

# Three 3 Prepay Plan User Guide

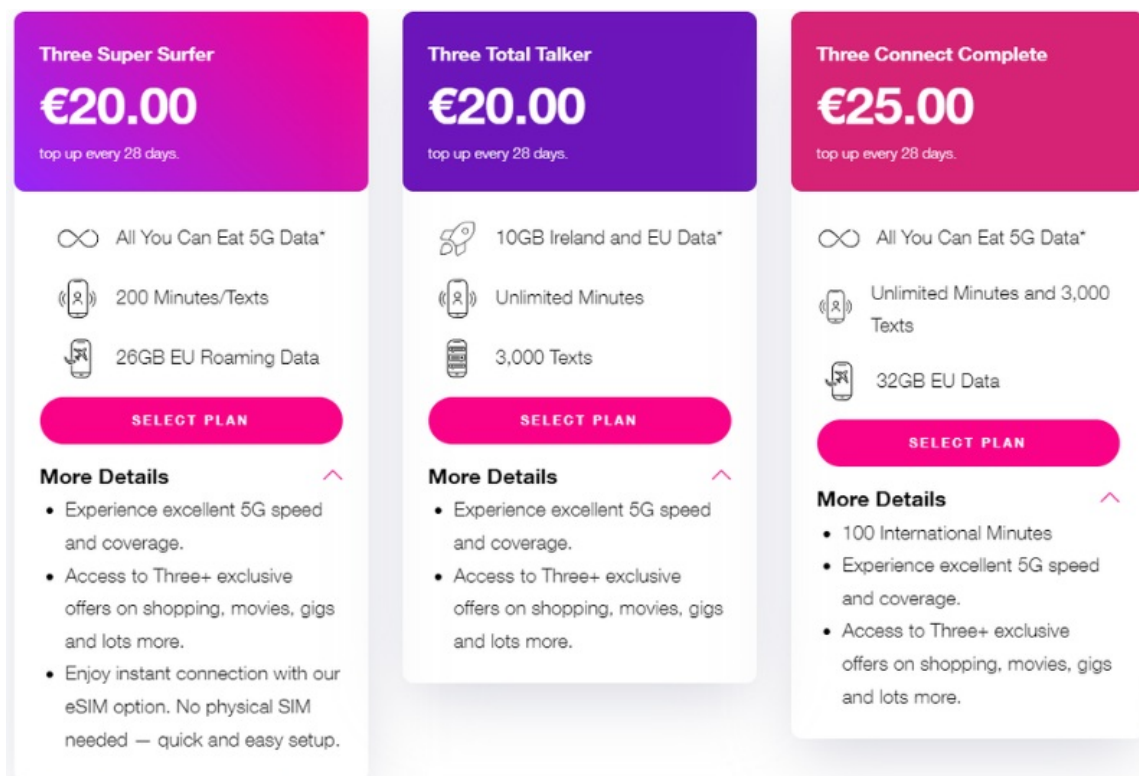
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## Three 3 Prepay Plan



## Specifications

- **Plan Name:** Three Prepay Plan
- **Top-up Amount:** €20 every 28 days
- **EU Roaming Data Allowance:** Up to 26GB
- **Data Surcharge:** €0.16 per MB if EU allowance exceeded

## Product Usage Instructions

### • Activating Three Prepay Plan:

To activate the Three Prepay Plan benefits, you need to top up €20 every 28 days.

### • Making Calls and Sending Messages:

- Voice On Net calls ROI: Free (Promo), 45c\* (Out of Promo)
- Text message any net ROI & EU: Free (Promo), 24.60c (Out of Promo)
- Data ROI & Data EU: €0.16 per MB

### • All You Can Eat Data:

With the All You Can Eat Data feature, you get a minimum top-up of €20, validity for 28 days, and an EU roaming data allowance of up to 26GB. A surcharge of €0.16 per MB is applicable if the EU allowance is exceeded.

### • Roaming Data Passes:

- **Prepay Roaming Day Pass:** €5.99 per day for 2 GB of data, recurring only when roaming in applicable countries.
- **3-Day Roaming Pass:** €15 for 6 GB of roaming data valid for up to 3 days.
- **7-Day Roaming Pass:** €35 for 14 GB of roaming data valid for up to 7 days.

## Prepay Price Guide – Introduction

## Introduction

Welcome to the Three Prepay Price Guide. In here, you'll find all you need to know about your Prepay plan. Explore data, calls, texts, and more. You can get your price plan name by freetexting 'EVERYTHING' to 50272 anytime.

## Price Plans

This Three Prepay 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 Prepay Plan

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.

- Prepay
- Add Ons
- International & Roaming Calls
- Special calls
- Directory services
- Other services
- Terms & Conditions
- Footnotes

### €20 top up every 28 days activates plan benefits:

- AYCE Data – ROI Only
- On-net voice – ROI Only
- Any net Texts – ROI & EU Roaming
- EU Data – EU Roaming only (as per table below)

Service	Prepay (In Promo)	Prepay (Out of Promo)
Voice On Net Calls ROI	Free	45c*
Voice On Net Calls EU Roaming	45c*	45c*
Voice On Net Calls ROI & EU	45c*	45c*
Voicemail ROI & EU	20c*	20c*
Video Calls ROI & EU	35.58c	35.58c
Text Message Any Net ROI & EU	Free	20c
MMS ROI & EU	24.60c	24.60c
Data ROI	Free	€1.30 per MB
Data EU up to 26GB	Free	€1.30 per MB
Data EU after 26GB	0.16c per MB	€1.30 per MB

## All You Can Eat Data Plan Details

Feature	Details
Minimum Top-Up Required	€20
Validity Period	28 Days
EU Roaming Data Allowance	26GB
Surcharge (if EU Allowance Exceeded)	0.16c per MB

**Note:** Prices marked with an asterisk (\*) may have specific terms and conditions.

## Prepay Pay Add-Ons

More minutes, more texts and more data. Tailor your plan now with our ad-on.

### Roaming Data Passes

Pass Type	Data Allowance	Validity Period	Price	Conditions
<b>Prepay Roaming Day Pass</b>	2 GB per day	Expires at 11:59 PM Irish Time daily	€ 5.99	Recurr only when roaming in applicable countries. Out of bundle rate: €0.06 per MB (incl. VAT).
<b>3 Day Roaming Pass</b>	6 GB total	Valid for 3 days. Expires at 11:59 PM Irish Time.	€ 15	Out of bundle rate applies after 6 GB is consumed.
<b>7 Day Roaming Pass</b>	14 GB total	Valid for 7 days. Expires at 11:59 PM Irish Time.	€ 35	Out of bundle rate applies after 14 GB is consumed.

### Countries Included in Roaming Data Passes

Albania, Argentina, Armenia, Australia, Azerbaijan, Bangladesh, Belarus, Bosnia and Herzegovina, Brazil, Canada, Chile, China, Colombia, Costa Rica, Dominican Republic, Ecuador, Egypt, Faroe Islands, Georgia, Ghana, Guatemala, Honduras, Hong Kong, India, Indonesia, Israel, Japan, Kazakhstan, Kenya, Korea (Rep. of), Kosovo, Macau, Macedonia, Malawi, Malaysia, Mexico, Moldova, Monaco, Montenegro, New Zealand, Nicaragua, Nigeria, Pakistan, Panama, Peru, Philippines, Puerto Rico, Qatar, Russian Federation, Saudi Arabia, Serbia, Singapore, South Africa, Sri Lanka, Switzerland, Taiwan, Tanzania, Thailand, Turkey, Uganda, Ukraine, United Arab Emirates, United States, Uruguay, Uzbekistan, Vietnam, Virgin Islands (US), Zambia.

### Legacy Add-Ons

Add - On Type	Data Allowance	Additional Features	Price	Countries Included	Conditions
<b>Roaming Day Pass 1</b>	1 GB of data per day	Free local and calls to home	€ 3.99 per day	USA, Canada, Australia, New Zealand, Turkey, Israel, South Africa	Rekurs only when roaming. Out of bundle rate: €0.06 per MB. Allowances expire at 11:59 PM Irish Time.
<b>Roaming Day Pass 2</b>	1 GB of data per day	Free local and calls to home	€ 3.99 per day	China, Hong Kong, Japan, Singapore, UAE, Brazil, Mexico, Vietnam, Philippines, India	Rekurs only when roaming. Out of bundle rate: €0.06 per MB. Allowances expire at 11:59 PM Irish Time.

Add-On Type	Data Allowance	Additional Features	Price	Countries Included	Conditions
Prepay Roaming Days Pass	1 GB of data per day	N/A	€3.99 per day	Albania, Argentina, Armenia, Australia, Azerbaijan, Bangladesh, Belarus, Bosnia and Herzegovina, Brazil, Canada, Chile, China, Colombia, Costa Rica, Dominican Republic, Ecuador, Egypt, Faroe Islands, Georgia, Ghana, Guatemala, Honduras, Hong Kong, India, Indonesia, Israel, Japan, Kazakhstan, Kenya, Korea (Rep. of), Kosovo, Macau, Macedonia, Malawi, Malaysia, Mexico, Moldova, Monaco, Montenegro, New Zealand, Nicaragua, Nigeria, Pakistan, Panama, Peru, Philippines, Puerto Rico, Qatar, Russian Federation, Saudi Arabia, Serbia, Singapore, South Africa, Sri Lanka, Switzerland, Taiwan, Tanzania, Thailand, Turkey, Uganda, Ukraine, United Arab Emirates, United States, Uruguay, Uzbekistan, Vietnam, Virgin Islands (US), Zambia	Recurring only when roaming. Out of bundle rate: €0.06 per MB. Allowances expire at 11:59 PM Irish Time.

**Note:** Legacy Add-Ons are not available for sale after **July 31, 2024**.

## Standard International & Roaming rates

- Call Three Customer Services to enable international roaming. Visit three.ie to see where we currently have roaming services.
- For charges that apply for usage (denoted by † symbol in the table below) when you are roaming in the EU, please refer to your plan information above (P3)

## International and roaming voice calls

Call Type	Band 1	Band 2	Band 3	Band 4	Band 5	Band 6
Calls from Ireland to this band	€0.23	€0.23	€0.35	€1.78	€2.49	€0.51
Calls received in this band	Free	Free	€1.01	€1.78	€2.02	€1.78
Calls made to same band/back to ROI	€1.51	€1.51	€1.78	€1.78	€2.80	€1.78
Calls made from this band to EU	€1.51	€1.51	€2.80	€2.80	€2.80	€2.80
Calls to other countries in this band	€1.51	€1.51	€2.80	€2.80	€2.80	€2.80
Calls to voicemail while roaming	Free	Free	€2.80	€2.80	€2.80	€2.80

**Notes:** Per-minute billing applies to all international and roaming calls unless otherwise stated.

#### Text Rates (Per Message)

Message Format	Sent from Ireland to EU/UK	Sent from Ireland to Outside EU	Sent Within EU/UK	Sent From/To Outside EU
Text	€0.07	€0.25	€0.07	€0.35
Photo	€0.51	€0.51	€0.51	€0.51
Video	€0.51	€0.51	€0.51	€0.51

#### Data Roaming Rates

Roaming Zone	Rate per MB
Within EU/UK	Included in plan rates
Band 2	€4.99
Other Countries	€4.99

#### Notes:

- Data roaming is charged **per kilobyte (kb)**, even though rates are listed **per megabyte (MB)**.
- For the latest roaming partner networks, visit [three.ie](https://www.three.ie).

#### International and Roaming Bands

<b>B a n d</b>	<b>Countries Included</b>
<b>B a n d 1</b>	Channel Islands, UK, Isle of Man, Jersey, Guernsey, Northern Ireland
<b>B a n d 2</b>	Andorra, Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Réunion, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Vatican City
<b>B a n d 3</b>	USA, Canada
<b>B a n d 4</b>	Albania, Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Georgia, Macedonia, Moldova, Montenegro, Russia, Serbia, Switzerland, Turkey, Ukraine
<b>B a n d 5</b>	Australia, Bahrain, Bangladesh, Bhutan, China, Hong Kong, India, Indonesia, Iran, Iraq, Israel, Japan, Jordan, Kuwait, Kyrgyz Republic, Lebanon, Macau, Malaysia, Mongolia, New Zealand, Oman, Pakistan, Philippines, Saudi Arabia, Singapore, Sri Lanka, Taiwan, Tajikistan, Thailand, Turkmenistan, Uzbekistan, Vietnam, Yemen
<b>B a n d 6</b>	Rest of World

## Data Roaming Bands



<b>Data Roaming Band</b>	<b>Countries Included</b>
<b>EU Countries</b>	Andorra, Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Réunion, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Vatican City, United Kingdom
<b>Band 2 Countries</b>	Australia, Israel, Japan, Puerto Rico, South Africa, Thailand, Turkey, USA

## Special Calls

- Certain kinds of calls within Ireland may fall outside the main price levels. Charges for these calls are shown in the following tables
- Please call Customer Service for details of specific numbers
- Calls, Data and Fax to other phone numbers (per minute unless otherwise stated)

Number Prefix	Rates
1913 (e.g., 0833333333)	Free
1744 (e.g., 0833333444)	Free
1800, 00800	Free (standard roaming rates apply to calls from abroad)
0818	34.56c (out of allowance)
1512	45.74c (per call)
1513	70c (per call)
1514	90c (per call)
1515	€1.20 (per call)
1516	€1.80 (per call)
1517	€2.50 (per call)
1518	€3.50 (per call)
1520	30c (per call)
1530	50c (per call)
1540	70c (per call)
1550, 1559, 1560	€1.20 (per call)
1570	€2.40 (per call)
1580	€2.95 (per call)
1590, 1598, 1599	€3.50 (per call)

## Directory services

Service	Details
<b>National Directory Services</b> (11811, 11850, 11890)	€4.26 per call (includes 1st minute) €2.14 per minute (subsequent minutes)
<b>International Directory Services</b> (11860, 11818)	€1.32 per call (up to 1 minute) €1.22 per minute (subsequent minutes)
<b>Other services:</b> You'll find the charges associated with unlocking your handset and changing your phone number below  <b>Charges for other services</b>  <b>Value-Added SMS Shortcodes</b>	50000-50998: Free 51000-51998: Up to 16c 53000-53998: Up to 80c 57000-57998: 80c or above 59000-59998: Adult services (prices vary)
<b>Handset Unlock Fee</b>	€15.25 (for new customers after Nov 1, 2018: Prepay customers must top up by €100, excluding free credit)
<b>Change of Phone Number</b>	€15.25 (fee for changing phone number)

### Credit balance refund request when porting out your number

When a customer switches from Three to another operator, the customer can request a refund of their remaining prepay credit balance. To process the refund request, an administration fee of €10.45 (inclusive of VAT) will be applied and deducted from the credit balance. The remaining credit balance minus the administrative fee will be the refund a customer is eligible for. The request for a credit refund must be made within three months from the date of switching.

### Terms & Conditions

- These Terms & Conditions relate primarily to pricing and are only a subset of the wider Terms and conditions that can be found at : [www.three.ie/legal](http://www.three.ie/legal)
- All prices include VAT.
- Per minute charging applies to all calls unless otherwise stated.
- \* A call set up fee of 12c applies to all chargeable calls from ROI to numbers within ROI and to calls back to Ireland or within country while roaming in UK, Andorra & EU.
- Add-on bundles have a monthly expiry period.
- 5G access subject to you having a 5G ready device and being in a 5G coverage area.
- Three to Three calls have a fair usage policy cap of 3,000 minutes per month for use within Republic of Ireland and whilst roaming in the EU. Calls from Republic of Ireland to EU not included.
- All You Can Eat Data is available only in the Republic of Ireland.
- EU fair use policy applied in respect of All You Can Eat Data,
- EU roaming data allowance calculated in accordance with EU fair use policy.
- All you can eat Data is available at no additional charge for prepay customers who top up by €20 every 28 days.

### Footnotes

- **All You Can Eat Data Service**

- For full terms of the All You Can Eat Data service please see <https://www.three.ie/legal/terms/all-you-can-eat-data.html>

- **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 <https://www.three.ie/legal/terms.html>

## **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. 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.

All reference to Ireland means Republic of Ireland

## **Three Customer Services**

Three Ireland (Hutchison) Limited 28/29 Sir John Rogerson's Quay. Dublin 2.

## **Three.ie**

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## **FAQ**

### **How can I check my remaining data balance?**

To check your remaining data balance, text 'EVERYTHING' to 50272 at any time.


### **Can I purchase additional minutes or texts for my plan?**

Yes, you can tailor your plan with add-ons to get more minutes, texts, and data as needed.




### **What happens if I exceed my EU roaming data allowance?**

If you exceed your EU roaming data allowance, a surcharge of €0.16 per MB will be applicable.

## Documents / Resources

<div>The real deal. No hidden costs.</div> <div></div>	<div><a href="#">Three 3 Prepay Plan</a> [pdf] User Guide</div> <div>3 Prepay Plan, Prepay Plan, Plan</div>
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## References

-  [Best Deals on 5G Phones and Home Broadband | Three](#)
-  [Best Deals on 5G Phones and Home Broadband | Three](#)
-  [Legal](#)
- [User Manual](#)

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