

## **Three Business Single Line Plans Rules for customers connecting or upgrading on or after 14<sup>th</sup> May 2018.**

**Three Business Single Line Plans:** Three Business Starter, Three Business Plus, Three Business Unlimited, Three Business Starter SIM, Three Business Plus SIM and Three Business Unlimited SIM.

1. These Price Plan rules are in addition to the General Terms for Services and any other Terms provided to you. Please note that your agreement to the Price Plans may be provided in writing or recorded during a telephone or online sales process.
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. Your Price Plan includes a per-billing-cycle Allowance (of minutes/text messages and data to varying amounts) as set out 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 each of Three Business Starter, Three Business Plus and Three Business Unlimited and Three Business Starter SIM, Three Business Plus SIM and Three Business Unlimited SIM each have a 12 month Minimum Term.
6. Where you wish to terminate the contract during the 24 month Minimum Term (12 month Minimum Term for SIM only plans), or migrate to a plan that has lower monthly recurring charge, 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.
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 Three Business price plans out of Allowance minutes will be charged on a per minute basis.
9. Where you have not completed your Minimum Term, you can move to another Three Single line Business price plan provided the new business price plan is of equal or greater Minimum Term and monthly recurring charge. The change of price plan will be effective as of your next billing date.
10. You cannot move to another Three Single line Business price plan with a lower value monthly recurring charge until your Minimum Term with Three has expired.

11. Where you move from another price plan to any of the Three Single Line Business suite of price plans, you will be unable to move back to the initial price plan.
12. 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 where an account subscriber requests an Add-on.
13. You acknowledge that data speeds vary and depend on factors such as device capabilities, location and network congestion.
14. It is your responsibility to ensure that your SIM is compatible with the handset intended for use. Certain SIM cards will not support 4G. If your handset is not a 4G compatible handset, it will not support 4G access. For further details log onto:  
[www.three.ie/business/4G](http://www.three.ie/business/4G)
15. 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.
16. 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.
17. 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.
18. 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.
19. Call and text usage will be applied in the following manner:
  - i. Three to Three minutes (where applicable with your price Plan)
  - ii. Price plan Allowance
  - iii. Purchased Add-ons
  - iv. Out of bundle rates
20. Data usage will be applied in the following manner:
  - i. Price plan inclusive data

- ii. Purchased Add-Ons
- iii. Out of bundle rates

21. 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.

22. 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 Allowance minutes and texts on Three Business Plus and Three Business Plus SIM and Three Business Unlimited and Three Business Plus Unlimited 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/>

23. Your Price Plan comes with the All you Can Eat Data service in the Republic of Ireland. The EU fair use policy 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/web/legal/business/>

24. Where your Plan includes All you can eat Data and your data usage exceeds 60GB in a billing cycle and your usage affects other network users, we reserve the right to limit your service. Three continuously monitors network performance to ensure that the service received by customers is not impacted through a minority of users placing high demand on network resources (e.g. large bandwidths over long periods).

25. 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. 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 any inclusive international or USA/Canada roaming allowances on Three Business, Three Business Plus and Three Business Plus SIM and Three Business Unlimited Plus and Three Business Unlimited Plus SIM). In addition, calls to international numbers, premium rate numbers, directory enquiries and all other call types (for example 1890, 1850, 0818 etc.) are charged calls.

26. 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. 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 on Three Business Plus and Three Business Plus SIM and Three Business Unlimited and Three Business Unlimited SIM).

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

27. Three Business Single Line plan data allowances are suitable for use while you are in the Republic of Ireland and EU only and data usage while roaming outside the EU is charged at published rates <http://www.three.ie/web/legal/older-terms-and-pricing/> . See <http://www.three.ie/web/legal/older-terms-and-pricing/for-charges-for-data-usage-in-excess-of-your-allowance>.

28. EU Roaming is available on Three Business Starter and Three Business Starter SIM, Three Business Plus and Three Business Plus SIM and Three Business Unlimited and Three Business Unlimited SIM. Inclusive minutes can be used, when roaming in the EU to make calls to Irish or EU mobiles and landlines and to make calls to voicemail. Where there is a roaming voice allowance in your plan (as described above), this allowance may be used for calls made when roaming in the EU. This feature is subject to the fair use allowance, see Fair use policy Terms and Conditions. Inclusive texts can be used, when roaming in the EU, for sending texts to Irish and EU mobiles.

29. 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 on the Price Plans. All roaming outside the EU is charged except where there is an allowance built into the Price Plan. See <http://www.three.ie/web/legal/older-terms-and-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.

30. International Worldwide Allowances on Three Business Plus and Three Business Plus SIM and Three Business Unlimited and Three Business Unlimited SIM are for calls to international mobiles and landlines and texts to international mobiles. 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 standard rates for international calls and text apply when Price Plan allowances are used.

31. Three Business Plus and Three Business Plus SIM and Three Business Unlimited and Three Business Unlimited SIM includes a roaming allowance in USA/Canada of 200 voice minutes and texts and 2GB of data. Calls and texts can be used to call/text home to Ireland or to call/text a number within the same country you are roaming in. Calling international numbers whilst roaming is not included in the roaming allowance (e.g. roaming in the US and dialing a mobile number in Spain). This is a monthly allowance. See <http://www.three.ie/web/legal/older-terms-and-pricing/> for charges for data usage in excess of your allowance.