



Southern Electric
Scottish Hydro
SWALEC
Atlantic

A large, decorative graphic consisting of several 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 dark green in between. The bands flow from left to right, curving upwards at the end.

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

December 2017

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 – Our 17 Phone and Broadband packages have no connection fees and an exclusive price for SSE Energy customers. You must be onboarding or live and at the same supply address with an SSE gas and/or electricity account to receive these prices.

Non-SSE Energy customers – Will pay a £5 per month surcharge on their Phone and Broadband package. A one off initial £50 connection fee is also applicable and will be applied to the first monthly bill.

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. 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 3 years 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.
3. 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.
4. 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. 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 surcharge fee which is currently set at £19 per month), and we will write to you to confirm this.

5. 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.
6. 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.
7. 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.
8. 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.
9. 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>. 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.
10. These products are only available to residential customers within Great Britain.
11. 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, you do not need to contact your existing supplier. Once we have a 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.
12. 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.
13. 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.

14. 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-broadband
15. 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
16. 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	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 + £5 added to each product monthly charge	

Monthly Surcharge for Non-SSE Energy Customers

The prices in the above table are available for customers with an SSE energy account. A surcharge of £5 per month will be added to the monthly price of the phone and broadband package to all non-SSE energy customers. In these circumstances, if you decide to move your energy account to SSE then the surcharge will be removed from your next applicable bill and the price will default to the price in the table above. We will also apply the surcharge to your next monthly bill in the event you are no longer a SSE Energy Customer.

Broadband Connection Charge

A one off connection fee of £50.00 is applicable to all non-SSE energy customers. This will be added to your 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.

<p>Engineer charge*</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
<p>Abortive visit charge*</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>Search charge</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>Debt collection administration charge</p> <p>Recovery of any overdue payments</p>	£30.00
<p>Disconnection charge for non-payment</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>Reconnection charge</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>Credit card payment charge</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.

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.

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/min	20p/min	20p/min
	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, 09, 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

	<p>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.</p> <p>Different charges apply for other destinations, calls to international mobiles or specialised services.</p>	20p/min	20p/min	Inclusive up to 70 mins per call then 20p/min.
	<p>Call features</p>	<p>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</p> <p>Pick any from this list: Caller Display, Call Diversion, Call Barring, Ring Back, Call Waiting, Three Way Calling, Reminder Call, Call Sign</p>		

Further important information about your phone package

1. 0845 and 0870 calls are inclusive up to 70 minutes in our Anytime Plus product. 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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