



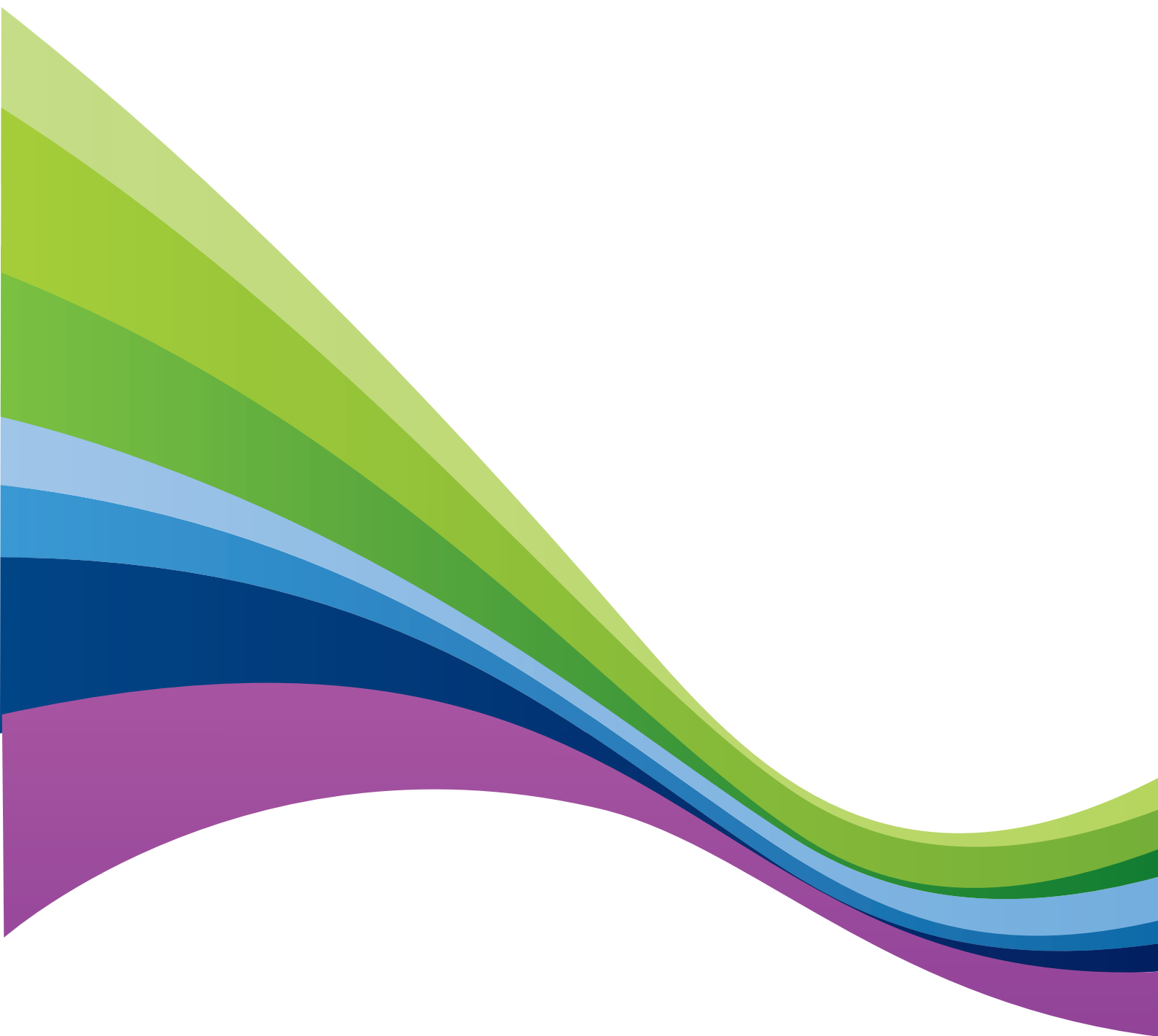
sse

Southern Electric
Scottish Hydro
SWALEC
Atlantic

No Ties Broadband and Phone

Product and Prices Document
for the E6 range

Applicable from: 15th November 2016



Contents

1. SSE No Ties Broadband and Phone Bundle
 - 1.1 No Ties Broadband
 - 1.2 No Ties Phone
2. Call Charge and Package Details
 - 2.1 Key Information about this package bundle
3. Call Features
 - 3.1 No Charge Services
 - 3.2 Chargeable Services with a monthly fee
 - 3.3 Discounts for multiple call features
 - 3.4 Call Features available on a 'per use' charge
4. Care Levels
5. Call Times
6. International Calls
 - 6.1 Standard Fixed line and Mobile charges to our top 35 International Destinations
 - 6.2 Standard Fixed line and Mobile charges to all other International Destinations
7. Calls to Unbundled Tariff Numbers: 084, 087, 09 and 118
8. Services numbers often used
9. Personal numbers – generally starting with 070
10. Special Numbers
 - 10.1 Calls to Pagers and Voice Messaging Services starting with 076
 - 10.2 Operator Calls to 100, 155, 195, 198 and Reverse Charge calls
 - 10.3 Calls to WiFi numbers starting with 073, 074, 075, 078 and 079
 - 10.4 Calls to Special Services numbers starting with 055 and 056
 - 10.5 Calls to Satellite numbers starting with 0087
11. Text Relay Calls
12. Directory Listing Services
13. Internet Security Suite
14. Broadband Traffic Management Policy
15. Call Rounding
16. Billing Frequency
17. Miscellaneous Charges
 - 17.1 Debt Management Charges
 - 17.2 Credit Card Payment Charge
 - 17.3 Number Porting
 - 17.4 Engineering Charges
18. Our Contact Details

What this document is for

This Product and Prices Document provides detailed information relating to the SSE No Ties Broadband and Phone products. Please note that this document is often updated and the latest copy is published on our website at this location: www.sse.co.uk/help/phone-and-broadband

1. SSE No Ties Broadband and Phone bundle

The combined cost of this product bundle is £25 per month.

1.1 No Ties Broadband

Charged at £25/month with no set up charges, this broadband package includes unlimited usage on an ADSL connection with a maximum speed of 17Mb/s. A wireless router is included.

1.2 No Ties Phone

There are no additional fixed monthly charges for this call package and for the line rental as long as you have our No Ties Broadband. The package provides inclusive evening and weekend calls to 01/02/03 numbers and UK mobiles, plus up to 1000 minutes or 150 calls per month in the evening and weekend to 0845/0870 numbers.

2. Call Charges and Package Details

The following table shows the charges for typical calls for the No Ties Phone package. The inclusive calls are those starting between 7pm to 7am weekdays, and anytime at the weekend. Maximum duration 70 minutes for each call, then the appropriate standard call charge applies.

No Ties Phone Package	Charges
Local and National calls These are calls to numbers starting with 01, 02, 03.	Inclusive up to 70 minutes in the evening and weekend. Afterwards or any other time: 10p/min

<p>UK Mobile calls</p> <p>These start with 07 but exclude calls to 070 numbers. For more information see note 9 in the key information section below.</p>	<p>Inclusive up to 70 minutes in the evening and weekend. Afterwards or any other time: 10p/min</p>
<p>International calls</p> <p>Calls to standard fixed line numbers for the following countries only:</p> <p>Australia, Austria, Belgium, Bulgaria, Canada, China, Cyprus, Czech Rep, Denmark, Estonia, France, Germany, Greece, Hong Kong, Hungary, Iceland, Ireland, Israel, Italy, Japan, Jordan, Luxembourg, Malaysia, Netherlands, New Zealand, Norway, Poland, Portugal, Singapore, South Africa, Spain, Sweden, Switzerland, Taiwan and USA. Different charges apply for other destinations, calls to international mobiles or specialised services.</p>	<p>10p/min anytime</p>
<p>Service numbers starting with 0845/0870</p> <p>Up to 1000 minutes or 150 calls maximum included per month in the evening and weekend, 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>Inclusive up to 70 minutes in the evening and weekend. Afterwards or any other time:</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 non inclusive calls to numbers 01/02/03, UK mobiles, international calls 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>17p per call</p>
<p>Call Features</p> <p>Pick any from this list: Caller Display, Call Diversion, Call Barring, Ring Back, Call Waiting, Three Way Calling, Reminder Call, Call Sign.</p>	<p>Any 1 for £3.50 (except Caller Display charged £1.00) Any 3 or 4 for £7.25 (or £4.75 if one is Caller Display) Any 5 for £9.00 (or £6.50 if one is Caller Display) Any 6, 7 or 8 for £9.50 (or £7.00 if one is Caller Display)</p>
<p>No charge Services</p> <p>Anonymous Call Reject Choose to Refuse Number Withheld (141) 1471 (to retrieve the last number who called)</p>	<p>No Charge</p>

2.1 Key information about this bundle

1. SSE No Ties Broadband and Phone are sold as a bundle, but remain separate packages. You are not obliged to retain either package for any minimum term. If you cancel your order for the No Ties Broadband and Phone bundle before your start date, there will be no charge unless you have already received the broadband router and you do not return it to us with the return envelope provided; in this case you will be charged £57.60
2. If you choose to move your broadband service to another supplier while retaining your phone service with SSE, we will automatically change your phone package to our standard Talk Evening and Weekend phone package, and different charges will apply for this package. No change to your No Ties Broadband package will occur if you choose to move your phone service away, as long as the phone line remains compatible with our No Ties Broadband service.
3. The SSE No Ties Broadband and Phone bundle is available exclusively to SSE energy customers. To qualify for these products, you must have at least one fuel (gas or electricity) at the same address with SSE, or one of our associated brands, at all times. If at some point you are no longer an SSE energy customer, we retain the right to change your No Ties Phone package to our standard Talk Evening and Weekend phone package and different charges will apply for this. We will notify you in writing if we do this and you will have the opportunity to contact us and to discuss alternative packages from the range we offer. While you are on a standard package option there will be no charge if you decide to move either your phone or broadband services to another supplier.
4. The No Ties Broadband and Phone bundle is only available to residential customers in Great Britain. Also, a suitable phone line at the address must be available to provide the services.
5. All prices listed include VAT at 20%, unless stated otherwise.
6. 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 £1 charge per month for this.
7. 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 numbers starting with 09 or inclusive calls. The total cost of each non-inclusive call will be rounded up to the nearest whole penny. More information in section 15.0.
8. 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, a call starting before 7am and ending just after 7am on weekdays will be considered inclusive. Likewise, if a call is started at 6.50pm and continues until 7.05pm, then the call will be charged at the standard rate of 10p/min for its entire duration of 15 minutes.

9. For calls made to UK mobile numbers 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 92.58p for a one minute call, with subsequent minutes costing a maximum of 75.58p per minute. More information in section 9.
10. 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.
11. Notification of any change to prices or other information will be listed in this area of our website: www.sse.co.uk/help/phone-and-broadband/important-changes. We suggest that you check this page regularly. Please note that only significant adverse changes (including any increase in the core monthly charge) will be notified to you in writing a month before they take place. All other changes will be notified only on our website.
12. Broadband speed: we provide all our customers with a personalised broadband speed test which gives an estimate of the download speeds customers are likely to experience. Our estimate is based purely on the distance of your house to the nearest telephone exchange and does not take into account your computer, your internal wiring, any electrical interferences or network traffic that may affect your speed.
13. It is important that you are aware of our:
 - General Terms and Conditions for the Supply of Phone and Broadband;
 - Broadband Acceptable Use Policy;
 - Codes of Practice for Phone and Broadband;
 - Complaints Code;
 - Broadband Traffic Management Policy, described in section 14.0 of this document;

These documents can be found on our website in this area:
www.sse.co.uk/help/phone-and-broadband

3. Call Features

These are optional services that can be added or removed from the line as required with just a call to our Customer Service team. Our Call Features Guide, which explains these services in further detail with instructions on how to use them, can be found on our website: sse.co.uk/help/phone-and-broadband

3.1 No charge services

1471	no charge	Check who called last
Number Withheld (141)	no charge	To hide your number when calling out. Can dial 141 per use or have it permanently on your line for all outgoing calls.
1470 Override Number Withheld	no charge	If you want to show your number for a specific outgoing call only, while Number Withheld is on your line.
Bar Call Return	no charge	To stop your phone from using 'Call Return'.
Ring Back Inhibit	no charge	To stop other callers from using 'Ring Back' when your line is engaged.
Temporary Call Diversion	no charge	To divert all your calls from your number to another of your choice in the scenario that your phone line is faulty and is being repaired. Please note that you will be charged for the cost of calls diverted from your phone line to your alternative number e.g. 10p/min if your alternative number is your mobile phone or another landline.
Anonymous Call Reject	no charge	Blocks calls from callers with a withheld number.
Choose to Refuse	no charge	Can block up to 10 numbers from getting through to your line.

3.2 Chargeable services with a monthly fee

VoiceMail (Wholesale 1571)	£1.00	A standard voicemail service on any line and any phone handset. You will hear a different dial tone when there is a message.
Call Minder Call Minder Plus Call Minder Premier (5 mailboxes) Call Minder Premier (7 mailboxes) Call Minder Premier (9 mailboxes)	£3.00 £3.40 £4.50 £5.00 £5.25	A voicemail service that you can personalise with your own message and you can retrieve from any other phone using a PIN. The Plus and Premier version have additional mailboxes with individual PIN numbers.
Caller Display	£1.00	Displays the number of the caller on suitable phone handsets.
Call Diversion Smart Divert Smart Divert + Bypass No Caller Redirect	£3.50 £5.10 £6.15 £10.20	Call Diversion diverts incoming calls to any UK landline number, to a mobile or even overseas. The Smart versions give you additional remote control features. Caller Redirect is useful to divert your calls while you are moving home.
Call Barring	£3.50	Bars different types of calls from your line at your own choice.
Call Sign	£3.50	Gives a second phone number on the same line, which when used rings with a different tone.
Ring Back	£3.50	Allows you to set the phone to ring you back when an engaged line becomes free.
Reminder Call	£3.50	Set your phone to wake you up like an alarm call in a hotel.
Three Way Calling	£3.50	A conference call facility that allows you to connect to two other people at the same time.
Call Waiting	£3.50	Makes a discreet beep while you are on the phone if someone else is trying to call you, and allows you also to put one call on hold to retrieve the other.
Admin Controlled Call Barring	£1.50	Our credit control Call Barring function that may be used from time to time to restrict certain call types.

3.3 Discounts for Multiple Call Features

<p>Pick any from this list:</p> <p>Caller Display, 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 (except Caller Display charged £1.00) Any 3 or 4 for £ 7.25 (or £4.75 if one is Caller Display) Any 5 for £ 9.00 (or £6.50 if one is Caller Display) Any 6, 7 or 8 for £ 9.50 (or £7.00 if one is Caller Display)</p>
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3.4 Call Features available on a 'per use' charge

These call features are available on demand and charged per use. For Three Way Calling and for Call Return, the call that follows is charged separately at the standard charge per minute, unless inclusive.

Reminder Call	42p	To book a wake up call.
Ring Back When Free	42p	Book a call back when an engaged line becomes free.
Three Way Call	69p	For one-off conference calls.
Call Return (on 1471 and 1571)	19p	To call back the last caller.
Text to a landline or a mobile	10.5p	Send a text message to a mobile or to a landline. For landline texts, both the sender and receiver need a suitable phone handset and Caller Display.
Timeline '123'	39.38p	The speaking clock, dial 123 from your phone to find out the exact UK time.

4. Care Levels

Care levels are customisable features for your phone service that define the level of repair support you receive should there be a fault on your line. We offer three care levels each with a different response timeline as outlined below. The response time guarantees how quickly a fault will be looked at once it is reported to Openreach Engineering department, but it does not guarantee the timescales

by which the fault will be fixed. All lines have one of these care levels assigned, usually Standard Care by default, but you can alter this care level as required by contacting our Customer Services team.

<p>Standard Care</p> <p>48 working hour response time. Working hours are Monday to Friday 8am to 5pm. Excludes Bank Holidays.</p>	<p>No charge</p>
<p>Extended Care</p> <p>4 working hour response time. Working hours are Monday to Saturday 8am to 5pm. Excludes Bank Holidays.</p>	<p>£1.50 per month</p>
<p>Total Care</p> <p>4 working hour response time. Working hours 24 hours per day, 7 days per week, including Bank Holidays.</p>	<p>£4.00 per month</p>

5. Call times

For all call types this is how we define Daytime, Evening and Weekend periods:

Daytime

Monday to Friday, from 7am to 7pm;

Evening

Monday to Friday, from 7pm to 7am;

Weekend

Midnight Friday to midnight Sunday.

6. International Calls

The rates to fixed numbers assume standard landline numbers. Calls to International Special or Higher rate services will be charged at the mobile rate for that country.

6.1 Standard Fixed Line and Mobile charges to our top 35 International Destinations (pence/minute)

Country	Fixed line rate Anytime	Mobile rate Daytime	Mobile rate Evening/Weekend
Australia	10.00	49.04	35.03
Austria	10.00	52.04	49.04
Belgium	10.00	43.54	35.03
Bulgaria	10.00	69.06	64.05
Canada	10.00	10.00	10.00
China	10.00	48.04	46.04
Cyprus	10.00	49.04	45.04
Czech Republic	10.00	52.04	49.04
Denmark	10.00	44.54	35.03
Estonia	10.00	77.07	72.06
France	10.00	43.54	35.03
Germany	10.00	43.54	35.03
Greece	10.00	39.03	35.03
Hong Kong	10.00	37.03	33.03
Hungary	10.00	52.04	49.04
Iceland	10.00	69.06	64.05
Ireland	10.00	40.03	35.03
Israel	10.00	77.07	72.06
Italy (incl. Vatican City)	10.00	47.04	35.03
Japan	10.00	35.03	32.03
Jordan	10.00	133.11	118.10
Luxemburg	10.00	44.54	43.54
Malaysia	10.00	67.06	64.05
Netherlands	10.00	43.54	35.03
New Zealand	10.00	56.05	48.04
Norway	10.00	49.04	35.03
Poland	10.00	52.04	49.04
Portugal (incl. Madeira)	10.00	48.04	44.04
Singapore	10.00	44.04	40.03
South Africa	10.00	77.07	71.06

Spain (Balearic + Canary + Mainland)	10.00	47.04	35.03
Sweden	10.00	43.54	41.53
Switzerland	10.00	43.54	35.03
Taiwan	10.00	95.08	91.08
USA	10.00	10.00	10.00

6.2 Standard Fixed Line and Mobile charges to all other International Destinations (pence/minute)

Country	Daytime	Evening/Weekend
Afghanistan	115.10	110.09
Afghanistan mobile	140.12	135.12
Alaska	15.01	10.01
Albania	44.04	39.03
Albania mobile	69.06	64.05
Algeria	44.04	39.03
Algeria mobile	69.06	64.05
American Samoa	137.42	131.41
Andorra	37.63	30.02
Andorra mobile	62.65	55.05
Angola	87.07	83.07
Angola mobile	112.09	108.09
Anguilla	67.06	57.05
Antigua and Barbuda	23.02	21.02
Antigua and Barbuda mobile	48.04	46.04
Argentina	84.07	68.06
Argentina mobile	109.09	93.08
Armenia	87.07	71.06
Armenia mobile	112.09	96.08
Aruba	66.06	53.04
Ascension	87.07	83.07
Australian External Territories	137.42	131.41
Azerbaijan	52.04	47.04

Azerbaijan mobile	77.07	72.06
Bahamas	67.06	57.05
Bahrain	87.07	71.06
Bahrain mobile	112.09	96.08
Bangladesh	25.02	22.02
Bangladesh mobile	50.04	47.04
Barbados	23.49	21.45
Barbados mobile	48.04	46.04
Belarus	52.04	47.04
Belarus mobile	77.07	72.06
Belize	87.07	71.06
Benin	84.07	68.06
Bermuda	23.02	21.02
Bhutan	70.06	66.06
Bolivia	87.07	83.07
Bolivia mobile	112.09	108.09
Bosnia	44.04	39.03
Bosnia mobile	69.06	64.05
Botswana	84.07	68.06
Botswana mobile	109.09	93.08
Brazil	84.07	68.06
Brazil mobile	109.09	93.08
British Virgin Islands	67.06	57.05
Brunei	70.06	66.06
Brunei mobile	95.08	91.08
Burkina Faso	87.07	83.07
Burundi	87.07	83.07
Cambodia	200.17	195.16
Cambodia mobile	225.19	220.18
Cameroon	84.07	68.06
Cameroon mobile	109.09	93.08
Cape Verde	87.07	83.07
Cape Verde mobile	112.09	108.09
Cayman Islands	67.06	57.05
Cayman Islands mobile	92.08	82.07
Central African Republic	135.33	129.34
Central African Republic mobile	160.35	154.36
Chad	137.42	131.41

Chile	84.07	68.06
Chile mobile	109.09	93.08
Christmas Island	49.04	41.95
Cocos Islands	49.04	41.95
Colombia	87.07	83.07
Colombia mobile	112.09	108.09
Comoros Islands	115.10	110.09
Congo	115.10	110.09
Congo mobile	140.12	135.12
Cook Islands	137.42	131.41
Costa Rica	84.07	68.06
Costa Rica mobile	109.09	93.08
Croatia	44.04	39.03
Croatia mobile	69.06	64.05
Cuba	115.10	110.09
Democratic Republic of Congo	115.10	110.09
Democratic Republic of Congo mobile	140.12	135.12
Diego Garcia	177.15	172.14
Djibouti	87.07	83.07
Dominica	78.04	65.86
Dominica mobile	103.06	90.88
Dominican Republic	67.06	57.05
Dominican Republic mobile	92.08	82.07
East Timor	200.17	195.16
Ecuador	87.07	83.07
Ecuador mobile	112.09	108.09
Egypt	82.07	71.06
Egypt mobile	107.09	96.08
El Salvador	111.09	90.08
El Salvador mobile	136.12	115.10
Equatorial Guinea	115.10	110.09
Eritrea	111.09	90.08
Estonia	52.04	47.04
Estonia mobile	77.07	72.06
Ethiopia	111.09	90.08
Ethiopia mobile	136.12	115.10
Falkland Islands	87.07	83.07
Faroe Islands	37.63	30.02

Fiji	87.07	83.07
Finland	27.02	24.02
Finland mobile	52.04	49.04
French Guiana	115.10	110.09
French Guiana mobile	140.12	135.12
French Polynesia	177.15	172.14
Gabon	84.07	68.06
Gabon mobile	109.09	93.08
Gambia	84.07	68.06
Gambia mobile	109.09	93.08
Georgia	66.06	53.04
Georgia mobile	91.08	78.07
Ghana	84.07	68.06
Ghana mobile	109.09	93.08
Gibraltar	24.02	20.02
Gibraltar mobile	49.04	45.04
Greenland	88.85	84.77
Greenland mobile	112.09	108.09
Grenada	23.02	21.02
Grenada mobile	48.04	46.04
Guadeloupe	87.07	71.06
Guadeloupe mobile	112.09	96.08
Guam	115.10	110.09
Guatemala	84.07	68.06
Guatemala mobile	109.09	93.08
Guinea	88.85	84.77
Guinea Bissau	137.42	131.41
Guinea mobile	112.09	108.09
Guyana	111.09	90.08
Guyana mobile	136.12	115.10
Haiti	103.79	83.67
Haiti mobile	128.81	108.69
Honduras	84.07	68.06
Honduras mobile	109.09	93.08
India	25.02	22.02
India mobile	50.04	47.04
Indonesia	68.06	66.06
Indonesia mobile	93.08	91.08

Iran	111.09	90.08
Iran mobile	136.12	115.10
Iraq	111.09	90.08
Iraq mobile	136.12	115.10
Ivory Coast	111.09	90.08
Ivory Coast mobile	42.00	42.00
Jamaica	23.02	21.02
Jamaica mobile	48.04	46.04
Kazakhstan	68.06	64.05
Kazakhstan mobile	93.08	89.08
Kenya	84.07	68.06
Kenya mobile	109.09	93.08
Kiribati	137.42	131.41
Korea North	137.42	131.41
Korea South	70.06	66.06
Korea South mobile	95.08	91.08
Kuwait	87.07	71.06
Kuwait mobile	112.09	96.08
Kyrgyzstan	68.06	64.05
Kyrgyzstan mobile	93.08	89.08
Laos	135.33	129.34
Latvia	52.04	47.04
Latvia mobile	77.07	72.06
Lebanon	108.09	93.08
Lebanon mobile	133.11	118.10
Lesotho	84.07	68.06
Lesotho mobile	109.09	93.08
Liberia	84.07	68.06
Liberia mobile	109.09	93.08
Libya	44.04	39.03
Libya mobile	69.06	64.05
Liechtenstein	19.82	18.71
Liechtenstein mobile	44.84	43.74
Lithuania	52.04	47.04
Lithuania mobile	77.07	72.06
Macau	70.06	66.06
Macau mobile	95.08	91.08
Macedonia	44.04	39.03

Macedonia mobile	69.06	64.05
Madagascar	87.07	83.07
Madagascar mobile	112.09	108.09
Malawi	84.07	68.06
Maldives Islands	87.07	83.07
Mali	88.85	84.77
Mali mobile	112.09	108.09
Malta	27.02	24.02
Malta mobile	52.04	49.04
Marshall Islands	137.42	131.41
Martinique	87.07	71.06
Martinique mobile	112.09	96.08
Mauritania	115.10	110.09
Mauritius	111.09	90.08
Mayotte	111.09	90.08
Mexico	70.06	66.06
Micronesia	137.42	131.41
Midway Islands	204.00	204.00
Moldova	66.06	53.04
Moldova mobile	91.08	78.07
Monaco	35.56	28.02
Monaco mobile	60.58	53.04
Mongolia	135.33	129.34
Montenegro	44.04	39.03
Montenegro mobile	69.06	64.05
Montserrat	78.04	65.86
Morocco	44.04	39.03
Morocco mobile	69.06	64.05
Mozambique	87.07	83.07
Mozambique mobile	112.09	108.09
Myanmar	115.10	110.09
Namibia	84.07	68.06
Namibia Mobile	109.09	93.08
Nauru	137.42	131.41
Nepal	70.06	66.06
Nepal Mobile	95.08	91.08
Netherlands Antilles	66.06	53.04
Netherlands Antilles Mobile	91.08	78.07

New Caledonia	177.15	172.14
New Caledonia Mobile	202.17	197.17
Nicaragua	111.09	90.08
Nicaragua Mobile	136.12	115.10
Niger	88.85	84.77
Niger Mobile	112.09	108.09
Nigeria	68.06	64.05
Nigeria Mobile	93.08	89.08
Niue	135.33	129.34
Norfolk Islands	115.10	110.09
Nth. Mariana Islands	111.09	90.08
Oman	87.07	71.06
Oman Mobile	112.09	96.08
Pakistan	25.02	22.02
Pakistan Mobile	50.04	47.04
Palau	137.42	131.41
Palestine	52.04	47.04
Palestine Mobile	77.07	72.06
Panama	84.07	68.06
Panama Mobile	109.09	93.08
Papua New Guinea	88.85	84.77
Paraguay	84.07	68.06
Paraguay Mobile	109.09	93.08
Peru	84.07	68.06
Peru Mobile	109.09	93.08
Philippines	70.06	66.06
Philippines Mobile	95.08	91.08
Portugal Azores	23.02	19.02
Portugal Azores Mobile	48.04	44.04
Puerto Rico	51.04	44.04
Qatar	87.07	71.06
Qatar Mobile	112.09	96.08
Reunion	87.07	83.07
Reunion Mobile	112.09	108.09
Romania	52.04	47.04
Romania Mobile	77.07	72.06
Russia	52.04	47.04
Russia Mobile	77.07	72.06

Rwanda	88.85	84.77
Rwanda Mobile	112.09	108.09
San Marino	44.04	39.03
Sao Tome and Principe	137.42	131.41
Saudi Arabia	66.06	53.04
Saudi Arabia Mobile	91.08	78.07
Senegal	111.09	90.08
Senegal Mobile	136.12	115.10
Serbia	44.04	39.03
Serbia Mobile	69.06	64.05
Seychelles	111.09	90.08
Sierra Leone	84.07	68.06
Sierra Leone Mobile	109.09	93.08
Slovakia	27.02	24.02
Slovakia Mobile	52.04	49.04
Slovenia	44.04	39.03
Slovenia Mobile	69.06	64.05
Solomon Islands	137.42	131.41
Somalia	137.42	131.41
South Sudan	84.07	68.06
South Sudan Mobile	109.09	93.08
Sri Lanka	83.07	73.06
Sri Lanka Mobile	108.09	98.08
St. Helena	135.33	129.34
St. Kitts and Nevis	67.06	57.05
St. Lucia	23.02	21.02
St. Pierre and Miquelon	67.06	57.05
St. Vincent Grenadines	67.06	57.05
Sudan	84.07	68.06
Sudan Mobile	109.09	93.08
Surinam	131.30	105.09
Surinam Mobile	156.32	130.11
Swaziland	84.07	68.06
Syria	108.09	93.08
Syria Mobile	133.11	118.10
Tajikistan	87.07	83.07
Tanzania	84.07	68.06
Tanzania Mobile	109.09	93.08

Thailand	68.06	66.06
Thailand Mobile	93.08	91.08
Togo	111.09	90.08
Togo Mobile	136.12	115.10
Tokelau Islands	177.15	172.14
Tonga	135.33	129.34
Trinidad and Tobago	23.02	21.02
Trinidad and Tobago Mobile	48.04	46.04
Tunisia	44.04	39.03
Tunisia Mobile	69.06	64.05
Turkey	24.02	20.02
Turkey Mobile	49.04	45.04
Turkey North Cyprus	24.02	20.02
Turkey North Cyprus Mobile	49.04	45.04
Turkmenistan	81.57	75.46
Turks and Caicos	78.04	65.86
Tuvalu	137.42	131.41
Uganda	84.07	68.06
Uganda Mobile	109.09	93.08
Ukraine	52.04	47.04
Ukraine Mobile	77.07	72.06
United Arab Emirates	66.06	53.04
United Arab Emirates Mobile	91.08	78.07
Uruguay	84.07	68.06
Uruguay Mobile	109.09	93.08
US Virgin Islands	67.06	57.05
Uzbekistan	68.06	64.05
Uzbekistan Mobile	93.08	89.08
Vanuatu	137.42	131.41
Venezuela	84.07	68.06
Venezuela Mobile	109.09	93.08
Vietnam	135.33	129.34
Vietnam Mobile	160.35	154.36
Wake Island	204.00	204.00
Wallis and Futuna	204.00	204.00
Western Samoa	177.15	172.14
Yemen Arab Republic	111.09	90.08
Yemen Arab Republic Mobile	136.12	115.10

Zambia	84.07	68.06
Zambia Mobile	109.09	93.08
Zimbabwe	84.07	68.06
Zimbabwe Mobile	109.09	93.08

7. Calls to unbundled tariff numbers: 084, 087, 09 and 118

The cost of calls to these numbers is made up of the following two elements: the Access Charge and the Service Charge. The Access Charge is 10p/minute for any of these numbers. The Service Charge is decided by the business being called. The Service Charge for 084 numbers is capped at 7p/minute, and hence the maximum call charge for these numbers can be 17p/min. For 087 numbers the maximum Service Charge can be 13p, and therefore the maximum total call rate including our Access Charge would be 23p/min. 09 and 118 numbers have considerably higher Service Charges, but are subject to the same Access Charge.

8. Services numbers often used

Emergency numbers 999 and 112 (police, fire and medical emergency)	no charge
Non emergency 101 (police less urgent support lines)	15p/call
Social value services starting with 116	no charge
Numbers starting with 0800, 0808, 0500, 07600, 076232, 076593, 076596 and 076599.	no charge
National Power Cut and Electricity Network Safety Service - 105	no charge
NHS Non-Emergency Helpline - 111	no charge

9. Personal numbers - generally starting with 070

The maximum cost of any 070 call at any time is 92.58p for the first minute, then 75.58p/min afterwards. We have different price bands for these numbers, depending on their charge band code, which will always be listed on your bill. The standard Call Set Up Fee of 17p applies for these calls, except for PN7, which

has a call connection charge of 65.79p. Please note that charge band C or PN22 numbers may start with 070 or 078. Charge band F numbers may start with 070, 074, 075, 076, 077, 078 or 079.

Charge band description	Daytime (p/min)	Evening (p/min)	Weekend (p/min)
C	16.53	9.58	5.05
D	25.26	14.88	14.88
E	7.46	7.46	7.46
F	45.34	30.23	15.11
J	48.36	33.25	15.86
K	56.67	37.78	18.88
M	62.04	42.80	42.80
N	19.46	19.46	19.46
PN1	36.28	24.18	12.09
PN2	75.58	75.58	75.58
PN3	74.07	58.95	58.95
PN4	39.30	39.30	39.30
PN5	25.70	25.70	25.70
PN6	30.23	30.23	30.23
PN7	5.19	1.31	1.31
PN8	30.19	30.19	30.19
PN9	35.52	35.52	35.52
PN10	52.90	52.90	52.90
PN11	58.95	43.83	43.83
PN12	40.81	40.81	40.81
PN13	58.95	58.95	58.95
PN14	44.59	44.59	44.59
PN15	19.65	19.65	19.65
PN16	21.16	21.16	21.16
PN17	22.67	22.67	22.67
PN18	24.18	24.18	24.18
PN19	15.11	15.11	15.11
PN20	36.28	36.28	36.28
PN21	62.16	62.16	62.16
PN22	15.60	10.04	8.49

10. Special numbers

The rates below apply to numbers used for specific services that range from pagers to VoIP and WiFi calls. They will appear on your bill with the description as per charge band code below. All charges are expressed in pence.

10.1 Calls to Pagers and Voice Messaging Services starting with 076

Calls to pagers and voice messaging services to charge bands FF3 to FF10 are charged at a fixed rate per text or call, while the R charge band is charged at a rate per minute. The Call Set Up Fee is only applicable for charge band R. The charges below are expressed in pence. Calls to these numbers are rounded to the nearest second.

Charge band description	Daytime	Evening	Weekend
FF3	32.90	17.76	17.76
FF6	39.54	39.54	39.54
FF8	24.40	24.40	24.40
FF9	55.91	55.91	55.91
FF10	33.51	33.51	33.51
R	10.39p/min	5.19p/min	3.88p/min

10.2 Operator calls to 100, 155, 195, 198 and Reverse charge calls

Calls made through Operator numbers 100, 155, 195 and 198, as well as Reverse Charge calls, may incur substantial charges. For more information on these services and call costs please see our 'Guidance on the use of Operator Services' document published on our website in this location: www.sse.co.uk/help/phone-and-broadband

10.3 Calls to WiFi numbers starting with 073, 074, 075, 078 and 079

The rates below are in pence/minute. The Call Set Up Fee is applicable. These calls are rounded to the nearest second.

Charge band description	Daytime	Evening	Weekend
WiFi Services – fw1	20.39	20.39	9.95
WiFi Services - fw2	19.31	16.06	8.19
WiFi Services - fw3	21.47	17.14	8.65

WiFi Services - fw4	20.85	12.74	6.38
WiFi Services - fw5	19.46	15.75	8.80
WiFi Services - fw6	16.99	13.59	8.19
WiFi Services - fw7	16.22	16.22	16.22
WiFi Services - fw8	24.71	19.31	8.19
WiFi Services - fw9	21.62	21.62	21.62
WiFi Services - fw10	12.93	12.93	12.93
WiFi Services - fw11	16.99	16.99	16.99
WiFi Services - fw12	16.71	16.70	16.70

10.4 Calls to Special Services numbers starting with 055 and 056

The rates below are in pence/minute. The Call Set Up Fee is applicable. These calls are rounded to the nearest second.

Charge band description	Daytime	Evening	Weekend
Special Services G6	7.14	7.14	7.14
Special Services G21	6.87	2.81	1.65

10.5 Calls to Satellite numbers starting with 0087

The rates below are per minute and apply any time of the day, any day. The call charge for each of these is rounded up by the second, with the exception of GMSS Thuraya/Iridium calls, which are rounded up to the next whole minute. The Call Set Up Fee does not apply for these calls.

INMARSAT – A (0087x1)	£7.20
INMARSAT - B (0087X3)	£5.00
INMARSAT – B HSD Duplex (0087 x 3914)	£12.50
INMARSAT – M (0087 x 6)	£5.20
INMARSAT – M4 High Speed Data (0087 x 60)	£9.25
Mobiq (0087 x 76)	£3.40
Skyphone (0087 x 5)	£7.50
GMSS Thuraya/Iridium	£4.65

11. Text Relay Calls

These are services available for use of customers who are or are communicating with hearing or speech impaired people and require the use of a text phone or other device with a keyboard.

You can use Text Relay Services with a textphone, telephone, mobile, or use your PC as a textphone.

More information on this type of services is available on www.ngts.org.uk

The cost of a Text Relay call will be that charged by the Operator of the Text Direct Service. However a rebate will be applied to all or part of the text element of all calls when either or both ends are in text mode.

Call charges will also be adjusted by giving you a rebate on your bill so that the final charges for standard calls (to numbers beginning 01, 02, 03, 0845 & 0870) are no greater than the standard rates of your package. No rebate shall be applicable for other calls including:

- Directory Enquiries;
- International destination numbers;
- most non geographical numbers not beginning with 0845 & 0870 (e.g. to those beginning with 0844 and 0871) Premium Rate Services;
- Personal Numbering Services;
- Third Party Services such as the Operator services;

Rebates will be shown on your bill and may cover the value due for several calls.

The rebate(s) due will normally be shown on the same bill as the relevant full call charges but may occasionally be shown on the next bill.

12. Directory Listing Services

When you set up a new phone line with SSE or move house, we offer the following directory entry options, free of charge:

- 1) Standard entry of your name and number within telephone directories, including through Directory Enquiry services; or
- 2) Your name and number are made available through Directory Enquiry services only, but will not appear in any standard telephone directory, whether paper or online; or
- 3) Your details are made 'ex-directory', so that they will not be available through either standard telephone directories or directory enquiry services.

If you are transferring your line to SSE then whichever directory entry option is set up on your line, it will remain the same. However you can request a change through our Customer Services team at any time.

In addition, we can arrange to include additional entries within the telephone directory, but these incur the following monthly charge, inclusive of VAT:

DQ Entry – Standard	£14.75
DQ Entry – Bold	£29.51
DQ Entry – Super Bold	£56.15
DQ Entry – Additional Word – Standard	£2.16
DQ Entry – Additional Word – Bold	£4.31

13. Internet Security Suite

Our Internet Security Suite is available with the No Ties Broadband package. This add-on product provides Antivirus and Firewall protection along with Parental Control software (particularly recommended if children have access to the internet). A quick start guide describing the product features and how to use them can be found on our website at www.sse.co.uk/help/phone-and-broadband. The standard monthly charge for this service is £2 per month, but it is included in your subscription for the first 18 months of taking No Ties Broadband. After that initial period, this service will be charged and will appear in your bill. You can cancel the subscription to this product any time by contacting our Customer Services.

14. Broadband Traffic Management Policy

To ensure that our customers receive optimum performance at all times our network operator undertakes traffic management.

The principles of this network management policy are:

- to make sure that time-critical applications like Voice over Internet Protocol (VoIP) are always prioritised;
- to protect interactive applications like web-browsing and Virtual Private Network (VPN) from non-time sensitive download traffic;
- to flex the network under demand to cope with normal peaks and troughs from day to day and month to month;
- to flex the network in the event of unusual demands in traffic or disaster situations such as a network failure;
- to provide a 'quality of service' effect, meaning multiple applications running on the same line interact with each other effectively; and use of high demand protocols like Peer-to-Peer (P2P) do not swamp time-sensitive traffic such as online gaming or a VoIP call.

Traffic types are identified in real-time based on a combination of port, source Internet Protocol (IP) address and Deep Packet Inspection (DPI) signature detection. This allows our network operator at any given time to manage the network capacity and prioritise time sensitive traffic by reducing the throughput of the other less time sensitive protocols.

15. Call Rounding

Calls to local/national numbers, UK mobiles and international destinations are all rounded up to the next whole minute.

Calls to non-geographic numbers starting with 084, 087, 09 and 118 are rounded as follows: the Access Charge is rounded up to the next whole minute, while the Service Charge is rounded up to the next second; the two charges are then combined.

Calls to all other numbers are rounded up to the next second unless otherwise specified.

All call costs are rounded up to the next penny, prior to the VAT being added.

16. Billing Frequency

New customers will, by default, receive monthly bills with itemised call charges. This bill can be requested as paperless free of charge or through the post for a monthly fee of £1 inclusive of VAT.

Monthly bills are issued on a 30 day cycle, starting from the phone service start date. Only one bill is issued for phone and broadband services.

We also offer quarterly bills on request and these are free of charge whether paper or paperless copies are requested. The issue date of a quarterly bill can be more variable, and usually it is produced every 90 days, plus or minus a few days.

17. Miscellaneous Charges

The following charges are applicable in the circumstances as specified and are only applied to recover our direct costs. All charges include VAT:

17.1 Debt Management Charges

Phone Restriction Charge If we have to restrict your phone service due to the non payment of your bill. This charge is applied as a one off.	£6
Broadband Disconnection Charge If we have to disconnect your broadband due to the non payment of your bill.	£6.60

Search Charges If we are unable to reach you regarding the outstanding payment of your bill, we may run a search to ensure that we still have the right address for you.	£2
Debt Collection Administration Charges If we have to send a debt collector to your address.	£30
Debt Collection Agency Fee If we have to use a national debt collection agency to collect payment from you, this charge will be added to your overall debt.	15% of the value of the debt
Reconnection Charge If we have to disconnect you due to the non payment of your bill and then you request a reconnection of the line/broadband	£90 for the phone line £30 for broadband

17.2 Credit Card Payment Charge

If you choose to pay your bill by credit card there will be a surcharge which is reflective of the costs passed on by credit card companies for processing the payment. The surcharge amount will be advised before you proceed with making the payment.

17.3 Number Porting

If you transfer your phone service to us from another network, such as a cable or a LLU (Local loop Unbundled) line, there may be a charge for keeping the same telephone number. This number porting charge is as below. Occasionally it may not be possible to transfer the number across to our network and we may have to assign you a new number, which would be free of charge. If the request for number porting is accepted by the other network, it should be completed within one working day. If there is any delay, you may be entitled to claim compensation from whichever party has caused that delay. To raise the matter with us, please contact our customer services team. If we are due to pay you compensation, we would apply the relevant credit to your account.

Number Porting	£12
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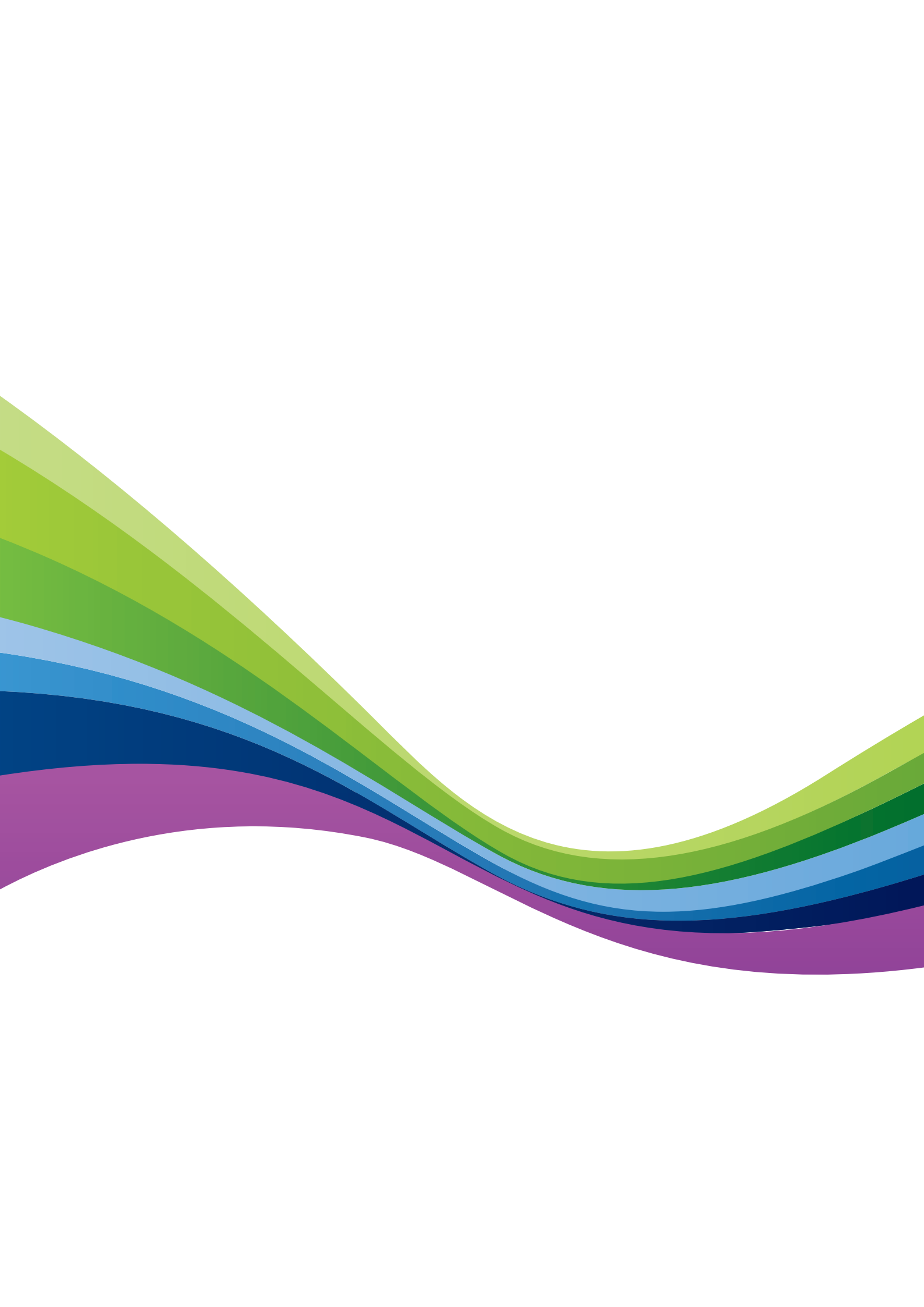
17.4 Engineering Charges

For the complete list of charges related to engineering works on your line, such as installing a new line, rewiring an existing line or repairing a fault, or prices relating to additional equipment available for purchase from our Customer Services team, please consult our 'SSE Guide to Charges for Engineering Works and Equipment' document found on our website at this link: www.sse.co.uk/help/phone-and-broadband

18. Our Contact Details

	Telephone	Email	Website
Southern Electric	0345 678 0051	customerservice@southern-electric.co.uk	www.southern-electric.co.uk/
Scottish Hydro	0345 678 0052	customerservice@hydro.co.uk	www.hydro.co.uk/
SWALEC	0345 678 0053	customerservice@swalec.co.uk	www.swalec.co.uk/
Atlantic	0345 678 0054	customerservice@atlantic.co.uk	www.atlantic.co.uk/
SSE	0345 026 7045	customerservice@sse.co.uk	www.sse.co.uk/

To write to us: Phone and Broadband Team, PO Box 230, Havant, PO9 9DT





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sse.co.uk hydro.co.uk southern-electric.co.uk swalec.co.uk atlantic.co.uk