Max Price Plans

Your plan comes with an allowance of Flexi-units where each Flexi-unit equals 1 voice minute or 2 text messages.

Flexi-unit allowance applies to:

- Voice calls made to landlines and mobiles within the Republic of Ireland
- Calls made while roaming in EU to other EU numbers and back to Republic of Ireland
- Texts sent to Irish mobile numbers and Irish landline numbers while in the Republic of Ireland.
- Texts sent while roaming in EU to other EU numbers and back to Republic of Ireland

Your allowance doesn't include:

- Calls to voicemail
- Roaming calls (other than the mentioned above)
- International calls
- Calls to premium rate numbers, directory enquiries and all other call types including non-geographic numbers (1800, 1850, 1890, 0818, ...)
- Any other call types
- Texts to premium rate numbers, directory enquiries numbers
- MMS (Multimedia messages)
- International texts
- Texts sent while roaming outside of the EU
- Any other texts

These events are charged at rates published in the Price Guide.

• Unused Flexi-units within the Bill Pay price plans and unused Add-ons do not carry over from month to month. Therefore, if you only use 300 of your 350 Flexi-units, the remaining 50 Flexi-units will not rollover to the following month. After your monthly allowance is used up, prices for additional use are shown in our service prices table (for applicable rates see the Price Guide).

• All calls within your Flexi-units within Republic of Ireland are charged per second. If you have used up your flexi-units, any calls outside your flexi-units and calls which are not included in your Flexi-unit allowance are charged per minute (unless otherwise stated).

• Free Three to Three usage applies within the Republic of Ireland only, and where under your Price Plan, Three to Three are unlimited, it is subject to fair usage policy of 3000 minutes per month. Free Three to Three excludes calls to voicemail.

• It is a condition of you signing up to these plans that you agree to make payments to Three by direct debit. An additional charge applies for payments which are not made by direct debit.

• Three reserves the right to amend its fair use policy for use of Three services while roaming in accordance with Regulation (EU) 2015/2120 ("The Roaming Regulation")

• If you are a new customer your first bill will comprise a charge for a partial first month taking you from your joining date to the end of the first month plus the charge for the first full month. You will also have your allowance of inclusive minutes and/or messages adjusted to cover one full and one partial month. From the second bill onwards you will be billed as normal with one monthly charge per bill.

## All You Can Eat Data Service

For full terms of the All You Can Eat Data service please see <http://www.three.ie/termsconditions/services/all-you-can-eat-data-terms-conditions/>

## Add-Ons

1. Unless specified otherwise as condition of availing of an Add-on Plan or availing of a bundled or other promotional offer (e.g. see Tablet bundle offer terms and conditions on page 12), Add-ons have no minimum term and can be cancelled and renewed at any time. Bill Pay Add-ons must be used within the period from the date of purchase until the end of the then current billing cycle. Bill Pay Add-ons automatically renew each subsequent monthly billing cycle unless you cancel the Add on. Promotional Add-ons may have a different expiry period.

2. Customers cannot purchase two or more of the same Add-ons in the same month. However there is no limit on the number of unique Add-ons which may be purchased in a particular month.

3. Should you wish to cease an Add-on the cessation will be effective from the commencement of your next billing cycle.

## Fair Use Policies

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

- Free Three to Three applies within the Republic of Ireland only, and where under your Price Plan, Three to Three is unlimited, it is subject to fair usage policy of 3000 minutes per month.

If you exceed these limits, we may ask you to moderate your usage. If you continue to exceed these limits, we reserve the right to suspend or terminate your service or bill you at relevant out of bundle rates in accordance with your Price Plan and the Terms for Three Services.

In accordance with Regulation (EU) 2015/2120 ("The Roaming Regulation"), an EU fair use policy is applied in respect of the All you Can Eat Data service and the applicable EU roaming data allowance is calculated in accordance with the EU fair use policy at <http://www.three.ie/terms-conditions/services/new/bill-pay-price-plan-terms-conditions/> for Bill Pay customers and for Prepay customers at <http://www.three.ie/terms-conditions/services/new/prepay-price-plan-terms-conditions/>.

## General

1. Each text / picture / video message can accommodate 160 characters. Some mobiles allow for more, these will be divided and sent in numerous messages (depending upon length). Each message will be deducted from your monthly allowance (if any) or charged at standard rates.

2. International messaging functions are subject to services arrangements with respective networks abroad. Calls and messages to these numbers are excluded from any inclusive allowance in all price plans.

3. Non-recurring payment: Three's preferred method of payment is by recurring Direct Debit. Recurring payments have no additional charge.

4. Reconnection charge: If we have to suspend or disconnect you from the Three network, we reserve the right to charge you for reconnecting your mobile.

5. Cancellation fee: Bill Pay customers only – there is no cancellation fee if you wish to cancel after your Minimum Term has finished. All reference to Ireland means Republic of Ireland.

## Billing and Rounding of Charges

Three calculates (i) the VAT exclusive usage and monthly recurring charges and (ii) the VAT payable thereon to three decimal places. In accordance with standard mathematical rounding, Three rounds up or rounds down these charges to the nearest cent (€0.01) for the purpose of issuing the final billed amount.

Examples:

A charge of €24.756 would become €24.76 when rounded to the nearest cent.

A charge of €26.444 would become €26.44 when rounded to the nearest cent.



Three Customer Services  
Three Ireland (Hutchison) Limited  
28/29 Sir John Rogerson's Quay,  
Dublin 2.

**Three.ie**

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