



sse

Southern Electric
Scottish Hydro
SWALEC
Atlantic

SSE Superfast & Ultrafast Fibre Broadband Packages: Products & Prices Information

Product range: D511

Effective from 17 September 2015

SSE Superfast Fibre broadband / SSE Ultrafast Fibre Broadband: D511 product range

Products description

Our fixed term broadband packages, part of the D511 product range, provide access to the internet from a fixed location. They are only available to domestic customers with an active BT line for which a monthly line rental will be charged and are provided for domestic use only. The fixed term contract duration for these products is 18 months.

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 which can be found, along with the terms and conditions, on our website in the following area: [Help -> Phone and broadband help](#) -> [Broadband legal and regulatory information](#).

We offer two broadband packages in the D511 product range which provide varying download speeds but each has an 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 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.

The technology supporting these fibre broadband products has a maximum line speed of 38Mbps for the Superfast package and 76Mbps for the Ultrafast package, but 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 based on their 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 that will connect to our network with minimal effort on the customer's part. An engineer appointment at the customer's premises may sometimes be required for first time fibre installation at no extra cost for the customer. However if the arranged appointment is missed by the customer, an abortive visit charge will be applicable, see section 2.2 in 'Miscellaneous charges' for details.

Internet security suite

Customers have the option to install our Internet Security Suite product on their 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 & Advise / Regulatory information / Broadband. See appropriate section below for pricing information.

For any further broadband enquiries please call:

Southern Electric	0345 678 0051
Scottish Hydro	0345 678 0052
Swalec	0345 678 0053
Atlantic	0345 678 0054
SSE	0345 300 1124

Prices

This price list contains the prices effective from: 17 September 2015

The broadband monthly prices below will not be subject to increases during the fixed term of the contract, except where there is an increase to VAT or any other relevant tax/levy. Other broadband charges, particularly those described in the 'Miscellaneous charges' section of this document, may change.

Pricing updates are found on our website at the following location:
www.sse.co.uk/PhoneAndBroadband/Prices/Pricesupdates

All prices quoted include VAT at 20% (unless otherwise stated).

18 months fixed term broadband package (D511 range)	Monthly charge - payment by Direct Debit (excludes phone line rental and phone package charge)
Superfast Fibre broadband (after bundle discount for taking any phone package)	£20
Superfast Fibre broadband (stand alone)	£30
Ultrafast Fibre broadband (after bundle discount for taking any phone package)	£25
Ultrafast Fibre broadband (stand alone)	£35

Broadband discount for phone customers

We offer a discount of £10 off the stand alone monthly price for fibre broadband packages to customers who also take our phone product. In these circumstances, if you cancel your phone agreement your broadband price will default, for the remaining period of the contract, to our stand alone broadband price. However, you must continue to pay line rental to your telephone provider of choice for the use of the line as the line must remain active on the BT Openreach network throughout your broadband contract. See talk product and charges information for details of all phone related charges.

Cancellation, early termination and cease charges

The following charges may apply following cancellation of the broadband contract:

1. When a cancellation of the broadband order takes place before the start date of the service, an equipment charge of £58 will be applicable if equipment has been dispatched (e.g. the router). If the equipment box is returned unopened following our return procedure, then a refund of £58 will be applicable. If the box has been opened, then a refund of £12 will be applicable.
2. For cancellation at any point between the broadband service start date and the 12th month of the contract there is an early termination charge of £22.50 per month for Superfast Fibre Broadband and £26.50 for Ultrafast Fibre broadband. There is an additional one-off charge of £33 applicable for early termination of the contract at any point of the 18 months term. The maximum charge for cancellation after the service start date is £303 for the Superfast package (£22.50 per month x 12 months + £33 one-off charge) and £351 for the Ultrafast package (£26.50 per month x 12 months + £33 one-off charge). These charges are not subject to VAT.
3. If the customer cancels the fibre broadband service after the start date, whether during the fixed term or outside of this, 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 when applicable and as such it may vary from time to time. In this Products & Charges document we will show the latest correct charge, any changes will be communicated on our website at the following location: www.sse.co.uk/PhoneAndBroadband/Prices/Pricesupdates.

Internet security suite

Our Internet Security Suite is available on request along with these broadband packages. The standard charge for this product is £2 per month. This service can be cancelled anytime by contacting our customer service team.

Billing options

You can choose to receive your bills on a monthly or quarterly basis in a paperless or hard copy format. Monthly paper bills are charged at £1 per month, however if you opt for monthly electronic, paperless bills, this charge will not apply. The monthly billing charge will not be made twice if it is already being applied for monthly billing in relation to our phone service. You will not be charged for quarterly paper bills.

Miscellaneous charges

These charges may be applied to your account in certain circumstances which are described below.

1. Account Administration Charges

1.1 Credit card payment charge – payments by credit cards will attract a surcharge which is reflective of the costs passed on by credit card companies for processing the payment. The surcharge amount will be advised at time of making payment.

2. Engineering Visit Charges

2.1 Engineer charge - £169.20. Will be applied to your account when a customer requests a visit by an engineer for the purpose of resolving a broadband fault and the fault is found to be with the customer's own equipment such as computer, wiring, and other devices that may interfere.

2.2 Abortive Visit Charge - £108. Will be applied to your account when no access is gained to the property at an agreed appointment time or when the appointment is cancelled late, i.e. beyond 12pm the working day before the appointment.

All engineering charges are determined by BT Openreach and we will pass them on to customers as per their charging policy. These charges may vary from time to time. When a customer calls our faults line to book an engineering appointment, they will be informed of the latest applicable charge. In this Products & Charges document we will show the latest correct charge; any changes will be communicated on our website at the following location: www.sse.co.uk/PhoneAndBroadband/Prices/Pricesupdates.

3. Debt Management Charges

3.1 Search charges - £2.00. This may be applied to your account if we are trying to contact you regarding your bill and we cannot get a reply so we need to check you have not moved.

3.2 Debt collection administration charge - Our terms and conditions allow us to recover our reasonable costs of seeking to recover overdue payments. As a guide our typical charge for the cost of a visit to follow this up with you is £30.

3.3 Disconnection charge for non-payment - As a last resort, we may disconnect your broadband service if you do not pay your account in full. Then this disconnection charge will apply. The amount charged will be £6.45.

3.4 Reconnection charge after disconnection for non-payment - £50.00. If you wish your service to be reconnected then this charge will apply.

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.

Version Sep15v2 Last updated : April 2018

SSE and associated brands: Southern Electric, Scottish Hydro, SWALEC and Atlantic are all trading names of SSE Retail Telecoms Limited which is a member of the SSE Group. The registered office of SSE Retail Telecoms Limited is No.1 Forbury Place, 43 Forbury Road, Reading, RG1 3JH
Registered in England and Wales number 10086511.

sse.co.uk southern-electric.co.uk hydro.co.uk swalec.co.uk atlantic.co.uk

PBB_SSE_D511PPL_CU_Sept17_TC

