

About Fix and Fibre v4

1. About Fix and Fibre

- 1.1 Fix and Fibre v4 is comprised of a one year fixed term energy tariff (Fix and Fibre Energy Supply) and a 12 month Fibre Plus Broadband contract with Line Rental only (Fix and Fibre Phone and Broadband Package).
- 1.2 This document sets out the terms and conditions on which the Fix and Fibre Energy Supply and the Fix and Fibre Phone and Broadband Package is provided to you. Words and phrases written in bold have a special meaning which is explained where the word or phrase is first used.

2. About us

Your Fix and Fibre Energy Supply and your Fix and Fibre Phone and Broadband Package are separate agreements and may have different start and end dates.

- 2.1 Your Fix and Fibre Energy Supply is provided by OVO Electricity Limited, trading as SSE (when we're selling you electricity) and OVO (S) Gas Limited, trading as SSE (when we're selling you gas). Our address is 1 Rivergate, Temple Quay, Bristol BS1 6ED. These are the companies that supply energy to your property; and
- 2.2 Your Fix and Fibre Phone and Broadband is sold by OVO (S) Retail Telecoms Limited, trading as SSE, 1 Rivergate, Temple Quay, Bristol BS1 6ED.

3. Terms and Conditions

- 3.1 Fix and Fibre Energy Supply - Your Fix and Fibre Energy Supply is provided under SSE's General Terms and Conditions for the Supply of Electricity and/or Gas to Domestic Customers.
- 3.2 Fix and Fibre Phone and Broadband Package - Your Fix and Fibre Phone and Broadband package is governed by your SSE General Terms for Phone and Broadband

4. About your SSE Energy Supply

- 4.1 Our prices for the supply of your electricity and gas, or electricity only, will be fixed for a period of 12-months commencing on your energy tariff start date. Your Energy Tariff Start Date will be either:
 - I. the date your electricity and gas, or electricity only supply(ies) switches to Fix and Fibre from your existing SSE energy tariff or;
 - II. the date your electricity and gas, or electricity only supply(ies) transfers from your previous supplier(s) to us.
- 4.2 Where both your electricity and gas supplies are being transferred, then the Energy Tariff Start Date will be the earlier of the two transfer dates. This may mean you will not receive the full 12-month fixed term on the later transferred electricity or gas.

5. About your Fix and Fibre Phone and Broadband Package

- 5.1 Fix and Fibre v4 includes a 12-month Phone and Broadband Package at a cost of £26 a month. Our prices for the supply of your Fix and Fibre Phone and Broadband Package will be fixed for a period of 12 months commencing on your Broadband Start Date. We will write to you to confirm the start date of your 12-month Phone and Broadband Package. This will be different from your Energy Tariff Start Date. The Phone and Broadband contract must be for the same property for which we supply the Fix and Fibre Energy Supply. Further information can be found in the General Terms and Conditions for Phone and Broadband.
- 5.2 You will pay £26 per month separately for your Phone and Broadband Package. The cost of any telephone calls is not included and these will be billed to you. You have the option to add a chargeable phone package to your account when signing up or at a later date if you wish, either through your online account or alternative by contacting us directly.
- 5.3 If fibre plus broadband is not available in your property, we will provide you with ADSL broadband at the same price, or we can help you switch to a more appropriate SSE energy tariff that does not include broadband.

6. Redeeming your Fix and Fibre Phone and Broadband Package

- 6.1 Depending on how you signed up to Fix and Fibre v4, you may be required to make a separate follow-on application for the Phone and Broadband Package:
 - I. If you made the application for this tariff via one of our call centres or SSE website you will not be required to make a separate application for the Phone and Broadband Package.

- ii. If you made the application for this tariff via an alternative third party or if you have been specifically informed to do so by SSE, you will be required to make a separate follow-on application for the phone and broadband package. We will provide you with details of how to do this within your Welcome Pack. It is your responsibility to complete the follow-on application for the Phone and Broadband Package within 45 days of your Energy Tariff Start Date. Your Phone and Broadband supply will not be progressed until the application is complete. Once you have completed this application, we will send you the terms and conditions of your Phone and Broadband Package.
- 6.2 If you fail to redeem your Phone and Broadband Package within 45 days of your Energy Supply Start Date or leave Fix and Fibre for your Broadband supply at any time after your Energy Tariff Start Date and more than 60 days before the Fixed Energy Supply End Date, we reserve the right to move your energy tariff to our Standard variable tariff. We will contact you once the transfer of your energy supply is complete to inform you of your prices.
7. Payment
- Separate Direct Debit instructions will be set up for your Fix and Fibre Energy Supply (gas and/or electricity tariffs), and your Fix and Fibre Phone and Broadband Package. The direct debit details supplied will be used to automatically renew the Fix and Fibre Phone and Broadband package at the expiry of this 12 month term unless you choose to cancel, as detailed in paragraph 10.4
8. Eligibility Requirements
- 8.1 Both the Energy Supply and the Phone and Broadband package will need to be in the name(s) of the same account holder(s) and for the same address
- 8.2 This tariff is available to Dual Fuel, Electricity only, Gas only (Standard and Smart Meters) and Electric with Heat (For example, Domestic Economy, THTC, Economy 7, Economy 9 and Economy 10 only) customers.
- 8.3 By signing up to this tariff you are agreeing by default to pay by monthly Direct Debit, unless you choose a different payment method which may impact the price you pay.
- 8.4 If you have a Pay As You Go or Superdeal meter installed in your property you will not be eligible for Fix and Fibre v4.
9. Smart meter
- By signing up to Fix and Fibre v4 you are agreeing to be contacted to arrange a suitable installation date for a smart meter to be installed in your property, if you are eligible and do not already have one.
10. Expiry of your contract
- 10.1 The Fix and Fibre Energy Supply contract will end:
- 12 months after your Energy Tariff Start Date ("Fixed Energy Supply End Date"); or
 - immediately when you move home, change to a Pay As You Go meter, change your tariff or change supplier; or
 - otherwise in accordance with our General Terms and Conditions for the Supply of Electricity and/or Gas to Domestic Customers.
- 10.2 Following your Fixed Energy Supply End Date you will switch to our Standard variable tariff, unless you have selected a new SSE energy tariff. We will write to you no later than 30 days before the end date of your energy tariff to remind you of this and advise you of our cheapest tariff at this time based on your estimated annual consumption and your chosen payment method.
- 10.3 Your Fix and Fibre Phone and Broadband Contract will automatically renew (at the then current rates) after the Broadband Fixed End Date. We will write to you in advance to advise you of the renewal price and what steps you need to take if you do not wish to continue. If you do nothing, your Fix and Fibre Phone and Broadband Contract will renew at the renewal price and premiums will automatically be collected using the Direct Debit details that you give us when buying this tariff, unless you notify us that you wish to cancel.
- 10.4 The Direct Debit details provided on your Phone and Broadband contract application will be used for any chargeable Phone calls and for all payments due under your Fix and Fibre Phone and Broadband Contract.
11. Cancellation
- 11.1 You are not required to give any form of notice to leave Fix and Fibre Energy Supply.
- 11.2 If you want to cancel your Fix and Fibre Phone and Broadband Package for any reason, then this must be done separately by contacting OVO (S) Retail Telecoms Limited, trading as SSE. Cancellation charges may apply in accordance with 11.3 below.
- 11.3 If you cancel your Phone and Broadband contract before the end of the 12-month contract we reserve the right to apply an early termination fee of 45 pence a day for the remainder of the 12-month contract for fibre plus broadband or ADSL broadband. Other charges will also apply if you fail to return your router to us. See your Fix and Fibre Phone and Broadband Terms and Conditions for more details.
12. Moving Home
- 12.1 If you move home, we are unable to transfer the energy element of the tariff to your new property. If we are unable to supply your property with broadband, we will find you an alternative tariff. If you choose not to take the Phone and Broadband Package, early termination charges may apply as detailed in paragraph 11.
- 12.2 If you move home and we already supply energy to your new property, you will be put on our Standard variable tariff until you select a new tariff or supplier. If we do not supply energy to your new property, then you will be on whichever energy tariff the supplier of that property has in place.
13. Other Information
- 13.1 Phone and Broadband products and comparable Energy tariffs are also available separately. You will find full details by visiting <https://sse.co.uk>
- 13.2 This tariff is subject to availability. We reserve the right to refuse or withdraw the tariff at any time.