

SSE Product & Price Guide

for the Full Fibre
broadband packages

Effective from October 2021



Part of the OVO Family

Broadband products in this range

Broadband product	Full Fibre 100	Full Fibre 200	Full Fibre 500	Full Fibre 900
Maximum product download speed	100 Mbps	200 Mbps	500 Mbps	900 Mbps

These broadband packages provide access to the internet from a fixed location.

They are only available to domestic customers. The fixed term contract duration for these products is 24 months.

Each of these products come with an unlimited data usage allowance. (A fair use policy applies to all these products and can be found within the Acceptable Use Policy at the web address referred to below).

There are factors that can affect the speed of data transfer, such as network capacity, internal network issues, or your own device's limitations. Please note that SSE do not apply any traffic management to your service.

To enable the connection, we provide a pre-configured self-install wireless router that will connect to our network with minimal effort. An engineer appointment at the customer's premises may sometimes be required. If this is the case, a quotation for any specific or additional charges will 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/regulations-broadband It provides useful information on possible additional charges.

Prices

Broadband product	Full Fibre 100	Full Fibre 200	Full Fibre 500	Full Fibre 900
Standard price per month	£31	£38	£45	£55

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

Other important information

1. Switching from another provider takes around 14 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 you're with Virgin Media;
 - Your current provider will contact you to confirm your supply is switching away and will let you know of any exit fees for your contract with them;
 - SSE will confirm your start date in the next few days.
2. 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. Only one bill is produced for phone and broadband services.
3. Monthly bills are issued from the day of service activation. There will be 2 components to the first bill; any upfront charges (e.g. line connection fee), and the first month's rental. All subsequent bills will contain the upcoming month's fixed rental charges, and any charges made over the previous month (e.g. call charges).
4. The standard payment method available to new customers is variable 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;
 - Acceptable Use Policy;

These documents can be found on our website at:

sse.co.uk/help/phone-and-broadband/regulations-broadband

Connection fee

A connection fee of £35 applies in the event an Openreach engineer is required to visit your property to enable this Full Fibre technology. This will be advised at point of sale.

Cancellation and early termination charges

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

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. If you don't return your router within 30 working days an equipment charge of £54 will be added to your account.

For termination at any point between the broadband service start date and the end of the 24th month of the contract there is an early termination charge for every day remaining of the contract. This is 37p per day (on average £11.18 per month) for Full Fibre 100, 44p per day (on average £13.48 per month) for Full Fibre 200, 48p per day (on average £14.58 per month) for Full Fibre 500, and 56p per day (on average £17.08 per month) for Full Fibre 900. These charges are inclusive of VAT.

These packages are covered by our SSE 60-Day Broadband Happiness Guarantee. Customers can leave their contract without early termination charges if, within the first 60 days, they are not happy with any aspect of the service they have received and we have been unable to fix the problem. For details visit sse.co.uk/help/phone-and-broadband/regulations-broadband

Our contact details

SSE Phone and Broadband		
Phone	0345 071 9885	Lines are open 8am to 6pm Monday to Friday and 8am to 2pm Saturday
Email	customerservice@sse.com	Putting your package name in the email will help it to get to the correct team quicker



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Phone & Broadband

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