



sse

Southern Electric  
Scottish Hydro  
SWALEC  
Atlantic



# SSE 60-Day Broadband Happiness Guarantee

# Introduction to our Broadband Happiness Guarantee

At SSE we are committed to offering first class service to our customers - we want you to be as happy with us as we are with you.

To demonstrate this, when you buy a fixed-term Broadband product from SSE we offer our 60-day happiness guarantee.

Being a large energy utility company, we understand that not everyone has heard how good our broadband services are or have seen how well we perform against the big broadband providers on customer service so we want to provide a little comfort blanket and to say thanks for choosing us!

## What's our Broadband Happiness Guarantee?

**Customers signing up for SSE fixed-term broadband & phone package bundles can leave their contract without early termination charges if, within the first 60 days, they are not happy with any aspect of the service they have received and we have been unable to fix the problem.**

If you're not happy then we're not happy and we'll do all we can to resolve the issue. If we are unable to then:

- You will be able to leave the contract and any applicable early termination charges will be waived from your account.
- You will remain responsible for any usage and service charges where the service was being supplied.
- You'll be responsible for returning any equipment we've provided you.

## What's covered by our Broadband Happiness Guarantee?

**Our service to you within the first 60 days of being live!**

We really want you to be happy when you join SSE – that's why we give you 60 days from the time you go live to experience the service, for example:

- Broadband speed and reliability.
- Customer service quality.
- Broadband router performance.

## How to claim against our Broadband Happiness Guarantee

If you're not happy with our service within 60 days of going live with SSE broadband let us know and we'll try to fix the issue. If we're unable to then we'll make arrangements for you to leave your contract with us, waiving any early termination charges.

If you decide after 60 days that you would like to terminate your SSE broadband then termination charges will apply.

### Call 0345 026 7045 and speak to our Customer Service team about our 60-day broadband happiness guarantee

- Tell us what you're not happy about.
- Give us a chance to investigate and we'll do our best to resolve the issue.
- If we can't resolve the issue we'll make arrangements for you to leave your SSE broadband contract if you still wish to do so.
- We'll cancel the associated broadband Early Termination Charges.
- We'll arrange for the return of any equipment we've provided you.
- You'll receive a final bill.



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