



sse

Southern Electric  
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# SSE Guide to Charges for Engineering Works and Equipment

Applicable from 15 November 2016  
for all SSE phone and broadband products

This 'SSE Guide to Charges for Engineering Works and Equipment' provides a list of charges for additional equipment that you may require and line maintenance services which may need an Openreach engineer to carry out work for either the phone line or for the broadband service. If you require any of the services listed in this guide, our Customer Services team will be able to assist you with booking the necessary appointments, ordering the equipment and also advising you of the applicable charge, in accordance with the latest copy of this guide, as published on our website at this link: [sse.co.uk/help/phone-and-broadband](https://sse.co.uk/help/phone-and-broadband).

All prices below are inclusive of VAT where applicable.

## Openreach working hours

A Normal Working Day is defined as Monday to Friday, from 8am to 5pm, excluding Public and Bank Holidays.

An Evening is defined as the hours after 5pm on Monday to Friday, excluding Public and Bank Holidays (unless otherwise specified).

Hourly charges for ad-hoc engineer works	
<b>During a Normal Working Day</b>	
Call out + up to 1 hour (minimum charge; applies also for missed appointments)	£115.00
Per additional hour or part thereof	£52.00
<b>Evening and Saturdays</b>	
Call out + up to 1 hour (minimum charge; applies also for missed appointment)	£141.00
Per additional hour or part thereof	£78.00
<b>Sundays, Public and Bank Holidays</b>	
Call out + up to 1 hour (minimum charge, applies also for missed appointment)	£167.00
Per additional hour or part thereof	£104.00

Supplementary charges Applicable if the engineering works continue beyond Normal Working Day hours	
<b>Evenings and Saturdays - per hour or part of</b>	£32.00
<b>Sundays, Public and Bank Holidays – per hour or part of</b>	£63.00

## Charges for standard work

New telephone line provision standard visit charge (any time appointment)	£60.00
Abortive visit charge - applicable if the appointment is missed or cancelled after 12pm the working day before the appointment	£60.00
Additional charge for new telephone line provision visit only. If you wish to book a specific time slot appointment, these are the surcharges applicable to the standard visit charge:	
EM - Early Morning flexible appointment (7am to 8am Monday to Saturday)	£15.00
EV- Evening flexible appointment (6pm to 9pm, Monday to Friday)	£15.00
AM and PM – flexible appointment on Saturday (8am to 6pm)	£15.00
MFALM – More Focussed Appointment Late Morning (10am to 12pm, Monday to Friday, excluding Public and Bank Holidays)	£42.00
MFAEA – More Focussed Appointment Early Afternoon (2pm to 4pm, Monday to Friday, excluding Public and Bank Holidays)	£42.00
Line conversion from LLU (Local Loop Unbundling) to single WLR (Wholesale Line Rental) access line	£0.00
Line conversion from ISDN (Integrated Services Digital Network) to WLR	£84.00
Charge if cancelled after 4pm the day before	£70.00
Renumber Charge Applicable if you request to change your phone number or to carry your existing number to a new address where possible (if you are receiving nuisance calls, there are also other options besides changing your number, please speak to our Customer Service team)	£15.00
Standard wiring packs and work	
Internal wiring work (minimum fee)	£124.00
Internal pack kit	£8.00
External wiring work (minimum fee)	£134.00
External pack kit	£19.00
Shift of master socket	£127.00
Additional charge for shifting a second socket	£64.00

## Broadband Specific Charges

Special Fault Investigation – only applicable if we arrange an engineer visit with you to resolve a presumed line fault but then it is found that the fault is on your own equipment and not on the line	£170.00
Abortive visit charge - applicable if the appointment is missed (or the engineer is not granted access to the property) or cancelled after 12pm the working day before the appointment	£60.00

## Broadband Additional Equipment (includes delivery charge)

Powerline Adapter Zyxel PLA4201	£40.00
Zyxel WRE 2206 WiFi Extender	£30.00
Replacement router – Model TG859 If the router is damaged due to improper use or accidental damage, then a replacement router will be ordered but it will be chargeable. The charge depends on the model, and you may receive a different one from the one listed here. Our Customer Services team will confirm the price of your replacement router at the time the order is placed	£90.00

## Our contact details

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