



## Price Plan Change

Three Ireland (Hutchison) Limited, 28/29 Sir John Rogerson's Quay, Dublin 2, Ireland  
Reg in Ireland number: 316982

### **CHANGE OF PLAN - SUBSCRIPTION DETAIL**

Further to your price plan change request which amends your Agreement with Three, your new price plan will be Three Connect Complete with a monthly (28 day for Prepay) charge of € 25.00 including VAT.

The terms and conditions of your new price plan are available at <http://www.three.ie/terms-conditions/>

The Charges applicable for your price plan are available at <http://www.three.ie/price-guide/>

## Prepay customers only

If you are a Prepay (pay as you go) customer, your credit or allowances contained in any Prepay voucher or Add-on (as applicable) will be reduced each time you use or incur Charges for Three Services. If your account balance drops below zero, you will not be able to access Three services and you will need to purchase and activate a Prepay voucher or Add-on to access Three services. You may only use Prepay vouchers and Add-ons to obtain credit or allowances for access to Three Services. Prepay vouchers and Add-ons must be activated on your account during the validity period specified on [www.three.ie](http://www.three.ie) or other customer documentation.

You must select your preferred price plan when connecting to Three. You must top up by your plan charge or more in one go to trigger the price plan by means of any of the methods made available by Three from time to time and may thereafter use the service for a certain fixed period as advised by Three from time to time. If you Top Up by less than your plan charge e.g. for Three Total Talker where you top up by less than €20, credit will be applied to your account. This credit can be used for services not represented in the plan allowances. The amount of the credit will reduce as a result of the service being used according to charges as set out at <https://www.three.ie/legal/pricing/>

Any unused credit shall expire 180 days following voucher activation or application of credit to your account. This 180 day expiry period also applies to any credit on your account which has been accumulated on other Three prepay plans if you move to the Plan.

Please note that this plan charges a full drawdown of the plan trigger amount and also note that once you have changed to this new plan you can only change between Three Super Surfer, Three Total Talker and Three Connect Complete. Any change back to a Legacy plan will no longer be available.

Please note that if you top up with the minimum amount for your plan or greater in one top up (e.g. €20 or higher for Three Total Talker), with allowances remaining, and your plan is still within its 28 day cycle, your top up will immediately activate the plan and your allowances will reset for another 28 day benefit period. Any remaining allowances at that time will not carry over to your new 28 day benefit period. If you'd like to add credit to your account or buy a Booster and not reset your active plan, just top up by an amount lower than your plan activation charge e.g. €5, €10 or €15 for Three Super Surfer & Three Total Talker and €5, €10, €15, €20 or €25 for Three Connect Complete.

Unlimited elements of the Three Super Surfer, Three Total Talker and Three Connect Complete plans are subject to a fair usage policy where they are part of your plan. Any Network Texts have a fair usage policy limit of 3,000 texts for use within the Republic of Ireland and the EU (when roaming in the EU) for the 28 day period succeeding your top up. Any Network minutes have a fair usage policy limit of 10,000 minutes for use within the Republic of Ireland and the EU (when roaming in the EU) for the 28 day period succeeding your top up. Unlimited Three to Three calls: subject to fair usage policy of 3,000 minutes per 28 day period succeeding your top up and are for ROI to ROI calls only. These allowances apply for the 28 day period succeeding your top up only. Out of bundle charges apply to exceeding your fair usage.

### **Contractual Speeds - Bill Pay and Prepay customers**

The estimated maximum upload and download speeds achievable at least once in any 24 hour period in realistic usage conditions (the "Contractual Estimated Maximum Upload and Download Speeds") under your agreement(per technology) made available by Three Ireland (Hutchison) Limited and Three Ireland Services (Hutchison) Limited are as follows:

<b>Technology</b>	<b>Estimated max. (download)</b>	<b>Estimated max. (upload)</b>
<b>3G</b>	2.5Mbps	0.49Mbps
<b>4G</b>	10Mbps	2.8Mbps
<b>5G</b>	25Mbps	5Mbps

<b>Technology</b>	<b>Maximum (download)</b>	<b>Maximum (upload)</b>	<b>Minimum (download)</b>	<b>Minimum (upload)</b>	<b>Normally Available (download)</b>	<b>Normally Available (upload)</b>
<b>Fixed Wireless Broadband Access</b>	150Mbps	20Mbps	25Mbps	2Mbps	100 Mbps for 80% of time over the whole day	10 Mbps for 80% of time over the whole day

Further information is available at: [www.three.ie/legal/terms/mobile-network-speeds/](http://www.three.ie/legal/terms/mobile-network-speeds/)

Contractual speed information for fixed lines is set out at <https://www.three.ie/legal/terms/business/fixed-line-network-speeds/>