

### **3Business Multi Pro**

1. The following terms and conditions of the 3Business Multi Pro price plan (the "Price Plan") are in addition to and form part of the terms and conditions of the Three Ireland (Hutchison) Limited ("Three") terms of service available at <https://www.three.ie/pdf/three-telecommunications-services-including-fixed-services-TIHL.pdf>. In the event of any conflict these terms and conditions shall prevail
2. In the event of any conflict these terms shall prevail. Capitalised terms in these Terms have the same meaning as used in the General terms of Service, unless specifically defined in these Terms.
3. The Price Plan includes a unlimited per-billing-cycle of minutes and texts, subject to a monthly fair usage limit of 10,000 minutes and 10,000 text messages. Your inclusive allowance for voice minutes can be used for calls made in Ireland to Irish mobile or landline numbers and calls made in the EU\* to Irish or EU\* landline or mobile numbers. Roaming calls outside the EU and calls to international numbers (excluding the UK and international allowance set out below) SIM premium rate numbers, directory enquiries and all other call types including non-geographic numbers are charged at rates as set out on our website at <http://www.three.ie/web/legal/older-terms-and-pricing/>

If you exceed any part of your allowance or you use a service which is not included in your allowance, you agree to pay additional amounts on top of your monthly recurring charge.
4. Additional minutes, texts or data can be added to price plans via Add-ons. However these add-ons will be at an additional cost.
5. A 24 month Minimum Term applies to the Price Plan.
6. Where you wish to terminate your Three agreement during the 24 month Minimum Term you must pay an early termination fee. This fee is calculated by multiplying the number of remaining months in the Minimum Term by the monthly recurring charge of the price plan on a per individual connection per account subscriber basis.
7. Where you are permitted to upgrade before your existing Minimum Term has expired, your upgrade Minimum Term will not commence until you have completed your existing Minimum Term.
8. On the Price Plan out of allowance minutes will be charged on a per minute basis.
9. You cannot move to another Three Multi line Business price plan with a lower value monthly recurring charge until your Minimum Term has ended.
10. Where you move from another price plan to the Price Plan, you will be unable to move back to the initial price plan.
11. The authorised account contact who has the authority to act for the customer acknowledges that the customer is liable to pay all charges incurred on their account including but not limited to where an account subscriber requests an Add-on.

12. You acknowledge that data speeds vary and depend on factors such as device capabilities, location and network congestion.

13. It is your responsibility to ensure that your SIM is compatible with the handset intended for use. If your handset is not a 5G compatible handset, it will not support 5G access. For further details and Three 5G coverage see [www.three.ie/5G](http://www.three.ie/5G)

14. The Three Price Plan cannot be used in conjunction with any device connected to a PBX, such as a mobile line device, mobile gateways and SIM Boxes and Three reserves the right to terminate the Service without notice where it appears to Three that any customer uses, or has used, the Service in this or in any related mobile.

15. The Three Text feature cannot be used in conjunction with any device connected to a PC for the purposes of sending or receiving large volumes of text messages, or through desktop text applications and Three reserves the right to terminate the Service without notice where it appears to Three that any customer uses, or has used, the Service in this or in any related manner.

16. For the avoidance of doubt your data allowance for use in the EU under your plan, will not be counted towards the data roaming spend cap provided for under the EU Roaming Regulations.

17. If you do not use up your allowance in a billing cycle, you lose the unused portion of your allowance and it does not roll over to the next billing cycle and no refund or credit is applied for any unused portion of the allowance.

18. Call and text usage will be applied in the following manner:

- i. Price plan allowance
- ii. Purchased Add-ons
- iii. Out of bundle rates

19. Data usage will be applied in the following manner:

- i. Price plan inclusive data

- ii. Purchased Add Ons

- iii. Out of bundle rates

20. Where your Price Plan has an unlimited element it is subject to a fair usage allowance of 10,000 minutes and/or texts per month.

21. Your Price Plan comes with the All you Can Eat Data service in the Republic of Ireland. The EU data fair use policy of 23GB per month is applied in respect of the All you Can Eat Data service and your EU Roaming Allowance is calculated in accordance with the EU fair use policy at

<http://www.three.ie/web/legal/consumer>

For plan allowances and the surcharge which applies if you exceed your roaming fair usage limit, please see the Price Guide at <http://www.three.ie/web/legal/older-terms-and-pricing/>

For full terms of the All you Can Eat Data service please see <http://www.three.ie/legal/business/>

Please note that neither of clause 3 or clause 4 of the All You Can Eat Data terms apply to these Price Plan terms. There is no limitation on the use of terminal equipment with these Price Plans.

22. Inclusive voice minutes apply to calls to Irish mobile numbers, Irish landline numbers and voicemail while in the Republic of Ireland and calls made while roaming in the EU to other EU numbers and back to Republic of Ireland. This feature is subject to the fair use allowance of 10,000 minutes per month. All calls while roaming outside of the EU and international calls are charged calls at published rates <http://www.three.ie/web/legal/older-terms-and-pricing/> (excluding inclusive international and USA/Canada roaming allowances ). In addition, other calls to international numbers, premium rate numbers, directory enquiries and all other call types are charged calls.

23. Inclusive text messages apply to texts sent to Irish mobile numbers while in the Republic of Ireland only and texts sent while roaming in the EU to other EU numbers and back to Republic of Ireland. This feature is subject to the fair use allowance of 10,000 text messages per month. All texts sent whilst roaming outside the EU and international texts are charged at published rates <http://www.three.ie/web/legal/older-terms-and-pricing/> (excluding any inclusive EU roaming or international or USA/Canada roaming allowances as published in the table below).

In addition, texts to premium rate numbers, directory enquiries numbers, MMS and other texts are charged.

24. The Price Plan data allowances are suitable for use while you are in the Republic of Ireland and EU (23GB per month) only, and data usage while roaming outside the EU is charged at published rates <https://www.three.ie/legal/pricing/>

See <https://www.three.ie/legal/pricing/> for charges for data usage in excess of your allowance.

25. All other EU roaming usage such as calls/texts to international mobiles and landlines outside the EU (for example France to Canada), premium rate usage, directory enquiries and all other usage types (for example non-geographic calls) are charged. All roaming outside the EU is charged except where there is an allowance built into the Price Plan. See <https://www.three.ie/legal/pricing/> for up to date roaming rates. Three will endeavour to ensure all roaming records are captured at time of billing however there is a dependency on third parties to provide roaming usage details in a timely manner.

26. International allowances for the U.K.^ are for calls to international mobiles and landlines and texts to international mobiles in the U.K.^ International allowances All calls to other numbers including satellite and special numbers are excluded. You should request for any barring of international services to be lifted from your account if you wish to use this feature. Standard credit management procedures will apply. A minimum one minute is used for any International call. The standards rates for international calls and text apply when Price Plan allowances are used.

27. The Price Plans include 10,000 minutes and 10,000 texts which can be used to call/text home to Ireland or to call/text a number within the US/Canada. Calling international numbers whilst roaming is not included in the roaming allowance (e.g. roaming in the US and dialling a mobile number in Spain). This is a monthly allowance. See <https://www.three.ie/legal/pricing/> for charges for data usage in excess of your allowance.

28. The international allowances of 300 minutes and 300 texts per month are for calls and texts to the following destinations only: UK<sup>^</sup>, EU<sup>\*</sup>, Andorra, Australia, Brazil, Canada, China, India, Israel, Japan, Mexico, New Zealand, Pakistan, Philippines, Russia, Saudi Arabia, Singapore, South Africa, Switzerland, Thailand, Turkey, United Arab Emirates, USA, Vietnam  
 Intl Band 1: Albania, Bangladesh, Macedonia, Moldova, Taiwan, Ukraine  
 Intl Band 2: Algeria, Argentina, Armenia, Azerbaijan, Bahrain, Belarus, Georgia, Indonesia, Iran, Iraq, Korea (Republic of), Kuwait, Lebanon, Malaysia, Nigeria, Palestine, Sri Lanka, Zimbabwe

<b>Allowance Type</b>	<b>3Business Multi Pro</b>
Data Republic of Ireland (ROI)	All You Can Eat Data
Data European Union (EU)	23GB
Minutes and texts ROI and EU roaming	10,000 minutes and 10,000 texts
US/Canada Roaming	10,000 minutes, 10,000 texts and 23GB data
International calls and texts from ROI to UK	10,000 minutes and 10,000 texts
International calls and texts	300 minutes and 300 texts

\* EU includes Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Greece, Guadeloupe, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Mayotte, Netherlands, Norway, Poland, Portugal, Reunion, Romania, Saint Pierre and Miquelon, Slovakia, Slovenia, Spain, St.Barth, Saint Maarten, St Martin, Sweden, U.K.<sup>^</sup>, Vatican City.<sup>^</sup> U.K. includes Gibraltar, the Channel Islands and the Isle of Man