



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

Effective from 15th May 2019

For customers purchasing between 28th August 2017 and 22nd January 2018

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1. SSE Phone and Broadband 17 package

1.1 Important Information about your Phone and Broadband 17 package

This Detailed Product and Price guide gives you comprehensive 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 on-boarding 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 one calendar month 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 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. 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.

1.2 SSE Broadband 17 Products

Important Broadband 17 Information

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.

Prices

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	£9
Unlimited Fibre Plus	£16
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.

1.3 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

		Line Rental Only	Anytime Landline	Anytime Plus
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
	International calls to the following countries: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, France, Germany, Greece, Hungary, Ireland, Italy, Luxembourg, Netherlands, Poland, Portugal, Spain and Sweden. Australia, Canada, China, Hong Kong, Iceland, Israel, Japan, Jordan, Malaysia, New Zealand, Norway, Switzerland, Singapore, South Africa, Taiwan and USA. Different charges apply for other destinations, calls to international mobiles or specialised services.	18p/min 20p/min	18p/min 20p/min	Inclusive up to 70 mins per call then 18p/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 or 7 for £9.50 Pick any from this list: 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 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.

2. Call Features

These are optional services that can be added or removed from the line as required with just a call to our Customer Service team. Our Call Features Guide, which explains these services in further detail with instructions on how to use them, can be found on our website: sse.co.uk/help/phone-and-broadband.

2.1 No charge services

1471	no charge	Check who called last
Number Withheld (141)	no charge	To hide your number when calling out. Can dial 141 per use or have it permanently on your line for all outgoing calls.
1470 Override Number Withheld	no charge	If you want to show your number for a specific outgoing call only, while Number Withheld is on your line.
Bar Call Return	no charge	To stop your phone from using 'Call Return'.
Ring Back Inhibit	no charge	To stop other callers from using 'Ring Back' when your line is engaged.
Temporary Call Diversion	no charge	To divert all your calls from your number to another of your choice in the scenario that your phone line is faulty and is being repaired. Please note that you will be charged for the cost of calls diverted from your phone line to your alternative number if not within your inclusive period, e.g. 15p/min if your alternative number is your mobile phone or another landline.
Choose to Refuse	no charge	Can block up to 10 numbers from getting through to your line.
Anonymous Call Reject	no charge	Blocks calls from callers with a withheld number.
Caller Display	no charge	Displays the number of the caller on suitable phone handsets.

2.2 Chargeable services with a monthly fee

Voicemail (Wholesale 1571)	£1.50	A standard voicemail service on any line and any phone handset. You will hear a different dial tone when there is a message.
Call Minder Call Minder Plus Call Minder Premier (5 mailboxes) Call Minder Premier (7 mailboxes) Call Minder Premier (9 mailboxes)	£3.00 £3.40 £4.50 £5.00 £5.25	A voicemail service that you can personalise with your own message and you can retrieve from any other phone using a PIN. The Plus and Premier version have additional mailboxes with individual PIN numbers.
Call Diversion Smart Divert Smart Divert + Bypass No Caller Redirect	£3.50 £5.10 £6.15 £10.20	Call Diversion diverts incoming calls to any UK landline number, to a mobile or even overseas. The Smart versions give you additional remote control features. Caller Redirect is useful to divert your calls while you are moving home.

Call Barring	£3.50	Bars different types of calls from your line at your own choice.
Call Sign	£3.50	Gives a second phone number on the same line, which when used rings with a different tone.
Ring Back	£3.50	Allows you to set the phone to ring you back when an engaged line becomes free.
Reminder Call	£3.50	Set your phone to wake you up like an alarm call in a hotel.
Three Way Calling	£3.50	A conference call facility that allows you to connect to two other people at the same time.
Call Waiting	£3.50	Makes a discreet beep while you are on the phone if someone else is trying to call you, and allows you also to put one call on hold to retrieve the other.

2.3 Discounts for multiple call features

<p>Pick any from this list:</p> <p>Call Diversion, Call Barring, Ring Back, Call Waiting, Three Way Calling, Reminder Call, Call Sign</p>	<p>Charges per month:</p> <p>Any 1 for £3.50</p> <p>Any 3 or 4 for £7.25</p> <p>Any 5 for £9.00</p> <p>Any 6 or 7 for £9.50</p>
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2.4 Call Features available on a 'per use' charge

These call features are available on demand and charged per use. For Three Way Calling and for Call Return, the call that follows is charged separately at the standard charge per minute, unless inclusive.

Reminder Call	40p	To book a wake up call.
Ring Back When Free	40p	Book a call back when an engaged line becomes free.
Three Way Call	70p	For one-off conference calls.
Call Return (on 1471 and 1571)	10p	To call back the last caller.
Text to a landline or a mobile	10p	Send a text message to a mobile or to a landline. For landline texts, both the sender and receiver need a suitable phone handset and Caller Display.
Timeline '123'	40p	The speaking clock, dial 123 from your phone to find out the exact UK time.

3. Repair Service Levels

Repair Service levels are customisable features for your phone service that define the level of repair support you receive should there be a fault on your line. We offer 3 repair levels each with a different response timeline as outlined below. All lines have one of these repair levels assigned, usually Standard Repair Service by default, but you can alter this repair level as required by contacting our Customer Services team. The lead time to change the repair level on your line is 5 working days. Our reporting hours for faults are: 6am to midnight, Monday to Sunday, including Public and Bank Holidays.

	Service level description	Charge per month
Standard Repair Service	We aim to resolve the fault within 2 working days, Monday to Friday, excluding Public and Bank Holidays. Example: A fault reported on a Tuesday would have a target resolution time of midnight on the Thursday at the latest.	No Charge
Extended Repair Service	We aim to resolve the fault by the next working day, Monday to Friday, excluding Public and Bank Holidays. Example: A fault reported on a Tuesday would have a target resolution time of midnight on Wednesday at the latest.	£1.50
Total Repair Service	We aim to resolve the fault by midnight of the same day, if it is reported by 12.30pm. If the fault is reported after 12.30pm, then the fault will be resolved by 1pm the following day (Monday to Sunday including Public and Bank Holidays).	£4.00

4. International Calls

All calls to international Destinations are priced according to one of the charge bands in the table below. Please note that the rates to fixed numbers are for standard landline numbers. Calls to International Special or Higher rate services will be charged at the mobile/higher rate for that country.

4.1 Price band table for International Destinations

The table below summarises the charge band groups that are applicable to international destinations for both fixed and mobile/higher rate numbers. These rates are per minute and are applicable at any time of the day and week, although selected call destinations are inclusive in our Anytime Plus 17 product. The call set up fee applies to all international calls when not inclusive, except for calls to A1 countries.

Price Band	Standard fixed line rate per minute	Mobile/higher rate per minute
A1	18p	18p
A2	20p	40p
B	40p	80p
C	80p	£1.00
D	£1.00	£1.50
E	£1.20	£1.50
F	£2.00	£2.00
G	£4.00	£4.00

5. Calls to unbundled tariff numbers: 084, 087, 09 and 118

The charge for calls to these numbers is made up of the following two elements: the Access Charge and the Service Charge. The Access Charge is 10p/minute for any of these numbers. The Service Charge is decided by the business being called. The Service Charge for 084 numbers is capped at 10p/minute, and hence the maximum call charge for these numbers can be 20p/min. For 087 numbers the maximum Service Charge can be 13p/minute, and therefore the maximum total call rate including our Access Charge would be 23p/min. 09 and 118 numbers have considerably higher Service Charges, but are subject to the same Access Charge.

6. Services numbers often used

Emergency numbers 999 and 112 (police, fire and medical emergency)	no charge
Non emergency 101 (police less urgent support lines)	15p/call
Social value services starting with 116	no charge
Numbers starting with 0800, 0808, 0500, 07600, (not including 076006), 076232, 076593, 076596 and 076599.	no charge
National Power Cut and Electricity Network Safety Service - 105	no charge
NHS Non-Emergency Helpline - 111	no charge

7. Personal numbers – generally starting with 070

The maximum cost of any 070 call at any time is 96p for the first minute, then 76p/min afterwards. We have different price bands for these numbers, depending on their charge band code, which will always be listed on your bill. The standard Call Set Up Fee of 20p applies for these calls, except for PN7, which has a call connection charge of 66p. Please note that charge band C or PN22 numbers may start with 070 or 078. Charge band F numbers may start with 070, 074, 075, 076, 077, 078 or 079.

Charge band description	Daytime	Evening	Weekend
C, PN19	17.00	17.00	17.00
D	26.00	15.00	15.00
E	8.00	8.00	8.00
F	46.00	31.00	16.00
J	49.00	34.00	16.00
K	57.00	38.00	19.00
M, PN21, PN13	63.00	63.00	63.00
N, PN15	20.00	20.00	20.00
PN1	37.00	25.00	13.00
PN2	76.00	76.00	76.00
PN3	75.00	60.00	60.00
PN5, PN18	26.00	26.00	26.00
PN6, PN8	31.00	31.00	31.00
PN7	6.00	2.00	2.00
PN9	36.00	36.00	36.00

PN10	54.00	54.00	54.00
PN11	60.00	44.00	44.00
PN4, PN12	42.00	42.00	42.00
PN14	45.00	45.00	45.00
PN16, PN17	22.00	22.00	22.00
PN20	37.00	37.00	37.00
PN22	16.00	10.00	10.00

8. Special numbers

The rates below apply to numbers used for specific services that range from pagers to VoIP (Voice over IP) and WiFi calls. They will appear on your bill with the description as per charge band code below.

8.1 Calls to Pagers and Voice Messaging Services starting with 076

Calls to pagers and voice messaging services to charge bands FF3 to FF10 are charged at a fixed rate per text or call, while the R charge band is charged at a rate per minute. The Call Set Up Fee is only applicable for charge band R. Calls to these numbers are rounded to the nearest second.

Charge band description	Rate in pence per call or per minute
FF3, FF10	34p per use (anytime)
FF6	40p per use (anytime)
FF8	25p per use (anytime)
FF9	56p per use (anytime)
R	11p/min daytime, 5p/min evening and weekend

8.2 Operator calls to 100, 155, 195, 198 and Reverse charge calls

Calls made through Operator numbers 100, 155, 195 and 198, as well as Reverse Charge calls, may incur substantial charges. For more information on these services and call charges please see our 'Guidance on the use of Operator Services' document published on our website in this location: www.sse.co.uk/help/phone-and-broadband.

8.3 Calls to WiFi numbers starting with 073, 074, 075, 078 and 079

The rates below are in pence/minute. The Call Set Up Fee is applicable. These calls are rounded to the nearest second.

Charge band description	Daytime	Evening	Weekend
WiFi Services – fw1,fw9	22	22	22
WiFi Services - fw2, fw3, fw5	20	17	9
WiFi Services - fw4,fw6	20	13	9
WiFi Services - fw7, fw11, fw12	17	17	17
WiFi Services - fw8	26	20	9
WiFi Services - fw10	14	14	14

8.4 Calls to Special Services numbers starting with 055 and 056

The rates below are in pence/minute. The Call Set Up Fee is applicable. These calls are rounded to the nearest second.

Charge band description	Daytime	Evening	Weekend
Special Services G6	8	8	8
Special Services G21	8	4	4

8.5 Calls to Satellite numbers starting with 0087

The rates below are per minute and apply any time of the day, any day. The call charge for each of these is rounded up by the second, with the exception of GMSS Thuraya/Iridium calls, which are rounded up to the next whole minute. The Call Set Up Fee does not apply for these calls.

Charge band description	Daytime	Evening	Weekend
INMARSAT – A (0087 x 1)	£7.50	£7.50	£7.50
INMARSAT - B (0087 x 3)	£5.00	£5.00	£5.00
INMARSAT – B HSD Duplex (0087 x 3914)	£12.50	£12.50	£12.50
INMARSAT – M (0087 x 6)	£5.20	£5.20	£5.20
INMARSAT – M4 High Speed Data (0087 x 60)	£9.25	£9.25	£9.25
Mobiq (0087 x 76)	£3.40	£3.40	£3.40
Skyphone (0087 x 5)	£7.50	£7.50	£7.50

Charge band description	Daytime	Evening	Weekend
GMSS Thuraya/Iridium	£4.65	£4.65	£4.65
GMSS Iridium	£3.77	£3.77	£3.77
EMS Satellite	£2.87	£2.87	£2.87

9. Text Relay Calls

These are services available for use of customers who are or are communicating with hearing or speech impaired people and require the use of a text phone or other device with a keyboard.

You can use Text Relay Services with a textphone, telephone, mobile, or use your PC as a textphone.

More information on this type of services is available on www.ngts.org.uk.

The cost of a Text Relay call will be that charged by the Operator of the Text Direct Service. However a rebate will be applied to all or part of the text element of all calls when either or both ends are in text mode.

Call charges will also be adjusted by giving you a rebate on your bill so that the final charges for standard calls (to numbers beginning 01, 02, 03, 0845 & 0870) are no greater than the standard rates of your package. No rebate shall be applicable for other calls including:

- Directory Enquiries;
- International destination numbers;
- most non geographical numbers not beginning with 0845 & 0870 (e.g. to those beginning with 0844 and 0871)
- Premium Rate Services;
- Personal Numbering Services;
- Third Party Services such as the Operator services;

Rebates will be shown on your bill and may cover the value due for several calls. The rebate(s) due will normally be shown on the same bill as the relevant full call charges but may occasionally be shown on the next bill.

10. Directory Listing Services

When you set up a new phone line with SSE or move house, we offer the following directory entry options, free of charge as detailed below. Please note that your number

is only provided if someone knows your name and address.

- 1) Standard entry of your name and number within telephone directories, including through Directory Enquiry services; or
- 2) Your name and number are made available through Directory Enquiry services only, but will not appear in any standard telephone directory, whether paper or online; or
- 3) Your details are made 'ex-directory', so that they will not be available through either standard telephone directories or directory enquiry services.

If you are transferring your BT line to SSE then whichever directory entry option is set up on your line, it will remain the same. However you can request a change through our Customer Services team at any time.

In addition, we can arrange to include additional entries within the telephone directory, but these incur the following monthly charge, inclusive of VAT:

DQ Entry – Standard	£14.75
DQ Entry – Bold	£29.51
DQ Entry – Super Bold	£56.15
DQ Entry – Additional Word – Standard	£2.16
DQ Entry – Additional Word – Bold	£4.31

11. 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.

12. Broadband Traffic Management Policy

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

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) do not 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 Internet Protocol (IP) address and Deep Packet Inspection (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.

13. Call Rounding

Calls to local/national numbers, UK mobiles and international destinations are all rounded up to the next whole minute.

Calls to non geographic numbers starting with 084, 087, 09 and 118 are rounded as follows: the Access Charge is rounded up to the next whole minute, while the Service Charge is rounded up to the next second; the two charges are then combined.

Calls to all other numbers are rounded up to the next second unless otherwise specified.

All call costs are rounded up to the next penny, prior to the VAT being added.

14. Miscellaneous Charges

The following charges are applicable in the circumstances as specified and are only applied to recover our direct costs. All charges include VAT:

14.1 Debt Management Charges

<p>Phone Restriction Charge If we have to restrict your phone service due to the non payment of your bill. This charge is applied as a one off.</p>	<p>£6</p>
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Broadband Disconnection Charge If we have to disconnect your broadband due to the non payment of your bill.	£6.60 Unlimited Broadband £6.45 Unlimited Fibre and Unlimited Fibre Plus
Search Charges If we are unable to reach you regarding the outstanding payment of your bill, we may run a search to ensure that we still have the right address for you.	£2
Debt Collection Administration Charges If we have to send a debt collector to your address.	£30
Debt Collection Agency Fee If we have to use a national debt collection agency to collect payment from you, this charge will be added to your overall debt.	15% of the value of the debt
Reconnection Charge If we have to disconnect you due to the non payment of your bill and then you request a reconnection of the line/broadband	£90 for the phone line £30 for Unlimited Broadband £50 for Unlimited Fibre and Unlimited Fibre Plus

14.2 Credit Card Payment Charge

If you choose to pay your bill by credit card there will be a surcharge which is reflective of the costs passed on by credit card companies for processing the payment. The surcharge amount will be advised before you proceed with making the payment.

14.3 Number Porting

If you transfer your phone service to us from another network, such as a cable or a LLU (Local loop Unbundled) line, there may be a charge for keeping the same telephone number. This number porting charge is as below. Occasionally it may not be possible to transfer the number across to our network and we may have to assign you a new number, which would be free of charge. If the request for number porting is accepted by the other network, it should be completed within one working day. If there is any delay, you may be entitled to claim compensation from whichever party has caused that delay. To raise the matter with us, please contact our customer services team. If we are due to pay you compensation, we would apply the relevant credit to your account.

Number Porting	£12
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14.4 Engineering Charges

For the complete list of charges related to engineering works on your line, such as installing a new line, rewiring an existing line or repairing a fault, or prices relating to additional equipment available for purchase from our Customer Services team, please consult our 'SSE Guide to Charges for Engineering Works and Equipment' document found on our website at this link: www.sse.co.uk/help/phone-and-broadband

15. Our Contact Details

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

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

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SSE is a trading name of OVO (S) Retail Telecoms Limited. The registered office of OVO (S) Retail Telecoms Limited is 1 Rivergate, Temple Quay, Bristol, BS1 6ED. Registered in England and Wales number 10086511.

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