

SSE Product & Price Guide

for the SSE Fix and Fibre v4
fixed term broadband packages

August 2021



Part of the OVO Family

Broadband products in this range

| Broadband Product | SSE Fix and ADSL v4 | SSE Fix and Fibre Plus v4 |
|------------------------|---------------------|---------------------------|
| Maximum Download Speed | Up to 18Mbps | 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 12 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](https://www.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 12 months | Price of broadband after Discount – with or without phone line rental |
|---------------------------|--|---|---|
| SSE Fix and ADSL v4 | £36 | - £10 | £26 |
| SSE Fix and Fibre Plus v4 | £36 | - £10 | £26 |

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://www.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. Monthly bills are issued from the day of service activation. There will be 2 components to the first bill; any upfront charges (e.g. line connection fee), and the first month's rental. All subsequent bills will contain the upcoming month's fixed rental charges, and any charges made over the previous month (e.g. call charges).
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

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 12th month of the contract there is an early termination charge for every day remaining of the contract. This is 45p per day (on average £13.55 per month) for SSE Fix and ADSL v4 and SSE Fix and Fibre Plus v4, with a maximum charge of £162.60 per contract.

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

Our contact details

| SSE Phone and Broadband | | |
|-------------------------|--|--|
| Phone us | 0345 071 9885 | Lines are open 8am to 8pm Monday to Friday and 8am to 2pm Saturday |
| Email us | customerservice@sse.com | Putting your package name in the email will help it to get to the correct team quicker |



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