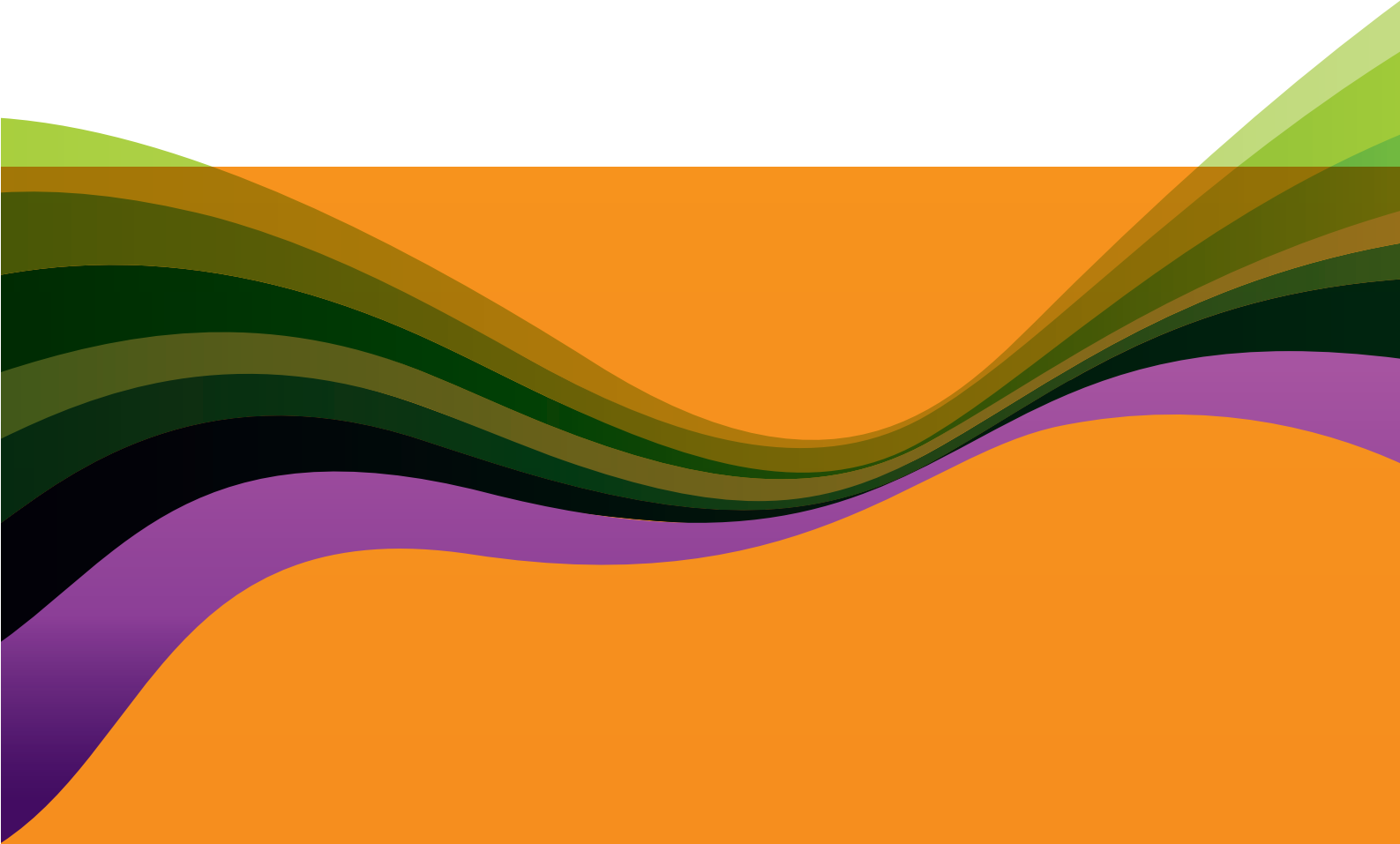




Southern Electric  
Scottish Hydro  
SWALEC  
Atlantic

A large, decorative graphic consisting of multiple overlapping, wavy bands of color. The colors transition from dark purple at the bottom to light green at the top, with shades of blue and teal in between. The graphic flows across the page, curving upwards at both ends.

# SSE Broadband Product and Price Guide (17 range)

December 2017

# Thank you for choosing your Broadband product from SSE.

This Product and Price guide gives you information about your Broadband product as part of the 17 product range.

## Important Information about your Broadband product

1. Your monthly fixed price for your Broadband product, (which is your monthly broadband charge) will be fixed for 3 years from your Broadband Start Date. The only exception to this is in the scenario of an increase to VAT or any other relevant tax/levy.
2. Our 17 product range contracts are non fixed term. This means the contract continues on a rolling basis and will continue until terminated by either you or SSE in accordance with the General Terms and Conditions for the supply of Broadband.
3. If you have received your router and then cancel your Broadband product before your Start Date there is no charge for this, when notified SSE of this, and we will send you a pre-paid postage envelope for the return of your router. Should you not return your router within one calendar month of receiving the pre-paid envelope then an equipment charge of £54 will be added to your account.
4. If we receive notification from either you or another supplier that you wish to leave us for your Broadband within 12 months of your Start Date, then we will send you a pre-paid postage envelope for the return of your router. Should you not return your router within 30 working days of receiving the pre-paid envelope then an equipment charge of £54 will be added to your account.
5. If you terminate your Broadband after the Start Date, then a cease charge of £6.45 will be applied to your account. This reflects a regulated charge that we pass on from BT Openreach to customers and as such it may vary from time to time.
6. These products are only available to residential customers within Great Britain.
7. Notification of any change to prices or other contractual information will be listed in this area of our website: <[www.sse.co.uk/help/phone-and-broadband/important-changes](http://www.sse.co.uk/help/phone-and-broadband/important-changes)>. We suggest that you check this page regularly. Please note that only significant adverse changes (including any increase in the core monthly charges) will be notified to you in writing a month before they take place. All other changes will be notified only on our website.

8. If you are moving to SSE from another provider, we will arrange your transfer once you have agreed to be supplied with our Broadband 17 product, you do not need to contact your existing supplier. Once we have confirmed a Start Date, we will write to you and let you know when this will be – usually around 21 days after you placed your order.
9. The default payment option offered to all new customers is payment via Direct Debit and monthly paperless bills with access to online account management. You can request a paper copy of the bill if you prefer, but there is a £1 charge per month.

The General Terms and Conditions that govern our Broadband products, as well as our Code of Practice, can be found on our website in the following area: [sse.co.uk/HelpAndAdvice/RegulatoryInformation](http://sse.co.uk/HelpAndAdvice/RegulatoryInformation)

10. All prices listed include VAT at 20%, unless stated otherwise.

## SSE Broadband 17 products

### Unlimited Broadband, Unlimited Fibre and Unlimited Fibre Plus

There are three broadband products in the 17 range, which have varying download speeds but all have unlimited data usage allowance. However, there are factors affecting 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 using ADSL and fibre products as well as network capacity. Adverse weather conditions, internal wiring, electrical interferences, network congestion and technical restrictions of your browsing device, may all affect your data usage and are beyond our control.

The technologies supporting our ADSL and fibre broadband products have a maximum line speed of 17 Mbps for Unlimited Broadband, 38Mbps for the Unlimited Fibre product and 76Mbps for the Unlimited Fibre Plus product, but these speeds are affected by the line capacity at your property and as such will not be achievable by all end users.

As noted in the General Terms and Conditions your use of the internet needs to conform to our Acceptable Use Policy, which can be found here: [HelpAndAdvice > Regulatory Information > Broadband](#).

At the point of sign up we provide a personalised speed test which gives an estimate of the download speeds likely to be experienced based on your line capacity, but this estimate remains a guideline as the actual speed will always be affected by the factors noted above.

To enable the connection, we provide a pre-configured wireless router. An engineer appointment at your premises may sometimes be required for first time fibre installation at no extra cost. However, if the arranged appointment is missed, an abortive visit charge will be applicable, see 'Miscellaneous charges' section for details.

## Internet security suite

You have the option to install our Internet Security Suite onto your internet devices. This add-on product provides Antivirus and Firewall protection along with Parental Control software (particularly recommended if children have access to the internet). A quick start guide describing the product features and how to use them, can be found on our website under Help & Advice / Regulatory information. The standard charge for this product is £2 per month. This service can be cancelled anytime by contacting our customer service team.

Broadband 17 Products	Broadband 17 Product monthly charge	Broadband Only surcharge	Total monthly charge: Price includes the Broadband 17 Product monthly charge plus the Broadband Only surcharge
Unlimited Broadband	£2	£19	<b>£21</b>
Unlimited Fibre	£5	£19	<b>£24</b>
Unlimited Fibre Plus	£11	£19	<b>£30</b>

## Miscellaneous charges

These charges may be applied to your account in certain circumstances which are described below.

<p><b>Engineer charge*</b></p> <p>An engineer visit for resolving a broadband fault that is then found to be with the customer's own equipment such as computer, wiring, and other devices</p>	£169.20
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<p><b>Abortive visit charge*</b></p> <p>An engineer cannot gain access to the property at an agreed appointment time or when the appointment is cancelled late, beyond 12pm the working day before the appointment</p>	£108.00
<p><b>Search charge</b></p> <p>If SSE attempt to contact you regarding your bill and are unsuccessful we will check to see if you have moved house</p>	£2.00
<p><b>Debt collection administration charge</b></p> <p>Recovery of any overdue payments</p>	£30.00
<p><b>Disconnection charge for non-payment</b></p> <p>We may need to disconnect your broadband service as last resort if you do not pay your bill in full on the due date</p>	£6.60 for Unlimited Broadband £6.45 for Unlimited Fibre & Unlimited Fibre Plus
<p><b>Reconnection charge</b></p> <p>If you wish your service to be reconnected after disconnection this charge will be applicable</p>	£30.00 for Unlimited Broadband £50.00 for Unlimited Fibre & Unlimited Fibre Plus
<p><b>Credit card payment charge</b></p> <p>Payments made via credit card attract a surcharge which is reflective of the cost passed onto SSE by credit card companies</p>	Surcharge amount confirmed at time of payment

\* All engineering charges are determined by BT Openreach and we will pass them on as per their charging policy. These charges may vary from time to time. If you call our faults line to book an engineering appointment, you will be informed of the latest applicable charge.

## Broadband Traffic Management Policy

Our network operator undertakes traffic management to ensure that our customers receive optimum performance at all times.

The principles of this network management policy are:

- To make sure that time-critical applications like Voice over Internet Protocol (VoIP) are always prioritised.
- To protect interactive applications like web-browsing and Virtual Private Network (VPN) from non-time sensitive download traffic.
- To flex the network under demand to cope with normal peaks and troughs from day to day and month to month.

- To flex the network in the event of unusual demands in traffic or disaster situations such as a network failure.
- To provide a 'quality of service' effect, meaning multiple applications running on the same line interact with each other effectively, and use of high demand protocols like Peer-to-Peer (P2P) doesn't swamp time-sensitive traffic such as online gaming or a VoIP call.

Traffic types are identified in real-time based on a combination of port, source IP address and DPI signature detection. This allows our network operator at any given time to manage the network capacity and prioritise time sensitive traffic by reducing the throughput of the other less time sensitive protocols.



# Our Contact Details

	Telephone	Email	Website
<b>Southern Electric</b>	0345 678 0051	customerservice@southern-electric.co.uk	southern-electric.co.uk/
<b>Scottish Hydro</b>	0345 678 0052	customerservice@hydro.co.uk	hydro.co.uk/
<b>SWALEC</b>	0345 678 0053	customerservice@swalec.co.uk	swalec.co.uk/
<b>Atlantic</b>	0345 678 0054	customerservice@atlantic.co.uk	atlantic.co.uk/
<b>SSE</b>	0345 026 7045	customerservice@sse.co.uk	sse.co.uk/

To write to us: Phone and Broadband Team, PO Box 230, Havant, PO9 9DT





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