



sse

Southern Electric
Scottish Hydro
SWALEC
Atlantic

SSE talk phone

Principal Product Information
for the non-fixed term range

Applicable from 15th May 2019

Thank you for choosing SSE talk

This Principal Product Information document gives you key information about the SSE talk phone non-fixed term products.

Please note that any other information you may need about this product range is available on our web site: sse.co.uk/help/phone-and-broadband/regulations-phone

Call package options

We offer three call packages within this product range, all include the line rental and calls to 01/02/03/0845/0870 numbers, UK mobiles and selected international calls within their respective inclusive period.

Package	Monthly package cost
Talk Weekend	£23
Talk Evening and Weekend	£25
Talk Anytime	£32

Call charges

The following table shows the charges for typical calls for this phone package range. The inclusive call periods are the following:

- For the **Weekend** package, between midnight Friday and midnight Sunday.
- For the **Evening and Weekend** package, between 7pm to 7am weekdays, and anytime at the weekend.
- For the **Anytime** package, at any time of the day or night, any day of the week.

Inclusive calls have a maximum duration of 70 minutes, and then the appropriate standard call charge applies.

<p>Local and national calls</p> <p>These are calls to all local and national numbers starting with 01, 02 and 03.</p>	<p>Standard charge: 12p/min at any time, except when included in the call package.</p>
<p>UK mobile calls</p> <p>These start with 07 but exclude calls to 070 numbers. For more information see note 6 in the information section below.</p>	<p>Standard charge: 15p/min at any time, except when included in the call package.</p>
<p>International calls</p> <p>Calls to standard fixed line numbers for the following countries only:</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 at any time, except during the inclusive period. No call set up fee applies to these call destinations.</p> <p>Standard charge: 20p/min at any time, except during the inclusive period.</p>
<p>Service numbers starting with 0845/0870</p> <p>Up to 1000 minutes or 150 calls maximum included per month in each call package, then the call charge will apply. Excludes indirect access numbers and dial-up internet access.</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, except when included in the call package:</p> <p>0845 – from 10p/min up to a maximum of 17p/min</p> <p>0870 – from 10p/min up to a maximum of 23p/min</p>
<p>Access charge</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>10p/min</p>
<p>Call set up fee</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, but not to 084/087/09/118 numbers. The call set up fee is added to standard call charge (i.e. it is not itemised on the bill).</p>	<p>20p per call</p>
<p>Call features</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, 7 or 8 for £9.50</p>
<p>No-charge services include:</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 existing SSE residential customers in Great Britain. Also, a suitable phone line at the address must be available to provide the services.
2. All prices listed include VAT at 20%, unless stated otherwise.
3. About bills: the default option offered to all new customers is monthly paperless bills with access to online account management. You can request a paper copy of the bill if you prefer, but there is a £2 charge per month for this.
4. Call rounding: all local and national calls, calls to mobiles and international calls will be rounded up to the next whole minute. This does not apply to Number Translation Service (NTS) starting with 08, Premium Rate calls starting with 09, Directory Enquiries starting with 118 or inclusive calls. The total cost of each call, when not inclusive, will be rounded up to the nearest whole penny.
5. 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. For example, in the Evening and Weekend package a call starting before 7am and ending just after 7am on weekdays will be considered inclusive. Likewise, for this package, if a call is started at 6.50pm and continues until 7.05pm, then the call will be charged at the standard rate of 12p/min for its entire duration of 15 minutes.
6. 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 96p for a one minute call, with subsequent minutes costing a maximum of 76p per minute.
7. Calls to NTS numbers will have a maximum cost of 23p for a one minute call. NTS numbers are those starting with 08 and are typically used by businesses and organisations to provide a single number for customers to call regardless of the actual location of where the call is received.
8. For further information on charges not included in the table above, please consult the appropriate Product and Prices Document, which is available on our website at this location:

[sse.co.uk/help/phone-and-broadband/regulations-phone](https://www.sse.co.uk/help/phone-and-broadband/regulations-phone)

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

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. 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:

sse.co.uk/phone-and-broadband/help

Our contact details

	Telephone	Email	Website
SSE	0345 026 7045	customerservice@sse.co.uk	sse.co.uk

To write to us: SSE Phone & 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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