



Shell
ENERGY

Broadband & Phone Price List

IMPORTANT - This price guide only applies to customers that have moved from Post Office Broadband to Shell Energy and not signed a new Shell Energy Broadband contract.

If you are a Shell Energy Broadband customer, please refer to your relevant Price List available at shellenergy.co.uk/broadband-terms

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Important – Things to Know

- Prices in this document are inclusive of **20% VAT** and have been rounded to the nearest 2 decimal places.
- Different charges apply to operator-connected calls – see this Price List for charges that apply to operator connected calls.
- Price Disclaimer: Whilst we do everything we can to make sure that all our prices and charges are accurately reflected across all our documentation and other materials, including this Price Guide, occasionally inconsistencies may occur.
- Please note: In the event of conflicting pricing information the latest Price Guide available at **www.shellenergy.co.uk/broadband-terms** (in PDF format) shall apply.
- This price guide only applies to customers that have moved from Post Office to Shell Energy Broadband and **have not** signed a new Shell Energy Broadband contract. If you are a Shell Energy Broadband customer, please refer to your relevant Price List available at **shellenergy.co.uk/broadband-terms**

Important - Your transfer to Shell Energy Broadband

If you have moved from Post Office to Shell Energy, there may be changes to your package, call plan or features that apply **after** you have been moved. Please check the table below to see if any changes apply to you. (Please see your most recent bill for details on what services you currently have)

Package	Changes to package*
Broadband Connect	The name of your package will change to "Unlimited Broadband (inc line rental)" on your bill.
Broadband Essential	The name of your package will change to "Unlimited Broadband (inc line rental)" on your bill and your service will become fully unlimited for no extra charge (previously 10GB monthly usage limit)
Broadband Basics	The name of your package will change to "Unlimited Broadband (inc line rental)" on your bill.
Unlimited Broadband	The name of your package will change to "Unlimited Broadband (inc line rental)" on your bill.
Unlimited Fibre Broadband	For selected customers, your Broadband and line rental charges will now appear as a single combined package charge on your bill as "Unlimited Fibre Broadband (inc line rental)"
Unlimited Fibre Broadband Plus	For selected customers, your Broadband and line rental charges will now appear as a single combined package charge on your bill as "Unlimited Fibre Broadband Plus (inc line rental)"
Home Phone line rental	If you are on our £16.99 a month Home Phone service that comes with inclusive weekend calls and paper billing, the name of your package will change to "Home Phone" on your bill.
Home Phone line rental	If you are on our £15.00 a month Home Phone service, the name of your package will change to "Home Phone" on your bill. Your pricing will remain at £15.00 a month but will be shown on your bill as £16.99 a month, with a £1.99 monthly discount.
Call Plan	Changes to plan*
Weekend Calls (Old)	The name of your package will change to "Weekend Calls" on your bill and your plan will now include any time calls to other Post Office Home Phone numbers for no extra cost .
Weekend Calls	Your call plan will now include weekend calls to 0845 and 0870 numbers for no extra cost .
Anytime Calls (Old)	The name of your call plan will change to "Anytime Plus" on your bill and your plan will now include Anytime calls to UK standard mobile numbers (and 070 personal numbers) and landlines in 15 countries (1) for no extra cost
Anytime Calls	Your call plan now includes unlimited calls to 0845 and 0870 numbers for no extra cost .
Anytime Plus Calls	Your call plan now also includes the following features at no extra cost : <ul style="list-style-type: none"> Anytime calls to 0870 and 0845 numbers - previously 1000 minutes. Anytime calls to UK standard mobile numbers (and 070 personal numbers) - previously 1000 minutes. Anytime calls to landlines in 15 countries (1) - previously 1000 minutes. Weekend calls to landlines in 40 Countries (2)

*These changes will apply to your package after you have been moved to Shell Energy Broadband.

Notes:

1) 15 COUNTRIES include: Australia, Canada (landlines & mobiles), France, Germany, Gibraltar, Republic of Ireland, Israel, Italy (Inc. Vatican City), Netherlands, New Zealand, Poland, Portugal, Spain (& The Balearic Islands), South Africa, USA (landlines & mobiles). Calls made from Northern Ireland to the Republic of Ireland landlines are charged as a national call.

2) 40 COUNTRIES Include: Argentina, Australia, Austria, Belgium, Canada (landlines & mobiles), Canary Islands, China, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hong Kong, Hungary, Iceland, Republic of Ireland, Israel, Italy (inc Vatican City), Japan, Luxembourg, Malaysia, Malta, Netherlands, New Zealand, Norway, Poland, Portugal, Singapore, South Africa, South Korea, Spain (& Balearic Islands), Sweden, Switzerland, Taiwan and USA (landlines and mobile). Calls to Cyprus exclude numbers beginning 0090. Calls made from Northern Ireland to the Republic of Ireland landlines are charged as a national call.

Broadband & Phone Packages

Below are our current broadband and phone packages available to existing customers.

IMPORTANT: If you have moved from Post Office to Shell Energy, there may be changes to your package that will apply after you have been moved. Please check the table below to see if any changes apply to you (Please see your most recent bill for details on what services you currently have)

Package	Standard monthly charge	One-off set up charge	Minimum Term	Features	Changes to your package*
Home Phone+	£15.00	-	No minimum term contract	Line rental + Inclusive any time calls to other Post Office Home Phone customers. Calling Number Retrieval (1471) and Caller Display.	Your features and price remain at £15.00 a month (this will display on your bill as £16.99 less £1.99 monthly discount).
Unlimited Broadband (inc line rental)	£30.00	£10.00	12, 18 & 24 Month		For selected customers, your Broadband and line rental charges will now appear as a single combined package charge on your bill. Your price and other features remain the same.
Unlimited Fibre Broadband (inc line rental)	£37.00	£60.00	12, 18 & 24 Month	Line rental + Inclusive any time calls to other Post Office Home Phone customers. Calling Number Retrieval (1471) and Caller Display. Totally unlimited usage, Wi-Fi router, Safe Guard and Online billing.	For selected customers, your Broadband and line rental charges will now appear as a single combined package charge on your bill. Your price and other features remain the same.
Unlimited Fibre Broadband Plus (inc line rental)	£42.00	£60.00	12, 18 & 24 Month		For selected customers, your Broadband and line rental charges will now appear as a single combined package charge on your bill. Your price and other features remain the same.
Broadband Connect	£30.00	£10.00	12 Month	Line rental + Inclusive any time calls to other Post Office Home Phone customers. Calling Number Retrieval (1471) and Caller Display. Totally unlimited usage, Wi-Fi router, Safe Guard and Online billing. Note: This package is only suitable for basic web browsing/email and does not support heavy activities like video streaming, movie downloads, gaming or sending/receiving large files.	The name of your service will change to " Unlimited Broadband (inc line rental) " on your bill. Your price and other features remain the same.

Broadband Basics	£30.00	£25.00	12 Month	<p>No outgoing calls (except calls to 999, 112 and 18000 (Typetalk 999) and our Customer Services number on 0330 094 5801). You will still be able to receive incoming calls.</p> <p>Totally unlimited usage, Wi-Fi router, SafeGuard and Online billing.</p>	<p>The name of your service will change to "Unlimited Broadband (inc line rental) " on your bill. Your price and other features remain the same.</p>
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***These changes will apply to your package after you have been moved to Shell Energy Broadband.**

+ Home Phone only package is available to landline only customers that don't have broadband with Shell Energy or any other provider. The Home Phone only customers (new sign ups from 11th March 2020 onwards) can choose paper billing at no extra charge. The monthly charge for this package remains the same with e-billing.

Notes:

1. Monthly rental charges are payable in advance; all other call and feature charges are payable in arrears. Maximum of two Home Phone lines per account.
2. Unlimited Broadband package (including line rental) is available with 12, 18 and 24 Month minimum term contract.
3. Unlimited Fibre Broadband package (including line rental) is available with 12, 18 and 24 Month minimum term contract.
4. Unlimited Fibre Broadband Plus package (including line rental) is available with 12, 18 and 24 Month minimum term contract.
5. Please see our Terms and Conditions (including your right to cancel) at shellenergy.co.uk/broadband-terms.
6. If the customer address is outside of Shell Energy Broadband network area then the Broadband Connect package (including line rental) which has speed limitation will be offered with a 12 Month minimum term contract. Please note that this package is only suitable for email and basic web browsing activity.
7. Broadband Basics is offered to customers that don't meet the credit criteria for regular broadband services.
8. For customers who joined the Service prior to 12th Nov 2018 (including those customers who signed up for Home Phone before 11th March 2020) please refer to this Price List for prices of legacy packages which are no longer available for new sale.
9. You can opt for free online billing. Paper billing is available at a charge of £2.00 per bill to the customers with Unlimited Broadband, Unlimited Fibre Broadband, Unlimited Fibre Broadband Plus, Broadband Connect and Broadband Basics.
10. For Unlimited Broadband, Broadband Connect and Broadband Basics the Set-up Charge includes router delivery charge. For Unlimited Fibre Broadband and Unlimited Fibre Broadband Plus the Set-up Charge includes router delivery charge and an engineer visit to the local cabinet for activating the Fibre service.

Optional Calling Features

The following calling features can be added to your service.

	Monthly Charge
Standard Voicemail (1571)	£2.75*
Display Caller Number	Inclusive
Number Retrieval (1471)	Inclusive
Call Divert	£2.50
Call Divert with Remote Access +	£5.11
Three On a Call (not available for new sale)	£2.50
Incoming Call Alert	£2.50
Voicemail Plus	£2.55
Select to Reject	£3.42
Reject Anonymous Caller	£4.08
Voicemail Extensions +	£3.06
Call Signature +	£2.50
Hide My Number (No Override) +	£0.00
Hide My Number (With Override) +	£0.00
Release Number (No Override)	Inclusive
Release Number (With Override)	Inclusive
Bar Use of Call Return +	£0.00
Premium Call Barring +	£0.00
Mobile Call Barring +	£0.00
International Call Barring +	£0.00
Directory Enquiries Call Bar +	£0.00
All Outgoing Calls Barred +	£0.00
Admin Call Divert +	£0.00

*You can opt out of **1571 Standard Voicemail** by calling Customer Services on **0330 094 5801** (calls are free of charge at all times of day from your active Home Phone line)

+Calling features are only available for sale through the Contact Centre by calling us on **0330 094 5801****

Pay Per Use Features	Charge per occasion
Ring Last Caller (1471-3)	20p
Remind Me Call	40p
Auto Redial (5 on engaged tone)	40p

Note : The 'Remind Me Call' and 'Auto Redial' pay per use features are only available for use to some customers depending upon whether it is supported on our supplier's network.

Call Plans

Below are our current call plans. If your call plan is not listed you may be on one of our Legacy call plans no longer available for sale (see the **Legacy Call Plans** section of this price list for more details).

IMPORTANT: If you have been moved from Post Office to Shell Energy, there may be some extra features added to your call plan **for no extra charge** after you have been moved. Please check the table below to see if any changes apply. For details on what call plan you currently have, please check your most recent bill.

Call Plan	Monthly Charge	Details of the call plan	Moving to Shell Energy - New Features added*
Weekend Calls	£2.00	<ul style="list-style-type: none"> Inclusive calls to other Post Office Home Phone numbers at any time. Inclusive calls to UK landlines (01, 02, 03 numbers) on the weekend. 	Inclusive calls to 0845 & 0870 numbers on the weekend will be added to your call plan for no extra charge .
Evening & Weekend Calls	£6.00	<ul style="list-style-type: none"> Inclusive calls to other Post Office Home Phone numbers at any time. Inclusive calls to UK landlines (01, 02, 03 numbers) all evenings and weekend. 	No change
Anytime Calls	£10.00	<ul style="list-style-type: none"> Inclusive calls to UK landlines (01, 02, 03 numbers) at any time. 1000 minutes of calls to 0845/0870 numbers at any time. 	Inclusive calls to 0845 & 0870 numbers at any time will be added to your call plan for no extra charge .
Anytime Plus Calls	£13.00	<ul style="list-style-type: none"> Inclusive calls to UK landlines (01, 02, 03 numbers) at any time. 1000 minutes of calls to 0845/0870 numbers at any time. 1000 minutes of calls to UK Standard mobiles numbers (and 070 personal numbers) at any time. 1000 minutes of calls to landlines in 15 COUNTRIES* at any time. 	<p>The following features will be added to your call plan for no extra charge:</p> <ul style="list-style-type: none"> Inclusive calls to 0845 & 0870 numbers at any time. Inclusive calls to UK Standard mobiles (and 070 personal numbers) at any time. Inclusive calls to landlines in 15 COUNTRIES* at any time. Inclusive calls to landlines in 40 COUNTRIES* on weekends.
Mobile Saver 100	£3.00	<ul style="list-style-type: none"> 100 minutes of calls to UK Standard Mobiles (and 070 personal numbers) at any time. 	No change
Mobile Saver 500	£8.00	<ul style="list-style-type: none"> 500 minutes of calls to UK Standard Mobiles (and 070 personal numbers) at any time. 	No change
International Saver	£5.00	<ul style="list-style-type: none"> Inclusive calls to landlines in 40 COUNTRIES* at any time. 50% off call rates to all other international landline and mobile destinations. 	No change

*These new features will be added to your call plan after you have been moved to Shell Energy Broadband.

Notes:

- Customers can take a Call Plan and also add one of the Mobile Call Saver Plans and/or the International Call Saver Plan. There is no minimum term for the Call Plan options and customers can remove it at any time giving 24 hours' notice to our Customer Service

team on **0330 094 5801** (calls are free of charge at all times of day from your active Home Phone line). Customers can only add and remove the call plans once per quarter.

- **40 COUNTRIES include:** Argentina, Australia, Austria, Belgium, Canada, Canary Islands, China, Cyprus*, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hong Kong, Hungary, Iceland, Republic of Ireland, Israel, Italy, Japan, Luxembourg, Malaysia, Malta, Netherlands, New Zealand, Norway, Poland, Portugal, Singapore, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan and USA. Calls that cross charge periods are charged at the price relevant to the period in which the call is taking place, this includes connection charges (for instance, a call that crosses from a chargeable period to an inclusive period will only be charged for the time the call is made in the chargeable period). Inclusive calls to our International Saver 40 Countries are for 60 minutes, after 60 continuous minutes calls are charged at the standard rate. Inclusive calls to our International Saver 40 Countries do not include calls to mobiles, except to USA and Canadian mobile networks. Calls made from Northern Ireland to the Republic of Ireland Fixed Lines are charged as a National call. *Excluding Numbers beginning "0090".
- **15 COUNTRIES include:** Australia, Canada (landlines & mobiles), France, Germany, Gibraltar, Republic of Ireland, Israel, Italy (Inc. Vatican City), Netherlands, New Zealand, Poland, Portugal, Spain (& The Balearic Islands), South Africa, USA (landlines & mobiles). Calls made from Northern Ireland to the Republic of Ireland landlines are charged as a national call.

Charge Periods

Calls fall within one of three time-bands:

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 Connection Charges

There is a call connection fee of 23p per call for the following call types (unless the call started in a charge period that is inclusive in your call plan):

- 1) National and local calls to numbers beginning 01, 02 or 03.
- 2) International calls (including calls to international mobiles) Note : This excludes calls to EU countries (landline / mobile) for which call connection fee is not applicable.
- 3) Calls to all UK Mobiles (Standard and Other)
- 4) Calls to Personal Numbering Services, Paging Services, and Wi-Fi Services, e.g. numbers beginning 07, although the connection charge does not apply to freephone numbers or numbers with a fixed fee element.
- 5) Calls to numbers beginning 05, excluding 0500 numbers.
- 6) Calls to Satellite Phones.

Call Duration Rounding

Calls are rounded up to the next whole minute for billing purposes for the following call types:

- 1) National and local calls to numbers beginning 01, 02 and 03.
- 2) Access Charge on Non-Geographic Calls to numbers beginning 084, 087, 09 & 118.
- 3) Calls to all UK Mobiles (Standard and Other)
- 4) International calls (including calls to international mobiles but excluding satellite calls e.g. Inmarsat).
- 5) Calls to numbers beginning 05 excluding 0500 numbers.
- 6) Multimedia Services.

All other calls will be rounded up to the next whole second unless otherwise stated in the relevant section of the Price List.

Call charge rounding for billing

Each call charge will then be rounded up to the next whole penny before VAT is added. The total bill for all call charges will then be rounded up to the next whole penny after VAT is added.

Access charge

An **Access Charge of 14p a minute** applies to calls to service numbers. For more information, please see Page 11.

UK Call Rates

There is a **23p call connection fee** for all calls not included as part of a calls package except on inclusive/free calls and those (e.g.TV voting lines, directory enquiries) which incur a higher charge.

Calls to	Standard rates (all times)
UK Landline (01, 02 or 03 Numbers)	18p a minute
UK Mobile (1)	18p a minute
UK Mobile Other (1)	20p a minute
0800, 0808, Freephone	0p a minute
Fixed Line Text	9.12p a minute
Mobile Text	9.12p a minute
Customer Services - 0330 094 5801 (and previous number 0345 600 3210)	Free (2)

Notes:

1) UK Mobile charges applies unless the call is included in a call plan or the number being dialled is one of the "UK Mobile Other" Numbers starting with the following numbers:

07305, 07306, 07451, 07520, 07744, 07755, 07893, 07978, 073680, 073699, 073780, 073896, 074064, 074066, 074068, 074172, 074179, 074181, 074183, 074184, 074185, 074186, 074187, 074189, 074408, 074409, 074410, 074411, 074414, 074418, 074419, 074520, 074521, 074522, 074523, 074524, 074525, 074526, 074570, 074571, 074573, 074574, 074575, 074577, 074582, 074583, 074584, 074587, 074588, 074650, 074651, 074653, 074888, 075371, 075376, 075377, 075588, 075590, 075592, 075593, 075597, 075598, 075599, 075718, 075890, 075892, 075893, 075894, 075895, 075896, 075897, 075898, 077001, 078220, 078221, 078225, 078229, 078644, 078727, 078730, 078744, 078920, 078921, 078925, 079112, 079118

Calls made to UK Standard Wi-Fi numbers and Personal numbers (starting 070xx) will be charged at the same rate as the calls made by the customer to UK Mobile Number range. Where calls are itemised on the bill these will appear as 'UK Mobile'. Calls made to the UK Premium Wi-Fi Number range will be charged at the same rate as the calls made by the customer to "UK Mobile Other" number range.

2) Calls are free when made from an active Shell Energy home phone line. Calls may be recorded, monitored and used for training and compliance purposes. Call charges will apply from mobile networks and other landline service providers.

Calls to Service Numbers (beginning 084, 087, 09, 118, 0844, 0845 & 0870)

Call charges to the above numbers including Directory Enquiries, Premium Rate and Service Numbers are divided into two parts:

- **Access Charge:** This is what we will charge you for connecting the call (**14p a minute**).
- **Service Charge:** This is what the organisation or company you are calling will charge you. This rate is set by the organisation that you are calling. Service Charges are rounded up to the next whole second.

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

	Standard rate (all times)
Access Charge for calls to service numbers (includes numbers beginning 084, 087, 09, 118, 0844, 0845 and 0870 at all times)	14p a minute + Service Charge (set by the company you call)

Text Relay Calls

All direct-dialled text relay calls, made using the prefixes 18000/18001/18002, will be discounted. For more information, please refer to our Vulnerability Policy available at shellenergy.co.uk/broadband-terms

Loved Ones

Customers can nominate up to 10 numbers and receive a 10% discount on these calls. They can be any combination of: UK landline numbers (01, 02, 03 numbers), Standard UK mobile numbers or International numbers (landlines and mobiles). Customers can change their Loved Ones numbers by contacting Customer Services. **Note: This feature is not available to new customers or existing customers who sign a new contract with Shell Energy Broadband.**

Shell Energy Broadband Directory Enquiries (118 855)

You can save money on your Directory Enquiry calls by calling **118 855**. One search, one fixed fee.

You'll only pay a one-off service charge of **£1.00 per call** plus the access charge set by your phone provider.

International Call Rates (in pence per minute)

	Standard rates (all times)		International Saver Rates (all times)	
	Landline	Mobile	Landline	Mobile
Afghanistan	130.00	155.00	65.00	77.50
Albania	60.00	75.00	30.00	37.50
Algeria	50.00	75.00	25.00	37.50
Andorra	40.00	65.00	20.00	32.50
Angola	100.00	125.00	50.00	62.50
Anguilla	70.00	100.00	35.00	50.00
Antarctica Australian Territory	155.00	155.00	77.50	77.50
Antigua & Barbuda	50.00	60.00	25.00	30.00
Antilles (Netherlands)	65.00	95.00	32.50	47.50
Argentina	30.00	115.00	0.00	57.50
Armenia	90.00	115.00	45.00	57.50
Aruba	65.00	95.00	32.50	47.50
Ascension Island	145.00	145.00	72.50	72.50
Australia	30.00	45.00	0.00	22.50
Azerbaijani Republic	60.00	85.00	30.00	42.50
Bahamas	70.00	70.00	35.00	35.00
Bahrain	90.00	115.00	45.00	57.50
Bangladesh	30.00	55.00	15.00	27.50
Barbados	50.00	55.00	25.00	27.50
Belarus	60.00	85.00	30.00	42.50
Belize	90.00	115.00	45.00	57.50
Benin	85.00	115.00	42.50	57.50
Bermuda	50.00	55.00	25.00	27.50
Bhutan	80.00	105.00	40.00	52.50
Bolivia	100.00	125.00	50.00	62.50
Bosnia-Herzegovina	50.00	75.00	25.00	37.50
Botswana	85.00	115.00	42.50	57.50
Brazil	85.00	115.00	42.50	57.50
Brunei Darussalam	80.00	105.00	40.00	52.50
Burkina Faso	100.00	125.00	50.00	62.50
Burundi	100.00	125.00	50.00	62.50
Cambodia (Kingdom Of)	230.00	255.00	115.00	127.50
Cameroon	85.00	115.00	42.50	57.50
Canada	30.00	30.00	0.00	0.00
Cape Verde	510.00	125.00	255.00	62.50
Cayman Islands	70.00	100.00	35.00	50.00
Central African Republic	155.00	155.00	77.50	77.50
Chad	155.00	155.00	77.50	77.50
Chile	85.00	115.00	42.50	57.50
China	30.00	55.00	0.00	27.50

	Standard rates (all times)		International Saver Rates (all times)	
	Landline	Mobile	Landline	Mobile
Christmas Island	115.00	115.00	57.50	57.50
Cocos Islands	20.00	20.00	10.00	10.00
Colombia	100.00	125.00	50.00	62.50
Comoros	130.00	155.00	65.00	77.50
Congo	130.00	155.00	65.00	77.50
Cook Islands	155.00	155.00	77.50	77.50
Costa Rica	85.00	115.00	42.50	57.50
Cote D'Ivoire	110.00	140.00	55.00	70.00
Cuba	130.00	155.00	65.00	77.50
Democratic Republic Of Congo	100.00	100.00	50.00	50.00
Diego Garcia	205.00	205.00	102.50	102.50
Djibouti	100.00	125.00	50.00	62.50
Dominica	80.00	110.00	40.00	55.00
Dominican Republic	70.00	100.00	35.00	50.00
East Timor	230.00	255.00	115.00	127.50
Ecuador	100.00	125.00	50.00	62.50
Egypt	85.00	115.00	42.50	57.50
El Salvador	110.00	140.00	55.00	70.00
Equatorial Guinea	130.00	155.00	65.00	77.50
Eritrea	110.00	140.00	55.00	70.00
Ethiopia (Fed Dem Rep Of)	110.00	140.00	55.00	70.00
Falkland Islands	110.00	110.00	55.00	55.00
Fiji	100.00	125.00	50.00	62.50
French Polynesia	205.00	230.00	102.50	115.00
Gabon	90.00	115.00	45.00	57.50
Gambia	110.00	115.00	55.00	57.50
Georgia	65.00	95.00	32.50	47.50
Ghana	85.00	115.00	42.50	57.50
Greenland	100.00	125.00	50.00	62.50
Grenada (Inc Carriacou)	50.00	60.00	25.00	30.00
Guam	130.00	130.00	65.00	65.00
Guatemala	85.00	115.00	42.50	57.50
Guinea	100.00	125.00	50.00	62.50
Guinea Bissau	155.00	155.00	77.50	77.50
Guyana	110.00	140.00	55.00	70.00
Haiti	105.00	135.00	52.50	67.50
Honduras	85.00	115.00	42.50	57.50
Hong Kong	30.00	40.00	0.00	20.00
India	30.00	55.00	15.00	27.50
Indonesia	80.00	105.00	40.00	52.50

	Standard rates (all times)		International Saver Rates (all times)	
	Landline	Mobile	Landline	Mobile
Iran	110.00	140.00	55.00	70.00
Iraq	110.00	140.00	55.00	70.00
Israel	30.00	85.00	0.00	42.50
Jamaica	50.00	55.00	25.00	27.50
Japan	30.00	35.00	0.00	17.50
Jordan	115.00	140.00	57.50	70.00
Kazakhstan	75.00	105.00	37.50	52.50
Kenya	85.00	115.00	42.50	57.50
Kiribati	155.00	155.00	77.50	77.50
Korea PDR (North)	155.00	155.00	77.50	77.50
Korea Republic (South)	30.00	105.00	0.00	52.50
Kuwait	90.00	115.00	45.00	57.50
Kyrgyz Republic	75.00	105.00	37.50	52.50
Laos	155.00	180.00	77.50	90.00
Lebanon	115.00	140.00	57.50	70.00
Lesotho	90.00	115.00	45.00	57.50
Liberia	90.00	115.00	45.00	57.50
Libya	50.00	75.00	25.00	37.50
Macao	80.00	105.00	40.00	52.50
Macedonia	50.00	75.00	25.00	37.50
Madagascar	100.00	125.00	50.00	62.50
Malawi (The Republic Of)	90.00	115.00	45.00	57.50
Malaysia	30.00	75.00	0.00	37.50
Maldives	110.00	125.00	55.00	62.50
Mali	100.00	125.00	50.00	62.50
Marshall Island	155.00	155.00	77.50	77.50
Mauritania	130.00	155.00	65.00	77.50
Mauritius	110.00	140.00	55.00	70.00
Mexico	80.00	105.00	40.00	52.50
Micronesia	155.00	155.00	77.50	77.50
Moldova	65.00	95.00	32.50	47.50
Mongolia	155.00	180.00	77.50	90.00
Montenegro	50.00	75.00	25.00	37.50
Montserrat	80.00	110.00	40.00	55.00
Morocco	50.00	75.00	25.00	37.50
Mozambique	100.00	125.00	50.00	62.50
Myanmar (Formerly Burma)	130.00	155.00	65.00	77.50
Namibia	85.00	115.00	42.50	57.50
Nauru	155.00	155.00	77.50	77.50
Nepal	80.00	105.00	40.00	52.50
New Caledonia	205.00	205.00	102.50	102.50

	Standard rates (all times)		International Saver Rates (all times)	
	Landline	Mobile	Landline	Mobile
New Zealand	30.00	60.00	0.00	30.00
Nicaragua	110.00	140.00	55.00	70.00
Niger	100.00	125.00	50.00	62.50
Nigeria	50.00	105.00	25.00	52.50
Niue	195.00	195.00	97.50	97.50
Norfolk Island	130.00	130.00	65.00	65.00
Northern Cyprus	55.00	55.00	27.50	27.50
Northern Marianas	115.00	115.00	57.50	57.50
Oman	90.00	115.00	45.00	57.50
Pakistan	30.00	55.00	15.00	27.50
Palau (The Republic Of)	155.00	155.00	77.50	77.50
Palestine	60.00	85.00	30.00	42.50
Panama	85.00	115.00	42.50	57.50
Papua New Guinea	100.00	125.00	50.00	62.50
Paraguay	85.00	115.00	42.50	57.50
Peru	85.00	115.00	42.50	57.50
Philippines	80.00	105.00	40.00	52.50
Puerto Rico	55.00	55.00	27.50	27.50
Qatar	90.00	115.00	45.00	57.50
Russia	60.00	85.00	30.00	42.50
Rwandese Republic	100.00	100.00	50.00	50.00
Samoa (US)	155.00	155.00	77.50	77.50
Samoa (Western)	205.00	205.00	102.50	102.50
Sao Tome & Principe	155.00	155.00	77.50	77.50
Saudi Arabia	65.00	95.00	32.50	47.50
Senegal	110.00	140.00	55.00	70.00
Serbia	75.00	75.00	37.50	37.50
Seychelles	110.00	140.00	55.00	70.00
Sierra Leone	90.00	115.00	45.00	57.50
Singapore	30.00	45.00	0.00	22.50
Solomon Islands	155.00	155.00	77.50	77.50
Somalia	155.00	155.00	77.50	77.50
South Africa	30.00	85.00	0.00	42.50
South Sudan	85.00	115.00	42.50	57.50
Sri Lanka	90.00	115.00	45.00	57.50
St Helena	155.00	155.00	77.50	77.50
St Kitts & Nevis (Formerly St Christopher)	70.00	100.00	35.00	50.00
St Lucia	50.00	55.00	25.00	27.50
St Pierre & Miquelon	140.00	140.00	70.00	70.00
St Vincent & The Grenadines	70.00	100.00	35.00	50.00
Sudan	85.00	115.00	42.50	57.50
Suriname	130.00	160.00	65.00	80.00
Swaziland	85.00	115.00	42.50	57.50

	Standard rates (all times)		International Saver Rates (all times)	
	Landline	Mobile	Landline	Mobile
Switzerland	30.00	50.00	0.00	25.00
Syria	115.00	140.00	57.50	70.00
Taiwan	30.00	105.00	0.00	52.50
Tajikistan	100.00	125.00	50.00	62.50
Tanzania	85.00	115.00	42.50	57.50
Thailand	80.00	105.00	40.00	52.50
Togolese Republic (The)	110.00	140.00	55.00	70.00
Tokelau	205.00	205.00	102.50	102.50
Tonga	155.00	155.00	77.50	77.50
Trinidad & Tobago	30.00	55.00	15.00	27.50
Tunisia	90.00	90.00	45.00	45.00
Turkey	30.00	55.00	15.00	27.50
Turkmenistan	90.00	120.00	45.00	60.00
Turks & Caicos Is	105.00	85.00	52.50	42.50
Tuvalu	155.00	155.00	77.50	77.50
Uganda	85.00	115.00	42.50	57.50
Ukraine	60.00	85.00	30.00	42.50
United Arab Emirates	65.00	95.00	32.50	47.50
Uruguay	85.00	115.00	42.50	57.50
USA	30.00	30.00	0.00	0.00
Uzbekistan	75.00	105.00	37.50	52.50
Vanuatu	155.00	155.00	77.50	77.50
Venezuela	85.00	115.00	42.50	57.50
Vietnam	155.00	180.00	77.50	90.00
Virgin Islands (UK)	70.00	70.00	35.00	35.00
Virgin Islands (US)	70.00	70.00	35.00	35.00
Wallis & Futuna	200.00	200.00	100.00	100.00
Yemen	110.00	140.00	55.00	70.00
Zambia	85.00	115.00	42.50	57.50
Zimbabwe	85.00	115.00	42.50	57.50

Call charges to EU landline and mobiles (in pence per minute).

The call connection fee is not applicable to these destinations.

	Standard rates (all times)		International Saver Rates (all times)	
	Landline	Mobile	Landline	Mobile
Austria	17.00	17.00	0.00	8.50
Belgium	17.00	17.00	0.00	8.50
Bulgaria	17.00	17.00	8.50	8.50
Croatia	17.00	17.00	0.00	8.50
Cyprus	17.00	17.00	0.00	8.50
Czech Republic	17.00	17.00	0.00	8.50
Denmark	17.00	17.00	0.00	8.50
Estonia	17.00	17.00	0.00	8.50
Faroe Islands	17.00	17.00	8.50	8.50
Finland	17.00	17.00	0.00	8.50
France	17.00	17.00	0.00	8.50
French Guiana	17.00	17.00	8.50	8.50
Germany	17.00	17.00	0.00	8.50
Gibraltar	17.00	17.00	0.00	8.50
Greece	17.00	17.00	0.00	8.50
Guadeloupe (Inc. Saint-Martin)	17.00	17.00	8.50	8.50
Hungary	17.00	17.00	0.00	8.50
Iceland	17.00	17.00	0.00	8.50
Italy (Inc. Vatican City)	17.00	17.00	0.00	8.50
Latvia	17.00	17.00	8.50	8.50
Liechtenstein	17.00	17.00	8.50	8.50
Lithuania	17.00	17.00	8.50	8.50
Luxembourg	17.00	17.00	0.00	8.50
Malta	17.00	17.00	0.00	8.50
Martinique	17.00	17.00	8.50	8.50
Monaco	17.00	17.00	8.50	8.50
Netherlands	17.00	17.00	0.00	8.50
Norway	17.00	17.00	0.00	8.50
Poland	17.00	17.00	0.00	8.50
Portugal (Inc. Azores & Madeira)	17.00	17.00	0.00	8.50
Republic Of Ireland#	17.00	17.00	0.00	8.50
Reunion (Inc. Mayotte)	17.00	17.00	8.50	8.50
Romania	17.00	17.00	8.50	8.50
San Marino	17.00	17.00	8.50	8.50
Slovak Republic	17.00	17.00	8.50	8.50
Slovenia	17.00	17.00	8.50	8.50
Spain (Inc. Canary Islands)	17.00	17.00	0.00	8.50
Sweden	17.00	17.00	0.00	8.50

#Calls made from Northern Ireland to the Republic of Ireland Fixed Lines are charged as a National call.

Note : From 15 May 2019, customers will be charged **17p a minute** for calls made from the UK to any fixed or mobile number in an EU Member State.

One Off Charges

Charge Description	Price
Home Phone Transfer (1)	£0.00
New Phone Line Connection Charge (when taken with the following products)	
Home Phone	£60.00
Unlimited Broadband	£60.00
Broadband Connect	£60.00
Unlimited Fibre Broadband / Unlimited Fibre Broadband Plus	£60.00
Broadband Basics	£60.00

Home Mover new phone line connection charge (where premise does not have a working BT compatible phone line and taken with the following products)

Charge Description	Price
Home Phone	£60.00
Unlimited Broadband	£60.00
Broadband Connect	£60.00
Unlimited Fibre Broadband / Fibre Broadband Plus	£60.00
Home Mover New Phone Line Connection Charge (where premise already has a working BT line)	£0.00
Home Mover outside Minimum Term (2)	£0.00
Home Mover during Minimum Term (2)	£0.00
Broadband Cancellation within Cancellation Period	£0.00

Notes:

1. If you're with BT, TalkTalk, EE or PlusNet, we can transfer your existing phone line to provide a broadband or Home phone Service.
2. A new Minimum term (as described on page 4) applies from the date the Service goes live at your new home.

Other One Off Charges

Charge Description	Price
Change of telephone number (1)	£36.60
Keep my number (2)	£36.60
Shift of an internal line	£102.00
Provision of an extension socket	£102.00
Missed engineer appointment (3)	£102.00
Customer Fault Service call out charge including the first hour - normal working hours (4)	£144.00
Customer Fault Service call out charge - additional hour (4)	£72.00
Broadband wireless router not returned or returned damaged	£51.06
Fibre router not returned or returned damaged	£65.00
ADSL Microfilter - 2 Pack	£5.00
ADSL Microfilter - 4 Pack	£10.00
Fibre Filter (Z-400UK) (additional - pack of 2)	£7.65
Fibre Filter (Z-400UK) (additional - pack of 4)	£15.30
Replacement broadband router	£35.00
Replacement fibre router	£65.00
Paper Bill Charge (5)	£2.00 per bill
Copy Bill Charge (5)	£2.00 per bill
Debt recovery administration charge (6)	£15.32
Missed or late payment charge	£10.00
Non Direct Debit Payment Charge	£0.00

Notes:

- Where a 'Change of telephone number' is related to nuisance calls there will be no charge for the first time use of this service, subsequent use of the 'Change of telephone number' service will be charged.
- Where a 'Keep my number' is related to a home move that includes a new line provide charge there will be no charge for the use of this service.
- Missed engineer appointment includes incidents where although the customer is present the engineer cannot access the property. If a customer is not present at the property at the exact agreed time engineers are not required to wait.
- A Customer Fault includes any circumstances caused by the customer's act or omission, by equipment owned or installed by the customer, or by any other reason outside of Shell Energy Broadband control.
- The Paper Bill Charge applies to all new Broadband or Phone customers who choose to receive a paper bill. Existing customers who change to any Unlimited Broadband, Unlimited Fibre Broadband, Unlimited Fibre Broadband Plus or Broadband Connect package or take a new promotion and choose to receive a paper bill will also receive a Paper Bill Charge. The Paper Bill Charge will also apply to those existing Home Phone only customers who have signed up before 11th Mar 2020 and want to receive a paper bill (unless they are on a Home Phone package which includes paper bill at no extra charge). The Home Phone only customers who sign up from 11th Mar 2020 onwards can get paper bill at no extra charge. Customers who have special billing requirements such as large print or braille will not be charged for this service. All E-Billing customers receive their bill notifications and access to their e-bills for free.
- Debt recovery and administration charges will be applied if a payment is late or missed or if your account becomes part of our debt administration process.

Calls beginning 07 and 08 (otherwise known as non-geographic numbers - exclude calls to numbers beginning 084, 087, 09 & 118)

For all non geographic numbers **not** starting with 084, 087, 09 or 118 there is a **charge band**.

The tables below detail how calls are charged for Premium Rate Services, Personal Numbering Services (dialling codes other than 070), Paging Services and Fixed Fee calls. There are a number of charge bands within each of these call types. All non-geographic numbers, e.g. those numbers beginning 07, 08 (fixed fee) or 09, with the exception of mobile numbers, are charged according to one of these charge bands.

Non-geographic numbers - calls beginning 07 (except mobile numbers) and 08 (fixed-fee calls)

Charge Band	Call Connection Fee (Pence)	Pence per minute		
		Day	Evening	Weekend
Fixed Fee Services - c	23.00	12.84	7.44	3.92
Fixed Fee Services - r	23.00	6.73	3.36	2.51
Personal Numbering - f*	23.00	29.10	19.40	19.40
Premium Rate Services - p47	65.00	65.00	65.00	65.00
Premium Rate Services - p50	120.00	120.00	120.00	120.00
Specialised Services - g21	23.00	4.99	2.04	1.20

Note:

* This charge band includes those dialling codes which do not commence with 070.

Fixed Fee Services - All Times of Day

Charge Band	Pence per call	Charge Band	Pence per call
Fixed Fee Services - ff0	30.60	Fixed Fee Services - ff3	25.56
Fixed Fee Services - ff1	25.20	Fixed Fee Services - ff30	66.36
Fixed Fee Services - ff10	26.04	Fixed Fee Services - ff31*	0.00
Fixed Fee Services - ff11	61.32	Fixed Fee Services - ff32	86.76
Fixed Fee Services - ff12	76.68	Fixed Fee Services - ff33	36.00
Fixed Fee Services - ff13	102.24	Fixed Fee Services - ff34	100.80
Fixed Fee Services - ff14	91.92	Fixed Fee Services - ff35	150.00
Fixed Fee Services - ff15	6.12	Fixed Fee Services - ff36	50.40
Fixed Fee Services - ff16	15.24	Fixed Fee Services - ff37	60.00
Fixed Fee Services - ff17	20.40	Fixed Fee Services - ff38	70.80
Fixed Fee Services - ff18	35.64	Fixed Fee Services - ff39	110.40
Fixed Fee Services - ff19	40.80	Fixed Fee Services - ff40	130.80
Fixed Fee Services - ff2	50.40	Fixed Fee Services - ff41	140.40
Fixed Fee Services - ff20	45.84	Fixed Fee Services - ff42	42.00
Fixed Fee Services - ff21	153.24	Fixed Fee Services - ff43	30.00
Fixed Fee Services - ff24	81.72	Fixed Fee Services - ff44	80.40
Fixed Fee Services - ff25	122.64	Fixed Fee Services - ff6	30.72
Fixed Fee Services - ff26	127.68	Fixed Fee Services - ff8	18.96

Fixed Fee Services - ff27	132.84	Fixed Fee Services - ff9	43.44
Fixed Fee Services - ff28	10.20	Timeline Access	30.60
Fixed Fee Services - ff29	5.04	Operator Alarm Call	1099.00

Note : *From 1st April 2020 the calls to 101 Fixed Fee Services - ff31 are free of charge.

Early Termination Charges

If you decide to cancel your service with us before the minimum term ends, you may have to pay an early termination charge. This charge can vary depending on your service and the number of months you have left on your contract. The tables below show how much you're charged for each month remaining on the minimum term applicable to your existing agreement and can be used to calculate the early termination charge that may be payable (If you cancel your Service after the minimum term applicable to your agreement has elapsed, no early termination charges will be payable).

For exceptions where this charge may be waived please see our Terms & Conditions available at shellenergy.co.uk/broadband-terms. Note: If you signed up to a Home Phone only service from 01/02/2019 onwards, then no minimum term will apply and there are no early termination charges unless you have recontracted.

Action	Current Package	Monthly Early Termination Charges	Notes
Cancellation of Service whilst still in Minimum Term applicable to your Agreement	Home Phone	£6.19	Applicable to sign ups until 31st Jan 2019
		£0.00	Applicable to sign ups from 1st Feb 2019 onwards (no Minimum Term applies to this contract)
	Broadband Connect	£11.53	
	Unlimited Broadband	£11.53	
	Unlimited Fibre Broadband	£20.15	
	Unlimited Fibre Broadband Plus	£20.37	
	Broadband Basics	£11.53	

Please note that we calculate your early termination charge based on the number of months and days remaining in the Minimum Term applicable to your agreement after the effective date of termination of your service.

Example:

If you are an **Unlimited Broadband** customer on an **18 month minimum term** that commenced on **1st April 2019** and is due to end on **30th September 2020**.

You have around 9 months left on your minimum term agreement but you decide to terminate your service early on **15th January 2020**. You would be required to pay **£98.31** in early termination charges. This is calculated as follows:

1) Early Termination Charge applicable **16th January 2020 – 31st January 2020** = $(£11.53/30.4) \times 16$ days = **£6.07**

Note: 30.4 is the average number of days in a month used by us for the calculation of Early Termination Charge purposes, we divide by this amount to work out a daily amount.

2) Early Termination Charge applicable **1st February 2020 – 30th September 2020** = $£11.53 \times 8$ months = **£92.24**

3) Early Termination Charge = **£6.07 + £92.24 = £98.31**

Notes:

The Early Termination Charge will apply when you cancel your Service (whilst you are still in Minimum Term applicable to your Agreement) for any of the reasons below:

- You have asked us to cancel the service
- We have received notification from another service provider that they want to take over your line.
- You are moving home and do not want to take the service with you.
- Change of responsibility to a new owner (excluding change of responsibility to spouse in which case no early termination charge will apply).
- We have terminated your service due to abuse of service by you where you are in breach of your agreement or your non-payment of a bill.

Downgrade Fees

A downgrade charge will apply if you decide to downgrade your package whilst still in the existing minimum term applicable to your agreement. The charges for downgrade fee have been explained in the table below:

Please call our Customer Service team if you want to know what downgrade fee may be applicable to you. If you downgrade your service after the minimum term applicable to your agreement has elapsed, no downgrade fee will be payable.

Action	Downgrading from package	Downgrading to package	Monthly downgrade charge
Downgrade of package whilst still in Minimum Term applicable to your Agreement (including if you request downgrade of package during Home Move***)	Home Phone 12 month contract*	Home Phone	£6.19
	Broadband Essential & Phone*	Home Phone	£11.53
	Broadband Premium & Phone*	Home Phone	£11.53
	Unlimited Broadband 12,18 or 24 month contract	Home Phone	£11.53
	Broadband Connect 12 month contract	Home Phone	£11.53
	Unlimited Broadband 18 month contract**	Unlimited Broadband 12 month contract	£11.53
	Unlimited Broadband 24 month contract**	Unlimited Broadband 12 or 18 month contract	£11.53
	Unlimited Fibre Broadband 12,18 or 24 month contract	Home Phone	£20.15
	Unlimited Fibre Broadband 12,18 or 24 month contract.	Unlimited Broadband 12,18 or 24 month contract.	£20.15
	Unlimited Fibre Broadband 18 month contract**	Unlimited Fibre Broadband 12 month contract	£20.15
	Unlimited Fibre Broadband 24 month contract**	Unlimited Fibre Broadband 12 or 18 month contract	£20.15
	Unlimited Fibre Broadband Plus 12,18 or 24 month contract	Home Phone	£20.37
	Unlimited Fibre Broadband Plus 12,18 or 24 month contract	Unlimited Broadband 12,18 or 24 month contract	£20.37
	Unlimited Fibre Broadband Plus 12,18 or 24 month contract	Unlimited Fibre Broadband 12,18 or 24 month contract	£20.37

Notes:

* These are the legacy packages no longer available for new sale.

** For the customers who want to downgrade contract length within the same package if the period remaining on the existing contract is higher than the new contract length then ETC will apply for the difference between the two e.g. if the customer is on a 24 month contract on Unlimited Broadband wants to move to 12 month contract within the same package but still has 17 month remaining on existing contract then ETC's will apply for the 5 month period.

***In case of a Home Move where the customer had Home Phone with 12M Minimum Term Service previously and is still in agreement the ETC charges will not be applicable as long as they sign up to any of new Broadband or Home Phone Services with Shell Energy at their new address.

Example:

If you are an **Unlimited Broadband** customer on an **18 month minimum term** that commenced on **1st April 2019** and is due to end on **30th September 2020**.

You have around 9 months left on your minimum term agreement but you decide to downgrade your service to Home Phone Only on **15th March 2020**. You would be required to pay **£75.25** in downgrade charges. This is calculated as follows:

1) The Downgrade charge applicable **16th March 2020 – 31st March 2020** = $(£11.53/30.4) \times 16$ days = **£6.07**

Note: 30.4 is the average number of days in a month used by us for the calculation of Early Termination Charge purposes, we divide by this amount to work out a daily amount.

2) The Downgrade Charge applicable **1st April 2020 – 30th September 2020** = $£11.53 \times 6$ months = **£69.18**

3) Total Downgrade charge = **£6.07 + £69.18 = £75.25**

Broadband & Phone Care Levels

Maintenance Options	Standard Care	Prompt Care	Total Care
Home Phone	£0.00	£1.44	£7.00
Unlimited Broadband, Broadband Essential, Broadband Premium and Broadband Basics	£0.00	£0.00	£7.00
Unlimited Fibre Broadband and Unlimited Fibre Broadband Plus	N/A	£0.00	£20.00
Broadband Connect	£0.00	£1.44	£7.00

Keeping your phone number (Number Porting)

In most cases, we can help bring your existing phone number over when you switch to our broadband and phone service – this is sometimes referred to as “Number porting”. When you place your order we'll let you know if this is possible along with the expected time frames and dates when this will be switched over by. This is normally the **go live date** specified in the welcome letter we send to you a few days after you join. If we are unable to switch your number over by the agreed date, you may be eligible for compensation as described below. This compensation will be applied as a credit on your account and you should be able to see this on your first bill.

If we told you that you can keep your number but:

- Number porting is delayed by more than **one business day after your service has gone live**: you are entitled to compensation of £2.50 per calendar day (with a maximum cap limit of £30). The number of days of compensation is calculated from the number porting completion date we communicated to you up until the date when the number porting was actually completed. This does not apply if the service has not gone live as it will be dealt with separately.
- Number porting now **cannot be completed due to network or other issues and your service has gone live**: You are entitled to compensation of up to £30. You may also choose to cancel your contract and early termination charges will not apply.

You will not be entitled to claim compensation if, in Shell Energy Broadband's reasonable opinion:

- Someone other than Shell Energy causes a delay or prevents Shell Energy from porting your number;
- The number has been ported by the Port Date but any other part of the Service, such as, but not limited to voicemail, is unavailable.
- The failure to port number is beyond Shell Energy reasonable control

If we can't transfer your number, we'll let you know and provide you with the option to get a new one. Our Customer support team will be in touch with you if we experience delays or are unable to port your number due to network issues.

Legacy Broadband and Home Phone packages we no longer sell

IMPORTANT: If you have been moved from Post Office to Shell Energy, there may be some changes to your package that will apply after you have been moved. Please check the table below to see if any changes apply to you. For details on what package you currently have, please check your most recent bill.

Charge Description	Stop Sell Date	Minimum Term	Monthly Charge	Changes to package*
Home Phone	1st May 2018	12 Month	£16.99 [^]	No change.
Home Phone	11th Nov 2018	12 Month	£15.00 [#]	No change.
Home Phone*	31st Jan 2019	12 Month	£15.00 [#]	No change.
Home Phone*	10th Mar 2020	No minimum contract term	£15.00 [#]	No change.
Broadband Essential	1st Feb 2018	12 Month	£29.00	The name of your package will change to "Unlimited Broadband (inc line rental)" on your bill and your service is now fully unlimited (previously 10GB data limit).
Broadband Premium	1st Feb 2018	18 Month	£30.00	The name of your package will change to "Unlimited Broadband (inc line rental)"
Broadband Only Essential	1st Sep 2013	18 Month	£29.00	You will be contacted to discuss migration options to Shell Energy Broadband.
Broadband Only Premium	1st Sep 2013	18 Month	£30.00	You will be contacted to discuss migration options to Shell Energy Broadband.
Unlimited Broadband	11th Nov 2018	12, 18 or 24 Month	£30.00	For selected customers, your Broadband and line rental charges will now appear as a single combined package charge on your bill as "Unlimited Broadband (inc line rental)"
Unlimited Fibre Broadband	11th Nov 2018	12, 18 or 24 Month	£37.00	For selected customers, your Broadband and line rental charges will now appear as a single combined package charge on your bill as "Unlimited Fibre Broadband (inc line rental)"
Unlimited Fibre Broadband Plus	11th Nov 2018	12, 18 or 24 Month	£42.00	For selected customers, your Broadband and line rental charges will now appear as a single combined package charge on your bill as "Unlimited Fibre Broadband Plus (inc line rental)"
Broadband Connect	11th Nov 2018	12 Month	£30.00	The name of your package will change to "Unlimited Broadband (inc line rental)" on your bill.

*These changes will apply to your package after you have been moved to Shell Energy Broadband.

Notes:

Home Phone: This package provides weekend calls to UK landlines (01, 02, 03) and 0845 and 0870 numbers, Calling Number Retrieval (1471) and Caller Display (opt-in). 1571 Standard Voicemail (opt-in) is chargeable from 12th November 2018. Caller Display has been enabled free of charge for all customers with a Home Phone line during September 2018. [^]The 12 Month Minimum Term is applicable with this product if your Service includes a new line provision.

Home Phone* - This package includes any time calls to other Post Office Home Phone numbers, Calling Number Retrieval (1471) and Caller Display.

From 02 November 2020 all existing Home Phone customers on £11.50 a month will see the price of the service change to £15.00 a month. As part of this Home Phone package the customers on bill media paper will not be charged for paper bill and will see a credit for this on their bill.

Home Phone with Broadband Essential: Included within this package is a monthly usage allowance of 10GB (to be upgraded to Unlimited after you have been moved to Shell Energy), wireless router and SafeGuard on-line security tool. £2.00 paper bill charge applies to all the customers who signed up or upgraded to this package post 24th April 2017.

Home Phone with Broadband Premium: This package provides an unlimited monthly usage, wireless router and SafeGuard on-line security tools. £2.00 paper bill charge applies to all the customers who signed up or upgraded to this package post 24th April 2017.

Broadband Only Essential (also previously known as Broadband Standard Rental): Included within this package is a monthly usage allowance of 10GB. Home Phone is not included.

Broadband Only Premium (also previously known as Broadband Extra Rental): This package provides an unlimited monthly usage. Home Phone line rental is not included.

Post Office Email accounts: This service no longer available to customers who signed up post 24th April 2017. Any existing Broadband customer signed up prior to 24th April 2017 will still have access to their email.

Unlimited Broadband /Unlimited Fibre Broadband /Unlimited Fibre Broadband Plus /Broadband Connect: Package includes: Inclusive weekend calls to UK landlines (01, 02, 03, 0845 and 0870 numbers), Calling Number Retrieval (1471), Caller Display (opt-in), Totally unlimited usage, Wi-Fi router, SafeGuard (our online security tool that helps block harmful or inappropriate online content), and Online billing. 1571 Standard Voicemail (opt-in) is chargeable from 12th November 2018. Caller Display has been enabled free of charge for all customers with Home Phone during September 2018.

All Broadband customers who have an active license for Internet Security software and using an older anti-virus product called Fujitsu Internet Security (*Bit Defender 2013) please note that this software has been withdrawn on 20 July 2020 and after this date you will no longer be able to use it. All Broadband packages above are subject to our Fair and Acceptable Use Policy.

Legacy Call Plans we no longer sell

If you joined before 12/11/2018 then you may be on one of the call plans listed below. If you are on one of these plans, you can continue to keep your plan however If you wish to change call plan or you enter into a new minimum term agreement, you will need to move to one of our current call plan listed in this price guide.

IMPORTANT: If you have been moved from Post Office to Shell Energy, there may be some changes to your package that will apply after you have been moved. Please check the table below to see if any changes apply to you. For details on what package you currently have, please check your most recent bill.

Call Plan	Monthly Charge	Details of the call plan	Changes to package*
Weekend (old)	£0.00	<ul style="list-style-type: none"> Inclusive Weekend calls to UK landlines (01, 02 or 03). Inclusive Weekend calls to 0845 and 0870 numbers (1) 	<p>The name of your package will change to “Weekend Calls” on your bill.</p> <p>Your plan will now include Anytime calls to other Post Office Home Phone customers.</p>
Evening & Weekend (old)	£6.00	<ul style="list-style-type: none"> Inclusive Evening & Weekend calls to UK landlines (01, 02 or 03) Inclusive Evening & Weekend calls to 0845 and 0870 numbers (1) Inclusive Weekend calls to landlines in our International saver 40 countries and UK Standard Mobiles (and 070 personal numbers) 	<p>No change</p>
Anytime (old)	£13.00	<ul style="list-style-type: none"> Inclusive Anytime calls to UK landlines (01, 02 or 03) Inclusive Anytime calls to 0845 and 0870 numbers. (1) Inclusive Weekend calls to landlines in our International saver 40 Countries, UK Standard Mobiles (and 070 personal numbers) 	<p>The name of your package will change to “Anytime Plus” on your bill.</p> <p>Your plan will now include Anytime calls to UK standard mobiles (and 070 personal numbers) and landlines in 15 countries for no extra cost.</p>

*These changes will apply to your package after you have been moved to Shell Energy Broadband.

Note:

1) Fair & Acceptable Use Policy. Customers who have call plans with inclusive 0845 and 0870 calls will be limited to a total of 1000 minutes of calls per month to these numbers. Shell Energy reserves the right to charge and/or cease the service of customers who exceed this monthly threshold of 1000 minutes. Inclusive calls to 0845 and 0870 numbers include the access charge.

Legacy Calling features we no longer sell

The features below were completely withdrawn on **27th May 2020** and you are no longer able to use them.

Charge Description	Stop Sell Date	Monthly Charge
Ring Back (Auto Redial)	29th April 2020	£2.50
Ring Back (Auto Redial No Prompt)	29th April 2020	£2.50
Ring Back Inhibit (Auto Redial Block)	29th April 2020	£0.00
Remind Me Call	29th April 2020	£2.50
Subscriber Incoming Call Bar	29th April 2020	£0.00

Line Feature Bundles

The following line feature bundles were completely withdrawn on **15th November 2021** and existing customers are not able to select these bundles. If you already have one of these bundles, they will be shown on your bill as £2.50 per feature with a relevant discount after your service has been moved to Shell Energy Broadband.

Features that can be Bundled	Bundle Price*
Call Divert Incoming Call Alert	£2.50 a month for one £4.00 a month for two

Operator Service Charges - Operator connected and reverse charge calls

Operator Connected calls are accessed by dialling 100, 155 (International Operator) or 198 (Special Assistance). Calls to the Operator are free of charge but you will be charged higher rates, as detailed below, if your call is onward connected. Operator Connected services are not available to all customers and you may be directed to Customer Services to resolve your enquiry. Our Customer Services team will not be able to onward connect your call.

Operator Connected calls - Pence per minute billing at all times of day

Calls are rounded up to the nearest next whole minute for billing purposes. Each call charge is then rounded up to the next whole penny before VAT. The Operator will not onward connect calls to premium rate services.

Destination	Connection	Rate per minute
Local & National (incl 0845)	100.00	110.00
UK Mobiles	100.00	110.00
International	100.00	110.00
Other	100.00	110.00

Reverse Charge calls - per minute billing at all times of day

A Reverse Charge call is paid for by the home phone customer receiving the call rather than the one making it. Prices are dependent on where the Reverse Call originates from - Fixed Line, UK Mobile, or International. Calls are rounded up to the nearest next whole minute for billing purposes.

Origination	Connection	Rate per minute
Fixed Lines (incl Payphones)	299.00	99.00
UK Mobiles	299.00	99.00
International	1000.00	575.00