



Southern Electric  
Scottish Hydro  
SWALEC  
Atlantic



# **Unlimited Broadband: Products and Charges Information**

Effective from 20 November 2014

# Unlimited Broadband

## Products and Charges

These fixed term broadband products provide unlimited access to the internet from a fixed location. They are only available to residential customers with a BT line for which a monthly line rental will be applied. This service is provided for domestic use only.

No usage restrictions are applied by us as a provider. The factors affecting the amount of data you can download/upload on any given day will be determined by your maximum line speed using an ADSL product as well as network capacity. Adverse weather conditions, internal wiring, network congestion and technical restrictions of your browsing device, may all affect your data usage and are beyond our control.

As noted in the Terms & Conditions governing use of this product, your use of the internet needs to conform to our Acceptable Use Policy and this, along with the Terms & Conditions, is available on our website.

Some charges, particularly those for miscellaneous items, may need to change from time to time. This pricelist contains the prices effective from: 20 November 2014.

**All prices quoted include VAT at 20% (unless otherwise stated).**

## For any further broadband enquiries please call:

	Phone number
Southern Electric	0345 678 0051
Scottish Hydro	0345 678 0052
SWALEC	0345 678 0053
Atlantic	0345 678 0054
SSE	0345 300 1124

## Broadband prices for 18 month contracts entered into on or after 16 April 2013

Broadband package*	Monthly charge for 18 month contract for broadband, payment by monthly Direct Debit
Broadband when taken with any Talk package	<b>£11.99</b>
Stand alone broadband price	<b>£18.99</b>

A one-off connection fee of £29.98 is applicable if you do not have a broadband supply and therefore cannot provide a valid Migration Authorisation Code (MAC), or if you do, but for any reason cannot provide a valid Migration Authorisation Code (MAC).

Termination fee applies. See notes 1. 2. and 3. in **Early termination charges** section.

## Broadband prices for 12 month contracts entered into on or after 25 May 2011

Broadband package*	Monthly charge for 12 month contract for broadband, payment by monthly Direct Debit
Broadband when taken with any Talk package	<b>£19.99</b>
Stand alone broadband price	<b>£24.99</b>

A one-off connection fee of £29.98 is applicable if you do not have a broadband supply and therefore cannot provide a valid Migration Authorisation Code (MAC), or if you do, but for any reason cannot provide a valid Migration Authorisation Code (MAC).

Termination fee applies. See notes 1. 2. and 3. in **Early termination charges** section.

## Broadband prices for 18 month contracts entered into on or after 2 August 2010 and before 16 April 2013

Broadband package*	Monthly charge for 18 month contract for broadband, payment by monthly Direct Debit
Broadband when taken with any Talk package	£13.99
Stand alone broadband price	£18.99

A one-off connection fee of £29.98 is applicable if you do not have a broadband supply and therefore cannot provide a valid Migration Authorisation Code (MAC), or if you do, but for any reason cannot provide a valid Migration Authorisation Code (MAC).

Termination fee applies. See notes 1, 2, and 3, in **Early termination charges** section.

## Broadband prices for 18 month contracts entered into before 2 August 2010

Broadband package*	Monthly charge for 18 month contract for broadband, payment by monthly Direct Debit
Broadband when taken with <b>Talk a little</b>	£17.49
Broadband when taken with <b>Talk weekend</b>	£17.49
Broadband when taken with <b>Talk evening and weekend</b>	£16.99
Broadband when taken with <b>Talk anytime</b>	£16.99
Stand alone broadband price	£18.99

\*Excludes line rental and Talk package charges. We offer a discounted price for broadband to customers who take our Talk product in addition to broadband. In these circumstances, if you cancel your Talk 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: Product & Charges Information** for details of all Talk related charges.

Termination fee applies. See notes 1, 2, and 3, in **Early termination charges** section.

## The information below applies to all our unlimited broadband customers

### Product Details

Our unlimited broadband product offers download/upload speeds as available through ADSL technology.

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. Our estimate is based purely on the distance of your house to the nearest exchange and does not take into account your computer, internal wiring, electrical interferences and network traffic that may affect your speed.

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. An additional pay-as-you-go antivirus/parental control software is available on request for a monthly charge of £2.

Customers purchasing this product **up to and including 8th September 2013** would also be entitled to up to 5 email addresses and 20MB web space. These additional services are no longer available for customers purchasing unlimited broadband after **8th September 2013**.

### Early termination charges

**Please note early termination charges are NOT subject to VAT.**

The following charges may apply following cancellation of broadband during the minimum term contract period:

1. A charge of up to £80 applies for cancellation following the statutory cooling off period but before the start date of broadband, unless the order is stopped before we have incurred any costs. If no router has been sent then the termination fee applied is £50.
2. If the router has been sent and remains unopened and in the original state as delivered then it may be returned within 3 weeks of it being sent. On receipt of the returned router, provided it is in its original order, then a refund of £30 will be arranged.
3. For 18 month contracts there is a charge of £8 per month for the remaining term of the contract, for cancellation at any point between the broadband service start date and the 18th month of the contract. The maximum charge for cancellation after the service start date would be £144 (£8 per month x 18 months of contract period).
4. For 12 month contracts there is a charge of £12 per month for the remaining term of the contract, for cancellation at any point between the broadband service start date and the 12th month of the contract. The maximum charge for cancellation after the service start date would be £144 (£12 per month x 12 months of contract period).

### Billing Options

You can choose to receive your bills on a monthly or quarterly basis, with paper or paperless bills. Monthly paper bills attract an extra charge of £1 a 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 Talk 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.

### Account Administration Charges

**Cease charge** – If the customer cancels the broadband service after the start date without migrating to a broadband service from another supplier, then a cease charge will be applied. The level of the charging will depend on the postcode of the supply address, in line with BT Openreach charging policy:

**Market 1** – £6.50, **Market 2** – £8.06, **Market 3** – £37.35. When a customer contacts our Customer Service to request a cease, a quote for appropriate charge will be provided.

These charges are regulated costs that we pass on from BT Openreach to customers when applicable and as such they may vary from time to time with little notice. In this Products & Charges document we will show the latest correct charges, but will not inform customers directly of any change to these charges.

**Non Direct Debit charge** – £0.70 per monthly bill or £2.10 per quarterly bill. The payment method for our broadband service is by Direct Debit. However, if this payment method is not maintained we will apply this extra charge to cover additional costs of payment processing. The charge will not be made twice if it is already being applied due to non direct debit payment for our Talk service.

**Payments by credit card** – Will attract a surcharge which is reflective of the costs passed on by credit card companies for processing the payment.

### Engineering Visit Charges

**Engineer charge** – £169.20. Will be applied 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.

**Abortive Visit Charge** – £108. Will be applied when no access is gained to the property at an agreed appointment time.

All engineering charges are imposed by BT Openreach and we will pass them on to customers as per the charging policy of BT Openreach. They may vary from time to time with little notice. When a customer calls our faults line to book an appointment, they will be informed of the latest applicable charge. In this Products & Charges document we will show the latest correct charges, but will not inform customers directly of any change to these charges.

### Debt Management Charges

**Search charges** – £2.00. This may be applied 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.

**Debt collection administration charge** – Our Terms & 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.

**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 equivalent to the cease charge in your market area (see Cease charge section above).

**Reconnection charge after disconnection for non-payment** – £29.98. If you wish for your service to be reconnected then this charge will apply.

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