



# Principal Product Information:

Telephone Packages – Product Range 14

## Summary price information

| Our prices  |              | 12 month - Fixed Term Packages   |   |  |  |
|---|--------------|--|---|--|--|
|   |              | Talk weekend (14)<br>Inclusive local and national weekend calls  | Talk evening and weekend (14)<br>Inclusive local and national evening and weekend calls | Talk anytime (14)<br>Inclusive local and national calls and to 20 international destinations anytime | Talk anytime plus (14)<br>Inclusive local and national calls and to 20 international destinations with discounted mobile rates anytime |
| monthly package price   |              | £0.00  | £2.00   | £5.00  | £7.00  |
| monthly line rental   |              | £12.00   | £15.00  | £15.00   | £15.00   |
| Local/national calls  | day rate     | 8.1p/min   |   | inclusive up to 70 mins then 8.1p/min  |  |
|   | evening rate | 8.1p/min   | inclusive up to 70 mins then 8.1p/min   |  |  |
|   | weekend rate | inclusive up to 70 mins then 8.1p/min  |   |  |  |
| calls to mobiles  | day rate     | 11p/min  | 11p/min   | 11p/min  | 5.5p/min   |
|   | evening rate | 11p/min  | 11p/min   | 11p/min  | 5.5p/min   |
| call set up charge for non-inclusive calls  |              | 13.5p/call   | 13.5p/call  | 13.5p/call   | 13.5p/call   |
| 0845 and 0870 calls   |              | Inclusive up to 70 minutes for the same inclusive period as your calls package.<br>From 1 July 2015, these calls will be charged as explained in notes 4 and 5 below.  |   |  |  |
| Access Charge - applicable from 1 July 2015 for calls to non inclusive 084, 087, 09 and 118 numbers |              | 6.9 p/min  | 6.9 p/min   | 6.9 p/min  | 6.9 p/min  |
| international calls   |              | 10per min for:   |   | inclusive up to 70 mins then 10p/min for:  |  |
|   |              | the following 20 countries:<br>USA, Canada, Australia, New Zealand, Austria, Belgium, Denmark, France, Germany, Greece, Ireland, Italy, Netherlands, Norway, Poland, Portugal, South Africa, Spain, Sweden and Switzerland |   |  |  |
| call features   |              | £3.25 per feature per month or 4 features for £6.75 per month for any of the following features:<br>Call barring, Caller display, Call diversion, Ringback, Call waiting, 3-way calling, Call sign and Call reminder       |   |  |  |

## Further important information about your phone package

1. Our **Talk (14) packages** are only available to residential customers with a BT line and are provided for domestic use only. All prices indicated include VAT at 20%, unless otherwise stated.
2. Payment should be by Direct Debit, unless we agree that payment can be made by other means. Standard line rental charges include quarterly paper bills or monthly electronic bills. Paper billing on a monthly basis is available at an extra charge of £1 per month.
3. Inclusive local and national calls are those to numbers beginning 01, 02 and 03 for a maximum duration of 70 minutes. Redial before 70 minutes to avoid additional charges. Daytime calls mean from 7am to 7pm Monday to Friday; Evening calls before 7am and after 7pm Monday to Friday; Weekend calls midnight Friday to midnight Sunday. When calls run over more than one charge period (for example, starting in an inclusive period and ending in a non-inclusive period), they will be charged according to the rate applicable when the call started.
4. 0845 & 0870 calls are also inclusive up to 70 minutes during the same inclusive periods as your call package. Excludes indirect access numbers and dial-up internet access. Fair use policy applies – maximum 1,000 minutes or 150 calls a month. If either of these limits is exceeded we will charge for these calls at the equivalent rate for non-inclusive periods.
5. As of 1st July 2015, calls to Unbundled Tariff Numbers beginning with 084, 087, 09 and 118, will be charged as the sum of two elements: a 'Service Charge' and an 'Access Charge'. The 'Service Charge' is as published by the business being called while the 'Access Charge', set by us, is 6.9p per minute. After this date, 0845 and 0870 calls will remain non-chargeable (no Access Charge or Service Charge will apply) for the first 70 minutes, as previously, for the relevant periods of your calls package and calls to these type of numbers will not be subject to a set-up fee.
6. When not inclusive in the package, 0845 calls cost a maximum of 13.90p for a one minute call and 0870 calls cost a maximum of 19.90p for a one minute call for all these packages. Calls to other NTS (Number Translation Service) numbers vary depending on the number, with a maximum cost of 19.90p for a one minute call.
7. For **talk anytime (14)** and **talk anytime plus (14)** packages, calls to standard fixed line destinations in specified international countries are inclusive up to 70 minutes. Redial before 70 minutes to avoid additional charges. Fair use policy applies – maximum 700 minutes a month. If this limit is exceeded we will charge for these calls at the equivalent rate for non-inclusive periods.
8. Calls to international destinations not listed above, as well as international mobiles, international specialised services and non-geographic numbers such as directory enquiries, internet numbers and premium-rate services are charged at different rates.
9. The mobile rates listed apply 7 days a week for calls to all networks including O2, Orange, Vodafone, T-Mobile, EE and Three. Calls to personal numbers beginning 070 have different rates from standard mobile calls and both types are excluded from call packages. Calls to 070 numbers cost a maximum of 89.08p for a one minute call for all packages. Subsequent minutes for all packages cost a maximum of 75.58p per minute.
10. The call set-up charge does not apply to inclusive calls as well as certain other call types.
11. The key prices that form part of the **talk (14)** packages will not be subject to increases during the fixed term, except in the scenario of an increase to VAT or any other relevant tax/levy. The key prices are included in the table above and refer to: monthly line rental and package prices; the price of non-inclusive day, evening and weekend calls to local, national and mobile destinations, and to the top 20 international destinations; the call set up fee; and the prices for listed call features. Other prices not listed above, including directory enquiries, engineering charges, other international destinations as well as the Access Charge are all subject to change. All pricing updates are found on our website at the following location: [www.sse.co.uk/PhoneAndBroadband/Prices/Pricesupdates](http://www.sse.co.uk/PhoneAndBroadband/Prices/Pricesupdates)
12. Call rounding: all local/national calls and calls to mobiles and international calls will be rounded up to the next whole minute. This does not apply to NTS, premium rate or inclusive calls. The total cost of each non-inclusive call will be rounded up to the nearest whole penny.
13. Termination Charges: after the cooling off period, termination charges apply to all **talk (14)** packages if the contract is cancelled during the fixed term. The charge is the following amount for each remaining month of the 12 month fixed term: **talk weekend (14)** package: £1.50, **talk evening and weekend (14)** package: £2.50, **talk anytime (14)** package: £5.00 and **talk anytime plus (14)** package: £6.50.
14. Package changes during the fixed term: package choice can be changed but, if this takes place within the fixed term of a contract, it will result in the contract restarting for a new fixed term period and termination charges may be payable for the contract just terminated.
15. End of fixed term and renewals: at the end of the term we will invite you to renew your contract. If you choose not to proceed with the renewal, or if you fail to reply to a written renewal offer from us, your package will revert to an equivalent non fixed term package.
16. For further pricing details, including administrative charges that apply in certain circumstances, see our **Products and Prices (product range 14)** document which can be found on our website at the following location: [www.sse.co.uk/PhoneAndBroadband/Prices/talkPrices](http://www.sse.co.uk/PhoneAndBroadband/Prices/talkPrices)
17. The general **Terms and Conditions** that govern all **talk** products, as well as our **Code of Practice**, can be found on our website at the following location: [www.sse.co.uk/HelpAndAdvice/RegulatoryInformation](http://www.sse.co.uk/HelpAndAdvice/RegulatoryInformation)

## Information about transferring your phone service

18. We will arrange your transfer once you have agreed to be supplied with one of our **talk (14)** packages and you do not need to contact your existing supplier. We will confirm the details of your package to you in the next few days and then start the transfer process. We use an industry standard process to submit an order to our wholesalers and, once they have confirmed a transfer date to us, we will write to you in good time to let you know when this will be – usually around 21 days after you place your order.
19. You have the right to cancel your order, without charge, up to 5pm on the working day before the transfer date but please, where possible, give us at least 48 hours notice of your request. To cancel your order, please use the contact details provided in our correspondence or write to us at PO Box 230, Havant, Hampshire PO9 9DT.
20. If you have an alarm system that dials out using your telephone line, please note that on rare occasions these alarms may be disrupted if a telephone line is transferred between different suppliers. We are not able to identify which alarms might be disrupted, therefore if your alarm is of a critical nature (e.g. medical emergency) then we suggest you make alternative arrangements for the transfer date.

# Contacting Us

|                   | Customer Service Telephone Number | Customer Service Email Address   |
|-------------------|-----------------------------------|--|
| Southern Electric | 0800 980 9922                     | <a href="mailto:customerservice@southern-electric.co.uk">customerservice@southern-electric.co.uk</a> |
| Scottish Hydro    | 0800 980 9923                     | <a href="mailto:customerservice@hydro.co.uk">customerservice@hydro.co.uk</a>                         |
| SWALEC            | 0800 980 8262                     | <a href="mailto:customerservice@swalec.co.uk">customerservice@swalec.co.uk</a>                       |
| Atlantic          | 0800 980 9866                     | <a href="mailto:customerservice@atlantic.co.uk">customerservice@atlantic.co.uk</a>                   |
| SSE               | 0800 048 2394                     | <a href="mailto:customerservice@sse.co.uk">customerservice@sse.co.uk</a>                             |

**Or write to us at:**

Phone & Broadband Team  
PO Box 230  
Havant  
PO9 9DT

**Websites:**

[www.southern-electric.co.uk/HelpAndAdvice/RegulatoryInformation/](http://www.southern-electric.co.uk/HelpAndAdvice/RegulatoryInformation/)  
[www.swalec.co.uk/HelpAndAdvice/RegulatoryInformation/](http://www.swalec.co.uk/HelpAndAdvice/RegulatoryInformation/)  
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[www.sse.co.uk/HelpAndAdvice/RegulatoryInformation/](http://www.sse.co.uk/HelpAndAdvice/RegulatoryInformation/)  
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