



SSE Detailed Product and Price Guide

for non-fixed term Talk, Talk (Contract 12),
Talk (Contract 13) and Talk (14) phone packages

Applicable from 15th May 2019

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1. What this document is for

This Product and Prices Document gives you detailed information about SSE legacy term phone products, which are not available for new customers.

Please note that this document is often updated and the latest copy is published on our website at this location: sse.co.uk/help/phone-and-broadband.

1.1 Call Packages

Below you will find a list of packages, their monthly cost, their inclusive call types and respective inclusive period.

Package name	Local/ National calls 0845/0870	UK mobile calls	Fixed line calls to 35 International destinations	Package cost (including line rental)	Inclusive period
Talk a Little	x	x	x	£20	Fixed price calls in the evening & weekend
Talk Weekend	✓	✓	✓	£23	Weekend
Talk Evening & Weekend	✓	✓	✓	£25	Evening & weekend
Talk Anytime	✓	✓	✓	£32	Any time
Talk Weekend (contract 12)	✓	✓	x	£20	Weekend
Talk Evening & Weekend (contract 12)	✓	✓	✓	£25	Evening & weekend
Talk Anytime (contract 12)	✓	✓	✓	£32	Any time

Package name	Local/ National calls 0845/0870	UK mobile calls	Fixed line calls to 35 International destinations	Package cost (including line rental)	Inclusive period
Talk Light (contract 13)	✓	✓	✗	£20	Weekend
Talk Evening & Weekend (contract 13)	✓	✓	✓	£25	Evening & weekend
Talk Anytime (contract 13)	✓	✓	✓	£32	Any time
Talk Anytime Plus (contract 13)	✓	✓	✓	£32	Any time
Talk Weekend (14)	✓	✗	✗	£16	Weekend
Talk Evening & Weekend (14)	✓	✗	✓	£23	Evening & weekend
Talk Anytime (14)	✓	✗	✓	£27	Any time
Talk Anytime Plus (14)	✓	Half price	✓	£29	Any time

1.2 Call charges

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

- For **Talk Light** and the **Weekend** packages, between midnight Friday and midnight Sunday.
- For the **Evening and Weekend** packages, between 7pm to 7am weekdays, and anytime at the weekend.
- For **Talk a Little**, fixed price calls apply in the same period as the inclusive calls for the **Evening and Weekend** packages.
- For the **Anytime** and **Anytime Plus** packages, 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>For Talk a Little, the evening and weekend charge is 6p per call for 70 minutes, then the standard charge per minute applies.</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>For Talk Anytime Plus (14) mobile calls are charged 7.5p/min at all times.</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, when not included in the call package and for calls longer than 70 minutes. No Call Set Up Fee applies to these call destinations.</p> <p>Standard charge: 20p/min, when not included in the call package and for calls longer than 70 minutes.</p>

<p>Service numbers starting with 0845/0870</p> <p>The price per call, which includes our Access Charge, will vary depending on the number being called.</p> <p>When inclusive, a fair use policy applies for these calls – maximum of 1,000 minutes or 150 calls a month. Excludes indirect access numbers and dial-up internet access.</p>	<p>Standard charges at any time, except when included in the call package (includes Access charge - see below):</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: Any 1 for £3.50 Any 3 or 4 for £7.25 Any 5 for £9.00</p>
<p>No-charge services include: Anonymous Call Reject Caller Display Choose to Refuse Number Withheld (141) 1471 (to retrieve the last number that called)</p>	<p>no charge</p>

1.3 Important information about these packages

1. These phone packages are only available to existing SSE 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. 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 starting with 09, Directory Enquiries starting with 118 or inclusive calls. The total cost of each non-inclusive call 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. 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/important-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.
8. 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

2. 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.

2.1 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.
Caller Display	no charge	Displays the number of the caller on suitable phone handsets.
Choose to Refuse	no charge	Can block up to 10 numbers from getting through to your line.

2.2 Chargeable services with a monthly fee

VoiceMail (Wholesale 1571)	£1.50	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.
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.

2.3 Discounts for multiple call features

<p>Pick any from this list:</p> <p>Call Diversion, Call Barring, Ring Back, Call Waiting, Three Way Calling, Reminder Call, Call Sign.</p>	<p>Charges per month</p> <p>Any 3 or 4 for £7.25 Any 5 for £9.00 Any 6 or 7 for £9.50</p>
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2.4 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	40p	To book a wake-up call.
Ring Back	40p	Book a call back when an engaged line becomes free.
Three Way Calling	70p	For one-off conference calls.
Call Return (on 1471 and 1571)	10p	To call back the last caller.
Text to a landline or a mobile	10p	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'	40p	Dial 123 from your phone to find out the exact UK time from the speaking clock.

3. 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 time as outlined below. The response time guarantees how quickly a fault will be looked at once it is reported to the 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.

Standard Care Response within 48 working hours. Working hours are Monday to Friday 8am to 5pm. Excludes Bank Holidays.	no charge
Extended Care Response within 4 working hours. Working hours are Monday to Saturday 8am to 5pm. Excludes Bank Holidays.	£1.50 per month
Total Care Response within 4 working hours. Working hours 24 hours per day, 7 days per week, including Bank Holidays.	£4.00 per month

4. 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.

5. International calls

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

5.1 Price band table for international destinations

The table below summarises the charge band groups that are applicable to international destinations for both fixed and mobile numbers.

When not inclusive in the call package, the rates below are applicable at anytime of the day and week. In addition, the call set up fee applies to non-inclusive calls to all international destinations except for countries in price band A1.

For a complete list of international destinations by price band, see our Guide to International Calls.

Price band	Standard fixed line rate per min	Mobile/Higher rate call per min
A1	£0.18	£0.18
A2	£0.20	£0.40
B	£0.40	£0.80
C	£0.80	£1.00
D	£1.00	£1.50
E	£1.20	£1.50
F	£2.00	£2.00
G	£4.00	£4.00

6. 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.

7. Service numbers often used

Emergency numbers 999 and 112 (police, fire and medical emergency)	no charge
Non emergency 101 (less urgent police 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

8. Personal numbers - generally starting with 070

The maximum cost of any 070 call at any time is 96p for the first minute, then 76p/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 applies for these calls, except for PN7, which has a call connection charge of 66p. 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. The charges below are expressed in pence per minute.

Charge band description	Daytime	Evening	Weekend
C, PN19	17	17	17
D	26	15	15
E	8	8	8
F	46	31	16
J	49	34	16
K	57	38	19
M, PN21, PN13	63	63	63
N, PN15	20	20	20
PN1	37	25	13
PN2	76	76	76
PN3	75	60	60
PN5, PN18	26	26	26
PN6, PN8	31	31	31
PN7	6	2	2

Charge band description	Daytime	Evening	Weekend
PN9	36	36	36
PN10	54	54	54
PN11	60	44	44
PN12, PN4	42	42	42
PN14	45	45	45
PN16, PN17	22	22	22
PN20	37	37	37
PN22	16	10	10

9. Special numbers

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

9.1 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	Rate in pence per call or per minute
FF3, FF10	34p per use (anytime)
FF6	40p per use (anytime)
FF8	25p per use (anytime)
FF9	56p per use (anytime)
R	11p/min daytime, 5p/min evening and weekend

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

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

The rate below is in pence/minute. These calls are treated as mobile calls, therefore they are included in certain packages in the respective inclusive period of that package. The Call Set Up Fee will be applicable when the call is not inclusive. These calls are rounded to the nearest second. The rate below applies when the call is not inclusive or after the first 70 minutes within the inclusive period for eligible packages.

Charge band description	Anytime
WiFi Services – fw1,fw9	15p
WiFi Services - fw2, fw3, fw5	
WiFi Services - fw4,fw6	
WiFi Services - fw7, fw11, fw12	
WiFi Services - fw8	
WiFi Services - fw10	

9.4 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	8	8	8
Special Services G21	8	4	4

9.5 Calls to satellite numbers starting with 0087

The rates below are £/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.

Charge band description	Daytime	Evening	Weekend
INMARSAT – A (0087 x 1)	£7.50	£7.50	£7.50
INMARSAT - B (0087 x 3)	£5.00	£5.00	£5.00
INMARSAT – B HSD Duplex (0087 x 3914)	£12.50	£12.50	£12.50
INMARSAT – M (0087 x 6)	£5.20	£5.20	£5.20
INMARSAT – M4 High Speed Data (0087 x 60)	£9.25	£9.25	£9.25
Mobiq (0087 x 76)	£3.40	£3.40	£3.40
Skyphone (0087 x 5)	£7.50	£7.50	£7.50
GMSS Thuraya/Iridium	£4.65	£4.65	£4.65
GMSS Iridium	£3.77	£3.77	£3.77
EMS Satellite	£2.87	£2.87	£2.87

10. Text Relay calls

These are services available for 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 text phone, telephone, mobile, or use your PC as a text phone.

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

The cost of a Text Relay call will be 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) and 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.

11. 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 as detailed below.

- 1) Standard entry of your name, number and address within telephone directories, including through Directory Enquiry services; or
- 2) Your details 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	£24.47
DQ Entry – Bold	£48.95
DQ Entry – Super Bold	£94.16
DQ Entry – Additional Word – Standard	£2.16
DQ Entry – Additional Word – Bold	£4.31

12. 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.

13. 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 £2 inclusive of VAT.

Monthly bills are issued on a 30-day cycle plus or minus a few days, 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 variable, and it is usually produced every 90 days, plus or minus a few days.

14. 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:

14.1 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
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

14.2 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 will apply the relevant credit to your account.

Number porting	£12
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14.3 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: sse.co.uk/help/phone-and-broadband.

15. Our contact details

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

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



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