



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

For customers purchasing on or after 1st October 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.

If **you** do not have an existing phone line at **your address**, **we** will charge £60 for line installation.

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**. 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 Guide, which is only applicable to customers who are **Non-SSE Energy Customers**.

5. **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.
6. **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.
7. **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 Phone and Broadband.
8. 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 and **we** will write to **you** to confirm this. Please note there will also be a significant increase to the monthly charge for **our** Broadband service
9. 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.
10. 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 prepaid 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.
11. 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.
12. 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.
13. Please be aware that **our** call packages do not allow calls to be made to premium rate numbers beginning 09.

14. 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 19 days after **you** placed **your** order.
15. 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.
16. 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**.
17. 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>.
18. 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/Help/Regulations.
19. 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 Unlimited Fibre and 76Mbps for Unlimited Fibre Plus, but these speeds are affected by the line capacity at **your address** 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.

At the point of sign up **we** may 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.

Broadband Product Prices

Broadband 17 Products	SSE Energy Customer Monthly Charge (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 your Broadband product from month 13	

Package Price and Application of Non-SSE Energy Customer Surcharge

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

Connection Fee - 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.

Phone line installation fee – an initial installation fee is applicable to all customers who do not have an existing phone line (unless advised otherwise).

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.

Call Product 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, Evening and Weekend 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 Please be aware that our call packages do not allow calls to be made to premium rate numbers beginning 09	10p/min Please be aware that our call packages do not allow calls to be made to premium rate numbers beginning 09	10p/min Please be aware that our call packages do not allow calls to be made to premium rate numbers beginning 09
	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 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 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 pricing table.
2. Calls to other 08 numbers vary depending on the number. Numbers starting with 08 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, 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 and internet numbers 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 inclusive calls. The total cost of each non-inclusive call will be rounded up to the nearest whole penny.

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 address 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 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.</p>	£2.00
<p>Debt collection administration charge</p> <p>If we have to send a debt collector to your address.</p>	£30.00
<p>Broadband Disconnection Charge</p> <p>If we have to disconnect your broadband due to the non-payment of your bill.</p>	£6.60 for Unlimited Broadband £6.45 for Unlimited Fibre & Unlimited Fibre Plus
<p>Reconnection charge</p> <p>If we have to disconnect you due to the non-payment of your bill and then you request a reconnection of the line/ broadband</p>	£90 for the phone line £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.

Billing Convention

Monthly Billing

Your first monthly bill could cover a period of 2 to 6 weeks depending upon the billing cycle.

Your bill is calculated in arrears and may cover a part month. For part months, the monthly price is divided by the number of full days in the month and then multiplied by the number of days applicable in the month.

Quarterly Billing

Quarterly bills are calculated on a daily rate. The quarterly price is divided by the number of full days in the quarter and then multiplied by the number of days applicable in the quarter.

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 sse.co.uk/help/phone-and-broadband/regulations-broadband. The standard charge for this product is £2 per month. This service can be cancelled anytime by contacting **our** Customer Services Team.

Our Contact Details

SSE Phone & Broadband	
Phone number	0345 026 7045 Lines are open from 8am to 8pm Monday to Friday and 8am to 2pm on Saturdays
Customer Services email address	customerservice@sse.co.uk
Website address	sse.co.uk/phone-and-broadband
Customer Services Postal Address	Customer Services PO Box 230 Havant PO9 9DT



sse

Southern Electric
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SSE Retail Telecoms Limited is a part of the SSE Group. The registered office of SSE Retail Telecoms Limited is No.1 Forbury Place, 43 Forbury Road, Reading, RG1 3JH.

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