



**Shell**  
**ENERGY**

# Broadband & Phone Promotional Terms and Conditions

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These Promotional Terms and Conditions apply to all customers who sign up to a relevant Shell Energy Telephone or Broadband Service from 12.00am Monday 18 March 2024. Please note that we reserve the right to withdraw or amend any of the following Promotional Terms and Conditions at any time. These Promotional Terms and Conditions are in addition to our [Terms and Conditions](#) which you also accept upon signing up to any of the promotional offers contained in these Promotional Terms and Conditions. In the event of any conflict between our Terms and Conditions and these Promotional Terms and Conditions, these Promotional Terms and Conditions shall prevail.

## From 00:00 Monday 18 March 2024

### Shell Energy One off Charges for Shell Energy Broadband or Broadband and Phone Services - 18 month only via Currys, Consumer Choices, MoneyExpert Telesales, Intelling Telesales and Tenant Shop

If you sign up to any Shell Energy Broadband or Broadband and Phone Service (18 Month only) during this period the following promotional prices will apply instead of the standard prices appearing in Section 2 of our Price List. There are no changes to any other standard prices in Section 2 of our Price List unless stated otherwise within these Promotional Terms and Conditions:

Charge Description	Promotional Price	Standard Price
New Line Install Charge	£0.00	£71.55

### Shell Energy Broadband and Phone Product Charges - New Shell Energy Broadband customers taking an 18 month Contract, or existing Shell Energy Broadband customers taking a new 18 month package at the expiry of their existing Contract

If you sign up to any of the following Shell Energy Full Fibre broadband Services, or Broadband and Phone Services during this period you will be charged the following promotional monthly prices (instead of those appearing in Section 1 of our Price List) depending on your selected Service:

Service	Usage Limit	Average download speed*	Connection fee	Promotional monthly price	Current Standard Monthly Charge and Out of Contract Price
Fast Broadband	Unlimited	11Mb/sec	£0.00	£19.99	£32.89
Superfast Fibre	Unlimited	38Mb/sec	£0.00	£23.99	£39.21
Superfast Fibre Plus	Unlimited	67Mb/sec	£0.00	£25.99	£45.54
Ultrafast Fibre	Unlimited	140Mb/sec	£0.00	£41.99	£53.13
UltrafastFibre Plus	Unlimited	290Mb/sec	£0.00	£46.99	£59.46
Full Fibre 100	Unlimited	100Mb/sec	£0.00	£26.99	£45.30
Full Fibre 200	Unlimited	200Mb/sec	£0.00	£29.99	£51.27
Full Fibre 300	Unlimited	300Mb/sec	£0.00	£34.99	£57.23
Full Fibre 500	Unlimited	500Mb/sec	£0.00	£39.99	£63.19
Full Fibre 900	Unlimited	900Mb/sec	£0.00	£44.99	£69.15

## Shell Energy Essentials Broadband and Essentials Home Phone

If you sign up to Shell Energy Essentials Home Phone, Essentials Fast Broadband or Essentials Superfast Fibre during this period you will be charged the following monthly prices depending on your selected Service:

Service	Usage Limit	Average download speed*	Connection fee	Package Price	Current Standard Monthly Charge and Out of Contract Price
Essentials Fast Broadband	Unlimited	11Mb/sec	£0.00	£15.00	£32.89
Essentials Superfast Fibre	Unlimited	38Mb/sec	£0.00	£20.00	£39.21

The following eligibility criteria and terms and conditions apply:

1. Shell Energy Essentials Fast Broadband or Essentials Superfast Fibre (“Essentials”) is available only on a 12 month Minimum Period Contract and is open to new and existing Shell Energy broadband and phone customers.
2. You may be eligible for Essentials if at the time of your application you receive one or more of the following benefits:
  - Employment and Support Allowance.
  - Jobseeker’s Allowance.
  - Income Support.
  - Pension Credit.
  - Universal Credit.
3. As part of the application process, we’ll ask you to confirm some basic information consisting of your forename, surname, date of birth and postcode. We will share this information with the Department of Work & Pensions (“DWP”) to confirm your eligibility (**Shell Energy will not receive any benefit information on you from DWP - only confirmation that you are in receipt of one of the eligible benefits**)
4. When switching to Essentials you will not be subject to the payment of any Early Termination Charges due under any existing Shell Energy broadband or phone Contract.
5. You will not be subject to the payment of any Early Termination Charges if you are an Essentials customer and either cancelling your Essentials Contract or switching to a different Shell Energy broadband or phone package.
6. If you are within the Minimum Period of your Essentials Service at the time we increase our Charges in accordance with clause 11.3 of our [Terms and Conditions](#) you will not be subject to the increase in respect of the Package Price of your core Essentials Service but such increase may apply to the cost of any additional services you have chosen such as calls, optional call packages or Optional Features.
7. The Account will be set up in your name only and you will be entitled to remain on the Package Price of your Essentials Service until the earlier of:
  - the expiry of your 12-month Minimum Period;
  - you changing your Essentials Service with our agreement; or

- Either of us ending your Contract in accordance with your [Terms and Conditions](#).
8. Prior to the expiry of your 12 month Minimum Period, we will send you an email or letter with details of the options available to you as detailed below. If you do nothing prior to the expiry of your 12 month Minimum Period, your Service will continue at the Standard Monthly Charge on the terms applicable at that time.
  9. At the end of your 12-month Minimum Period you will have the following options:
    - Upgrade to one of our standard Services;
    - Apply for a new Essentials Service (subject to the terms applicable at that time) if you are still eligible.
    - Continue with your existing Service on the terms applicable to it at such time, or
    - End your Contract.
  10. Essentials is limited to one Service per person or per household.

### Shell Energy Offer Terms for Internet Security provided by F-Secure

1. We're making available an offer ("Offer") of a free three month trial for up to 10 devices of F-Secure Internet Security ("the Security"), a third party software application operated and provided by F-Secure.
2. The Offer is subject to availability from F-Secure. It is available only once per eligible customer. The trial of the Security will end at the expiry of the three months unless during the application process with F-Secure you select the option to auto-renew in which case you will have the option to pay for an additional 12 months of the Security subject to availability.
3. The Offer is available to both new and existing Shell Energy Retail broadband customers subject to the terms and conditions, eligibility criteria and system requirements determined by F-Secure at the time of your registration with F-Secure. Full details and terms and conditions can be found on the F Secure website available here.
4. We take no responsibility for any loss or damage arising from your use of the Security including but not limited to any loss or damage to any electronic devices upon which the Security is installed, running or otherwise operational.

### Additional terms and conditions for all Services

- All Charges set out in the [Price List](#) are inclusive of VAT.
- The above Services and Charges include both the Line Rental Service (other than in the case of our Shell Full Fibre products which do not require a telephone line) and the Broadband Service only. Any Charges for additional calls or Optional Features will be charged separately and in addition to the Charges set out above.
- You must take the Line Rental Service to receive the Broadband Service unless the Broadband Service consists of our Shell Full Fibre Service which does not require the Line Rental Service.
- You will receive a wireless Router as part of the Broadband Service.
- The above prices are based on paperless billing. If you require paper billing you will be charged an

additional **£2.39 per bill**.

- 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.
- Unless you have signed up to Shell Energy Essentials (in which case please refer instead to paragraph 6 of that section within these Promotional Terms and Conditions your monthly charges will increase each year from 2025 on or after 1 April by the Consumer Price Index (CPI) rate of inflation 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, 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 Terms and Conditions.
- At the end of your Minimum Period, your Contract will not automatically renew. At that time, you may choose to switch to any of our other available Services but if you do not, your Service will continue at the Standard Monthly Charge applicable at that time. See our Price List for details.
- Shell Energy employees benefiting from special offers available from time to time should see the Intranet for details.

**Shell Energy Broadband network areas only.** Available to new sign ups with a working phone line (excludes cable phone lines). If you require a new phone line, an additional new line and engineer installation charge of **£71.55** applies. All Broadband Services are subject to monthly online billing. A valid email address is required to receive your bill and manage your account online. All broadband Services shown are on 18-month Contracts. Other contract terms are available at different prices by calling **01926 353 397**.

If you move home at any time during the 12 or 18 month period of your Contract (we call this the "Minimum Period"), your existing Minimum Period will come to an end and a new Minimum Period of the same length will begin again from the date your Service goes live at your new address