



sse

Southern Electric
Scottish Hydro
SWALEC
Atlantic

SSE Phone and Broadband Product and Price Guide (17 range)

For customers purchasing on or after 03 April 2018

Thank you for choosing your new Phone and Broadband package from SSE.

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

Phone and Broadband products within the 17 range are bought as a package combination, but remain separate products. You can terminate your package at any point without charge; however, should you wish to cancel before your start date, we ask where possible for 48 hours notice.

SSE Energy Customers - This 17 Phone and Broadband package has no initial connection fees and the monthly package price is fixed for 3 years.

Non-SSE Energy Customers – Will pay a one off initial connection fee of £30 which is applied to the first monthly bill and the monthly package price will be fixed for 1 year. If you remain a Non- SSE Energy Customer by month 13 you will then pay a £9 per month Surcharge on your Phone and Broadband package.

Important Information about your Phone and Broadband Package

1. You must purchase both a Phone product and a Broadband product from the 17 range to be eligible for this package.
2. **“SSE Energy Customer”** means a domestic customer who (1) has their gas and/or electricity supplied by SSE at the Address or (2) signs up to SSE for their gas and/or electricity at the Address within 2 calendar weeks of signing up to this Agreement either over the phone or online. The Address for your package must be the same as your energy supply address. This includes SSE Energy Customers who pay monthly or have a pre-payment meter. However, this does not include energy customers supplied by M&S Energy.
3. **“Non-SSE Energy Customer”** means a domestic customer who is not a SSE Energy Customer.
4. **“Surcharge”** means the surcharge, added to your bill, as confirmed to you in this SSE Phone and Broadband Product and Price Guide, which is only applicable to customers who are Non-SSE Energy Customers.
5. **“Connection Fee”** means the connection fee for your Broadband Product as stated and confirmed to you in this SSE Phone and Broadband Product and Price Guide.
6. Your monthly fixed price for your Phone product, which is your monthly line rental price and monthly call package price (should you have one), will be fixed for three (3) years for SSE Energy Customers and one (1) year for Non-SSE Energy Customers from your Phone Start Date. The only exception to this is in the scenario of an increase to VAT or any other relevant tax/levy.
7. Your monthly fixed price for your Broadband product, which is your monthly broadband charge, will be fixed for three (3) years for SSE Energy Customers and one (1) year for Non-SSE Energy Customers 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.
8. 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 Phone and Broadband.
9. If you terminate your Phone product and remain with SSE for your Broadband then you will be moved to our standalone Broadband product and appropriate terms and conditions. Different charges will apply, (for example, a fixed Broadband only fee which is currently set at £19 per month), and we will write to you to confirm this.
10. If you terminate your Broadband product and remain with SSE for your Phone then you will be moved to our standalone Phone product and appropriate terms and conditions. Different charges may apply and we will write to you to confirm this.
11. If you cancel your Phone and Broadband package before your Start Date, there will be no charge unless you have already received the router and you do not return it to us. When you notify us of your cancellation, we will send you a pre-paid postage envelope for the return. 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.
12. 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.
13. Notification of any change to prices or other contractual information will be listed in this area of our website: <sse.co.uk/help/phone-and-broadband/price-changes>. We suggest that you check this page regularly.
14. Please be aware that our call packages do not allow calls to be made to premium rate numbers beginning 09.
15. These products are only available to residential customers within Great Britain.

16. If you are moving to SSE from another provider, we will arrange your transfer once you have agreed to be supplied with our Phone and Broadband 17 products so 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.
17. 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.
18. If you have an alarm system that dials out using your phone line, please note that on rare occasions these alarms may be disrupted if a phone line is transferred between different suppliers. We are not able to identify which alarms might be disrupted; therefore, if your alarm is of a critical nature (e.g. medical emergency) then we suggest you make alternative arrangements for the Start Date.
19. Please note that any other information you may need about this product range is available in the SSE Detailed Phone and Broadband Product and Price Guide for the 17 range. Any changes to this document can be found on our website at: <sse.co.uk/help/phone-and-broadband/regulations-broadband>.
20. The General Terms and Conditions that govern these Phone and Broadband products, as well as our Code of Practice, can be found on our website in the following area: <sse.co.uk/HelpAndAdvice/RegulatoryInformation>.
21. 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 17Mbps 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: <sse.co.uk/help/phone-and-broadband/regulations-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	SSE Energy Customer Monthly Charge payment by Direct Debit (excludes phone line rental and phone package charge)
Unlimited Broadband	£2
Unlimited Fibre	£5
Unlimited Fibre Plus	£11
NON-SSE ENERGY CUSTOMER SURCHARGE + £9 per month added to each product from month 13	

Application of Non-SSE Energy Customer Surcharge

The prices in the above table are available for SSE Energy Customers fixed for three (3) years and fixed for one (1) year for Non-SSE Energy Customers from the Phone and Broadband Start Date. A Surcharge of £9 per month will be added to the monthly charge of the phone and broadband package for all Non-SSE Energy Customers from month 13.

In the event you no longer are a SSE Energy Customer in month 13 we will apply the Surcharge to your next applicable phone and broadband bill. If you become a SSE Energy Customer during the first 12 months, then the Surcharge will not be applied from month 13.

In the event you no longer are a SSE Energy Customer (i.e. you change energy supplier), you will not be entitled to the three year price fix.

Broadband Connection Charge

An initial connection fee of £30.00 is applicable to all Non-SSE Energy Customers. This will be added to the first month's bill.

Miscellaneous charges

These charges may be applied to your account in certain circumstances, which are described below. Other charges can be found in the SSE Detailed Phone and Broadband Product and Price guide.

Engineer charge* 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	£169.20
Abortive visit charge* 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	£108.00
Search charge If SSE attempt to contact you regarding your bill and are unsuccessful, we will check to see if you have moved house	£2.00

Debt collection administration charge Recovery of any overdue payments	£30.00
Disconnection charge for non-payment We may need to disconnect your broadband service as a last resort if you do not pay your bill in full on the due date	£6.60 for Unlimited Broadband £6.45 for Unlimited Fibre & Unlimited Fibre Plus
Reconnection charge If you wish your service to be reconnected after disconnection this charge will be applicable.	£30.00 for Unlimited Broadband £50.00 for Unlimited Fibre & Unlimited Fibre Plus

* 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.

SSE Phone 17 products

Line Rental Only, Anytime Landline and Anytime Plus

We have three phone products in the 17 range. All include line rental at £19 per month. Please be aware that our call packages do not allow calls to be made to premium rate numbers beginning 09.

Line Rental Only – This product has no inclusive calls.

Anytime Landline – This product includes local and national calls to 01/02/03 and 0845/0870 numbers at anytime.

Anytime Plus – This product includes calls to 01/02/03 and 0845/0870, UK mobiles, fixed line calls to 35 international destinations at anytime.

Prices

		Line Rental Only	Anytime Landline	Anytime Plus
	Monthly call package price	£0.00	£7.00	£12.00
	Monthly line rental price	£19.00	£19.00	£19.00
Local / National calls	Day, Evening and Weekend rate	12p/min	Inclusive up to 70 mins per call then 12p/min	Inclusive up to 70 mins per call then 12p/min
Calls to UK mobiles	Day and Evening rate	15p/min	15p/min	Inclusive up to 70 mins per call then 15p/min
	Call set-up charge for non-inclusive calls	20p/call	20p/call	20p/call
	0845 and 0870 calls The price per call, which includes our Access Charge, will vary depending on the number being called.	0845 from 10p/min up to a maximum of 20p/min 0870 from 10p/min up to a maximum of 23p/min	Inclusive 1000 minutes or 150 calls per month to 0845/0870 numbers at anytime Once limit is reached charges apply. Please see Line Rental Only charges section	Inclusive 1000 minutes or 150 calls per month to 0845/0870 numbers at anytime Once limit is reached charges apply. Please see Line Rental Only charges section

	Access Charge applicable for non-geographic calls to non-inclusive numbers starting with 084, 087, 118 To calculate the full cost of these non geographic calls, add our Access Charge to the Service Charge for that number (the Service Charge will be advised by the business using the number).	10p/min	10p/min	10p/min
	International calls to the following countries (Band A): Australia, Austria, Belgium, Bulgaria, Canada, China, Cyprus, Czech Rep, Denmark, Estonia, France, Germany, Greece, Hong Kong, Hungary, Iceland, Ireland, Israel, Italy, Japan, Jordan, Luxembourg, Malaysia, Netherlands, New Zealand, Norway, Poland, Portugal, Singapore, South Africa, Spain, Sweden, Switzerland, Taiwan and USA. Different charges apply for other destinations, calls to international mobiles or specialised services.	20p/min	20p/min	Inclusive up to 70 mins per call then 20p/min.
	Call features	Charges per month: Any 1 for £3.50 Any 3 or 4 for £7.25 Any 5 for £9.00 Any 6, 7 or 8 for £9.50 Pick any from this list: Caller Display, Call Diversion, Call Barring, Ring Back, Call Waiting, Three Way Calling, Reminder Call, Call Sign		

Further important information about your phone package

1. 0845 and 0870 calls are inclusive up to 70 minutes in our Anytime Landline and Anytime Plus products. This does exclude 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 as shown in the above pricing table.
2. Calls to other Number Translation Service (NTS) numbers vary depending on the number, with a maximum cost of 23p for a one minute call. NTS numbers are those starting with 08 and are typically used by business and organisations to provide a single number for customers to call regardless of the location of where the call is received.
3. For Anytime Plus (17) product, calls to standard fixed line destinations in specified international countries are inclusive up to 70 minutes. Redial before 70 minutes to avoid additional charges. Fair use policy applies – maximum 700 minutes a month. If this limit is exceeded, we will charge for these calls.
4. Calls to international destinations not listed above, as well as international mobiles, international specialised services and non-geographic numbers such as directory enquiries, internet numbers and premium-rate services are charged at different rates.
5. The mobile rates listed apply 7 days a week for calls to UK mobile numbers. Calls to personal numbers beginning 070 have different rates from standard mobile calls and are excluded from call packages. Calls to 070 numbers cost a maximum of 96p for a one minute call for all packages. Subsequent minutes for all packages cost a maximum of 76p per minute.
6. The call set-up charge does not apply to inclusive calls as well as certain other call types.
7. Call rounding: 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.

Our Contact Details

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