



# SSE Product and Price Guide

for the 18V range  
broadband packages

Applicable from April 2019

# The 18V Range of SSE Broadband Products

Product name	SSE Unlimited Broadband 18V	SSE Unlimited Fibre 18V	SSE Unlimited Fibre Plus 18V
<b>Maximum Download Speed</b>	Up to 18Mbps	Up to 38Mbps	Up to 76Mbps

Our fixed term broadband packages, part of the 18V product range, provide access to the internet from a fixed location. They are only available to domestic customers with an active phone line. 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 and Traffic Management Policy which can be found, along with the terms and conditions, on our website at: [sse.co.uk/help/phone-and-broadband/regulations-broadband](http://sse.co.uk/help/phone-and-broadband/regulations-broadband)

Each of these products come with an unlimited data usage allowance. There are factors which could affect 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 as well as network capacity. Adverse weather conditions, internal wiring, electrical interferences, network congestion and technical restrictions of your browsing device may all affect the download/upload speed and are beyond our control.

A personalised download speed estimate for broadband at the property is provided before the point of sale, 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 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/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

The price of these broadband packages varies depending on whether you have a phone service with SSE or whether you choose to have only broadband with SSE.

If you choose to have broadband without an SSE phone package, the standalone price below applies. If you choose to have an SSE phone service along with your broadband, then a bundle discount of £27 is applied to your package every month.

The bundle discount is only present on your bill when you have both this broadband service along with a suitable SSE phone package. If you leave SSE for your phone package, you will lose the bundle discount and be charged the standalone price for your broadband service.

Broadband Product	Standalone price – applicable if you do not have an SSE phone package	Bundle Discount – applicable if you have an SSE phone package	Line Rental Only 18	Standard Package price after discount, including 'Line Rental Only 18'
Unlimited Broadband 18V	£25	£27	£20	£18
Unlimited Fibre 18V	£30			£23
Unlimited Fibre Plus 18V	£35			£28

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)

## Other important information

- 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 service 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;
- 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.
- Bill calculation: 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. Your bill calculation is based on the number of days in your billing cycle, therefore your monthly bill may be slightly higher or lower than the standard price. However, this does not mean that you have been overcharged or undercharged in any one billing period.
- The standard payment method available to new customers is variable Direct Debit.
- 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 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. Should you not 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 18th month of the contract there is an early termination charge for every day remaining of the contract, this is 38p per day (on average £11.60 per month) with a maximum charge of £208.80 per contract. These charges are not subject to VAT.

These packages are covered by our 'Happiness Guarantee' promise, which waives termination charges applicable on your contract if you decide to leave due to dissatisfaction with the broadband service provided by SSE. The 'Happiness Guarantee' applies only to the first two months of this fixed term contract. More details can be found on our website, in the broadband regulatory page: <https://sse.co.uk/help/phone-and-broadband/regulations-broadband>

## Our Contact Details

Phone	0345 026 7045	Lines are open 8am to 8pm Monday to Friday and 8am to 2pm Saturday
Email	<a href="mailto:customerservice@sse.com">customerservice@sse.com</a>	Putting your package name in the email will help it to get to the correct team quicker



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SSE is a trading name of OVO (S) Retail Telecoms Limited. The registered office of OVO (S) Retail Telecoms Limited is 1 Rivergate, Temple Quay, Bristol, BS1 6ED. Registered in England and Wales number 10086511.

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