



sse

Southern Electric
Scottish Hydro
SWALEC
Atlantic

SSE Simple & Everyday Broadband Packages: Products & Prices

Product range: D511

Effective from 17 September 2015

SSE Simple Broadband / SSE Everyday 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 that use ADSL technology and therefore provide the same download speed, however they differ in their data usage allowance, see 'Data usage allowance' below for further details.

Besides the data usage allowance of the packages, there are also other factors affecting the speed of data transfer and hence the amount of data that can be downloaded/uploaded on any given day, such as the maximum line speed using ADSL technology 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.

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 your actual speed will always be affected by the factors 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.

Data usage allowance

SSE Everyday Broadband (D511) has an unlimited data usage allowance, therefore suited for medium/high usage customers, such as those who may regularly stream movies through YouTube or BBC iPlayer for example or where there are several internet users in the same household.

SSE Simple Broadband (D511) has a data usage allowance of 50Gb per month and it is designed for low usage customers, who would use the internet for general browsing and emailing, but not usually data demanding applications such as video-on-demand.

If the monthly data usage exceeds the package allowance, we will try and make contact with the customer to advise that the existing package is unsuitable for their needs. If the

customer continues to breach the data allowance of the package, then the connection to the internet will be automatically interrupted when the monthly data limit is achieved and the applied internet block will not be removed till the next monthly data allowance starts .

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.

Contact numbers for any broadband enquiries:

SSE Southern Electric	0345 678 0051
SSE Scottish Hydro	0345 678 0052
SSE Swalec	0345 678 0053
SSE 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)
SSE Simple broadband (after bundle discount for taking any phone package)	£5.00
SSE Simple broadband (stand alone)	£15.00
SSE Everyday broadband (after bundle discount for taking any phone package)	£8.00
SSE Everyday broadband (stand alone)	£18.00

Broadband discount for phone customers

We offer a discount of £10 off the stand alone monthly charge for broadband to customers who take our phone product in addition to broadband. 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 products 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 £24.90 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 £24.90 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 18th month of the contract there is an early termination charge of £4 per month for the remaining term of the contract and an additional £40 one off early termination charge which is chargeable if the contract is terminate within the first 12 months of the contract. The maximum charge for cancellation after the service start date is £112 (calculated as £4 x18 months + £40 one off charge). These charges are not subject to VAT.
3. If the broadband service is terminated after the start date without migrating to a broadband service from another supplier, then a cease charge of £6.60 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 is subject to 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.

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 £6.60.

3.4 Reconnection charge after disconnection for non-payment - £30. 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.

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