

# The real deal.

The Bill Pay price guide.



# Bill Pay Price Guide – Introduction

## Introduction

Welcome to the Three Bill Pay price guide. In here, you'll find all you need to know about your Bill Pay plan. Explore data, calls, texts, and more. Plus, you can always get your price plan information by freetexting 'EVERYTHING' to 50272 anytime.

## Price Plans

This Three Bill Pay Price Guide contains the following price plans. The rates stated in this Price Guide apply to the listed price plans below and may differ for price plans not listed below.

- 3 Classic Flex Max
- 3 Mini Flex Max
- 3 Unlimited Flex Max
- 3 Classic Flex Max SIMO
- 3 Unlimited Flex Max SIMO
- 3 Unlimited Select SIMO

**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  
International charges  
Special calls  
Directory services  
Other services  
Points to note  
Footnotes**





## 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 pref	Rates
1913 (0833333333), 1744 (0833333444)	Free (standard roaming rates apply to calls from abroad)
1800, 00800	Free
1850	34.56c (out of allowance)
0818, 1890, 076	34.56c (out of allowance)
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 footnotes.

## Directory services.

Services	Enquire charge (includes text msg delivery)
National 11811 / 11850 / 11890	€3.26 per call (incl. 1st minute), €2.14per minute (for each subsequent minute)
International 11860 / 11818	€1.32 per call (up to 1 minute) €1.22 per minute (for each subsequent minute)

### 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
Handset Unlock fee	Existing customers who have signed up to Three or upgraded before 1st November 2018: 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. New customers signing up to Three or customers upgrading on or after 1st November 2018: Minimum Account Spend for Bill Pay customers is €300 or 9 monthly bills paid in full on the account. 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).

# Monthly Charge increase

If your contract began between November 30th 2021 and January 19th 2023 inclusive, a flat rate increase of 4.5% applies to your Bill Pay plan and your monthly charge will increase as outlined below

	3 Mini Flex Max	3 Classic Flex Max	3 Unlimited Flex Max
<b>Minimum Term</b>	24 months	24 months	24 months
<b>Monthly charge</b>	<b>€30.00*</b>	<b>€45*</b>	<b>€60.00*</b>
*From first bill of Minimum Term until March Y1 bill+	€30.00	€44.99	€60.00
*From April Y1 bill until March Y2 bill	€31.35	€47.02	€62.71
*From April Y2 bill until March Y3 bill	€32.76	€49.14	€65.52

\*The annual price increase of 4.5% for the plan monthly charge is as set out above and in the agreement issued to you and increases by an additional 4.5%, effective from every April thereafter

+ where the first bill of the Minimum Term falls in March, the monthly charge from April Y1 bill until March Y2 bill will not change but will increase the following April by 4.5%

If your contract began on or after January 20th 2023 your monthly charge increases under this contract by Consumer Price Index (CPI) rate + 3%, effective from every April thereafter

The CPI rate will be based on Central Statistics Office (CSO) published annual CPI rate reflecting the index movement over the prior 12 months, published in January of each year. Minimum increase 3%.

+ where the first bill of the Minimum Term falls in March, the monthly charge from April Y1 bill until March Y2 bill will not change but will increase the following year by CPI + 3%

*Example (CPI % for illustration purposes in the table below only and the actual monthly charge payable will be subject to the published CPI rate plus 3% referred to above)*

Y1 CPI = 7% therefore increase = 10%

Y2 CPI = 8% therefore increase = 11%

	3 Mini Flex Max	3 Classic Flex Max	3 Unlimited Flex Max
<b>Minimum Term</b>	24 months	24 months	24 months
<b>Monthly charge</b>	<b>€30.00*</b>	<b>€45*</b>	<b>€60.00*</b>
*From first bill of Minimum Term until March Y1 bill+	€30.00	€44.99	€60.00
*From April Y1 bill until March Y2 bill	€33.00	€49.49	€66.00
*From April Y2 bill until March Y3 bill	€36.63	€54.93	€73.26

# 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.

## 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 and directory enquiries.
- 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 term 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/termsconditions/services/new/bill-pay-price-plan-terms-conditions/> for Bill Pay customers and for Prepay customers at <http://www.three.ie/termsconditions/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.

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.



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