



# Go Roam

## Using Your Phone Abroad

**Unless stated at point of purchase, international roaming is switched on automatically on your account, so you can use your phone abroad, including in all 71 of our Go Roam destinations straight away.**

For a fixed daily charge, you can use your UK allowance in any of our Go Roam destinations to contact a UK number (starting 01, 02, 03 or a standard UK mobile). You can also use your UK allowance in a Go Roam in Europe destination to make calls to standard landline or mobile numbers in other Go Roam in Europe destinations.

When dialling international special numbers and in destinations not covered by Go Roam, additional costs will be incurred. How much these are, depend on where you are, and where the person you're contacting is (you can find out in the *"Outside your allowance guide"*.)

To help you manage your roaming costs when you're travelling, we'll text you information about call charges and roaming rates for each country you visit.

If you need to contact our dedicated business support team while abroad, call +44 7782 333 337 (unless you're in a Go Roam destination, this call will be charged at your standard roaming rate). Calls made from abroad to your voicemail will also be charged at standard roaming rates unless you're in a Go Roam destination. Go to [Three.co.uk/roaming](http://Three.co.uk/roaming) for more information.

Did you know:

- We've also set up a worldwide data roaming limit of £37.50 excluding VAT to stop you spending too much. If you'd prefer, you can have this limit removed by contacting our dedicated business support team.
- Calls made when you're in a non-EU country are normally charged per minute.
- Calls received when you're in a non-EU country normally have a 1-minute minimum charge and then are charged by the second

To see the **roaming rates, you'll be charged for calls and texts to standard international landline and mobile numbers**, you'll need to know (1) the Band that the country you're in is in, and (2) which Band the country you're trying to contact falls within. Check the table below to find out:

Go Roam in Europe	Go Around the world	Band 0	Band 1	Band 2	Band 3	Band 4
Åland Islands Austria Azores Balearic Islands Belgium Bulgaria Canary Islands Croatia Cyprus Czech Republic Denmark Estonia	Australia Brazil Chile Colombia Costa Rica El Salvador Guatemala Hong Kong Indonesia Israel Macau New Zealand Nicaragua Panama Peru	Monaco	Andorra Bosnia and Herzegovina Canada Macedonia Montenegro North Cyprus South Africa Turkey	Rest of the world (that is, not within Go Roam Bands or Bands 0, 1, 3 or 4). If you can't see the country you're looking for and want to double check if it falls within	Cape Verde Cuba Ethiopia Georgia Kuwait Malaysia Maldives Morocco Oman Russia Tunisia Turkmenistan Ukraine United Arab	Ships, Ferries, Airplane and Maritime Networks



Finland France French Guiana Germany Gibraltar Greece Guadeloupe Guernsey Hungary Iceland Ireland Isle of Man Italy Jersey Latvia Liechtenstein Lithuania Luxembourg Madeira Malta Martinique Mayotte The Netherlands Norway Poland Portugal Réunion Romania Saint Barthélemy Saint Martin San Marino Slovakia Slovenia Spain Sweden Switzerland Vatican City	Puerto Rico Singapore Sri Lanka Uruguay US Virgin Islands USA Vietnam			Band 2, go to Three. co.uk/roaming to see if you can use your Three device here.	Emirates Uzbekistan	
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See international data roaming bands and charges

### Using your Simply Business Plan allowance abroad with Go Roam.

For a fixed daily charge, set out below, our Simply Business Plans allow you to use your UK allowance in any of our Go Roam destinations to contact a UK number (starting 01, 02, 03 or a standard UK mobile). Fair use policies apply - see *Is there any other information about Go Roam that I should know?* below for details.

The daily charge to unlock your UK allowance:

Go Roam in Europe destinations - £1.67 exc. VAT.

Go Roam Around the World destinations - £4.17 exc. VAT.

Republic of Ireland and the Isle of Man are excluded so no daily charge applies.

The daily charge will automatically be applied to your bill as soon as you make a chargeable event (such as your device accessing data services, or you make an outbound call or send a text). If we are unable to process your daily charge (such as you reaching your credit limit, or your account not being in good standing) you will be unable to unlock your UK allowance in the Go Roam destination.



It's free to receive calls, texts, photo messages and video messages when in a Go Roam destination on our Simply Business Plans.

For the cost of calling non-standard international numbers see [Three.co.uk/nts](http://Three.co.uk/nts).

As a reminder, Go Roam can be used in the following destinations (we've split these into two bands, based on whether they're within the EU or not, as this will affect some out of allowance charges):

Go Roam in Europe destinations	Go Roam Around the World destinations
Åland Islands, Austria, Azores, Balearic Islands, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, The Netherlands, Norway, Poland, Portugal, Réunion, Romania, Saint Barthélemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City	Australia, Brazil, Chile, Colombia, Costa Rica, El Salvador, Guatemala, Hong Kong, Indonesia, Israel, Macau, New Zealand, Nicaragua, Panama, Peru, Puerto Rico, Singapore, Sri Lanka, Uruguay, US Virgin Islands, USA, Vietnam

### Out of allowance charges when in a Go Roam destination

If you use up all of your plan's allowances when in a Go Roam destination, you'll be charged for additional use at the below out of allowance rates:

		Where are you calling or messaging?			
		Back to the UK	Back to Go Roam in Europe destinations	Anywhere else in the World	Cost to receive
Where are you calling, texting or getting online?	<b>Call charges (per minute) to standard landlines and mobile numbers.</b> (find out more about the cost of calling non-standard international numbers at <a href="http://Three.co.uk/nts">Three.co.uk/nts</a> )				
	Go Roam in Europe	These calls will come out of your allowance of unlimited minutes.	These calls will come out of your allowance of unlimited minutes.	£1.17	Free
	Go Roam Around the World	These calls will come out of your allowance of unlimited minutes.	2.75p	£1.17	Free
	<b>SMS charges (per message)</b>				
	Go Roam in Europe	These calls will come out of your allowance of unlimited minutes.	These calls will come out of your allowance of unlimited minutes.	Up to 1.67p	Free
	Go Roam Around the World	These calls will come out of your allowance of unlimited minutes.	1.67p	Up to 1.67p	Free
	<b>Internet data (per MB)</b>				
	Go Roam in Europe		0.83p		N/A
Go Roam Around the World		0.83p		N/A	

All prices exclude VAT, where applicable.



Photo messages, video messages and calls to non-geographic numbers (starting 084, 087, 09 or 118 if dialled from the UK) don't form part of your allowance, therefore the following charges will apply when in a Go Roam destination (regardless of which country you are calling or messaging):

	Cost to make call / send message	Received
Photo message (per message)	54.17p	Free
Video message (per message)	54.17p	Free
Video call (per minute)	Up to £1.702 (to any number)	Up to £1.28
Non-geographic calls (to numbers starting +4484, +4487, +449, +44118) (per minute)	Up to £1.17	N/A

Prices quoted above exclude VAT, where applicable.

Check [Three.co.uk/go-roam](https://www.three.co.uk/go-roam) for more information and the latest on which destinations are included.

## Is there any other information about Go Roam that I should know?

There is a daily charge to unlock your UK allowance in Go Roam destinations. See “Using your Simply Business Plan allowance abroad with Go Roam” set out above for details. Use of Three Services in our Go Roam destinations is subject to our fair use policies. These fair use policies differ depending on whether you are roaming in a Go Roam in Europe or Go Roam Around the World destination and may be updated from time to time.

### Go Roam in Europe

- If you have a data allowance greater than 12GB, you can use up to 12GB of data each month. If you use 12GB and still have remaining data allowance available, you can continue to use your data, but this is subject to a surcharge - currently 0.25p/MB exc. VAT.
- There are no fair use limits for calls made or texts sent to standard landlines or mobile numbers within our Go Roam in Europe destinations or back to the UK.

### Go Roam Around the World

- If you have more than 12GB data included in your allowance, you can use up to 12GB of data each month. If you exceed this 12GB monthly fair use limit for data, your data usage may be blocked in our Go Roam destinations until your next billing period.
- If you have more than 5,000 texts included in your allowance, you can send up to 5,000 texts back to the UK each month from a Go Roam Around the World destination
- If you have 3,000 or more minutes included in your allowance, you can talk for up to 3,000 minutes on calls made to standard UK landlines or mobile numbers each month.
- If you exceed any of these fair use limits for any two months within a rolling 12-month period we have the right to suspend international roaming on your account, meaning you will no longer be able to use your device or allowances abroad. Of course, we will let you know in advance if this is likely to happen.

### Go Roam in Europe and Go Roam Around the World

- Go Roam is intended for our UK customers, who are UK residents visiting one of the destinations for short periods, like holidays or business trips. It isn't designed for people who live abroad or stay for extended periods.
- As such, if you roam exclusively in one or more of our Go Roam destinations (including both Go Roam in Europe and Go Roam Around the World) for any two complete



months in a rolling 12-month period, we may suspend international roaming on your account, meaning you will no longer be able to use your phone or device abroad. Of course, we'll let you know in advance if this is likely to happen.

- If you spend a full month abroad but some of that time is spent in a destination that isn't included in Go Roam, this fair use policy won't apply.

You can find out more about Go Roam at [three.co.uk/go-roam](http://three.co.uk/go-roam). And just so you know, we reserve the right to extend, withdraw or modify the terms of Go Roam and/or the destinations of service included at any time.

### Making and receiving calls when abroad to standard international landline and mobile numbers

Where are you calling from?	Where are you calling?		
	Back to the UK & within the same Band (per minute)	Anywhere else in the world (per minute)	How much will it cost to receive a call in these Bands? (per minute)
Band 0	8.33p	8.33p to Go Roam in Europe destinations, otherwise £1.17	0.9p
Band 1	£1.17	£1.17	82.5p
Band 2	£1.67	£1.67	£1.04
Band 3	£2.50	£2.50	£1.04
Band 4	£2.50	£2.50	£1.04

Note: The above table does not include out of allowance roaming charges for Go Roam destinations – please see “Out of allowance charges when in a Go Roam destination” table for these. All prices exclude VAT, where applicable.

### Sending and receiving texts while abroad

Where are you texting from?	Cost to send (per message) to anywhere in the world	Cost to receive a text (per message)
Band 0	3.33p	Free
Band 1	29.17p	
Band 2	29.17p	
Band 3	29.17p (except if you're in Russia, Cuba or Tunisia, in which case it will cost 41.67p)	
Band 4	41.67p	

All prices exclude VAT, where applicable.

If you're in the UK and want to call or text local numbers in Go Roam destinations, these are charged:

Where are you calling or messaging?	Call cost (per minute)	Cost (per message)
UK to Australia, Brazil, Chile, Colombia, Costa Rica, El Salvador, Guatemala, Hong Kong, Indonesia, Israel, Macau, New Zealand, Nicaragua, Panama, Peru, Puerto Rico, Singapore, Sri Lanka, Uruguay, USA, US Virgin Islands and Vietnam	£2.29	54.17p
UK to Åland Islands, Austria, Azores, Balearic Islands, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, The Netherlands, Norway, Poland, Portugal, Réunion, Romania, Saint Barthélemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City	16.25p	5.17p

All prices exclude VAT, where applicable.

### What about destinations not covered by Go Roam – how much will it cost to use my phone there?

It's important to remember that the allowances included in your Simply Business Plan are for calls and texts to standard UK numbers, not international numbers (unless you're calling or texting an international number within our Go Roam in Europe destinations, while roaming



within a Go Roam in Europe destination). Our international charges for calling or texting vary depending on (1) where you are and (2) where the person you are calling or texting is located. The relevant international costs to call or text outside of our Go Roam destinations are listed below.

The cost of data use abroad (when not in a Go Roam destination) is set out below (please note, the Bands are different for data use).

To see the roaming rates you'll be charged when in a specific country, use the first table to identify the band that the country you're going to falls within, and if you are contacting someone in a different country (on an international number), check which band that destination falls into. Then check the table below.

### Internet and data usage abroad.

When you roam onto other international networks where data roaming is available, the charges below will apply (except if you're in a Go Roam destination – see table with list of Go Roam destinations in Europe and Around the World for more information).

The speed and availability of Internet access when abroad will depend on a number of factors, including which network you are roaming on and the services they have available – for example, 4G networks may not be available, in which case you may only be able to enjoy 3G speeds. Other factors which may affect the speeds that you'll experience include your distance from the nearest mast, your location in a building, local geography, and the type of device you're using. Certain services such as audio and/or video streaming may be slower than in the UK as a result. For the latest information on which countries you can roam in, and on which networks, visit [Three.co.uk/roaming](http://Three.co.uk/roaming).

Band	Countries	Cost per MB
<b>Data Band 1</b>	Monaco	8.33p
<b>Data Band 2</b>	Benin, Botswana, Cyprus (North), India, Ivory Coast, Japan, Philippines, South Africa, Taiwan, Thailand, Turkey, Yemen	£2.50
<b>Data Band 3</b>	Rest of the World excluding Go Roam destinations – see first table in this section. Maritime Networks (Ships, Ferries, Cruise Liners), Airlines	£5.00

All prices exclude VAT. Data charges are for data sent and received and are calculated to the nearest kilobyte.