



# SSE Detailed Product and Price Guide

for the 18 range non-fixed term  
broadband packages

Applicable from: October 2018

# Products description

Our non-fixed termed broadband packages, part of the 18 product range, provide access to the internet from a fixed location. They are only available to domestic customers with an active SSE phone line for which a monthly line rental is charged and are provided for domestic use only. There is no fixed term contract for these products.

As noted in the terms and conditions applicable to the use of these products, use of the internet needs to conform to our Acceptable Use Policy and Traffic Management Policy which can be found, along with the terms and conditions, on our website at: [www.sse.co.uk/help/phone-and-broadband/regulations-broadband](http://www.sse.co.uk/help/phone-and-broadband/regulations-broadband)

We offer three broadband packages in this range which provide varying download speeds but each has an unlimited data usage allowance. 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 when using these 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.

These broadband products have a maximum line speed of : (i) 17Mbps for Unlimited Broadband 18NF which uses ADSL technology, (ii) 38Mbps for Unlimited Fibre 18NF and (iii) 76Mbps for Unlimited Fibre Plus 18NF, both using FTTC technology. However, these speeds are affected by the line capacity at the customer's premises and as such will not be achievable by all end users.

We provide all our prospective broadband customers with a personalised speed test which gives an estimate of the download speeds likely to be experienced on a particular phone line, but this estimate remains a guideline as the actual speed will always be affected by the factors highlighted above.

To enable the connection, we provide a pre-configured wireless router that will connect to our network, which requires minimal effort on the customer's part. An engineer appointment at the customer's premises may sometimes be required; if this is the case a quotation for any specific/additional charges would be provided prior to arranging the appointment. Our 'Guide to Engineering Works and Equipment' can be found at [sse.co.uk/help/phone-and-broadband/](http://sse.co.uk/help/phone-and-broadband/) and provides useful information on possible additional charges.

## Prices

All prices quoted include VAT at 20%, unless otherwise stated. Pricing updates are found on our website at: [www.sse.co.uk/help/phone-and-broadband/price-changes](http://www.sse.co.uk/help/phone-and-broadband/price-changes)

Please note that the prices below do not include any introductory offer discount that you may be eligible for when you buy this product. Supplementary terms and conditions describing any such introductory offer would be included in your sale confirmation pack.

<b>18 months non-fixed term broadband packages</b>	<b>Monthly charge (excludes phone line rental, phone package charge and any promotional discount)</b>
<b>Unlimited Broadband 18NF</b>	£8
<b>Unlimited Fibre 18NF</b>	£13
<b>Unlimited Fibre Plus 18NF</b>	£18

## Other important information

1. The broadband packages must be taken with an SSE phone package. If you cancel the phone element then SSE reserves the right to change the broadband package to an equivalent one with standalone prices. You will be informed of this package change in writing, with confirmation of the applicable new charges.
2. Switching from another provider takes around 18 to 20 days for most customers:
  - We'll arrange to switch your broadband service to SSE from your current provider;
  - You won't need to contact your current provider unless your phone is with Virgin Media;
  - Your current provider will contact you to confirm your supply is switching away and will let you know any exit fees for your contract with them; SSE will let you know what your planned start date is by email or letter around 10 days after you signed up;
3. About bills: the default option offered to all new customers is monthly e-bills; a monthly paper bill can be requested at a charge of £2 per bill. Monthly bills are issued on a 30-day cycle, plus or minus a few days, but the first bill may take up to six weeks. Only one bill is produced for phone and broadband services.
4. The standard payment method available for new customers is Direct Debit.
5. It is important that you are aware of our:
  - General Terms and Conditions for the Supply of Broadband service;
  - Broadband Code of Practice;
  - Complaints Code;

These documents can be found on our website in this area: [www.sse.co.uk/help/phone-and-broadband](http://www.sse.co.uk/help/phone-and-broadband)

## Cancellation Charges

If you cancel your broadband order before your service start date, there will be no charge unless you have already received your router and you do not return this to us. When you notify us of your cancellation, we will send you a prepaid postage envelope for the return of the router. Should you not return your router within 30 working days an equipment charge of £54 will be added to your account. We will also ask you to return the router if you cancel your broadband within the first 12 months of having the service.

## Our Contact Details

SSE Phone and Broadband	
Phone us	Tel 0345 026 7045
Email us	<a href="mailto:customerservice@sse.co.uk">customerservice@sse.co.uk</a>
To write to us	Phone and Broadband Team, PO Box 230, Havant, PO9 9DT



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