



**sse**

Southern Electric  
Scottish Hydro  
SWALEC  
Atlantic

# Our Broadband Service Code of Practice

## SSE Phone & Broadband

October 2018

## Introduction

This is our code of practice, which explains the services we offer, provides general information and tells you what to do if you have any problems.

With our broadband service, we provide an internet service through your phone line. To take up this service you must be connected to a BT telephone exchange and have a compatible telephone service. If you are not connected a line installation fee may be applied when you purchase our product.

Please note that compliance with this code does not guarantee compliance with any legal requirement. Non-compliance with this code does not affect the validity of any contract between us, unless otherwise provided by law.

We can send a copy of this Code free of charge in response to a request. Our website also has a copy of our terms and conditions.

## Contact details

SSE Phone & Broadband	
<b>Phone number</b>	0345 026 7045 Lines are open from 8am to 8pm Monday to Friday and 8am to 2pm on Saturdays
<b>Customer Services email address</b>	customerservice@sse.co.uk
<b>Website address</b>	sse.co.uk/phone-and-broadband
<b>Customer Services Postal Address</b>	Customer Services PO Box 230 Havant PO9 9DT

## Billing and payments

Payment is monthly by direct debit (unless agreed otherwise). We provide online account services where, once registered, you can view your bills.

If you have any queries about our charges, you can find product price guides on our web site or give us a call.

## What happens if a bill is not paid?

If full payment is not received:

- We will send you a reminder.
- We may phone you to discuss payment.
- We may charge you for any additional costs we incur in obtaining payment of the sum of money you owe us.
- We will give you notice in writing before we discontinue your broadband service. The notice you receive will also give you details of any charges that you are due to pay.
- We may charge you to resume your service once it has been disconnected.
- We may use a national debt collection agency to help us collect payment.

A list of the administrative charges that may be applied can be found in our online product price guides. This is available at our website or by calling us on the appropriate number above.

## Accessible services

We can provide additional help for those who need it, so that all our customers can make the most of their broadband services.

Full details can be found at the link below:

<https://sse.co.uk/help/phone-and-broadband/accessibility>

## What happens when you move home?

When you are planning to move home, we ask that you contact us with your account information and:

- Your move date.
- Your new address details.
- An alternative contact number, like a mobile number.

We will then make all the necessary arrangements such as:

- Advising you whether SSE broadband services are available at your new address.
- Advising you of any contract termination charges (if applicable) for your old address.
- Planning to stop your broadband service on the right date.
- Planning to provide our broadband service at your new address (if applicable).
- Preparing a final bill after you've moved out to be sent by post to your new address or electronically.

Please tell us in advance if you are moving out so we can make all the necessary arrangements and make sure you don't continue to be responsible for services after you've moved out. We ask for at least 10 working days' notice, particularly if you want SSE broadband set-up in your new home. Cease or early termination charges may apply – we can advise you of these when you contact us.

## What to do if you have a fault

Faults can be reported to our Customer Services Team by calling 0345 0719 627. We are open 6am to midnight, Monday to Sunday, including Public and Bank Holidays.

We aim to diagnose faults as quickly as possible and establish the cause of the problem. We will try to establish where the fault lies, be it on the network, with the broadband router or perhaps something within your home in the case of wireless issues. We may need to send an engineer to your property to help diagnose or resolve the fault – we will arrange this with you at the time.

## Contract cancellation prior to your SSE broadband service start date

You can cancel your broadband service order without charge up to 5pm on the working day before your broadband start date. You can cancel:

- By phoning 0345 071 9887.
- Via email [talk.cancellations@sse.com](mailto:talk.cancellations@sse.com)
- By writing to us at Customer Services, PO Box 230, Havant, PO9 9DT.

## Contract termination once your SSE broadband service has started

If you wish to end your contract, you can call us on 0345 071 9887, or email [talk.cancellations@sse.com](mailto:talk.cancellations@sse.com), or write to us at Customer Services, PO Box 230, Havant, PO9 9DT. You will be responsible for a termination charge if you have not completed your minimum contract period, depending on your original contract choice.

You may sign-up with another broadband supplier, they would then notify us of your intention to switch away and we will then write to you to confirm any charges or fees and prepare your final bill.

Your broadband product price guide as well as terms and conditions will have been sent to you at the start of your contract and are also available on our web site:

<https://sse.co.uk/help/phone-and-broadband/regulations-broadband>

## Getting in touch with us

If you have a question about your account or service, please get in contact with us using one of the methods in the Contact details section above. We prefer you to phone rather than write because it is quicker, more direct and easier for us to answer your questions straight away.

## What to do if you are unhappy

Information about our complaint handling processes is set out in our customer complaints code, which is available on our website:

<https://sse.co.uk/help/phone-and-broadband/making-a-complaint>

Please get in touch and we'll do everything we can to assist you.

## Other information

### Ofcom

The Office of Communications (Ofcom) is the regulator for the UK telecommunications industry. They make sure telecommunications companies meet their obligations under telecoms and competition laws and regulations.

Ofcom	
Website address	<a href="http://www.Ofcom.org.uk">www.Ofcom.org.uk</a>
Phone numbers	0300 123 3333 020 7981 3040
Textphone number	18001 01925650744
Postal Address	Ofcom Riverside House 2A Southwark Bridge Road London SE1 9HA

This is based on a code of practice that Ofcom approved in March 2004.



Last updated: February 2020

SSE is a trading name of OVO (S) Retail Telecoms Limited. The registered office of OVO (S) Retail Telecoms Limited is 1 Rivergate, Temple Quay, Bristol, BS1 6ED. Registered in England and Wales number 10086511.

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