

# IMPORTANT PACKAGE INFORMATION

## Summary of key calling costs

		talk weekend	talk evening & weekend	talk anytime
		Inclusive local and national weekend calls	Inclusive local and national evening and weekend calls	Inclusive local and national calls anytime
	Monthly Package Price	£0.00	£0.00 <sup>^</sup>	£4.49 <sup>^</sup>
	Monthly Line Rental	£10.99 <sup>^</sup>	£12.99	£12.99
	<b>talk</b> contract period	12 months	12 months	12 months
	<b>Broadband</b> contract period	18 months	18 months	18 months
Local / National Calls	Day Rate	6.7p/min	6.7p/min	Inclusive up to 70 mins, then 6.7p/min
	Evening Rate	0.85p/min	Inclusive up to 70 mins, then 6.7p/min	
	Weekend Rate	Inclusive up to 70 mins, then 6.7p/min		
Calls to mobiles	Day Rate	12.5p/min	12.5p/min	12.5p/min
	Evening Rate	6.9p/min	6.9p/min	6.9p/min
	Call set up charge	11.4p/call	11.4p/call	11.4p/call
International calls for talk customers		10p per minute for the following 20 countries: 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 – £2.70 per feature or 4 features for £6.00 per month for any of the following features Call barring, Caller display, Call diversion, Ringback, Call waiting, 3-way calling, Call sign and Call reminder.

<sup>^</sup>Discounted rate compared to Standard prices for customers not on a fixed term contract. Local/National Day Rates and Evening Rates where applicable and Call Set up charge are also discounted compared to standard (or non-contract) prices.

**talk** is only available to residential customers with a BT line. Prices include VAT at 20%.

Payment should be by Direct Debit, otherwise a further charge will be applied each month to cover additional costs. Line rental prices include quarterly paper bills. Monthly billing is available at an extra charge for paper bills or at a discount for paperless billing. These charges and others that may apply in certain circumstances are set out in the **talk** charges and tariffs information on our website.

After the cooling off period, termination charges apply if the contract is cancelled during the contract period. The charges are: **talk weekend** £1.25, **talk evening and weekend** £2.50 and **talk anytime** £4.00 per remaining month of the contract period.

Different rates apply to international destinations not listed, international mobiles and non-geographic numbers such as directory enquiries, internet numbers and premium-rate services. 0870 calls cost a maximum of 18.10p per minute. Calls to other NTS (Number Translation Service) numbers vary depending on the number, with a maximum cost of 25.68p per minute. Calls to 070 numbers cost a maximum of 86.98p per minute. For further details see the **talk** charges and tariffs.

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.

Inclusive **talk** calls are calls to local and national numbers, beginning 01, 02 and 03. Inclusive calls last up to 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.

0845 & 0870 calls are free 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. Calls to personal numbers beginning 070 are excluded from call packages.

The call set-up charge does not apply to inclusive **talk** calls as well as certain other call types. For further details see our **talk** charges and tariffs.

The mobile rates listed apply 7 days a week for calls to the following networks: O2, Orange, Vodafone and T-Mobile.

Subject to terms and conditions.

## Broadband

The contract period for **Broadband** is 18 months.

The payment method for **broadband** is by direct debit only. If this payment method is not maintained, we will apply a further charge per month to cover the additional costs. The current level of these charges and other administrative charges that may be applicable in certain circumstances, are set out in the **broadband** products and charges information on our website.

A one-off connection fee of £29.98 applies if you do not already have a **broadband** supplier and cannot provide a valid Migration Authorisation Code (MAC)

After the statutory cooling off period, termination charges apply. A charge of £80 applies if the **broadband** contract is terminated before the service is started. Once the service starts, cancellation charges of £8 per remaining month of the contract apply if the **broadband** contract is terminated early. Details are set out in our **broadband** products and charges.

We offer a discounted price for **broadband** customers who take our **talk** product in addition to **broadband**. In these circumstances, if you cancel your talk agreement your **broadband** price will default to our 'stand alone **broadband**' price. Line rental will continue to be payable to your new telephone service provider for use of the line as the line must remain active on the BT (Openreach) network. Subject to Terms and Conditions and Acceptable Use Policy.

**Broadband** packages are only available to residential customers with a BT line for which a monthly line rental will be applied. All prices quoted include VAT at 20%.

### Unlimited downloads

**Broadband** usage is subject to our Acceptable Use Policy.

## Other information

### Cancellation policy

If you wish to cancel your **talk** and/or **broadband** Contract(s) for the product(s) relevant to you, please write to us at Scottish Hydro, 200 Dunkeld Road, Perth PH1 3GH or phone us on 0800 22 33 77 before we register you as a customer. Our cancellation terms are as follows:

### Telephone service

Anytime prior to switchover at no cost, but please give us 48 hours notice for your request. Your right to cancel is an important element of our code of practice and does not alter your legal rights.

### Broadband

Anytime prior to switchover but please give us 48 hours notice for your request. If you cancel within 7 working days from the day after you receive this confirmation there will be no charge. After this time cancellation charges will apply.