



**Shell**  
**ENERGY**

# Broadband and Phone Price List

For all new Shell Energy Broadband and Phone customers or existing customers  
agreeing to a new contract effective **22 January 2024**.

Version number: 1.16

Date published: 22/01/2024

Pricing is correct as per the date shown. For the current version of this document, please refer to  
**[shellenergy.co.uk/broadband-terms](https://shellenergy.co.uk/broadband-terms)**

## Important Information

### Annual Price Changes

Your monthly Charges will increase each year on or after 1 April from 2024 by the annual percentage increase in the rate of inflation as measured by Consumer Price Index (CPI) as published by the [Office for National Statistics](#) in January of the same year, plus up to 3%. For example, if you're paying £20 per month, and the January CPI figure is 2%, we may apply an increase of up to 5%. At 5%, your monthly price would increase to £21 after 1 April.

It's different if the CPI is negative. For example, if the January CPI figure is -2%, we may apply an increase of up to only 3%. At 3%, your monthly price would increase to £20.60 after 1 April. For details, see our [Annual CPI Price Increase Guide](#).

If, however, you enter into your Agreement with us on or after 22 January 2024, but before the price increase for that year, you will not be subject to this increase from 1 April in the first year of your Agreement, but you will in all subsequent years of your Agreement.

Prices (as well as any other terms) might also change for other reasons at any time whilst you're with us. We'll usually provide you with at least one month's notice before any such changes take place. See [shellenergy.co.uk/broadband-terms](https://shellenergy.co.uk/broadband-terms) for details.

### What does this mean for the prices shown in this Price List?

This means the Charges shown in this Price List (broadband, line rental, call plans, features and some call charges) may be increased each year from April 2024 by the Consumer Price Index rate of inflation which is published in January of each year (except where that CPI figure is negative) together with up to a further 3%.

Please note that if you take our Essentials Service, the annual CPI increase will only affect the Package Price of your Essentials Service package after the 12 month Minimum Period. However, the price of any additional services you have chosen such as calls, optional call plans or Optional Features will increase irrespective of whether or not you are within the 12 month Minimum Period. Please see page 5 of this Price List for further details.

### Price List Rounding

Please note that, for convenience, prices appearing in this Price List are rounded to only two decimal places. Your bill is calculated accurately using the same constituent prices but to 3 decimal places of accuracy. VAT is added to the total before being rounded up or down to 2 decimal places corresponding to whole pence.

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

For all customers who sign up to Broadband and Phone Services

Contents	Page
1. Shell Energy Broadband and Phone Product Charges	4
2. One-off Charges	6
3. Optional Feature Charges	7
4. Early Termination Charges	8
5. Call Charge Rules	9
6. Call Packages	10
7. Key UK Call Charges	11
8. International Call Charges	12
9. Satellite Call Charges	15
10. Calls to Non Geographic numbers beginning 084, 087, 09, 118 (excluding calls beginning 07 & 08)	16
11. Personal Numbering Call Charges	19
12. Premium Rate Fixed Fee Call Charges	20
13. Operator Connect & Reverse Charge Call Charges	21
14. Other Call Charges	21
15. Ongoing Offers	22
16. Legacy Call Packages and features we no longer sell	23

## 1. Shell Energy Broadband and Phone Product Charges

Standard Charges applicable for customers who enter into Agreements on or after 22nd January 2024

Service	Usage Limit	Average Download Speed	Connection Fee	Standard Monthly Charge	Minimum Period (Months)
Fast Broadband	Unlimited	11Mb/sec	£0.00	£32.89	12, 18 or 24
Superfast Fibre	Unlimited	38Mb/sec	£0.00	£39.21	12, 18 or 24
Superfast Fibre Plus	Unlimited	67Mb/sec	£0.00	£45.54	12, 18 or 24
Ultrafast Fibre	Unlimited	145Mb/sec	£0.00	£53.13	12, 18 or 24
UltrafastFibre Plus	Unlimited	290Mb/sec	£0.00	£59.46	12, 18 or 24
Full Fibre 100	Unlimited	109Mb/sec	£0.00	£45.30	12, 18 or 24
Full Fibre 200	Unlimited	207Mb/sec	£0.00	£51.27	12, 18 or 24
Full Fibre 300	Unlimited	311Mb/sec	£0.00	£57.23	12, 18 or 24
Full Fibre 500	Unlimited	525Mb/sec	£0.00	£63.19	12, 18 or 24
Full Fibre 900	Unlimited	944Mb/sec	£0.00	£69.15	12, 18 or 24

These are our standard charges during the Minimum Period. The price you pay may be less if you took a promotional offer. Please check your bill for details and our [Promotional Terms and Conditions](#) if relevant. After the Minimum Period of your contract your price will increase to the standard monthly charge for your selected product.

### Notes:

- This Price List is subject to our Terms and Conditions which can be found at [shellenergy.co.uk/broadband/terms](https://shellenergy.co.uk/broadband/terms). The definitions set out in the Introduction of our Terms and Conditions shall apply to this Price List.
- All prices set out in the Price List are inclusive of VAT.
- The above Services and Charges include both the Line Rental Service (other than in the case of our Full Fibre products which do not require a telephone line) and the Broadband Service only apart from Shell Home Phone which is line rental only. Any Charges for additional calls or Optional Features will be charged separately and in addition to the Charges set out above.
- You must take the Line Rental Service to receive the Broadband Service unless the Broadband Service consists of our Shell Full Fibre Service which does not require the Line Rental Service.
- These are our standard Charges. The price you pay may be different if you took a product as part of a promotional offer in which case our Promotional Terms and Conditions will also apply and the price will be shown on your order confirmation email.
- You will receive a wireless Router as part of the Broadband Service.
- The above Charges are based on paperless billing. If you require paper billing you will be charged an additional £2.39 **per bill**. We can provide your bills in other formats such as large print or Braille upon request. If you require this please [contact us](#).
- 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.
- Average download speeds are based on the download speeds of at least 50% of customers at peak time. (8 pm - 10 pm). Broadband speed can be affected by the quality of your phone line, how far your home is from the telephone exchange or cabinet, the wiring in your home, electrical interference and how many people are using the sites you're visiting. We'll use your postcode and phone number (if you provide it) to give you a personalised estimate of the speeds you can expect to receive.

## Essentials Broadband & Phone

If you receive one or more eligible benefits you may be eligible for one of our discounted Essentials Broadband tariffs (Eligible benefits include Employment and Support Allowance, Jobseeker's Allowance, Income Support, Pension Credit or Universal Credit). For more information, call us on **0330 094 9181** or visit [shellenergy.co.uk/essentials-broadband](https://shellenergy.co.uk/essentials-broadband)

Service	Usage Limit	Average Download Speed	Connection Fee	Package Price*	Standard Monthly Charge	Minimum Period (Months)
Essentials Fast Broadband	Unlimited	11Mb/sec	£0.00	£15.00	£32.89	12
Essentials Superfast Fibre	Unlimited	38Mb/sec	£0.00	£20.00	£39.21	12
Essentials Home Phone (not available for new sale)	N/A	N/A	£0.00	£15.00	£21.50	12

\*You will receive a promotional discount off the standard monthly charge on your bill as long as you remain eligible. For full eligibility criteria and terms and conditions, see [shellenergy.co.uk/broadband-terms](https://shellenergy.co.uk/broadband-terms)

### Notes:

- Monthly price will increase each year from 2024 on or after 1 April by the [Consumer Price Index](#) (CPI) rate of inflation published in January + up to 3.0%. Please see our [CPI article](#) for further details.
- Average download speeds are based on the download speeds of at least 50% of customers at peak time. (8 pm - 10 pm). Broadband speed can be affected by the quality of your phone line, how far your home is from the telephone exchange or cabinet, the wiring in your home, electrical interference and how many people are using the sites you're visiting. We'll use your postcode and phone number (if you provide it) to give you a personalised estimate of the speeds you can expect to receive.

## 2. One-off Charges

Charge Description	Price
New Line Installation	£71.55
Full Fibre Installation	£71.55
Homemover Fee where new premises has a compatible line *	£0.00
Homemover Fee where new premises has no compatible line *	£71.55
Change of telephone number **	£41.74
Keep my number **	£41.74
Faults - Engineer call out charge (including 1 <sup>st</sup> hour) ***	£77.51
Faults - Engineer call out charge (additional hour)	£77.51
Managed Installation	£118.06
Shift of an internal line	£119.25
Provision of an extension socket	£119.25
Missed engineer appointment ****	£77.51
Router replacement charge (Standard wireless router) *****	£41.74
Router replacement charge (Premium wireless router) *****	£59.63
Wi-Fi booster replacement charge *****	£45.00
Additional / Replacement Micro-filter	£2.98
Missed or late payment	£8.94
Stopped Payment (Returned Cheque) charge	£29.82
Stopped Payment (Return to payer/Direct Debit) charge	£5.97
Debt recovery admin charge	£17.89
Static IP Address	£17.89
Initial Router Postage Cost (New Customers)	£10.55
Inlife Router Postage Cost (Existing Customers)	£5.90

### Notes:

\* A new Minimum Period applies from the date your Service goes live at your new Premises. 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. Where a 'Keep my number' is related to a home move that includes a New Line Install Charge there will be no charge for the use of 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 your act or omission; is caused by your own equipment; where no fault is found; or, by any other reason outside of our control.

\*\*\*\* Missed appointment Charges may be applicable where you are not present at the agreed appointment time and/or the engineer cannot access the property (even if you are present).

\*\*\*\*\*This Price List is subject to our [Terms and Conditions](#). In accordance with clauses 7.7 and 7.9, if we send you a replacement Router, or Wi-Fi Booster, or if you or we cancel your Agreement, we may request that you return the Router and/or Booster 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 and/or Booster. If we do not receive the Router and/or Booster back in good working order within 30 days from the date that we (a) are notified of the fault or (b) cease to provide you with the Service, and you have not provided proof of postage, we may charge you for the cost of the Router/Booster. **Standard wireless router replacement charge** covers the following equipment where supplied as part of your service: Technicolour DGA4231, Technicolour DGA4134, Technicolour DGA2231, Technicolour TG588, Technicolour TG589, Technicolour DWA0120, Technicolour DGA0122, Zyxel AMG1302 and Zyxel VMG3925. The **Premium wireless Router replacement charge** will apply to the Wi-Fi 6 hub, Zyxel DX3301 and all other routers. **Wi-Fi booster replacement charge** will apply to the Wi-Fi 6 Booster.

### 3. Optional Feature Charges

#### Pay monthly Optional Feature Charges

Charge Description	Monthly Charge
Voicemail (1571)	£3.48
Voicemail Plus	£4.17
Caller Display	£0.00
Number Retrieval (1471)	£0.00
Incoming Call Alert (Call Waiting)	£2.98
Call Divert	£3.16
Choose to Refuse	£4.47
Anonymous Caller Reject	£5.37
Customer Controlled Call Barring (Outbound)	£2.98
Fibre Prompt Care (Fibre and Full Fibre Packages only)	£0.00
Total Care (Fast Broadband and Home Phone only)	£8.86
Fibre Total Care (Fibre and Full Fibre Packages only)	£8.86

#### Pay per use Optional Feature Charges

Charge Description	Charge per use
Call return	23.88p
Reminder call	47.76p
Auto redial	47.76p
Threeway call	71.52p
Speaking Clock (Timeline)	59.64p
Ring Last Caller (CLI Recall)	23.88p

#### Paper Bill Fee

A paper bill fee will apply for each bill whether you receive one monthly, quarterly or request a bill reprint. To avoid the paper bill fee, please contact us to switch to Online billing. You will not be charged if you have Home Phone only, Home Phone Calls Only or are a Home Phone customer receiving broadband for no extra charge.

Charge Description	Price
Fee for paper bill	£2.39 per bill

## 4. Early Termination Charges

All broadband and phone packages are subject to a Minimum Period which will normally be 12 or 18 months from the 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.

Product	Monthly Early Termination Charge*
Home Phone	£6.19
Fast Broadband	£6.50
Superfast Fibre	£16.50
Superfast Fibre Plus	£18.50
Ultrafast Fibre	£18.50
Ultrafast Fibre Plus	£18.50
Full Fibre 100	£18.50
Full Fibre 200	£18.50
Full Fibre 300	£18.50
Full Fibre 500	£18.50
Full Fibre 900	£18.50

### Example

If you are a **Fast Broadband** customer on an 18 month Minimum Period that commences on 1st November 2022 and the Service is terminated on 15th November 2023, you would be required to pay **£35.92**. This is calculated as follows:

1. Early Termination Charge applicable 15th November – 30th November 2023 =  $(£6.50/30.4) \times 16 \text{ days} = \textbf{£3.42}$ .
2. Early Termination Charge applicable 1st December – 30th April 2024 =  $£6.50 \times 5 \text{ months} = \textbf{£32.50}$ .

Total Early Termination Charge =  $£3.42 + £32.50 = £35.92$

**Total Charges payable = £35.92**

Other Charges that may apply	
Standard wireless Router not returned in good working order **	See section 'One-off Charges' above

\*\* In accordance with clause 7.7 of the Terms and Conditions if you or we cancel your Agreement we may request that you return the Router to us in good working order. We will accept proof of postage as proof that you have sent us the Router. If we do not receive the Router back in good working order within 30 days from the date that we cease to provide you with the Service, and you have not provided proof of postage, we may charge you for the cost of the Router.



## 5. Call Charge Rules

Charging Periods	Description
Daytime	Monday – Friday 6am – 6pm (GMT or BST)
Evening	Monday – Friday 6pm – 6am (GMT or BST)
Weekend	Friday 6pm – Monday 6am (GMT or BST)

### Call Charges

There is a connection Charge of **29.04p 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 this 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.

### Free landline calls between Shell Energy Broadband and Phone customers

Any calls you make to other Shell Energy Broadband and Phone customers will be free of charge but charged at our standard rates if they exceed 60 continuous minutes. If you'd like to talk for longer than 60 minutes, simply hang up and redial before 60 minutes to avoid any charges.

## 6. Call Packages

Call package	Monthly Charge	Details
Basic	£0.00	No inclusive calls. Any calls you make are charged at the standard call rates listed in this Price List.
Evening & Weekend	£7.60	Unlimited evening and weekend calls to UK landlines, UK mobiles and 0845/0870 numbers.
Anytime	£12.65	Unlimited calls to UK landlines, UK mobiles and 0845/0870 numbers.
Anytime Plus	£16.45	Unlimited calls to UK landlines, UK mobiles, 0845/0870 numbers and landlines in 54 International destinations (listed on page 12 of this Price List)
International Calls	£8.86	Unlimited calls to landlines in 54 international destinations (listed on page 12 of this Price List), discounted calls to mobiles in those 54 destinations, plus a 50% discount on calls to all other international destinations (landlines and mobiles).

### Notes:

- Any calls included in a 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.
- Calls 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 charge will be chargeable for calls to inclusive numbers where the call starts in a chargeable period but crosses into an inclusive period.

## 7. Key UK Call Charges

Call type	Charging period	Basic (PAYG)	Evening & Weekend	Anytime	Anytime Plus
UK landlines 01, 02 & 03** Numbers	Daytime	<b>22.80p</b> per minute	<b>22.80p</b> per minute	Included	Included
	Evening		Included	Included	Included
	Weekend		Included	Included	Included
0845 & 0870 numbers	Daytime	<b>22.80p</b> per minute + Service Charge	<b>22.80p</b> per minute	Included	Included
	Evening		Included		
	Weekend		Included		
UK mobiles (including 070 numbers - Personal Numbering (pn99))	Daytime	<b>22.80p</b> per minute	<b>22.80p</b> per minute	Included	Included
	Evening		Included	Included	Included
	Weekend		Included	Included	Included
Access Charge (Calls to Service Numbers)*  090, 118, 084 & 087 Numbers	At all times	<b>22.80p</b> per minute + Service Charge	<b>22.80p</b> per minute + Service Charge  Note: Calls to 0845/0870 included in your call plan as listed above.		
Channel Islands & Isle of Man (landlines)	Daytime	<b>22.80p</b> per minute	<b>22.80p</b> per minute	Included	Included
	Evening		Included	Included	Included
	Weekend		Included	Included	Included

### Notes:

**29.04p per call connection charge applies to all calls.**

**Free landline calls between Shell Energy Broadband and Phone customers:** Any calls you make to other Shell Energy Broadband and Phone customers will be free of charge but charged at our standard rates if they exceed 60 continuous minutes. If you'd like to talk for longer than 60 minutes, simply hang up and redial before 60 minutes to avoid any charges.

**\*Calls to Service Numbers:** Calls to these numbers are defined as calls to non-geographic numbers such as Premium Rate services, Directory Enquiries and calls to Internet Services. includes numbers that start with 084, 087, 09, 118, 0844, 0845, 0870. Calls are made up of two charges:

- **Access Charge:** This is what Shell Energy will charge you for connecting the call, charged at **29.04p**.
- **Service Charge:** This is what the company or organisation you are calling will charge you.

For the total cost of your call, simply add the two charges together.

\*\* Calls to numbers starting 03 will appear on the bill as Specialised Services.

## 8. International Call Charges

Our international call charges are banded into 7 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 29.04p connection fee.**

		Standard Charge (pence per min)		International Call Package Charge* (pence per min)	
Charge Band	Call connection fee	Landline	Mobile	Landline	Mobile
EU	29.04p per call	22.68	22.68	0.00	5.64
A	29.04p per call	29.76	59.64	0.00	14.88
B	29.04p per call	29.76	59.64	14.88	29.76
C	29.04p per call	59.64	89.4	29.76	44.76
D	29.04p per call	89.4	119.28	44.76	59.64
E	29.04p per call	119.28	149.04	59.64	74.52
F	29.04p per call	149.04	178.92	74.52	89.4

\*Customers on our International Calls Package receive discounted calls (applies to pence per minute rate) to international landline and mobile numbers. See page 13 for details.

**Anytime Plus and International Call Package 54 Destinations:** The following international landline destinations (Charge Band EU and A) are included in the International Call Package and Anytime Plus call Packages:

**EU Charge Band Destinations:** Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus (South), Czech Republic, Denmark, Republic of Ireland, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Netherlands, Norway, Poland, Portugal, San Marino, Reunion, Romania, Slovakia, Slovenia, Spain, Sweden.

**Band A Destinations:** Australia, Bahamas, Canada, China, Hong Kong, India, Israel, Japan, Malaysia, New Zealand, Pakistan, Singapore, South Africa, Switzerland, USA.

### Notes:

For calls to Bahamas, Canada and USA, calls to mobiles are charged at the same rate as landlines. If you have the International Call package, calls to mobiles in these destinations are included as part of your call plan. Customers on our International Calls Package receive discounted calls to international landline and mobile numbers.

Countries (Afghanistan to Columbia)	Charge Band	Countries (Comoros to Hong Kong)	Charge Band	Countries (Hungary to Mozambique)	Charge Band
Afghanistan	F	Comoros	F	Hungary	EU
Albania	C	Congo	F	Iceland	EU
Algeria	C	Cook Islands	F	India	A
American Samoa	F	Costa Rica	E	Indonesia	D
Andorra	C	Croatia	EU	Iran	F
Angola	E	Cuba	F	Iraq	F
Anguilla	D	Cyprus (North)	B	Israel	A
Antarctica	F	Cyprus (South)	EU	Italy	EU
Antigua & Barbuda	B	Czech Republic	EU	Jamaica	B
Antilles	D	Cote D'Ivoire	F	Japan	A
Argentina	E	Democratic Republic of Congo	F	Jordan	F
Armenia	E	Denmark	EU	Kazakhstan	D
Aruba	D	Diego Garcia	F	Kenya	E
Ascension Island	D	Djibouti	E	Kiribati	F
Australia	A	Dominica	D	Korea (North)	F
Austria	EU	Dominican Republic	D	Kuwait	E
Azerbaijan	C	East Timor	F	Kyrgyzstan	D
Azores	EU	Ecuador	E	Laos	F
Bahamas	A	Egypt	E	Latvia	EU
Bahrain	E	El Salvador	F	Lebanon	F
Bangladesh	B	Equatorial Guinea	F	Lesotho	E
Barbados	B	Eritrea	F	Liberia	E
Belarus	C	Estonia	EU	Libya	D
Belgium	EU	Ethiopia	F	Liechtenstein	EU
Belize	E	Falkland Islands	E	Lithuania	EU
Benin	E	Faroe Islands	C	Luxembourg	EU
Bermuda	B	Fiji	E	Macao	D
Bhutan	D	Finland	EU	Macedonia	C
Bolivia	E	France	EU	Madagascar	E
Bosnia-Herzegovina	C	French Guiana	EU	Madeira	EU
Botswana	E	French Polynesia	F	Malawi	E
Brazil	B	Gabon	E	Malaysia	A
Brunei	D	Gambia	E	Maldives	E
Bulgaria	EU	Georgia	D	Mali	E
Burkina Faso	E	Germany	EU	Malta	EU
Burundi	E	Ghana	E	Mariana	E
Cambodia	E	Gibraltar	EU	Marshall Islands	F
Cameroon	E	Greece	EU	Martinique	EU
Canada	A	Greenland	E	Mauritania	F
Canary Islands	EU	Grenada	B	Mauritius	F
Cape Verde	E	Guadeloupe	EU	Mayotte	F
Cayman Islands	E	Guam	E	Mexico	D
Central African Republic	E	Guantanamo Bay	E	Micronesia	F
Chad	E	Guatemala	E	Moldova	D
Chatham Islands	B	Guinea	E	Monaco	EU
Chile	E	Guinea-Bissau	F	Mongolia	F
China	A	Guyana	F	Montenegro	C
Christmas Island	B	Haiti	F	Montserrat	E
Cocos Islands	B	Honduras	E	Morocco	C
Columbia	E	Hong Kong	A	Mozambique	E

Countries (Myanmar to Romania)	Charge Band	Countries (Russia to Taiwan)	Charge Band	Countries (Tajikistan to Zimbabwe)	Charge Band
Myanmar	F	Russia	C	Tajikistan	E
Namibia	E	Rwanda	E	Tanzania	E
Nauru	F	San Marino	EU	Thailand	D
Nepal	D	Sao Tome & Principe	F	Togo	F
Netherlands	EU	Saudi Arabia	D	Tokelau	C
New Caledonia	F	Senegal	F	Tonga	F
New Zealand	A	Serbia	C	Trinidad & Tobago	B
Nicaragua	F	Seychelles	F	Tunisia	C
Niger	E	Sierra Leone	E	Turkey	B
Nigeria	D	Singapore	A	Turkmenistan	E
Niue	F	Slovak Republic	EU	Turks & Caicos	E
Norfolk Island	F	Slovenia	EU	Tuvalu	F
Northern Mariana	F	Solomon Islands	F	USA	A
Norway	EU	Somalia	F	US Virgin Islands	D
Oman	E	South Africa	A	Uganda	E
Pakistan	A	South Korea	D	Ukraine	C
Palau	F	South Sudan	F	United Arab Emirates	D
Palestine	C	Spain	EU	Uruguay	E
Panama	E	Sri Lanka	E	Uzbekistan	D
Papua New Guinea	F	St Helena	F	Vanuatu	F
Paraguay	E	St Kitts & Nevis	D	Vatican City	B
Peru	E	St Lucia	B	Venezuela	E
Philippines	E	St Pierre & Miquelon	D	Vietnam	F
Poland	EU	St Vincent & Grenadines	D	Virgin Islands (UK)	D
Portugal	EU	Sudan (Sud)	E	Wallis & Futuna	F
Puerto Rico	C	Suriname	F	Western Samoa	F
Qatar	E	Swaziland	E	Yemen	F
Republic of Ireland	EU	Sweden	EU	Zambia	E
Reunion	EU	Switzerland	A	Zimbabwe	E
Rodriguez Island	F	Syria	F		
Romania	EU	Taiwan	D		

## 9. Satellite Call Charges

	Time Band	Standard Charge (Pence per minute)
EMS Satellite Systems	All times of day	918.24
Inmarsat A Indian Ocean	All times of day	882.48
Inmarsat A Pacific Ocean	All times of day	405.48
Inmarsat B Pacific Ocean	All times of day	2742.72
Inmarsat M Atlantic East	All times of day	1741.08
Inmarsat M Pacific Ocean	All times of day	393.48
Inmarsat Mini Atlantic East	All times of day	691.68
Inmarsat Mini Pacific Ocean	All times of day	691.68
Inmarsat Skyphone Pacific Ocean	All times of day	918.24
Inmarsat A All East Data	All times of day	691.68
Inmarsat A All West Data	All times of day	262.32
Inmarsat A Atlantic East	All times of day	691.68
Inmarsat A Atlantic West	All times of day	262.32
Inmarsat B Atlantic East	All times of day	2623.56
Inmarsat B Atlantic West	All times of day	298.08
Inmarsat B Indian Ocean	All times of day	381.60
Inmarsat B SNAC	All times of day	918.24
Inmarsat M Atlantic East HSD	All times of day	1741.08
Inmarsat M Atlantic West	All times of day	691.68
Inmarsat M Atlantic West HSD	All times of day	691.68
Inmarsat M Indian Ocean	All times of day	918.24
Inmarsat Mini Atlantic West	All times of day	417.36
Inmarsat Mini Indian Ocean	All times of day	918.24
Inmarsat Mini SNAC	All times of day	918.24
Inmarsat Skyphone Atlantic East	All times of day	918.24
Inmarsat Skyphone Atlantic West	All times of day	918.24
Inmarsat Skyphone Indian Ocean	All times of day	918.24
Thuraya	All times of day	1168.68

**Note: 29.04p per call connection charge applies to all calls.**

## 10. 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 22.80p 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



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
SC068	0	243
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
SC088	365	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
SC069	350	10
SC084	250	75
SC085	260	99
SC086	275	78

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 seconds).

Service Charge Band	Service Charge Set-up (one-off charge)	Pence per minute Charge
SC070	243	243
SC073	0	250
SC074	5	5
SC075	10	10
SC076	40	40
SC077	70	70
SC078	150	150
SC079	200	200
SC087	300	130
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

## 11. Personal Numbering Call Charges

Personal Numbering Range	Day (Pence per minute)	Evening (Pence per minute)	Weekend (Pence per minute)
Personal Numbering (c)	15.24	9	4.32
Personal Numbering (d)	19.8	13.08	12.96
Personal Numbering (e)	6.24	5.04	4.8
Personal Numbering (f)	32.88	21.96	14.52
Personal Numbering (h)	16.32	11.16	9.96
Personal Numbering (j)	48	33.24	12
Personal Numbering (k)	58.44	38.64	17.88
Personal Numbering (pn01)	36	23.64	7.92
Personal Numbering (pn02)	95.88	97.2	97.56
Personal Numbering (pn03)	92.88	75.48	74.88
Personal Numbering (pn04)	47.76	49.44	50.88
Personal Numbering (pn05)	29.88	32.04	33
Personal Numbering (pn06)	35.16	37.68	38.52
Personal Numbering (pn07)	105.48	105.48	105.48
Personal Numbering (pn08)	35.88	38.28	38.76
Personal Numbering (pn09)	42.36	44.76	43.8
Personal Numbering (pn10)	65.4	68.04	68.76
Personal Numbering (pn11)	71.4	54.48	55.2
Personal Numbering (pn12)	48.96	52.20	2524
Personal Numbering (pn13)	73.8	75.84	76.80
Personal Numbering (pn14)	52.08	54.24	53.88
Personal Numbering (pn15)	21.6	23.64	24.48
Personal Numbering (pn16)	24.48	26.28	27
Personal Numbering (pn17)	26.28	27.96	28.68
Personal Numbering (pn18)	27.36	29.64	30.84
Personal Numbering (pn19)	15.84	18.12	18.84
Personal Numbering (pn20)	43.92	46.08	46.56
Personal Numbering (pn21)	73.32	76.08	77.16
Personal Numbering (pn22)	8.04	2.88	1.92
Personal Numbering (pn99)	22.80	22.80	22.80

**Note: 29.04p per call connection charge applies to all calls.**

## 12. Premium Rate Fixed Fee Call Charges

Personal Numbering Range	Time Band	Charge (Pence per call)
Premium Rate (ff00)	All Times of Day	19.44
Premium Rate (ff01)	All Times of Day	49.56
Premium Rate (ff02)	All Times of Day	99.72
Premium Rate (ff03)	All times of Day	40.68
Premium Rate (ff06)	All Times of Day	40.68
Premium Rate (ff08)	All Times of Day	29.64
Premium Rate (ff09)	All Times of Day	76.32
Premium Rate (ff10)	All Times of Day	43.20
Premium Rate (ff11)	All Times of Day	121.44
Premium Rate (ff12)	All Times of Day	148.56
Premium Rate (ff13)	All Times of Day	202.56
Premium Rate (ff14)	All Times of Day	178.20
Premium Rate (ff15)	All Times of Day	11.88
Premium Rate (ff16)	All Times of Day	29.16
Premium Rate (ff17)	All Times of Day	39
Premium Rate (ff18)	All Times of Day	68.76
Premium Rate (ff19)	All Times of Day	78.72
Premium Rate (ff20)	All Times of Day	88.56
Premium Rate (ff21)	All Times of Day	303.36
Premium Rate (ff24)	All Times of Day	158.16
Premium Rate (ff25)	All Times of Day	238.68
Premium Rate (ff26)	All Times of Day	247.56
Premium Rate (ff27)	All Times of Day	257.52
Premium Rate (ff28)	All Times of Day	20.28
Premium Rate (ff29)	All Times of Day	9.84
Premium Rate (ff30)	All Times of Day	128.52
Premium Rate (ff32)	All Times of Day	168
Premium Rate (ff33)	All Times of Day	67.44
Premium Rate (ff34)	All Times of Day	193.56
Premium Rate (ff35)	All Times of Day	290.76
Premium Rate (ff36)	All Times of Day	96.72
Premium Rate (ff37)	All Times of Day	115.92
Premium Rate (ff38)	All Times of Day	144
Premium Rate (ff39)	All Times of Day	225.84
Premium Rate (ff40)	All Times of Day	254.76
Premium Rate (ff41)	All Times of Day	288
Premium Rate (ff42)	All Times of Day	82.44
Premium Rate (ff43)	All Times of Day	62.04
Premium Rate (ff44)	All Times of Day	162.24
Paging Service (r)	All Times of Day	2.52

### 13. Operator Connect & Reverse Charge Call Charges

Operator Connect Calls	Time Band	Call Set-up (Pence per call)	Charge (Pence per minute)
Local & National	All Times of Day	119.28	143.16
UK Mobile	All Times of Day	119.28	143.16
International	All Times of Day	119.28	143.16
Other	All times of Day	119.28	143.16

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

Reverse Charge Call – call origination	Time Band	Call Set-up (Pence per call)	Charge (Pence per minute)
Local & National	All Times of Day	357.72	119.28
UK Mobile	All Times of Day	357.72	119.28
International	All Times of Day	1192.56	685.68

### 14. Other Call Charges

Number Range	Day (Pence per minute)	Evening (Pence per minute)	Weekend (Pence per minute)
Calls to Wi-Fi Services (fw01)	48.24	48.24	48.24
Calls to Wi-Fi Services (fw02)	16.08	13.44	6.84
Calls to Wi-Fi Services (fw03)	17.88	14.28	7.20
Calls to Wi-Fi Services (fw04)	17.40	10.68	8.28
Calls to Wi-Fi Services (fw05)	16.20	13.08	8.40
Calls to Wi-Fi Services (fw06)	14.16	11.28	6.84
Calls to Wi-Fi Services (fw07)	48.24	48.24	48.24
Calls to Wi-Fi Services (fw08)	48.24	48.24	48.24
Calls to Wi-Fi Services (fw09)	16.32	10.56	9.60
Calls to Wi-Fi Services (fw10)	10.80	10.80	10.80
Calls to Wi-Fi Services (fw12)	28.32	27.60	27.48
Calls to Wi-Fi Services (fw1) 3GV	22.80	22.80	22.80

Notes:

**29.04p per call connection charge applies to all calls.**

Calls to Wi-Fi Services numbers are included in our Evening & Weekend, Anytime and Anytime Plus call plans.

**Home Phone SMS (btsms) :** The charge applicable for Home Phone SMS is 11.88 pence (all times of the day).

**Text Relay Calls:** If you are hearing or speech-impaired, the Text Relay Service allows you to connect to telephones or textphones using your own textphone. The Relay UK service itself is available at no extra charge. All direct dialled text relay calls, made using prefixes 18001/18002 including the associated calls will not be charged . For more information, see our [Vulnerable Customer Policy](#). If you need a textphone or would like to find out how to use your mobile, tablet or computer into a textphone, please visit the [Relay Service website](#).

## 15. Ongoing Offers

**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 Service using the link within the promotional email, then both the referred friend and the referrer will receive a £50 bill credit. The referrer and referred friend Shell Energy Broadband accounts will be credited within 90 days of the referred friend's service 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.

## 16. Legacy Packages and features we no longer sell

Package	Details	Monthly Charge
Weekend Calls	Inclusive weekend calls to UK landlines (01, 02, 03) and 0845/0870 numbers.	£2.53
Broadband Only Essential	This is a Broadband only service with no phone line included.	£34.58
Broadband Only Premium	This is a Broadband only service with no phone line included.	£35.78
Home Phone Rental	Phone line rental only service.	£21.50
Home Phone Calls Only	Calls only service with no phone line included.	£0.00

Call Feature	Monthly Charge
Voicemail Extensions	£3.65
Call Divert Remote	£6.09
Three on a Call	£2.98
Call Signature	£2.98
Premium Rate Call Barring	£0.00
Mobile Rate Call Barring	£0.00
International Rate Call Barring	£0.00
Directory Enquiries Call Barring	£0.00
All Outgoing Calls Barred	£0.00
Administration Call Diversion	£0.00
Remind Me Call	£2.98
Subscriber Incoming Call Bar	£0.00
Prompt Care (Home Phone only)	£1.79