



IMPORTANT CUSTOMER INFORMATION

[YOUR COMPANY NAME, ADDRESS AND CONTACT DETAILS (TELEPHONE, FAX AND/OR EMAIL)]

Package Details

Device _____ (state make/ model/colour)

Purchase Price of Device _____ (if applicable)

Delivery Charges (if applicable) _____

Terms applicable to the supply of the Device _____

Details	Price Plan	Add-on
Name		
Price per Month	£	£
Minimum Term	Months	Months
Inclusive Allowance Details	UK voice mins	UK voice mins
	3 to 3 voice mins	3 to 3 voice mins
	UK texts	UK texts
	UK texts or voice mins (or any mix of the two)	3 to 3 UK video minutes
	Data (GB)	Data (GB)
	Other (detail)	Other (detail)
TOTAL PAYABLE PER MONTH (for Price Plan & any Add-ons)	£	

(please note, any allowance or promotion/special offer listed which states "unlimited" is subject to a fair use policy)

Out of bundle charges _____

For more details on your selected price plan you can view and download it from three.co.uk/Price Guide.

Promotions/Special Offers FROM 3 (if applicable, including Terms)

Promotions/Special Offers FROM [INSERT YOUR COMPANY NAME] (if applicable, including Terms)

Start Date

Delayed activation Yes/No

Activation scheduled date: _____

Key Terms for 3 Services

- These are a summary of the key points in the terms for 3 services. A full version is available for you to read [in store (please ask our staff)] on our website at www.three.co.uk and a copy can also be found in your handset/modem box.
- These terms only cover the mobile service (provided by Hutchison 3G UK Limited, PO Box 333, Glasgow, G2 9AG. Tel: 333 (from a 3 phone) or 08707 330333 (charged at your national rate), not the handset, modem or laptop.
- Our services are only available within 3's network area and quality may vary.



- For contract customers, your agreement will start on the Activation scheduled date (shown above) and will continue for the Minimum Term shown above. We're sure you're going to love 3 but, if for any reason you want to cancel your contract early (before the end of your Minimum Term, other than during any money back guarantee period (if applicable to you)), you'll have to pay a cancellation fee which will be the total of the monthly charges remaining during your minimum less a discount of: (i) 3% for new connecting customers who are in the first Minimum Term of their agreement with us; or (ii) 10% for existing customers that have upgraded or renewed their existing contract with us for a further, subsequent Minimum Term.
- For contract customers, once the Minimum Term of your agreement expires, your agreement will automatically continue but you can give 30 days notice if you wish to end the agreement and your contract will end after your next bill period.
- We've limited our liability to you as set out in Section 12 of the Terms for 3 Services.
- You must pay charges as set out in your price plan if you're a contract customer. If you don't pay on time, or you breach your agreement, we may suspend or disconnect you, but you must pay all outstanding charges and cancellation fee.
- You agree that we can process your information which you provide for our registration and credit process, to provide services to you and for direct marketing as stated in our privacy policy at www.three.co.uk.
- For Pay As You Go customers, you'll need to top-up your account to use our services by purchasing and activating Pay As You Go Vouchers. All Pay As You Go Vouchers and Add-ons must be activated within a specified period after purchase (some Vouchers and Add-ons expire within a certain period after activation (details can be found in our Price Guide). Pay As You Go Vouchers and Add-ons on your account are not redeemable for cash.
- For Pay As You Go customers, We may suspend or disconnect our Services if we reasonably believe that you haven't complied with certain terms of your agreement or you if you haven't activated a Pay As You Go Voucher on your account or undertaken any chargeable events or activities using any credit on your account during the preceding 6 month period

Delivery

[Give delivery details for anything not supplied instore]

Billing & Payment

You'll start to be billed 7-8 days after your scheduled activation date. So if you joined 3 on the 5th of May, you'll get your bill around the 12th or 13th of every month.

Your first bill will show two line rental charges: one to cover you for the first part-month with us, and another one for your first full month. After that it's one charge per month.

Payment for the bill amount will be taken from your account (if Direct Debit) approximately 19 days after the bill date. If you're not on Direct debit your bill will show when your payment needs to reach us by.

To protect you - and 3 - against potential fraud, we've put a credit limit on your account. To start off, the credit limit will be: (i) £50 if you're a handset contract (consumer) customer; or (ii) your monthly line rental charge, plus £5 if you're a mobile broadband contract (consumer) customer. When you get near your limit, we'll let you know, but because we can sometimes change your credit limit, it's not a good idea to rely on it to keep an eye on what you're spending. The best way to do that is by checking out your **My3** account.



Returns

[insert details of Care3 policy that may apply to your customers) and also any Cancellation Rights that may apply under the Distance Selling Regulations if you're a distance seller]

Customer Name: _____

Customer Signature: _____

Sales Advisor Name: _____

Sales Advisor Signature: _____

Store Details (including address): _____

Date: _____