

# SSE Phone Product & Price Guide (19 and SP Range)

Summary of key facts

November 2019

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## Thank you for choosing SSE's Phone Service

This document gives you key information about the SSE phone packages as part of the 19 and SP range.

Please note that any other information you may need about this product range is available in the 'SSE Detailed Product and Price Guide for the 19/SP range phone packages' which you can find on our website at: [sse.co.uk/help/phone-and-broadband/regulations-phone](https://www.sse.co.uk/help/phone-and-broadband/regulations-phone)

## Call Packages

Below you will find the list of package options available as part of this range, their monthly cost, their inclusive call types (✓) and respective inclusive period.

Package name	Local & national calls	UK mobile calls	Fixed line calls to 35 International destinations	Monthly Package cost (including line rental)	Inclusive period
Line Rental only (19)	x	x	x	£20	none
Evening and Weekend (19 and SP)	✓	✓	x	£24	Evening (7pm to 7am weekdays) and Weekends (7pm Friday to midnight Sunday)
Anytime landline (19)	✓	✓	x	£28	at all times
Anytime Plus (19)	✓	✓	✓	£32	at all times

## Charges for key call types and call features

The following table shows the charges for typical calls for this phone package range. Inclusive calls have a maximum duration of 70 minutes, and then the appropriate standard call charge applies.

<p><b>Local and National calls</b></p> <p>These are calls to all local and national numbers starting with 01, 02 and 03</p>	<p>Standard charge: 15p/min at any time, except when included in the call package.</p>
<p><b>UK Mobile calls</b></p> <p>These start with 07 but exclude calls to 070 numbers. For more information see note 8 in the information section below.</p>	<p>Standard charge: 18p/min at any time, except when included in the call package.</p>

<p><b>International Calls to these selected 35 countries:</b></p> <p>Calls to standard landline numbers for the following countries:</p> <p>Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, France, Germany, Greece, Hungary, Ireland, Italy, Luxembourg, Netherlands, Poland, Portugal, Spain and Sweden.</p> <p>Australia, Canada, China, Hong Kong, Iceland, Israel, Japan, Jordan, Malaysia, New Zealand, Norway, Switzerland, Singapore, South Africa, Taiwan and USA.</p>	<p>Standard Charge: 18p/min</p> <p>Standard Charge: 20p/min Call set up fee applies</p> <p>Standard charge applies at any time except when included in the package. A fair use policy applies for these calls: maximum 700 minutes per calendar month. If this limit is exceeded, we reserve the right to remove the international call allowance by downgrading your package to a standard Anytime 19 (your monthly cost will be adjusted accordingly to reflect the related lower package cost).</p>
<p><b>Service numbers starting with 0845/0870</b></p> <p>The price per call, which includes our Access Charge, will vary depending on the number being called.</p>	<p>Standard charges at any time:</p> <p>0845 – from 15p/min up to a maximum of 22p/min 0870 – from 15p/min up to a maximum of 28p/min</p>
<p><b>Access Charge</b></p> <p>This applies to non geographic calls starting with 084, 087, 09^ and 118 numbers. To calculate the full cost of these non geographic calls, add our Access Charge to the Service Charge for that number (the Service Charge will be advised by the organisation using the number).</p> <p>^see note 6 in Important information</p>	<p>15p/min</p>
<p><b>Call Set Up Fee</b></p> <p>This applies to calls (when not inclusive) to numbers 01/02/03, UK mobiles, international calls to non-EU countries and some special rate numbers. The Call Set Up Fee is added to standard call charge (i.e. it is not itemised on the bill).</p>	<p>23p per call</p>
<p><b>Call Features</b></p> <p>Pick any from this list: Call Diversion, Call Barring, Ring Back, Call Waiting, Three Way Calling, Reminder Call, Call Sign.</p>	<p>Charges per month:</p> <p>Any 1 for £3.50 Any 3 or 4 for £7.25 Any 5 for £9.00 Any 6 or 7 for £9.50</p>
<p><b>No Charge Services include:</b></p> <p>Anonymous Call Reject Caller Display Choose to Refuse Number Withheld (141) 1471 (to retrieve the last number that called).</p>	<p>No Charge</p>

## Important information about these packages

1. These phone packages are only available to residential customers in Great Britain, with a suitable phone line at the address where the service is provided.
2. All prices listed include VAT at 20%, unless stated otherwise.
3. These phone packages do not have a fixed term, meaning that there are no early termination charges if you decide to change package or take your phone service to another provider.
4. About bills: the default option offered to all new customers is monthly e-bills; a monthly paper bill can be requested at a charge of £2 per bill. Monthly bills are issued on a 30-day cycle, plus or minus a few days, but the first bill may take up to six weeks.
5. The standard payment method available for new customers is Direct Debit.
6. Please be aware that phone customers joining SSE from May 2018 cannot make calls to premium rate numbers beginning with 09.
7. No part charging for inclusive calls: when calls that could be inclusive run over more than one charge period, they will be charged according to the rate applicable when the call started.
8. For calls made to UK mobile numbers, where not inclusive, the charge will be the same no matter where the mobile is located (e.g. abroad) at the time of the call. Numbers starting with 070 are classified as personal numbers and are not charged at the standard mobile rate. Calls to 070 numbers can cost a maximum of 99p for a one minute call, with subsequent minutes costing a maximum of 76p per minute.
9. Notification of any change to prices or other information will be listed in this area of our website: [sse.co.uk/help/phone-and-broadband/price-changes](https://sse.co.uk/help/phone-and-broadband/price-changes). We suggest that you check this page regularly. Please note that only significant adverse changes (including any increase in the core monthly charges) will be notified to you in writing a month before they take place. All other changes will be notified only on our website.
10. Alarm Systems: if you have an alarm that dials out using your telephone line, please note that on rare occasions these alarms may be disrupted if a telephone line is transferred between different suppliers. We are not able to identify which alarms might be disrupted, therefore if your alarm is of a critical nature (e.g. to be used in case of a medical emergency) then we suggest you make alternative arrangements for the transfer date.
11. Switching from another provider takes around 18 days for most customers:
  - We'll arrange to switch your phone service to SSE from your current provider;

- You won't need to contact your current provider unless your phone is with Virgin Media;
- Your current provider will contact you to confirm your supply is switching away and will let you know any exit fees for your contract with them;
- SSE will let you know what your planned start date is by email or letter around 10 days after you signed up;

12. It is important that you are aware of our:

- General Terms and Conditions for the Supply of fixed line telephone service;
- Phone Service Code of Practice;
- Complaints Code;

These documents can be found on our website in this area:  
[sse.co.uk/help/phone-and-broadband/regulations-phone](https://sse.co.uk/help/phone-and-broadband/regulations-phone)

## Our Contact Details

SSE Phone and Broadband	
Phone us	Tel 0345 026 7045
Email us	<a href="mailto:customerservice@sse.co.uk">customerservice@sse.co.uk</a>
To write to us	Phone and Broadband Team, PO Box 230, Havant, PO9 9DT



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SSE is a trading name of OVO (S) Retail Telecoms Limited. The registered office of OVO (S) Retail Telecoms Limited is 1 Rivergate, Temple Quay, Bristol, BS1 6ED. Registered in England and Wales number 10086511.

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