

Three Spend Alerts and Data Alerts

These terms and conditions set out the rules which apply to your use of the Three Spend Alerts and Data Alerts services. Please note that Spend and/or Data Alerts are only available on select Three Price Plans.

Spend Alert:

This service is provided to help you monitor your monthly Spend with Three. The service allows you to choose to receive a maximum of two alerts per billing cycle. The first alert is sent when your level of spend exceeds the amount you have specified in the first alert and the second alert issues when the amount of spend exceeds the amount you have specified for your second alert.

Spend Alerts monitor the expenditure outside the usual cost of your Price Plan (including Allowances, Add ons and once off charges). The Spend Alert Service is available to customers on select Three Bill Pay Price Plans (such as Three Pure, Three Evolve, Simplicity and Three My Pick).

Spend Alerts can be activated and changed online through My Account, customer care or by calling into any Three store. You can amend the level at which alerts are set however this will only take effect from your next billing date.

If there are multiple users on the account you can nominate a different number to receive the spend alert and you have the responsibility to keep this number up to date.

We will use our reasonable endeavours to deliver your spend alerts but we do not warrant that the service will be fault-free and available at all times or that your spend alert will be delivered at all, or delivered in a timely manner. In any event, the Service should not be relied on when you are roaming or when using large amounts of data due to the time it takes for such traffic to rate on our billing systems.

We will attempt to deliver your spend alert for 24 hours only. The receiving mobile phone must be switched on and in network coverage during this period to receive the spend alert.

Where you are on an account with multiple users you may identify another user on that account to receive spend alerts regarding your usage. It is your responsibility to keep this number up to date and to ensure that this person has agreed to receive such alerts.

Internet/Data Alerts:

To help you control your monthly internet spend Three will text you when your monthly allowance is used or the data allowance in your once off add on is used. By default, a maximum of three internet alerts will be provided throughout your billing cycle. When you purchase an additional internet snack you will receive a further alert (within your bill cycle) if the increased allowance is used.

The Price Plan internet usage alert service (which is available on select plans) is for domestic data usage only. Roaming usage is not included. Internet Alerts are included as a default option which you can deactivate/reactivate online through My Account, the My Account App or the mobile internet pages if required. When Alerts are deactivated or activated this takes effect immediately.

Please note that Internet Usage Alerts are a standard feature on Three My Pick Price Plans and if you change price plan you will be automatically opted back into Alerts at the start of the next bill cycle.

If you change your recurring monthly allowance or if you have only recently signed up to your plan, your internet usage alerts will only take effect from your next bill period.

We will use reasonable efforts to deliver Internet Usage Alerts in a timely manner however the alerts (which can be in usage or monetary terms) are approximate indications of your usage & spend and due to processing times of recent account activity some usage may be excluded at time of notification. In any event, the Service should not be relied on when using large amounts of data due

to the time it takes for such traffic to rate on our billing systems. Three will not be responsible if, for any reason, we are unable to send an Alert, an Alert is delayed or you do not receive an Alert.

Three can amend or suspend the Spend Alert or Data Alert Services or amend these terms without notice for any reasonable commercial, technical or operational reason

Effective Date: 22nd May 2012 (Amended March 2015)