



Shell
ENERGY

Broadband and Telephony Service Price List

For customers who signed up to Broadband and
Telephony Services on or after 25th March 2019

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Shell Energy Retail Limited (“Shell Energy”) Broadband and Telephony Service Price List

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1. Current Promotional Prices

Promotional offers available to Customers who enter into Contracts between 9am 4th November and 11.59pm 8th December 2019

Product	Download Limit	Connection Charge	Standard Monthly Rental	Energy Discount (per month)	Minimum Period
Fast Broadband	Unlimited	£0	£16.99	£0.00	12 months
Superfast Fibre	Unlimited	£0	£23.99	£0.00	12 months
Superfast Fibre Plus	Unlimited	£0	£26.99	£0.00	12 months
Fast Broadband	Unlimited	£0	£16.99	£0.00	18 months
Superfast Fibre	Unlimited	£0	£23.99	£0.00	18 months
Superfast Fibre Plus	Unlimited	£0	£26.99	£0.00	18 months

Notes:

1. This Price List is subject to our Terms and Conditions which can be found at www.shellenergy.co.uk/broadband/terms-and-conditions. The definitions set out at Annex 1 of our Terms and Conditions shall apply to this Price List.
2. All prices set out in the Price List are inclusive of VAT.
3. The above Products and charges include both the Line Rental Service and the Broadband Service only. Any Charges for additional calls or Optional Features will be charged separately and in addition to the Charges set out above.
4. Customers must take the Line Rental Service to receive the Broadband Service.
5. Customers who take their Energy Contract from Shell Energy will receive no additional discount as detailed above.
6. Customers will receive a wireless Router as part of the Broadband Service.
7. The above prices are based on paperless billing and payment being made by direct debit. Customers who require paper billing will be charged an additional £1 per month. Customers not paying by direct debit will be charged an additional £1 per month.
8. Once your Service has started, you will be eligible to receive a Shell Energy Fuel Saving of 3% off the cost of Shell fuel up to a maximum of 60L per month which can only be redeemed at participating UK Shell service stations against Shell fuel (V Power and main grade petrol and diesel) and LPG. Only one Shell Energy Fuel Saving is available per Premises, even if you are both an energy and broadband customer. Your allowance will be refreshed on the 1st of each calendar month. If you do not use your Shell Energy Fuel Saving in any given month then it will be lost and cannot be rolled over and used in another month.
9. Shell Energy employees benefiting from special offers available from time to time should see the Intranet for details.

2. Shell Energy Broadband and Telephony Product Charges

(Standard prices applicable for Customers who enter into Contracts on or after 25th March 2019)

Product	Download Limit	Connection Charge	Standard Monthly Rental	Energy Discount (per month)	Minimum Period
Fast Broadband	Unlimited	£0	£21.99	£2.00	12 months
Superfast Fibre	Unlimited	£0	£31.99	£2.00	12 months
Superfast Fibre Plus	Unlimited	£0	£36.99	£7.00	12 months
Fast Broadband	Unlimited	£0	£19.99	£2.00	18 months
Superfast Fibre	Unlimited	£0	£29.99	£2.00	18 months
Superfast Fibre Plus	Unlimited	£0	£34.99	£7.00	18 months

Notes:

1. This Price List is subject to our Terms and Conditions which can be found at www.shellenergy.co.uk/broadband/terms. The definitions set out at Annex 1 of our Terms and Conditions shall apply to this Price List.
2. All prices set out in the Price List are inclusive of VAT.
3. The above Products and charges include both the Line Rental Service and the Broadband Service only. Any Charges for additional calls or Optional Features will be charged separately and in addition to the Charges set out above.
4. Customers must take the Line Rental Service to receive the Broadband Service.
5. These are our standard prices. The price you pay may be different if you took a product as part of a promotional offer and will be shown on your order confirmation email.
6. Customers who take their Energy Contract from Shell Energy may get the energy discount shown above unless they take a product as part of a promotional offer in which case they will get the lower of the promotional offer or the discounted energy price.
7. Please see the Conditions 5.12-5.14 and 6.10 of the Terms and Conditions for further information in relation to the impact of any change to your Energy Contract on the above discounts.
8. Customers will receive a wireless Router as part of the Broadband Service.
9. The above prices are based on paperless billing and payment being made by direct debit. Customers who require paper billing will be charged an additional £1 per month. Customers not paying by direct debit will be charged an additional £1 per month.
10. Once your Service has started, you will be eligible to receive a Shell Energy Fuel Saving of 3% off the cost of Shell fuel up to a maximum of 60L per month which can only be redeemed at participating UK Shell service stations against Shell fuel (V Power and main grade petrol and diesel) and LPG. Only one Shell Energy Fuel Saving is available per Premises, even if you are both an energy and broadband customer. Your allowance will be refreshed on the 1st of each calendar month. If you do not use your Shell Energy Fuel Saving in any given month then it will be lost and cannot be rolled over and used in another month.
11. Shell Energy employees benefiting from special offers available from time to time should see the Intranet for details.

3. One off Charges

Charge Description	Price
New Line Installation	£60
Homemover Fee where new premises has a compatible line*	£0
Homemover Fee where new premises has no compatible line*	£60
Change of Telephone Number**	£35
Faults - Engineer call out charge (including 1 st hour)***	£65
Faults - Engineer call out charge (additional hour)	£65
Shift of an internal line	£100
Provision of an extension socket	£100
Missed engineer appointment****	£65
Broadband wireless Router not returned or returned damaged *****	£35
Additional / Replacement Micro-filter	£2.50
Missed or late payment	£7.50
Debt recovery admin charge	£15
Static IP Address	£15

Notes:

* A new Minimum Period applies from the date your Service goes live at your new home. This is usually 12 or 18 months.

** Where you ask us to change your number due to nuisance calls, there will be no charge for the first time you use this service.

*** Engineer call out charge may be applicable where, for example, the 'fault' is beyond the network termination equipment (i.e. there is a fault at the Premises and not a fault with the Service provision to the master socket at the Premises); is caused by the customer's act or omission; is caused by the customer's own equipment; where no fault is found; or, by any other reason outside of Shell Energy's control.

**** Missed appointment charges may be applicable where the customer is not present at the agreed appointment time and/or the engineer cannot access the property (even if the customer is present).

***** As set out on page 3, this Price List is subject to our Terms and Conditions. In accordance with Condition 3.15 and 3.19, if you we send you a (a) replacement router or (b) cancel your Contract, we may request that you return the Router to us using the pre-paid returns envelope which we will provide you with. We will accept proof of postage as proof that you have sent us the Router. If we do not receive the Router back within 30 days from the date that we (a) are notified of the fault or (b) cease to provide you with the Service, we may charge you for the cost of Router.

4. Optional Feature Charges

Pay monthly Optional Feature Charges

Charge Description	Monthly Charge
Voicemail (1571)	£1.75
Voicemail Plus	£3.50
Caller Display	£0
Number Retrieval (1471)	£0
Call Waiting	£3.50
Call Divert	£1.75
Choose to Refuse	£3.75
Anonymous Caller Reject	£4.50
Customer Controlled Call Barring (Outbound)	£2.50
Prompt Care	£1.50
Total Care	£4.00

Pay per use Optional Feature Charges

Charge Description	Charge per use
Call return	20p
Reminder call	40p
Auto redial	40p
Threeway call	60p

5. Termination Charges

Fast broadband, Superfast Fibre and Superfast Fibre Plus are all subject to a Minimum Period which will normally be 12 or 18 months from Commencement Date. If you cancel your service within the Minimum Period (and outside your Cooling Off Period), an Early Termination Charge may apply as set out below (please see our terms and conditions for further information). The Early Termination Charge will be calculated by multiplying the total number of months remaining by the monthly termination charge for the applicable Product.

Additionally, regardless of whether you are inside or outside your Minimum Period, if you terminate or cancel your contract at any time (other than during the Cooling Off Period) and we are not at fault, you will be charged a Cease Charge.

Charge Description	Monthly Early Termination Charge
Fast broadband Early Termination Charge	£6.50
Superfast Fibre Early Termination Charge	£16.50
Superfast Fibre Plus Early Termination Charge	£18.50
Cease Charge*	£15

Example

If you are a Fast broadband customer on an 18 month Minimum Period that commences on 1st November 2016 and the service is terminated on 15th November 2017, you would be required to pay £50.86. This is calculated as follows:

1. Early Termination Charge applicable 15th November – 30th November 2017 = $(£6.50/31) \times 16$ days = £3.36
2. Early Termination Charge applicable 1st December – 30th April 2018 = $£6.50 \times 5$ months = £32.50

Early Termination Charge = £3.36 + £32.50 = £35.86

Plus Cease Charge = £15

Total Charges payable = £50.86

Other Charges that may apply	
Broadband wireless Router not returned or returned damaged**	£35

* As set out on page 3, this Price List is subject to our Terms and Conditions. For further details, please see Condition 5.11 of the Terms and Conditions.

** In accordance with Condition 3.19 of the Terms and Conditions, if you cancel your Contract we may request that you return the Router to us using the pre-paid returns envelope which we will provide you with. We will accept proof of postage as proof that you have sent us the faulty Router. If we do not receive the Router back within 30 days from the date that we cease to provide you with the Service, we may charge you for the cost of Router.

6. Call Charge Rules

Charging Periods	Description
Daytime	Monday – Friday 7am – 7pm (GMT or BST)
Evening	Monday – Friday 7pm – 7am (GMT or BST)
Weekend	Midnight Friday – Midnight Sunday (GMT or BST)

Call Charges

There is a connection fee of 20p per call for the following call types (except where the call started in a charge period that is included in your call package):

- national and local calls to numbers beginning 01, 02 & 03 numbers;
- calls to UK mobiles;
- calls to personal numbering services, paging services & wi-fi services;
- calls to international landlines & international mobiles; and
- calls to numbers beginning 05.

Note: No connection Charge will apply to 0800 & 0500 calls or those calls with a fixed fee element.

Call Duration Rounding

The following call types will be rounded up to the next whole minute for billing:

- national and local calls to numbers beginning 01, 02 & 03 numbers;
- calls to UK mobiles;
- calls to personal numbering services, paging services & Wi-fi services;
- calls to international landlines & international mobiles (excluding satellite calls);
- calls to numbers beginning 05; and
- multimedia services.

All other calls will be rounded up to the next whole second unless indicated otherwise in the Price List.

Call charge rounding for billing

All calls will be rounded up to the next whole penny before VAT is added. The total bill for all Charges will then be rounded up to the nearest penny after VAT has been added.

7. Call Packages

Call package	Monthly Charge	Details
Basic	£0	No inclusive calls. All calls charged as per Price List on a Pay as you go ("PAYG") basis.
Evening & Weekend Plus	£4	Inclusive evening and weekend calls to UK landlines with area codes starting with 01, 02 or 03 numbers and standard UK Mobile calls.*
Anytime Plus	£8	Inclusive anytime calls to UK landlines with area codes starting with 01, 02 or 03 numbers and standard UK Mobile calls.*
International Call Package (only available with Evening and Weekend or Anytime call package)	£5	600 Inclusive Anytime minutes to landlines in 40 International destinations and 75% discount to call to mobiles in those 40 destinations. The destinations included in this offer are those listed in Band A on page 10 of this Price List. 50% discount on all other international landline and mobile calls.

Notes:

- Any calls included in a call package (other than International Call Package) are inclusive for 60 minutes – customers should hang-up before 60 minutes and re-dial to avoid additional charges. Where a call exceeds 60 minutes, the standard rate for that number will be charged for the remainder of the call.
- Call that cross charge boundaries are charged at the price applicable to the period in which the call took place (for example a call that crosses from a chargeable period to an inclusive period will only be charged for the duration of the call made in the chargeable period).
- A call connection fee will be chargeable for calls to inclusive numbers where the call starts in a chargeable period but crosses into an inclusive period.
- When subscribing to the International Call Package, calls in excess of 600 minutes to landlines in Zone A will be charged at 6.5ppm and will be subject to the Call Connection charge of 20p per call for calls starting outside of the 600 inclusive minutes.

* Standard UK Mobile charges apply to all mobile calls other than those in the following charge bands: FM02, FM09, FM10, FM11, FM13, FM14, FM15, FM16, FM17.

8. Key UK Call Charges

Call type	Charging period	Basic (PAYG)	Evening & Weekend	Anytime
National and Local Calls – 01, 02 & 03 Numbers	Daytime	13ppm	13ppm	Included
	Evening	13ppm	Included	Included
	Weekend	13ppm	Included	Included
0845 & 0870	Daytime	13p per minute + Service Charge	13p per minute + Service Charge	13p per minute + Service Charge
	Evening	13p per minute + Service Charge	13p per minute + Service Charge	13p per minute + Service Charge
	Weekend	13p per minute + Service Charge	13p per minute + Service Charge	13p per minute + Service Charge
Calls to standard UK Mobile*	Daytime	13ppm	13ppm	Included
	Evening	13ppm	Included	Included
	Weekend	13ppm	Included	Included
Calls to other UK Mobile*	At all Times	20ppm	20ppm	20ppm
Call to Service Numbers 090, 118, 084 & 087	At all times	13p per minute + Service Charge	13p per minute + Service Charge	13p per minute + Service Charge

* Standard UK Mobile charges apply to all mobile calls other than those in the following charge bands: FM02, FM09, FM10, FM11, FM13, FM14, FM15, FM16, FM17.

9. International Call Charges

Our international call Charges are banded into 6 charge bands. The applicable Charges for each band are set out below, whilst details of individual country charges can be found on the subsequent pages.

All international calls are subject to a 20p connection fee other than calls to the 40 international landline destinations that are included in the International Save caller package. Those 40 international landline destinations are Band A destinations which are listed below the table.

		Standard		International Saver	
Charge Band	Call set-up	Landline	Mobile	Landline	Mobile
A	20p per call	25	50	0	12.5
B	20p per call	25	50	12.5	25
C	20p per call	50	75	25	37.5
D	20p per call	75	100	37.5	50
E	20p per call	100	125	50	62.5
F	20p per call	125	150	62.5	75

Band A Destinations: Australia, Austria, Azores, Bahamas, Belgium, Canada, Canary Islands, Croatia, China, Cyprus (South), Czech Republic, Denmark, Eire, Estonia, Finland, France, Germany, Gibraltar, Greece, Hong Kong, Hungary, Iceland, Israel, Italy, Japan, Luxembourg, Madeira, Malaysia, Netherlands, New Zealand, Norway, Poland, Portugal, San Marino, Singapore, Slovenia, Spain, Sweden, Switzerland, USA

Country	Charge Band	Standard Charges (PPM)		International Saver (PPM)	
		Landlines	Mobiles	Landline	Mobile
Afghanistan	F	125	150	62.5	75
Albania	C	50	75	25	37.5
Algeria	C	50	75	25	37.5
American Samoa	F	125	150	62.5	75
Andorra	C	50	75	25	37.5
Angola	E	100	125	50	62.5
Anguilla	D	75	100	37.5	50
Antarctica	F	125	150	62.5	75
Antigua & Barbuda	B	25	50	12.5	25
Antilles	D	75	100	37.5	50
Argentina	E	100	125	50	62.5
Armenia	E	100	125	50	62.5
Aruba	D	75	100	37.5	50
Ascension Island	D	75	100	37.5	50
Australia	A	25	50	0	12.5
Austria	A	25	50	0	12.5
Azerbaijan	C	50	75	25	37.5
Azores	A	25	50	0	12.5
Bahamas	A	25	50	0	12.5
Bahrain	E	100	125	50	62.5
Bangladesh	B	25	50	12.5	25
Barbados	B	25	50	12.5	25
Belarus	C	50	75	25	37.5
Belgium	A	25	50	0	12.5
Belize	E	100	125	50	62.5
Benin	E	100	125	50	62.5
Bermuda	B	25	50	12.5	25
Bhutan	D	75	100	37.5	50
Bolivia	E	100	125	50	62.5
Bosnia-Herzegovina	C	50	75	25	37.5
Botswana	E	100	125	50	62.5
Brazil	B	25	50	12.5	25
Brunei	D	75	100	37.5	50
Bulgaria	C	50	75	25	37.5
Burkina Faso	E	100	125	50	62.5
Burundi	E	100	125	50	62.5
Cambodia	E	100	125	50	62.5
Cameroon	E	100	125	50	62.5
Canada	A	25	50	0	12.5
Canary Islands	A	25	50	0	12.5
Cape Verde	E	100	125	50	62.5
Cayman Islands	E	100	125	50	62.5
Central African Republic	E	100	125	50	62.5
Chad	E	100	125	50	62.5
Chatham Islands	B	25	50	12.5	25
Chile	E	100	125	50	62.5
China	A	25	50	0	12.5
Christmas Island	B	25	50	12.5	25
Cocos Islands	B	25	50	12.5	25
Columbia	E	100	125	50	62.5
Comoros	F	125	150	62.5	75
Congo	F	125	150	62.5	75
Cook Islands	F	125	150	62.5	75
Costa Rica	E	100	125	50	62.5

Country	Charge Band	Standard Charges (PPM)		International Saver (PPM)	
		Landlines	Mobiles	Landline	Mobile
Croatia	A	25	50	0	12.5
Cuba	F	125	150	62.5	75
Cyprus (North)	B	25	50	12.5	25
Cyprus (South)	A	25	50	0	12.5
Czech Republic	A	25	50	0	12.5
Cote D'Ivoire	F	125	150	62.5	75
Democratic Republic of Congo	F	125	150	62.5	75
Denmark	A	25	50	0	12.5
Diego Garcia	F	125	150	62.5	75
Djibouti	E	100	125	50	62.5
Dominica	D	75	100	37.5	50
Dominican Republic	D	75	100	37.5	50
East Timor	F	125	150	62.5	75
Ecuador	E	100	125	50	62.5
Egypt	E	100	125	50	62.5
Eire	A	25	50	0	12.5
El Salvador	F	125	150	62.5	75
Equatorial Guinea	F	125	150	62.5	75
Eritrea	F	125	150	62.5	75
Estonia	A	25	50	0	12.5
Ethiopia	F	125	150	62.5	75
Falkland Islands	E	100	125	50	62.5
Faroe Islands	C	50	75	25	37.5
Fiji	E	100	125	50	62.5
Finland	A	25	50	0	12.5
France	A	25	50	0	12.5
French Guiana	F	125	150	62.5	75
French Polynesia	F	125	150	62.5	75
Gabon	E	100	125	50	62.5
Gambia	E	100	125	50	62.5
Georgia	D	75	100	37.5	50
Germany	A	25	50	0	12.5
Ghana	E	100	125	50	62.5
Gibraltar	A	25	50	0	12.5
Greece	A	25	50	0	12.5
Greenland	E	100	125	50	62.5
Grenada	B	25	50	12.5	25
Guadeloupe	E	100	125	50	62.5
Guam	E	100	125	50	62.5
Guantanamo Bay	E	100	125	50	62.5
Guatemala	E	100	125	50	62.5
Guinea	E	100	125	50	62.5
Guinea-Bissau	F	125	150	62.5	75
Guyana	F	125	150	62.5	75
Haiti	F	125	150	62.5	75
Honduras	E	100	125	50	62.5
Hong Kong	A	25	50	0	12.5
Hungary	A	25	50	0	12.5
Iceland	A	25	50	0	12.5
India	B	25	50	12.5	25
Indonesia	D	75	100	37.5	50
Iran	F	125	150	62.5	75
Iraq	F	125	150	62.5	75
Israel	A	25	50	0	12.5

Country	Charge Band	Standard Charges (PPM)		International Saver (PPM)	
		Landlines	Mobiles	Landline	Mobile
Italy	A	25	50	0	12.5
Jamaica	B	25	50	12.5	25
Japan	A	25	50	0	12.5
Jordan	F	125	150	62.5	75
Kazakhstan	D	75	100	37.5	50
Kenya	E	100	125	50	62.5
Kiribati	F	125	150	62.5	75
Korea (North)	F	125	150	62.5	75
Kuwait	E	100	125	50	62.5
Kyrgyzstan	D	75	100	37.5	50
Laos	F	125	150	62.5	75
Latvia	D	75	100	37.5	50
Lebanon	F	125	150	62.5	75
Lesotho	E	100	125	50	62.5
Liberia	E	100	125	50	62.5
Libya	D	75	100	37.5	50
Liechtenstein	B	25	50	12.5	25
Lithuania	C	50	75	25	37.5
Luxembourg	A	25	50	0	12.5
Macao	D	75	100	37.5	50
Macedonia	C	50	75	25	37.5
Madagascar	E	100	125	50	62.5
Madeira	A	25	50	0	12.5
Malawi	E	100	125	50	62.5
Malaysia	A	25	50	0	12.5
Maldives	E	100	125	50	62.5
Mali	E	100	125	50	62.5
Malta	B	25	50	12.5	25
Mariana	E	100	125	50	62.5
Marshal Islands	F	125	150	62.5	75
Martinique	E	100	125	50	62.5
Mauritania	F	125	150	62.5	75
Mauritius	F	125	150	62.5	75
Mayotte	F	125	150	62.5	75
Mexico	D	75	100	37.5	50
Micronesia	F	125	150	62.5	75
Moldova	D	75	100	37.5	50
Monaco	C	50	75	25	37.5
Mongolia	F	125	150	62.5	75
Montenegro	C	50	75	25	37.5
Montserrat	E	100	125	50	62.5
Morocco	C	50	75	25	37.5
Mozambique	E	100	125	50	62.5
Myanmar	F	125	150	62.5	75
Namibia	E	100	125	50	62.5
Nauru	F	125	150	62.5	75
Nepal	D	75	100	37.5	50
Netherlands	A	25	50	0	12.5
New Caledonia	F	125	150	62.5	75
New Zealand	A	25	50	0	12.5
Nicaragua	F	125	150	62.5	75
Niger	E	100	125	50	62.5
Nigeria	D	75	100	37.5	50
Niue	F	125	150	62.5	75

Country	Charge Band	Standard Charges (PPM)		International Saver (PPM)	
		Landlines	Mobiles	Landline	Mobile
Norfolk Island	F	125	150	62.5	75
Northern Mariana	F	125	150	62.5	75
Norway	A	25	50	0	12.5
Oman	E	100	125	50	62.5
Pakistan	B	25	50	12.5	25
Palau	F	125	150	62.5	75
Palestine	C	50	75	25	37.5
Panama	E	100	125	50	62.5
Papua New Guinea	F	125	150	62.5	75
Paraguay	E	100	125	50	62.5
Peru	E	100	125	50	62.5
Philippines	E	100	125	50	62.5
Poland	A	25	50	0	12.5
Portugal	A	25	50	0	12.5
Puerto Rico	C	50	75	25	37.5
Qatar	E	100	125	50	62.5
Reunion	E	100	125	50	62.5
Rodriguez Island	F	125	150	62.5	75
Romania	D	75	100	37.5	50
Russia	C	50	75	25	37.5
Rwanda	E	100	125	50	62.5
San Marino	A	25	50	0	12.5
Sao Tome & Principe	F	125	150	62.5	75
Saudi Arabia	D	75	100	37.5	50
Senegal	F	125	150	62.5	75
Serbia	C	50	75	25	37.5
Seychelles	F	125	150	62.5	75
Sierra Leone	E	100	125	50	62.5
Singapore	A	25	50	0	12.5
Slovak Republic	B	25	50	12.5	25
Slovenia	A	25	50	0	12.5
Solomon Islands	F	125	150	62.5	75
Somalia	F	125	150	62.5	75
South Africa	B	25	50	12.5	25
South Korea	D	75	100	37.5	50
South Sudan	F	125	150	62.5	75
Spain	A	25	50	0	12.5
Sri Lanka	E	100	125	50	62.5
St Helena	F	125	150	62.5	75
St Kitts & Nevis	D	75	100	37.5	50
St Lucia	B	25	50	12.5	25
St Pierre & Miquelon	D	75	100	37.5	50
St Vincent & Grenadines	D	75	100	37.5	50
Sudan (Sud)	E	100	125	50	62.5
Suriname	F	125	150	62.5	75
Swaziland	E	100	125	50	62.5
Sweden	A	25	50	0	12.5
Switzerland	A	25	50	0	12.5
Syria	F	125	150	62.5	75
Taiwan	D	75	100	37.5	50
Tajikistan	E	100	125	50	62.5
Tanzania	E	100	125	50	62.5
Thailand	D	75	100	37.5	50
Togo	F	125	150	62.5	75

Country	Charge Band	Standard Charges (PPM)		International Saver (PPM)	
		Landlines	Mobiles	Landline	Mobile
Tokelau	C	50	75	25	37.5
Tonga	F	125	150	62.5	75
Trinidad & Tobago	B	25	50	12.5	25
Tunisia	C	50	75	25	37.5
Turkey	B	25	50	12.5	25
Turkmenistan	E	100	125	50	62.5
Turks & Caicos	E	100	125	50	62.5
Tuvalu	F	125	150	62.5	75
USA	A	25	50	0	12.5
US Virgin Islands	D	75	100	37.5	50
Uganda	E	100	125	50	62.5
Ukraine	C	50	75	25	37.5
United Arab Emirates	D	75	100	37.5	50
Uruguay	E	100	125	50	62.5
Uzbekistan	D	75	100	37.5	50
Vanuatu	F	125	150	62.5	75
Vatican City	B	25	50	12.5	25
Venezuela	E	100	125	50	62.5
Vietnam	F	125	150	62.5	75
Virgin Islands (UK)	D	75	100	37.5	50
Wallis & Futuna	F	125	150	62.5	75
Western Samoa	F	125	150	62.5	75
Yemen	F	125	150	62.5	75
Zambia	E	100	125	50	62.5
Zimbabwe	E	100	125	50	62.5

10. Satellite Call Charges

	Time Band	Standard Charge (PPM)
EMS Satellite Systems	All times of day	770
Inmarsat A Indian Ocean	All times of day	740
Inmarsat A Pacific Ocean	All times of day	340
Inmarsat B Pacific Ocean	All times of day	2300
Inmarsat M Atlantic East	All times of day	1460
Inmarsat M Pacific Ocean	All times of day	330
Inmarsat Mini Atlantic East	All times of day	580
Inmarsat Mini Pacific Ocean	All times of day	580
Inmarsat Skyphone Pacific Ocean	All times of day	770
Inmarsat A All East Data	All times of day	580
Inmarsat A All West Data	All times of day	220
Inmarsat A Atlantic East	All times of day	580
Inmarsat A Atlantic West	All times of day	220
Inmarsat B Atlantic East	All times of day	2200
Inmarsat B Atlantic West	All times of day	250
Inmarsat B Indian Ocean	All times of day	320
Inmarsat B SNAC	All times of day	770
Inmarsat M Atlantic East HSD	All times of day	1500
Inmarsat M Atlantic West	All times of day	580
Inmarsat M Atlantic West HSD	All times of day	580
Inmarsat M Indian Ocean	All times of day	770
Inmarsat Mini Atlantic West	All times of day	350
Inmarsat Mini Indian Ocean	All times of day	860
Inmarsat Mini SNAC	All times of day	770
Inmarsat Skyphone Atlantic East	All times of day	770
Inmarsat Skyphone Atlantic West	All times of day	770
Inmarsat Skyphone Indian Ocean	All times of day	770
Thuraya	All times of day	980

Note: 20p per call connection charge applies to all calls

11. Calls to Non Geographic Numbers beginning 084, 087, 09, 118 (excluding calls beginning 07 & 08)

Since 1st July 2015, calls made to numbers beginning 084, 087, 09 & 118 have been charged in two components: an Access Charge; and a Service Charge. The Access Charge is set by Shell Energy and the Service Charge is set by the organisation that you are calling.

The Shell Energy Access Charge is 13 pence per minute and this rate applies at all times of day (except where the call is included in a call package).

The tables on the following pages show the Service Charge price points, these are set by the organisation you are calling. To work out the cost of calling a particular number, please refer to the organisation that you are calling for details.

Service Charge for calls charged on a pence per minute basis

Service Charge Band	Service Charge Set-up (one-off charge)	Pence per minute Charge
SC001	0	0
SC002	0	1
SC003	0	2
SC004	0	3
SC005	0	4
SC006	0	5
SC007	0	6
SC008	0	7
SC009	0	8
SC010	0	9
SC011	0	10
SC012	0	11
SC013	0	12
SC014	0	13
SC015	0	15
SC016	0	20
SC017	0	25
SC018	0	30
SC019	0	35
SC020	0	36
SC021	0	40
SC022	0	45
SC023	0	46
SC024	0	50
SC025	0	55
SC026	0	60
SC027	0	65
SC028	0	70
SC029	0	75
SC030	0	80
SC031	0	90
SC032	0	95
SC033	0	99
SC034	0	100
SC035	0	110
SC036	0	120
SC037	0	145
SC038	0	150

Calls to Non Geographic Numbers beginning 084, 087, 09, 118 (excluding calls beginning 07 & 08) - continued

Service Charge for calls charged on a pence per minute basis.

Service Charge Band	Service Charge Set-up (one-off charge)	Pence per minute Charge
SC039	0	155
SC040	0	180
SC041	0	200
SC042	0	220
SC043	0	250
SC044	0	300
SC045	0	360
SC081	0	18
SC082	0	22
SC083	0	350

Service Charge for calls charged at a fixed fee for the duration of the call

Service Charge Band	Service Charge Set-up (one-off charge)	Pence per minute Charge
SC046	5	0
SC047	10	0
SC048	15	0
SC049	25	0
SC050	30	0
SC051	35	0
SC052	40	0
SC053	48	0
SC054	50	0
SC055	70	0
SC056	75	0
SC057	100	0
SC058	145	0
SC059	150	0
SC060	200	0
SC061	250	0
SC062	300	0
SC063	400	0
SC064	500	0
SC065	600	0

Service Charge for calls charged at a fixed fee & pence per minute (where the fixed fee & pence per minute apply from the start of the call).

Service Charge Band	Service Charge Set-up (one-off charge)	Pence per minute Charge
SC066	77	155
SC067	80	25
SC068	399	139
SC069	350	10
SC084	250	75
SC085	260	99
SC086	275	78

Calls to Non Geographic Numbers beginning 084, 087, 09, 118 (excluding calls beginning 07 & 08) - continued

Service charge for calls charged at a fixed fee and pence per minute (where the fixed fee is the charge for the first 60 seconds or part thereof and the pence per minute charge applies following the first 60 second).

Service Charge Band	Service Charge Set-up (one-off charge)	Pence per minute Charge
SC070	243	243
SC071	574	299
SC072	698	349
SC073	0	250
SC074	5	5
SC075	10	10
SC076	40	40
SC077	70	70
SC078	150	150
SC079	200	200
SC080	445	257
SC087	898	449
SC088	998	499
SC089	1198	599
SC090	1398	699
SC091	1598	799
SC092	7	7
SC093	13	13
SC094	80	80
SC095	100	100
SC096	300	300
SC097	360	50
SC098	360	150
SC099	360	200
SC100	360	360

12. Personal Numbering Call Charges

Personal Numbering Range	Day (PPM)	Evening (PPM)	Weekend (PPM)
Personal Numbering (c)	12.82	7.53	3.58
Personal Numbering (d)	16.58	10.97	10.89
Personal Numbering (e)	5.22	4.17	3.98
Personal Numbering	27.57	18.38	12.18
Personal Numbering (h)	13.73	9.33	8.35
Personal Numbering (j)	40.20	27.91	10.09
Personal Numbering (k)	48.98	32.37	15.01
Personal Numbering (pn01)	30.15	19.79	6.65
Personal Numbering (pn02)	80.41	81.48	81.77
Personal Numbering (pn03)	77.92	63.31	62.76
Personal Numbering (pn04)	40.04	41.49	42.64
Personal Numbering (pn05)	25.04	26.91	27.62
Personal Numbering (pn06)	29.48	31.61	32.29
Personal Numbering (pn07)	88.47	88.47	88.47
Personal Numbering (pn08)	30.10	32.05	32.51
Personal Numbering (pn09)	35.51	37.54	36.77
Personal Numbering (pn10)	54.88	57.04	57.69
Personal Numbering (pn11)	59.92	45.68	46.28
Personal Numbering (pn12)	41.07	43.79	44.49
Personal Numbering (pn13)	61.90	63.59	64.38
Personal Numbering (pn14)	43.66	45.48	45.21
Personal Numbering (pn15)	18.08	19.82	20.56
Personal Numbering (pn16)	20.56	22.06	22.61
Personal Numbering (pn17)	22.00	23.48	24.09
Personal Numbering (pn18)	22.90	24.84	25.86
Personal Numbering (pn19)	13.30	15.14	15.76
Personal Numbering (pn20)	36.87	38.62	39.09
Personal Numbering (pn21)	61.47	63.78	64.67
Personal Numbering (pn22)	6.70	2.43	1.58

Note: 20p per call connection charge applies to all calls.

13. Premium Rate Fixed Fee Call Charges

Personal Numbering Range	Time Band	Charge (PPC)
Premium Rate (ff00)	All Times of Day	16.31
Premium Rate (ff01)	All Times of Day	41.55
Premium Rate (ff02)	All Times of Day	83.64
Premium Rate (ff03)	All times of Day	34.13
Premium Rate (ff06)	All Times of Day	34.13
Premium Rate (ff08)	All Times of Day	24.84
Premium Rate (ff09)	All Times of Day	64.03
Premium Rate (ff10)	All Times of Day	36.19
Premium Rate (ff11)	All Times of Day	101.84
Premium Rate (ff12)	All Times of Day	124.55
Premium Rate (ff13)	All Times of Day	169.87
Premium Rate (ff14)	All Times of Day	149.46
Premium Rate (ff15)	All Times of Day	9.97
Premium Rate (ff16)	All Times of Day	24.44
Premium Rate (ff17)	All Times of Day	32.74
Premium Rate (ff18)	All Times of Day	57.61
Premium Rate (ff19)	All Times of Day	66.03
Premium Rate (ff20)	All Times of Day	74.27
Premium Rate (ff21)	All Times of Day	254.43
Premium Rate (ff24)	All Times of Day	132.65
Premium Rate (ff25)	All Times of Day	200.16
Premium Rate (ff26)	All Times of Day	207.57
Premium Rate (ff27)	All Times of Day	215.98
Premium Rate (ff28)	All Times of Day	17.00
Premium Rate (ff29)	All Times of Day	8.27
Premium Rate (ff30)	All Times of Day	107.75
Premium Rate (ff32)	All Times of Day	140.86
Premium Rate (ff33)	All Times of Day	56.56
Premium Rate (ff34)	All Times of Day	162.33
Premium Rate (ff35)	All Times of Day	243.86
Premium Rate (ff36)	All Times of Day	81.10
Premium Rate (ff37)	All Times of Day	97.22
Premium Rate (ff38)	All Times of Day	120.72
Premium Rate (ff39)	All Times of Day	189.41
Premium Rate (ff40)	All Times of Day	213.59
Premium Rate (ff41)	All Times of Day	241.52
Premium Rate (ff42)	All Times of Day	69.16
Premium Rate (ff43)	All Times of Day	52.04
Premium Rate (ff44)	All Times of Day	136.05

14. Operator Connect & Reverse Charge Call Charges

Operator Connect Calls	Time Band	Call Set-up (PPC)	Charge (PPM)
Local & National	All Times of Day	100	120
UK Mobile	All Times of Day	100	120
International	All Times of Day	100	120
Other	All times of Day	100	120

Note: The Operator will not onward connect to premium numbers.

Reverse Charge Call – call origination	Time Band	Call Set-up (PPC)	Charge (PPM)
Local & National	All Times of Day	300	100
UK Mobile	All Times of Day	300	100
International	All Times of Day	1000	575

15. Other Call Charges

Number Range	Day (PPM)	Evening (PPM)	Weekend (PPM)
Calls to WiFi Services (fw01)	40.47	40.47	40.47
Calls to WiFi Services (fw02)	13.50	11.23	5.72
Calls to WiFi Services (fw03)	15.01	11.99	6.05
Calls to WiFi Services (fw04)	14.58	8.91	6.90
Calls to WiFi Services (fw05)	13.61	11.02	7.00
Calls to WiFi Services (fw06)	11.88	9.50	5.72
Calls to WiFi Services (fw07)	40.47	40.47	40.47
Calls to WiFi Services (fw08)	40.47	40.47	40.47
Calls to WiFi Services (fw09)	13.73	8.84	8.01
Calls to WiFi Services (fw10)	9.04	9.04	9.04
Calls to WiFi Services (fw12)	23.73	23.18	23.07
Home Phone Sms (btsms)	10.00	10.00	10.00
Voice Text Service (180020845)	142.95	142.95	142.95
Voice Text Service (180010870)	248.50	248.50	248.50

Note: 20p per call connection charge applies to all calls.

16. Promotional Offers

Black Friday Promotion - 9am 4th November to 11.59pm 8th December ("Promotional Period")

Subject to meeting the eligibility criteria below, customers signing up to Shell Energy Superfast Fibre will receive a one-off bill credit of £47.98 and customers signing up to Shell Energy Superfast Fibre+ will receive a one-off bill credit of £53.98..

The applicable bill credit will automatically be applied to customers accounts within 90 days of the service being provisioning where the following eligibility criteria is met on the date the credit is applied:

- Customer must have signed up during the promotional period
- Customer must not have cancelled their Shell Energy broadband product
- Customer must not have a pending cancellation on their Shell Energy broadband product; and
- Customer must not have any overdue charges on their Shell Energy broadband account

Excludes customers signing up through Carphone Warehouse and Currys PC World where promotional period will start on 13th November 2019.

Promotion is not available to existing Shell Energy broadband customers upgrading their existing service.

All bill credits are inclusive of VAT

Refer a friend (only available to existing Customers who receive an email communication as part of our refer a friend campaign).

Subject to the eligibility criteria below, if a customer switches to any Product using the link within the promotional email, then both the referred friend and the referrer will receive £50 bill credit. The referrer and referred friend Shell Energy Broadband accounts will be credited within 90 days of the referred friend's Product being activated.

The applicable bill credit will be applied where the following eligibility criteria are met.

Referrer eligibility criteria

- In order for the referral to qualify for bill credit, the referred friend must meet the eligibility criteria (see below).
- The referrer must be over the age of 18.
- The referrer may make multiple referrals to friends and family via email using the link within the promotional email. All qualifying referrals shall be eligible for bill credit subject to a cap of £250.00 of bill credit per Customer within any 3 month period.
- Bulk email distribution, distribution to strangers or other promotion of this offer in a manner that would constitute or appear to constitute unsolicited commercial email or "spam" is expressly prohibited.
- The referrer must not have terminated their Service.
- The referrer must not be in arrears on their Shell Energy Broadband account.

- Bill credit is not transferable. The referrer may not claim bill credit that is available to a referred friend either for themselves or on behalf of the referred friend.

Referred friend eligibility criteria

- In order to qualify for bill credit, the referred friend must be a new Customer to Shell Energy Broadband and over the age of 18.
- The referred friend must not have terminated their Service.
- The referred friend must not be in arrears on their Shell Energy Broadband account.
- Bill credit cannot be combined with other discount codes in a single order.
- The referred friend must not use the link within the promotional email to introduce its own friends and family to Shell Energy Broadband.
- The Premises for the purposes of the referred friend's installation must not be at a property owned or occupied by the referrer.
- If the referred friend has received bill credit under any other Shell Energy Broadband refer a friend offer then they are not eligible to receive a payment under this offer.

Shell Energy reserves the right to refuse the issue of any bill credit to any referred friend or referrer at any time.

Shell Energy reserves the right to withdraw and/or vary any and all elements of this offer at any time without notice.

Bill Credit

From time to time, Shell Energy may run promotions entitling Customers to a bill credit if they sign up to particular Products.

During these promotions only, the following terms will apply.

The bill credit will automatically be applied to Customer accounts within 90 days of Service activation where the following eligibility criteria are met on the date the credit is applied:

- Customer's Service must go live;
- Customer must not have terminated their Service;
- Customer must not have a pending cease on their Product; and
- Customer must not be in arrears on their Shell Energy Broadband account.

There will be no cash alternative available. Promotions are not available to existing Customers upgrading their existing service.

Shell Energy reserves the right to refuse the issue of any bill credit at any time.

Shell Energy reserves the right to withdraw and/or vary any and all elements of this offer at any time without notice.

Gift Card & Voucher Promotions

From time to time, Shell Energy may run promotions entitling Customers to claim a gift card or voucher if they sign up to particular Products.

During these promotions only, the following terms will apply:

We will send you an email within 90 days of your broadband service activation telling you how you can claim your voucher or gift card (the "**claim email**").

Customers will only receive the claim email where they meet the following eligibility criteria on the date the claim email is to be sent:

- Customer's Service must go live;
- Customer must not have terminated their Service;
- Customer must not have a pending cease on their Product; and
- Customer must not be in arrears on their Shell Energy Broadband account.

By signing up to Shell Energy Broadband you agree to us sharing your data with selected partners for the purposes of the fulfillment of giftcard/voucher promotions.

You must claim your gift card or voucher within 90 days of receiving your claim email. After this, the web link will expire and you will no longer be able to claim your gift card or voucher.

There will be no cash or credit alternative available. Promotions are not available to existing Shell Energy broadband customers upgrading their existing service.

Additional terms where promotion includes Amazon gift-cards or vouchers

Amazon.co.uk is not a sponsor of the promotion. Amazon.co.uk Gift Cards ("GCs") may be redeemed on the Amazon.co.uk website towards the purchase of eligible products available on Amazon.co.uk. GCs cannot be reloaded, resold, transferred for value, redeemed for cash or applied to any other account. Amazon.co.uk is not responsible if a GC is lost, stolen, destroyed or used without permission. See www.Amazon.co.uk/gc-legal for complete terms and conditions. GCs are issued by Amazon EU S.à r.l. All Amazon ®, ™ & © are IP of Amazon.com, Inc. or its affiliates.

17. Shell Energy Broadband and Telephony Product Charges

(products no longer on sale to new customers)

Product	On Sale	Download Limit	Connection Charge	Standard Monthly Rental	Energy Discount (per month)	Minimum Period
Fast Broadband	01/04/19 - 14/05/19	Unlimited	£0	£17.99	£0.00	18 months
Superfast Fibre	01/04/19 - 14/05/19	Unlimited	£0	£23.99	£0.00	18 months
Superfast Fibre Plus	01/04/19 - 14/05/19	Unlimited	£0	£27.99	£0.00	18 months
Fast Broadband	9pm 03/07/19 - 9pm 08/08/19	Unlimited	£0	£16.99	£0.00	18 months
Superfast Fibre	9pm 03/07/19 - 9pm 08/08/19	Unlimited	£0	£23.99	£0.00	18 months
Superfast Fibre Plus	9pm 03/07/19 - 9pm 08/08/19	Unlimited	£0	£26.99	£0.00	18 months
Fast Broadband	25/03/19 - 19/08/19	Unlimited	£0	£24.99	£2.00	12 months

Notes:

The price customers pay is dependant on the date that their order was place, regardless of the date the service was provisioned and will be shown on the order confirmation