

## SSE Fix and Fibre v2 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 SSE Fix and Fibre v2 energy tariff you will also get 12-months fibre or fibre plus broadband with Line Rental Only (Phone and Broadband Package) priced at £23 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 v2 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 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.
  - 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. If 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 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 the first 45 days of your energy tariff start date. 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 within the 45 days, you will not be charged for it, but your energy tariff will default to our standard variable tariff as detailed in paragraph 9 below.
  - b. If you made the application for this tariff via the SSE website, your Phone and Broadband Package will start immediately. This means that you will not be required to sign up to broadband separately.
  - iii. You will pay £23 per month separately for your Phone and Broadband Package. The cost of any telephone calls is not included with your package. These will be billed to you. You have the option to add a chargeable phone package to your account, either through your online account or alternative by contacting us directly.
  - iv. Both Fibre Plus Broadband and Fibre Broadband are priced at £23 per month. As such, if Fibre Plus is available in your property, you can upgrade to Fibre Plus at no extra cost. If Fibre Plus Broadband is not available in your property, we will provide you with the next best available – Fibre Broadband. If Fibre Broadband is not available in your property, we will then provide you with the next best available option, ADSL Broadband. ADSL, Fibre and Fibre Plus will be provided at the same price, or we can help you switch to a more appropriate SSE energy tariff.

3. The energy element of SSE Fix and Fibre v2 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; or
  - iii. 45 days after your energy start date if you have not yet redeemed your appropriate Phone and Broadband Package, in accordance with paragraph 9 and 10 below; or
  - iv. immediately if you cancel your Fibre Plus, Fibre or ADSL Broadband prior to [49] days before the Fixed End Date.
4. At the end of SSE Fix and Fibre v2 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.
5. The Phone and Broadband Package of your SSE Fix and Fibre v2 tariff will end:
  - i. 12 months after the broadband (BB) start date (BB 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.
6. At the end of the 12-month term, your Phone and Broadband Package 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.

Prices correct as at 2 September 2020 and 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.
7. The Direct Debit details provided on your Phone and Broadband Package application will be used for any chargeable Phone calls and for payments due from month 13 onwards if you do not terminate after the end of the 12-month contract.
8. You are not required to give any form of notice to leave SSE Fix and Fibre v2.
9. If you fail to redeem your Phone and Broadband Package within 45 days of your energy supply start date or leave SSE Fix and Fibre v2 for your Broadband supply at any time after your energy tariff start date and more than 49 days before the Fixed 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.
10. 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 37 pence per day for the remainder of the 12-month contract for Fibre Broadband, Fibre Plus Broadband and ADSL Broadband.
11. This tariff is available to Dual Fuel, Electricity only, Gas only (Standard and Smart Meters) and Electric with Heat (For example, Domestic Economy, THTC, Superdeal, Economy 7, Economy 9 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. If you have a Pay As You Go meter installed in your property you will not be eligible for SSE Fix and Fibre v2.
12. By signing up to SSE Fix and Fibre v2 you are agreeing to have a Smart Meter installed in your property. This means we will contact you to arrange a suitable installation date.
13. 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 package. If you choose not to take the Phone and Broadband Package, early termination charges may apply as details in paragraph 10.

If you move home and your new property is already supplied by us, you will be put on our standard variable tariff until you select a new 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.
14. This tariff is subject to availability. We reserve the right to refuse or withdraw at any time.