



Shell
ENERGY

Broadband and Phone Price List

For all Shell Energy Broadband and Phone customers
effective **1st September 2022**.

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

Annual Price Changes

When you join Shell Energy Broadband, each April, we may, at our discretion, adjust the price of all your charges (including your price plan charges) by the Consumer Price Index (CPI) rate of inflation which is published by the [Office for National Statistics](#) in January of each year except where the CPI figure is negative. We will then add up to 3%. For example, if you're paying £20 a 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.

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

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 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 2023 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%.

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

For all customers who sign up to Broadband and Phone Services

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1. Shell Energy Broadband and Phone Product Charges

(Standard Charges applicable for customers who enter into Agreements on or after 10th January 2022)

Service	Usage Limit	Average download speed	Connection fee	Standard Monthly Charge and Out of Contract Price	Minimum Period
Fast Broadband	Unlimited	11Mb/sec	£0.00	£27.58	12 / 18 months
Superfast Fibre	Unlimited	38Mb/sec	£0.00	£32.88	12 / 18 months
Superfast Fibre Plus	Unlimited	67Mb/sec	£0.00	£38.19	12 / 18 months
Ultrafast Fibre	Unlimited	140Mb/sec	£0.00	£44.55	12 / 18 Months
UltrafastFibre Plus	Unlimited	290Mb/sec	£0.00	£49.86	12 / 18 Months
Full Fibre 100	Unlimited	109Mb/sec	£0.00	£37.99	18 months
Full Fibre 200	Unlimited	207Mb/sec	£0.00	£42.99	18 months
Full Fibre 300	Unlimited	311Mb/sec	£0.00	£47.99	18 months
Full Fibre 500	Unlimited	525Mb/sec	£0.00	£52.99	18 Months
Full Fibre 900	Unlimited	944Mb/sec	£0.00	£57.99	18 Months
Home Phone Rental (not available for sale to new customers)	N/A	N/A	£0.00	£18.03	N/A
Home Phone Calls Only	N/A	N/A	£0.00	£0.00	N/A

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:

1. This Price List is subject to our Terms and Conditions which can be found at shellenergy.co.uk/broadband/terms. The definitions set out in the Introduction of our Terms and Conditions shall apply to this Price List.
2. All prices set out in the Price List are inclusive of VAT.
3. The above 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.
4. 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..
5. These are our standard Charges. The price you pay may be different if you took a product as part of a promotional offer and will be shown on your order confirmation email.
6. You will receive a wireless Router as part of the Broadband Service.
7. The above Charges are based on paperless billing. If you require paper billing you will be charged an additional £2 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](#).
8. Once your Service has started, you will be eligible to receive a Shell Energy Fuel Saving of 3% off the cost of Shell fuel up to a maximum of 60L per month which can only be redeemed at participating UK Shell service stations against Shell fuel (V Power and main grade petrol and diesel) and LPG. Only one Shell Energy Fuel Saving is available per Premises, even if you are both an energy and broadband customer. Your allowance will be refreshed on the 1st of each calendar month. If you do not use your Shell Energy Fuel Saving in any given month then it will be lost and cannot be rolled over and used in another month.

9. Your monthly Charges may increase each year on 1 April from 2023 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. If you enter into your Agreement with us between 1 February and 1 April, 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. For details, see our [Annual CPI Price Increase Guide](#).
10. Average download speeds are based on the download speeds of at least 50% of customers at peak time. (8pm - 10pm). 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 Install Charge	£60.00
Full Fibre Install Charge	£60.00
Homemover Fee where new premises has a compatible line*	£0.00
Homemover Fee where new premises has no compatible line*	£60.00
Change of telephone number**	£35.00
Keep my number**	£35.00
Faults - Engineer call out charge (including 1 st hour)***	£65.00
Faults - Engineer call out charge (additional hour)	£65.00
Shift of an internal line	£100.00
Provision of an extension socket	£100.00
Missed engineer appointment****	£65.00
Standard wireless Router not returned in good working order *****	£35.00
Premium wireless Router not returned in good working order *****	£50.00
Additional / Replacement Micro-filter	£2.50
Missed or late payment	£7.50
Stopped Payment (Returned Cheque) charge	£25.00
Stopped Payment (Return to payer/Direct Debit) charge	£5.00
Debt recovery admin charge	£15.00
Static IP Address	£15.00
Initial Router Postage cost	£4.95

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).

*****As set out on page 2, 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 if you or we cancel your Agreement, we may request that you return the Router to us using the pre-paid returns envelope which we will provide you with. We will accept proof of postage as proof that you have sent us the Router. If we do not receive the Router back 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.

3. Optional Feature Charges

Pay monthly Optional Feature Charges

Charge Description	Monthly Charge
Voicemail (1571)	£2.92
Voicemail Plus	£3.50
Caller Display	£0.00
Number Retrieval (1471)	£0.00
Call Waiting	£3.50
Call Divert	£2.65
Choose to Refuse	£3.75
Anonymous Caller Reject	£4.50
Customer Controlled Call Barring (Outbound)	£2.50
Prompt Care (Fast Broadband only)	£1.50
Prompt Care (Fibre and Full Fibre Packages only)	£0.00
Total Care (Fast Broadband only)	£7.43
Total Care (Fibre and Full Fibre Packages only)	£20.00

Pay per use Optional Feature Charges

Charge Description	Charge per use
Call return	20p
Reminder call	40p
Auto redial	40p
Threeway call	60p
Speaking Clock (Timeline)	50p
Ring Last Caller (CLI Recall)	20p

4. Early Termination Charges

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

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 2016 and the Service is terminated on 15th November 2017, you would be required to pay £35.86. This is calculated as follows:

1. Early Termination Charge applicable 15th November – 30th November 2017 = $(£6.50/30.4) \times 16$ days = **£3.42**.
2. Early Termination Charge applicable 1st December – 30th April 2018 = $£6.50 \times 5$ months = **£32.50**.

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

Total Charges payable = £35.92

Other Charges that may apply	
Broadband wireless Router not returned in good working order **	£35

** 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 **24.40p 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	£6.37	Unlimited evening and weekend calls to UK landlines, UK mobiles and 0845/0870 numbers.
Anytime	£10.61	Unlimited calls to UK landlines, UK mobiles and 0845/0870 numbers.
Anytime Plus	£13.79	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	£7.43	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	19.10p per minute	19.10p per minute	Included	Included
	Evening		Included	Included	Included
	Weekend		Included	Included	Included
0845 & 0870 numbers	Daytime	19.10p per minute + Service Charge	19.10p per minute	Included	Included
	Evening		Included		
	Weekend		Included		
UK mobiles	Daytime	19.10p per minute	19.10p per minute	Included	Included
	Evening		Included	Included	Included
	Weekend		Included	Included	Included
Access Charge (Service Numbers)* 090, 118, 084 & 087 Numbers	At all times	19.10p per minute + Service Charge	19.10p per minute + Service Charge Note: Calls to 0845/0870 included in your call plan as listed above.		
Channel Islands & Isle of Man (landlines)	Daytime	19.10p per minute	19.10p per minute	Included	Included
	Evening		Included	Included	Included
	Weekend		Included	Included	Included

Notes:

24.40p 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 19.10p.
- **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.

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 24.40p connection fee.

Charge Band	Call set-up	Standard Charge (pence per min)		International Call Package Charge* (pence per min)	
		Landline	Mobile	Landline	Mobile
EU	24.40p per call	19	19	0	4.75
A	24.40p per call	25	50	0	12.5
B	24.40p per call	25	50	12.5	25
C	24.40p per call	50	75	25	37.5
D	24.40p per call	75	100	37.5	50
E	24.40p per call	100	125	50	62.5
F	24.40p per call	125	150	62.5	75

*Customers on our International Calls Package receive discounted calls (applies to pence per minute rate) to international landline and mobile numbers. See page 10 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.

Country	Charge Band	Standard Charges (Pence per min)		International Call Package* (Pence per min)	
		Landlines	Mobiles	Landline	Mobile
Afghanistan	F	125	150	62.5	75
Albania	C	50	75	25	37.5
Algeria	C	50	75	25	37.5
American Samoa	F	125	150	62.5	75
Andorra	C	50	75	25	37.5
Angola	E	100	125	50	62.5
Anguilla	D	75	100	37.5	50
Antarctica	F	125	150	62.5	75
Antigua & Barbuda	B	25	50	12.5	25
Antilles	D	75	100	37.5	50
Argentina	E	100	125	50	62.5
Armenia	E	100	125	50	62.5
Aruba	D	75	100	37.5	50
Ascension Island	D	75	100	37.5	50
Australia	A	25	50	0	12.5
Austria	EU	19	19	0	4.75
Azerbaijan	C	50	75	25	37.5
Azores	EU	19	19	0	4.75
Bahamas	A	25	25	0	12.5
Bahrain	E	100	125	50	62.5
Bangladesh	B	25	50	12.5	25
Barbados	B	25	50	12.5	25
Belarus	C	50	75	25	37.5
Belgium	EU	19	19	0	4.75
Belize	E	100	125	50	62.5
Benin	E	100	125	50	62.5
Bermuda	B	25	50	12.5	25
Bhutan	D	75	100	37.5	50
Bolivia	E	100	125	50	62.5
Bosnia-Herzegovina	C	50	75	25	37.5
Botswana	E	100	125	50	62.5
Brazil	B	25	50	12.5	25
Brunei	D	75	100	37.5	50
Bulgaria	EU	19	19	0	4.75
Burkina Faso	E	100	125	50	62.5
Burundi	E	100	125	50	62.5
Cambodia	E	100	125	50	62.5
Cameroon	E	100	125	50	62.5
Canada	A	25	25	0	12.5
Canary Islands	EU	19	19	0	4.75
Cape Verde	E	100	125	50	62.5
Cayman Islands	E	100	125	50	62.5
Central African Republic	E	100	125	50	62.5
Chad	E	100	125	50	62.5
Chatham Islands	B	25	50	12.5	25
Chile	E	100	125	50	62.5
China	A	25	50	0	12.5
Christmas Island	B	25	50	12.5	25
Cocos Islands	B	25	50	12.5	25
Columbia	E	100	125	50	62.5
Comoros	F	125	150	62.5	75
Congo	F	125	150	62.5	75
Cook Islands	F	125	150	62.5	75
Costa Rica	E	100	125	50	62.5

Country	Charge Band	Standard Charges (Pence per min)		International Call Package* (Pence per min)	
		Landlines	Mobiles	Landline	Mobile
Croatia	EU	19	19	0	4.75
Cuba	F	125	150	62.5	75
Cyprus (North)	B	25	50	12.5	25
Cyprus (South)	EU	19	19	0	4.75
Czech Republic	EU	19	19	0	4.75
Cote D'Ivoire	F	125	150	62.5	75
Democratic Republic of Congo	F	125	150	62.5	75
Denmark	EU	19	19	0	4.75
Diego Garcia	F	125	150	62.5	75
Djibouti	E	100	125	50	62.5
Dominica	D	75	100	37.5	50
Dominican Republic	D	75	100	37.5	50
East Timor	F	125	150	62.5	75
Ecuador	E	100	125	50	62.5
Egypt	E	100	125	50	62.5
El Salvador	F	125	150	62.5	75
Equatorial Guinea	F	125	150	62.5	75
Eritrea	F	125	150	62.5	75
Estonia	EU	19	19	0	4.75
Ethiopia	F	125	150	62.5	75
Falkland Islands	E	100	125	50	62.5
Faroe Islands	C	50	75	25	37.5
Fiji	E	100	125	50	62.5
Finland	EU	19	19	0	4.75
France	EU	19	19	0	4.75
French Guiana	EU	19	19	0	4.75
French Polynesia	F	125	150	62.5	75
Gabon	E	100	125	50	62.5
Gambia	E	100	125	50	62.5
Georgia	D	75	100	37.5	50
Germany	EU	19	19	0	4.75
Ghana	E	100	125	50	62.5
Gibraltar	EU	19	19	0	4.75
Greece	EU	19	19	0	4.75
Greenland	E	100	125	50	62.5
Grenada	B	25	50	12.5	25
Guadeloupe	EU	19	19	0	4.75
Guam	E	100	125	50	62.5
Guantanamo Bay	E	100	125	50	62.5
Guatemala	E	100	125	50	62.5
Guinea	E	100	125	50	62.5
Guinea-Bissau	F	125	150	62.5	75
Guyana	F	125	150	62.5	75
Haiti	F	125	150	62.5	75
Honduras	E	100	125	50	62.5
Hong Kong	A	25	50	0	12.5
Hungary	EU	19	19	0	4.75
Iceland	EU	19	19	0	4.75
India	A	25	50	0	12.5
Indonesia	D	75	100	37.5	50
Iran	F	125	150	62.5	75

Country	Charge Band	Standard Charges (Pence per min)		International Call Package* (Pence per min)	
		Landlines	Mobiles	Landline	Mobile
Iraq	F	125	150	62.5	75
Israel	A	25	50	0	12.5
Italy	EU	19	19	0	4.75
Jamaica	B	25	50	12.5	25
Japan	A	25	50	0	12.5
Jordan	F	125	150	62.5	75
Kazakhstan	D	75	100	37.5	50
Kenya	E	100	125	50	62.5
Kiribati	F	125	150	62.5	75
Korea (North)	F	125	150	62.5	75
Kuwait	E	100	125	50	62.5
Kyrgyzstan	D	75	100	37.5	50
Laos	F	125	150	62.5	75
Latvia	EU	19	19	0	4.75
Lebanon	F	125	150	62.5	75
Lesotho	E	100	125	50	62.5
Liberia	E	100	125	50	62.5
Libya	D	75	100	37.5	50
Liechtenstein	EU	19	19	0	4.75
Lithuania	EU	19	19	0	4.75
Luxembourg	EU	19	19	0	4.75
Macao	D	75	100	37.5	50
Macedonia	C	50	75	25	37.5
Madagascar	E	100	125	50	62.5
Madeira	EU	19	19	0	4.75
Malawi	E	100	125	50	62.5
Malaysia	A	25	50	0	12.5
Maldives	E	100	125	50	62.5
Mali	E	100	125	50	62.5
Malta	EU	19	19	0	4.75
Mariana	E	100	125	50	62.5
Marshal Islands	F	125	150	62.5	75
Martinique	EU	19	19	0	4.75
Mauritania	F	125	150	62.5	75
Mauritius	F	125	150	62.5	75
Mayotte	F	125	150	62.5	75
Mexico	D	75	100	37.5	50
Micronesia	F	125	150	62.5	75
Moldova	D	75	100	37.5	50
Monaco	EU	19	19	0	4.75
Mongolia	F	125	150	62.5	75
Montenegro	C	50	75	25	37.5
Montserrat	E	100	125	50	62.5
Morocco	C	50	75	25	37.5
Mozambique	E	100	125	50	62.5
Myanmar	F	125	150	62.5	75
Namibia	E	100	125	50	62.5
Nauru	F	125	150	62.5	75
Nepal	D	75	100	37.5	50
Netherlands	EU	19	19	0	4.75
New Caledonia	F	125	150	62.5	75
New Zealand	A	25	50	0	12.5

Country	Charge Band	Standard Charges (Pence per min)		International Call Package* (Pence per min)	
		Landlines	Mobiles	Landline	Mobile
Nicaragua	F	125	150	62.5	75
Niger	E	100	125	50	62.5
Nigeria	D	75	100	37.5	50
Niue	F	125	150	62.5	75
Norfolk Island	F	125	150	62.5	75
Northern Mariana	F	125	150	62.5	75
Norway	EU	19	19	0	4.75
Oman	E	100	125	50	62.5
Pakistan	A	25	50	0	12.5
Palau	F	125	150	62.5	75
Palestine	C	50	75	25	37.5
Panama	E	100	125	50	62.5
Papua New Guinea	F	125	150	62.5	75
Paraguay	E	100	125	50	62.5
Peru	E	100	125	50	62.5
Philippines	E	100	125	50	62.5
Poland	EU	19	19	0	4.75
Portugal	EU	19	19	0	4.75
Puerto Rico	C	50	75	25	37.5
Qatar	E	100	125	50	62.5
Republic of Ireland	EU	19	19	0	4.75
Reunion	EU	19	19	0	4.75
Rodriguez Island	F	125	150	62.5	75
Romania	EU	19	19	0	4.75
Russia	C	50	75	25	37.5
Rwanda	E	100	125	50	62.5
San Marino	EU	19	19	0	4.75
Sao Tome & Principe	F	125	150	62.5	75
Saudi Arabia	D	75	100	37.5	50
Senegal	F	125	150	62.5	75
Serbia	C	50	75	25	37.5
Seychelles	F	125	150	62.5	75
Sierra Leone	E	100	125	50	62.5
Singapore	A	25	50	0	12.5
Slovak Republic	EU	19	19	0	4.75
Slovenia	EU	19	19	0	4.75
Solomon Islands	F	125	150	62.5	75
Somalia	F	125	150	62.5	75
South Africa	A	25	50	0	12.5
South Korea	D	75	100	37.5	50
South Sudan	F	125	150	62.5	75
Spain	EU	19	19	0	4.75
Sri Lanka	E	100	125	50	62.5
St Helena	F	125	150	62.5	75
St Kitts & Nevis	D	75	100	37.5	50
St Lucia	B	25	50	12.5	25
St Pierre & Miquelon	D	75	100	37.5	50
St Vincent & Grenadines	D	75	100	37.5	50
Sudan (Sud)	E	100	125	50	62.5

Country	Charge Band	Standard Charges (Pence per min)		International Call Package* (Pence per min)	
		Landlines	Mobiles	Landline	Mobile
Suriname	F	125	150	62.5	75
Swaziland	E	100	125	50	62.5
Sweden	EU	19	19	0	4.75
Switzerland	A	25	50	0	12.5
Syria	F	125	150	62.5	75
Taiwan	D	75	100	37.5	50
Tajikistan	E	100	125	50	62.5
Tanzania	E	100	125	50	62.5
Thailand	D	75	100	37.5	50
Togo	F	125	150	62.5	75
Tokelau	C	50	75	25	37.5
Tonga	F	125	150	62.5	75
Trinidad & Tobago	B	25	50	12.5	25
Tunisia	C	50	75	25	37.5
Turkey	B	25	50	12.5	25
Turkmenistan	E	100	125	50	62.5
Turks & Caicos	E	100	125	50	62.5
Tuvalu	F	125	150	62.5	75
USA	A	25	25	0	12.5
US Virgin Islands	D	75	100	37.5	50
Uganda	E	100	125	50	62.5
Ukraine	C	50	75	25	37.5
United Arab Emirates	D	75	100	37.5	50
Uruguay	E	100	125	50	62.5
Uzbekistan	D	75	100	37.5	50
Vanuatu	F	125	150	62.5	75
Vatican City	B	25	50	12.5	25
Venezuela	E	100	125	50	62.5
Vietnam	F	125	150	62.5	75
Virgin Islands (UK)	D	75	100	37.5	50
Wallis & Futuna	F	125	150	62.5	75
Western Samoa	F	125	150	62.5	75
Yemen	F	125	150	62.5	75
Zambia	E	100	125	50	62.5
Zimbabwe	E	100	125	50	62.5

9. Satellite Call Charges

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

Note: 24.40p 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 19.10p 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
SC081	0	18
SC082	0	22
SC083	0	350

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

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

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

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

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
SC071	574	299
SC072	698	349
SC073	0	250
SC074	5	5
SC075	10	10
SC076	40	40
SC077	70	70
SC078	150	150
SC079	200	200
SC080	445	257
SC087	898	449
SC088	998	499
SC089	1198	599
SC090	1398	699
SC091	1598	799
SC092	7	7
SC093	13	13
SC094	80	80
SC095	100	100
SC096	300	300
SC097	360	50
SC098	360	150
SC099	360	200
SC100	360	360

11. Personal Numbering Call Charges

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

Note: 24.40p 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	16.31
Premium Rate (ff01)	All Times of Day	41.55
Premium Rate (ff02)	All Times of Day	83.64
Premium Rate (ff03)	All times of Day	34.13
Premium Rate (ff06)	All Times of Day	34.13
Premium Rate (ff08)	All Times of Day	24.84
Premium Rate (ff09)	All Times of Day	64.03
Premium Rate (ff10)	All Times of Day	36.19
Premium Rate (ff11)	All Times of Day	101.84
Premium Rate (ff12)	All Times of Day	124.55
Premium Rate (ff13)	All Times of Day	169.87
Premium Rate (ff14)	All Times of Day	149.46
Premium Rate (ff15)	All Times of Day	9.97
Premium Rate (ff16)	All Times of Day	24.44
Premium Rate (ff17)	All Times of Day	32.74
Premium Rate (ff18)	All Times of Day	57.61
Premium Rate (ff19)	All Times of Day	66.03
Premium Rate (ff20)	All Times of Day	74.27
Premium Rate (ff21)	All Times of Day	254.43
Premium Rate (ff24)	All Times of Day	132.65
Premium Rate (ff25)	All Times of Day	200.16
Premium Rate (ff26)	All Times of Day	207.57
Premium Rate (ff27)	All Times of Day	215.98
Premium Rate (ff28)	All Times of Day	17.00
Premium Rate (ff29)	All Times of Day	8.27
Premium Rate (ff30)	All Times of Day	107.75
Premium Rate (ff32)	All Times of Day	140.86
Premium Rate (ff33)	All Times of Day	56.56
Premium Rate (ff34)	All Times of Day	162.33
Premium Rate (ff35)	All Times of Day	243.86
Premium Rate (ff36)	All Times of Day	81.10
Premium Rate (ff37)	All Times of Day	97.22
Premium Rate (ff38)	All Times of Day	120.72
Premium Rate (ff39)	All Times of Day	189.41
Premium Rate (ff40)	All Times of Day	213.59
Premium Rate (ff41)	All Times of Day	241.52
Premium Rate (ff42)	All Times of Day	69.16
Premium Rate (ff43)	All Times of Day	52.04
Premium Rate (ff44)	All Times of Day	136.05
Paging Service (r)	All Times of Day	2.09

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	100	120
UK Mobile	All Times of Day	100	120
International	All Times of Day	100	120
Other	All times of Day	100	120

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

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

14. Other Call Charges

Number Range	Day (Pence per minute)	Evening (Pence per minute)	Weekend (Pence per minute)
Calls to Wi-Fi Services (fw01)	40.47	40.47	40.47
Calls to Wi-Fi Services (fw02)	13.50	11.23	5.72
Calls to Wi-Fi Services (fw03)	15.01	11.99	6.05
Calls to Wi-Fi Services (fw04)	14.58	8.91	6.90
Calls to Wi-Fi Services (fw05)	13.61	11.02	7.00
Calls to Wi-Fi Services (fw06)	11.88	9.50	5.72
Calls to Wi-Fi Services (fw07)	40.47	40.47	40.47
Calls to Wi-Fi Services (fw08)	40.47	40.47	40.47
Calls to Wi-Fi Services (fw09)	13.73	8.84	8.01
Calls to Wi-Fi Services (fw10)	9.04	9.04	9.04
Calls to Wi-Fi Services (fw12)	23.73	23.18	23.07
Home Phone SMS (btsms)	10.00	10.00	10.00

Notes:

24.40p 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.

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 free. You'll only pay your normal charges for the calls you make - all direct dialled text relay calls, made using prefixes 18001/18002 will receive a **7.5p a minute rebate** from Shell Energy. 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 Call Packages and features we no longer sell

Call Package	Details	Monthly Charge
Weekend Calls	Inclusive calls to UK landlines (01, 02, 03 numbers) and 0845 & 0870 numbers on the weekend.	£2.12

Call Feature	Monthly Charge
Voicemail Extensions	£3.06
Incoming Call Alert	£2.50
Call Divert Remote	£5.11
Three on a Call	£2.50
Call Signature	£2.50
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	£2.50
Subscriber Incoming Call Bar	£0.00