



**Shell**  
**ENERGY**

# Broadband Pricing Notification FAQ December 2020

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## Pricing Notification - December 2020

We are changing some of our Charges from 11th January 2021. This change will impact all customers who signed up to Shell Energy Broadband prior to 2nd September 2020.

	Non-energy Customers	Energy Customers
Product Charges	<p>Fast and First Broadband will increase by £2 per month (with free upgrade to Fibre where available)</p> <p>Fibre Broadband increase by £1 per month</p>	<p>Fast and First Broadband will increase by £2 per month (with free upgrade to Fibre where available)</p> <p>Fibre Broadband no increase</p>
Call Plans	All call plans increase by £1 per month	
Calls	<ul style="list-style-type: none"> <li>■ Connection - 23p per call</li> <li>■ UK landline / mobile / Service calls - 15p per minute</li> </ul>	
'Giveaway'	<ul style="list-style-type: none"> <li>■ Calls to our Call Centre from your Shell Energy landline will be free of charge from 11 January 2021</li> </ul>	

## Frequently Asked Questions

### Why are Shell Energy Broadband increasing their pricing?

Before now, we've never increased pricing for existing customers. We're committed to ensuring that our prices are still competitive and offer great value for money. Our costs have increased and network usage has increased by 51% this past year. We're confident that our new prices are still competitive and still offer great value for money.

### How are we notifying our customers of the price change?

All affected customers will receive a letter or an email with advanced notice of our price change.

### What if I am not happy with the changes made to my pricing?

We understand if you aren't happy with these changes. You can cancel your service within 30 days of receiving our price rise notification, without an early termination charge. Please give us a call if you have any questions, or are thinking of leaving on 0333 241 9412. Our agents will be more than happy to discuss any concerns or options with you. Lines are open Monday to Friday, from 9pm to 5pm.

### If I choose to leave within the 30 days, will I be charged an early termination charge?

Customers leaving service within 30 days from receipt of the price change notification will not be charged early termination charges. Customers leaving service within 30 days from receipt of the price change notification will not be charged early termination charges. The £15 cease charge will also not be charged.

### I signed up to you in October 2020, will my prices be increasing?

No, the price change only affects customers that signed up before 2 September 2020. Anyone who signed up after this date is already on our newest packages, and our newest terms and conditions.

### What about the no end of contract price rises?

We still strongly believe that your prices shouldn't rise just because your contract is coming to an end. That's why we'll continue to honour our no end of contract price rises commitment. When a customer purchases a product at a discounted price, this won't increase to the standard price at the end of the contract.

### Will price rises now be a regular event?

No, however from April 2022 onwards, charges will automatically increase by the rate of inflation. Details of this are included in our Terms and Conditions.

### When will the new charges take effect and appear on my bill?

The changes will take effect from 11 January 2020. The bill you receive following this will include charges up to 10 January 2020 on your old charges, and the new charges from 11 January 2020 to the end of the charge period.

### My service is being upgraded, when will I be on Fibre?

Your price will change from 11 January 2020. We'll start to upgrade services from the beginning of January and aim to complete this by the end of February. If you've been identified as eligible for an upgrade, we'll send you a notification to let you know when this has been completed.

### My service is being upgraded, do I need a different router?

No, your existing router will work with your new broadband.

### If I have been upgraded to fibre does this start a new contract?

No, your existing contract dates remain the same.

### Will the price increase only come into effect once I have been upgraded?

No, the price change will happen on 11 January 2020, however, your service will be upgraded anytime up to the end of February 2021.

### I am a First Phone/First Telecom customer, will my prices be changed?

Yes, there'll be some changes to the charges of calls, this is detailed in the letter we've sent to you. If you have a call plan, this will also increase by £1.