

## SSE Fix and Fibre Terms and Conditions

1. These Terms and Conditions are in addition to our General Terms and Conditions for the Supply of Electricity and/or Gas to Domestic Customers. In the event of a conflict between these terms and the General Terms and Conditions for the Supply of Electricity and/or Gas to Domestic Customers, these terms shall prevail. Any terms defined in the General Terms and Conditions for Domestic Customers will have the same meaning in these Terms and Conditions.
2. By signing up to the SSE Fix and Fibre energy tariff you are eligible for 12-month fibre broadband with Line Rental Only at a discounted rate of £17 per month or a 12-month fibre plus broadband within Line Rental Only at a discount rate of £20 per month. The package will be for the same property for which we supply the energy tariff. The following terms apply:
  - i. 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 tariff start date. Your tariff start date will be either the date your electricity and gas, or electricity only supply(ies) switches to SSE Fix and Fibre from your existing SSE energy tariff or the date your electricity and gas, or electricity only supply(ies) transfers from your previous supplier(s) to us. Where both your electricity and gas supplies are being transferred, then the tariff start date will be the later of the two transfer dates.
  - ii. Our prices for the supply of your 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.
    - a. All existing energy customers will be required to make a separate application for the Phone and Broadband element of SSE Fix and Fibre. 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 once we have advised you how to do this. Your Phone and Broadband supply will not be progressed until this is done. Once you have completed this application we will send you the terms and conditions of your Phone and Broadband package. If you do not complete the separate application for Phone and Broadband, you will not be charged for it, however it means that you will not benefit from the Phone and Broadband service and it may not be the best energy tariff for you.
    - b. If you are a new energy customer and you made the application for this tariff via one of our call centres, you will be required to make a separate application for the Phone and Broadband element of SSE Fix and Fibre as detailed in the paragraph above.
    - c. If you are a new energy customer and you made the application for this tariff via the SSE website, your broadband application will start immediately. This means that you will not be required to sign up to broadband separately.
  - iii. You will pay either £17 or £20 per month separately for your Phone and Broadband package, depending on your choice as detailed in paragraph 2 above. The cost of any telephone calls is not included with your Phone product. These will be billed to you. You have the option to add a chargeable phone package to your account should you wish to.
  - iv. If fibre broadband is not available in your property, we will provide you with the next best available - ADSL broadband - at the same price, or help you switch to a more appropriate SSE energy tariff. Alternatively, you can cancel the sign-up if you no longer feel this product is suitable for you.

3. Future service-related communications will be made via email where you have provided a valid email address, otherwise they will be sent by post. If you wish to provide an email address to receive service-related communications via email, please contact us.
4. The energy element of SSE Fix and Fibre will end:
  - i. 12 months after the energy tariff start date (Fixed End Date); or
  - ii. immediately when you move home, change to a Pay As You Go meter, change your energy tariff or change energy supplier.
5. At the end of SSE Fix and Fibre you will switch to our cheapest standard variable energy tariff. We will write to you no later than 20 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.
6. The Phone and Broadband element of your SSE Fix and Fibre tariff will end:
  - i. 12 months after the broadband start date (Fixed End Date); or
  - ii. immediately when you move home, change to a Pay As You Go meter, change your tariff or change energy supplier.
7. At the end of the 12-month term, your Phone and Broadband contract will move onto a full price service, the current cost of this is £33 per month for Fibre Broadband or £36 per month for Fibre Plus, but prices are subject to change. We will write to you in advance to advise you of this and what steps you need to take if you do not wish to continue.
8. The Direct Debit details provided on your Phone and Broadband application will be used for any chargeable Phone calls and, if you do not terminate after the end of the 12 month contract, for payments due from month 13 onwards.
9. You are not required to give any form of notice to leave SSE Fix and Fibre.
10. If you leave SSE Fix and Fibre for your energy supply at any time after your tariff start date and more than 49 days before the Fixed End Date, we reserve the right to move your Phone and Broadband supply to a full price service. The current cost of this is £33 per month for Fibre Broadband or £36 for Fibre Plus Broadband, but prices are subject to change.
11. If you cancel your Phone and Broadband package before the end of the 12 month contract we reserve the right to apply a termination fee of 23 pence per day left remaining of the 12 month contract for ADSL Broadband or Fibre Broadband, and 28 pence per day left remaining of the 12 month contract for Fibre Plus Broadband.
12. This tariff is available to Dual Fuel, Electricity only, Gas only (Standard and Smart Meters) and Electric with Heat (Domestic Economy, THTC, Superdeal, Economy 7 and Economy 10 only) customers who pay by Direct Debit or quarterly billing only.  
By signing up to this tariff you are agreeing by default to pay by Direct Debit, unless you choose a different payment method.
13. If you have a Pay As You Go meter installed in your property you will not be eligible for SSE Fix and Fibre.
14. By signing up to SSE Fix and Fibre you are agreeing to have a Smart Meter installed in your property. This means we will contact you to arrange a suitable installation date. Once your Smart Meter is installed, you will automatically benefit from accurate bills.
15. If you move home we are unable to transfer this tariff including the Phone and Broadband supply to your new property. No exit or cancellation fees will be applied. If we already supply the new property you will be put on to our standard variable energy tariff until you select a new SSE tariff or supplier. If we do not supply your new property, then you will be on whichever tariff the supplier of that property has in place.
16. This tariff is subject to availability. We reserve the right to refuse or withdraw the offer at any time.