



SSE Detailed Product and Price Guide

for the 18 range phone packages

Applicable from 15th May 2019

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1. What this document is for

This Product and Price Guide gives you detailed information about SSE phone products as part of the 18 range, available for sale from October 2018.

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/regulation-phone

1.1 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 0845/0870 | UK mobile calls | Fixed line calls to 35 International destinations | Monthly package cost (including line rental) | Inclusive period |
|------------------------------|---------------------------------------|--------------------|--|---|----------------------|
| Line Rental (18) | x | x | x | £20 | none |
| Evening & Weekend (18) | ✓ | ✓ | x | £24 | Evening & Weekend |
| Anytime (18) | ✓ | ✓ | x | £28 | at all times |
| Anytime Plus (18) | ✓ | ✓ | ✓ | £32 | at all times |

1.2 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.

1.3 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>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: 15p/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 7 in the information section below.</p> | <p>Standard charge: 18p/min at any time, except when included in the call package.</p> |
| <p>International Calls to our top 35 countries:</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 18 (your monthly cost will be adjusted accordingly to reflect the related lower package cost).</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>Standard charges at any time:</p> <p>0845 – from 15p/min up to a maximum of 22p/min</p> <p>0870 – from 15p/min up to a maximum of 28p/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>[^]see note 5 in Important Information</p> | <p>15p/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. 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>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> |
| <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 or 7 for £9.50</p> |

1.4 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. 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 for its entire duration of 15 minutes.

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/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.
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 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 | Check who called last |
| Number Withheld (141) | 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 | If you want to show your number for a specific outgoing call only, while Number Withheld is on your line. |

| | |
|---------------------------------|--|
| Bar Call Return | To stop your phone from using 'Call Return'. |
| Ring Back Inhibit | To stop other callers from using 'Ring Back' when your line is engaged. |
| Temporary Call Diversion | 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. |
| Anonymous Call Reject | Blocks calls from callers with a withheld number. |
| Caller Display | Displays the number of the caller on suitable phone handsets. |
| Choose to Refuse | Can block up to 10 numbers from getting through to your line. |

2.2 Chargeable services with a monthly fee

| Service Type | What it does | Monthly cost |
|---|--|--|
| Voicemail (Wholesale 1571) | A standard voicemail service on any line and any phone handset. You will hear a different dial tone when there is a message. | £1.50 |
| Call Minder Call Minder Plus Call Minder Premier (5 mailboxes) Call Minder Premier (7 mailboxes) Call Minder Premier (9 mailboxes) | 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. | £3.00 £3.40 £4.50 £5.00 £5.25 |
| Call Diversion Smart Divert Smart Divert + Bypass No Caller Redirect | 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. | £3.50 £5.10 £6.15 £10.20 |
| Call Barring | Bars different types of calls from your line at your own choice. | £3.50 |

| | | |
|--------------------------------------|--|--------------|
| Call Sign | Gives a second phone number on the same line, which when used rings with a different tone. | £3.50 |
| Ring Back | Allows you to set the phone to ring you back when an engaged line becomes free. | £3.50 |
| Reminder Call | Set your phone to wake you up like an alarm call in a hotel. | £3.50 |
| Three Way Calling | A conference call facility that allows you to connect to two other people at the same time. | £3.50 |
| Call Waiting | 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. | £3.50 |
| Admin Controlled Call Barring | Our credit control Call Barring function that may be used from time to time to restrict certain call types. | £1.50 |

2.3 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.

| Service Type | What it does | Monthly cost |
|---------------------------------------|--|--------------|
| Reminder Call | To book a wake-up call. | 40p |
| Ring Back | Book a call back when an engaged line becomes free. | 40p |
| Three Way Calling | For one-off conference calls. | 70p |
| Call Return (on 1471 and 1571) | To call back the last caller. | 10p |
| Text to a landline or a mobile | 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. | 10p |
| Timeline '123' | The speaking clock, dial 123 from your phone to find out the exact UK time. | 40p |

3. Repair Service Levels

Repair Service 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 3 repair levels each with a different response timeline as outlined below. All lines have one of these repair levels assigned, usually Standard Repair Service by default, but you can alter this repair level as required by contacting our Customer Services team. The lead time to change the repair level on your line is 5 working days. Our reporting hours for faults are: 6am to midnight, Monday to Sunday, including Public and Bank Holidays.

| Service level description | | Charges per month |
|-------------------------------------|--|-------------------|
| Standard Repair Service Care | We aim to resolve the fault within 2 working days, Monday to Friday, excluding Public and Bank Holidays. Example: A fault reported on a Tuesday would have a target resolution time of midnight on the Thursday at the latest. | no charge |
| Extended Repair Service | We aim to resolve the fault by the next working day, Monday to Friday, excluding Public and Bank Holidays. Example: A fault reported on a Tuesday would have a target resolution time of midnight on Wednesday at the latest. | £1.50 |
| Total Repair Service | We aim to resolve the fault by midnight of the same day, if it is reported by 12.30pm. If the fault is reported after 12.30pm, then the fault will be resolved by 1pm the following day (Monday to Sunday including Public and Bank Holidays). | £4.00 |

4. International Calls

Calls to international destinations are set by price band. The complete list of all countries by price band is available on our 'Guide to International Calls' found on our website at this location: sse.co.uk/help/phone-and-broadband/regulation-phone/

The standard fixed line rates apply to standard landline numbers. Calls to International special or higher rate services will be charged at the mobile rate for that country.

The table below summarises the charge band groups that are applicable to international destinations for both fixed and mobile numbers. These rates are per minute and are applicable at any time of the day and week, unless inclusive in the package. The call set up fee is applicable to non-inclusive calls for all charge bands, except for A1 destinations.

| Price Band | Standard Fixed Line Rate per min | Mobile/Higher Rate per min |
|------------|----------------------------------|----------------------------|
| A1 | 18p | 18p |
| A2 | 20p | 40p |
| B | 40p | 80p |
| C | 80p | £1.00 |
| D | £1.00 | £1.50 |
| E | £1.20 | £1.50 |
| F | £2.00 | £2.00 |
| G | £4.00 | £4.00 |

5. 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 15p/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 22p/min. For 087 numbers the maximum Service Charge can be 13p, and therefore the maximum total call rate including our Access Charge would be 28p/min. 09 and 118 numbers have considerably higher Service Charges, but are subject to the same Access Charge. Please be aware that phone customers joining SSE from May 2018 cannot make calls to premium rate numbers beginning with 09.

6. Services 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 |

7. Personal numbers - generally starting with 070

The maximum cost of any 070 call at any time is 99p 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 per minute.

| Charge band description | Daytime | Evening | Weekend |
|-------------------------|---------|---------|---------|
| C, PN19 | 17p | 17p | 17p |
| D | 26p | 15p | 15p |
| E | 8p | 8p | 8p |
| F | 46p | 31p | 16p |

| Charge band description | Daytime | Evening | Weekend |
|-------------------------|---------|---------|---------|
| J | 49p | 34p | 16p |
| K | 57p | 38p | 19p |
| M, PN21, PN13 | 63p | 63p | 63p |
| N, PN15 | 20p | 20p | 20p |
| PN1 | 37p | 25p | 13p |
| PN2 | 76p | 76p | 76p |
| PN3 | 75p | 60p | 60p |
| PN5, PN18 | 26p | 26p | 26p |
| PN6, PN8 | 31p | 31p | 31p |
| PN7 | 6p | 2p | 2p |
| PN9 | 36p | 36p | 36p |
| PN10 | 54p | 54p | 54p |
| PN11 | 60p | 44p | 44p |
| PN12, PN4 | 42p | 42p | 42p |
| PN14 | 45p | 45p | 45p |
| PN16, PN17 | 22p | 22p | 22p |
| PN20 | 37p | 37p | 37p |
| PN22 | 16p | 10p | 10p |

8. 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.

8.1 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 |

8.2 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.

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

These calls are treated as mobile calls and are included in those packages with inclusive mobile calls. The rate below applies when the call is not inclusive or after the first 70 minutes within the inclusive period for eligible packages. The Call Set Up Fee will also be applicable when the call is not inclusive. The call charge of these is rounded to the nearest second.

| Charge band description | Anytime |
|---------------------------------|---------|
| WiFi Services – fw1,fw9 | 18p/min |
| WiFi Services - fw2, fw3, fw5 | |
| WiFi Services - fw4,fw6 | |
| WiFi Services - fw7, fw11, fw12 | |
| WiFi Services - fw8 | |
| WiFi Services - fw10 | |

8.4 Calls to Special Services numbers starting with 055 and 056

The rates below are per minute. The Call Set Up Fee is applicable. The call charge for each of these is rounded up to the nearest second.

| Charge band description | Daytime | Evening | Weekend |
|-------------------------|---------|---------|---------|
| Special Services G6 | 8p | 8p | 8p |
| Special Services G21 | 8p | 4p | 4p |

8.5 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.

| 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 |

9. 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 service 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,) 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 starting with 08 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.

10. 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. Please note that your number is only provided if someone knows your name and address.

- 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 |

11. 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.

12. 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 usually 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 usually it is produced every 90 days, plus or minus a few days.

13. 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:

13.1 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 |

13.2 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 would apply the relevant credit to your account.

| | |
|----------------|-----|
| Number porting | £12 |
|----------------|-----|

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

14. Our contact details

| SSE Phone and Broadband | |
|-------------------------|--|
| Phone us | Tel 0345 026 7045 |
| Email us | customerservice@sse.co.uk |
| To write to us | Phone and Broadband Team, PO Box 230, Havant, PO9 9DT |



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