

# SSE Product and Price Guide

for the 20 range fixed term  
broadband packages

June 2020

## Broadband products in this range

Broadband Product	(20) Unlimited Broadband	(20) Unlimited Fibre	(20) Unlimited Fibre Plus
Maximum Product Download Speed	Up to 18Mbps	Up to 38Mbps	Up to 76Mbps

These broadband packages provide access to the internet from a fixed location. They are only available to domestic customers with an active phone line. The fixed term contract duration for these products is 18 months.

Each of these products come with an unlimited data usage allowance. There are factors which could affect the speed of data transfer and hence the amount of data that can be downloaded/uploaded on any given day, such as your maximum line speed as well as network capacity. Adverse weather conditions, internal wiring, electrical interferences, network congestion and technical restrictions of your browsing device may all affect the download/upload speed and are beyond our control.

A personalised download speed estimate for broadband at the property is provided before the point of sale, but this estimate remains a guideline as the actual speed will always be affected by the factors highlighted above.

To enable the connection, we provide a pre-configured self-install wireless router that will connect to our network with minimal effort. An engineer appointment at the customer's premises may sometimes be required; if this is the case a quotation for any specific/additional charges would be provided prior to arranging the appointment. Our 'Guide to Engineering Works and Equipment' can be found at [sse.co.uk/help/phone-and-broadband/regulations-broadband](http://sse.co.uk/help/phone-and-broadband/regulations-broadband) and provides useful information on possible additional charges.

## Prices

Broadband Product	Standard Price – prior to any discount	Discount applied monthly over 18 months	Price of broadband after Discount– with or without phone line rental
(20) Unlimited Broadband	£28	-£5	£23
(20) Unlimited Fibre	£33	-£10	£23
(20) Unlimited Fibre Plus	£36	-£10	£26

A one-off initial £10 broadband connection fee is applicable for new broadband customers. All prices quoted include VAT at 20%, unless otherwise stated. Pricing updates are found on our website at: [sse.co.uk/help/phone-and-broadband/price-changes](https://sse.co.uk/help/phone-and-broadband/price-changes)

## Other important information

1. Switching from another provider takes around 18 days for most customers:
  - We'll arrange to switch your broadband service to SSE from your current provider;
  - You won't need to contact your current provider unless your service is with Virgin Media;
  - Your current provider will contact you to confirm your supply is switching away and will let you know of any exit fees for your contract with them;
  - SSE will let you know what your planned start date is by email or letter around 10 days after you sign up;
2. About bills: the default option offered to all new customers is monthly e-bills; a monthly paper bill can be requested at a charge of £2 per bill. Only one bill is produced for phone and broadband services.
3. Bill calculation: monthly bills are issued on a 30-day cycle, plus or minus a few days, but the first bill may take up to six weeks. Your bill calculation is based on the number of days in your billing cycle, therefore your monthly bill may be slightly higher or lower than the standard price. However, this does not mean that you have been overcharged or undercharged in any one billing period.
4. The standard payment method available to new customers is variable Direct Debit.
5. It is important that you are aware of our:
  - General Terms and Conditions for the Supply of Broadband service;
  - Broadband Code of Practice;
  - Complaints Code;

These documents can be found on our website in this area: [sse.co.uk/help/phone-and-broadband/regulations-broadband](https://sse.co.uk/help/phone-and-broadband/regulations-broadband)

## Cancellation and Early Termination Charges

The following charges may apply following cancellation of the broadband contract:

If you cancel your broadband order before your service start date, there will be no charge unless you have already received your router and you do not return this to us. When you notify us of your cancellation, we will send you a prepaid postage envelope for the return of the router. Should you not return your router within 30 working days an equipment charge of £54 will be added to your account.

For termination at any point between the broadband service start date and the end of the 18th month of the contract there is an early termination charge for every day remaining of the contract. This is 39p per day (on average £11.86 per month) for Unlimited Fibre and Unlimited Broadband, with a maximum charge of £213.53 per contract. For Unlimited Fibre Plus this is 44p per day (on average £13.38 per month), with a maximum charge of £240.90 per contract. These charges are not subject to VAT.

These packages are covered by our SSE 60-Day Broadband Happiness Guarantee. Customers can leave their contract without early termination charges if, within the first 60 days, they are not happy with any aspect of the service they have received and we have been unable to fix the problem. For details visit [sse.co.uk/help/phone-and-broadband/regulations-broadband](https://sse.co.uk/help/phone-and-broadband/regulations-broadband)

## Our Contact Details

Phone	0345 026 7045	Lines are open 8am to 8pm Monday to Friday and 8am to 2pm Saturday
Email	<a href="mailto:customerservice@sse.com">customerservice@sse.com</a>	Putting your package name in the email will help it to get to the correct team quicker



v0.1 Last updated: June 2020

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