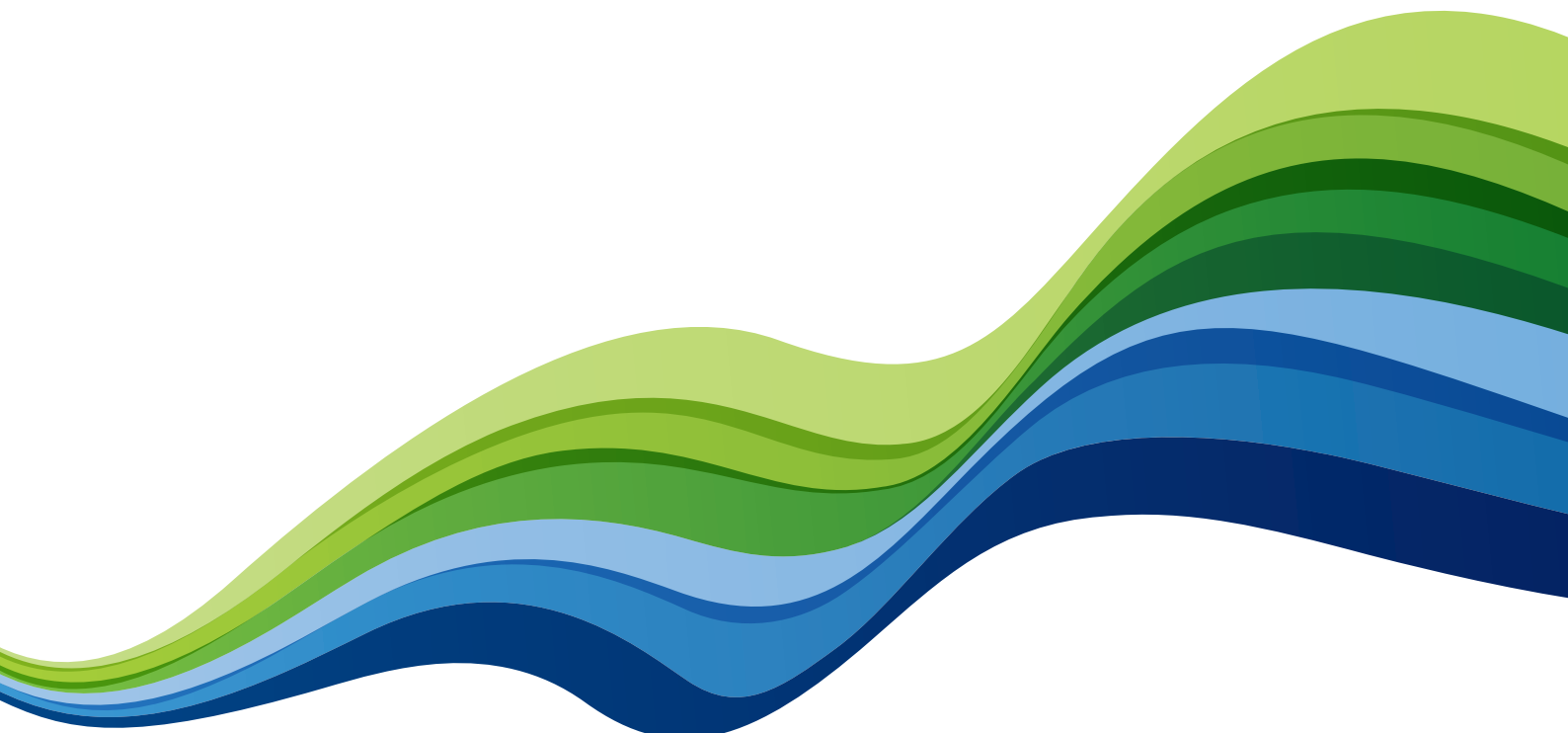




Southern Electric
Scottish Hydro
SWALEC
Atlantic



Broadband 12 Package: Product and Charges Information

Effective from 20 November 2014

Broadband 12

Product description

Our fixed term broadband 12 package provides access to the internet from a fixed location. It is only available to domestic customers with an active BT line for which a monthly line rental will be charged and is provided for domestic use only. The fixed term contract duration for this product is 12 months.

As noted in the terms and conditions applicable to the use of this product, use of the internet needs to conform to our Acceptable Use Policy which can be found, along with the Terms & Conditions, on our website in the following area: [HelpAndAdvice](#) → [Regulatory Information](#) → [Broadband](#).

Broadband 12 has an unlimited data usage allowance, therefore suited for all customers, including those who may regularly stream movies through YouTube or BBC iPlayer for example or where there are several internet users in the same household.

This product is supported by ADSL technology which can deliver a theoretical download speed of 24Mb, but typically no more than 16Mb. Each customer will however experience a different speed range depending on a variety of factors: maximum line speed on a particular phone line, network capacity and possible congestion issues at peak times, adverse weather conditions and characteristics of the home environment (electrical interferences, internal wiring, technical restrictions of the browsing device, etc...).

We provide all our prospective broadband customers with a personalised speed test which gives an estimate of the download speeds based on the distance of the house to the telephone exchange, but this estimate remains a guideline as your actual speed will always be affected by the factors above.

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.

INTERNET SECURITY SUITE

Customers have the option to install our Internet Security Suite product on their internet devices. This add-on product provides Antivirus and Firewall protection along with Parental Control software (particularly recommended if children have access to the internet). A quick start guide describing the product features and how to use them, can be found on our website under [HelpAndAdvice](#) → [Regulatory Information](#) → [Broadband](#).

See appropriate section below for pricing information.

Contact numbers for any broadband enquiries:

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

Charges

This price list contains the prices effective from: 20th November 2014

The broadband monthly price below will not be subject to increases during the fixed term of the contract, except where there is an increase to VAT or any other relevant tax/levy. Other broadband charges, particularly those described in the MISCELLANEOUS CHARGES section of this document, may change.

Pricing updates are found on our website at the following location:
www.sse.co.uk/PhoneAndBroadband/Prices/Priceupdates

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

BROADBAND CONNECTION CHARGE

A one-off connection fee of £30.00 is applicable for Broadband 12.

12 months fixed term broadband package	Monthly charge – payment by Direct Debit (excludes talk line rental and talk package charge)
Broadband 12 (after bundle discount for taking any talk package)	£19.99
Broadband 12 (stand alone)	£24.99

BROADBAND DISCOUNT FOR TALK CUSTOMERS

We offer a discount of £5 off the stand alone monthly charge 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 charges and tariffs for details of all talk related charges.

CANCELLATION, EARLY TERMINATION AND CEASE CHARGES

The following charges may apply following cancellation of the broadband contract:

1. A charge of £118.06 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 a router has been supplied and it is returned, there will be a partial refund of this cancellation charge to reflect the cost of the router. The refund will be £12.
2. For cancellation at any point between the broadband service start date and the 12th month of the contract there is an early termination charge of £9.75 per month for the remaining term of the contract. There is an additional one-off charge of £40 applicable for early termination of the contract at any point of the 12 month term. The maximum charge for cancellation after the service start date is £157 (calculated as £9.75 x 12 months + £40 one off charge). These charges are not subject to VAT.
3. If the broadband service is terminated after the start date without migrating to a broadband service from another supplier, then a cease charge of £6.60 will be applied to your account. This reflects a regulated charge that we pass on from BT Openreach to customers when applicable and as such it is subject to change. In this Products & Charges document we will show the latest correct charge. Any changes will be communicated on our website at the following location:
www.sse.co.uk/PhoneAndBroadband/Prices/Priceupdates.

INTERNET SECURITY SUITE

Our Internet Security Suite is available on request along with these broadband packages. The standard charge for this product is £2 per month. This service can be cancelled anytime by contacting our customer service team.

BILLING OPTIONS

You can choose to receive your bills on a monthly or quarterly basis in a paperless or hard copy format. Monthly paper bills are charged at £1 per 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.

1. Account Administration Charges

- 1.1 Non direct debit charge – 70p 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.
- 1.2 Credit card payment charge – payments by credit cards will attract a surcharge which is reflective of the costs passed on by credit card companies for processing the payment. The surcharge amount will be advised at time of making payment.

2. Engineering Visit Charges

- 2.1 Engineer charge – £169.20. Will be applied to your account 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.
- 2.2 Abortive Visit Charge – £108 will be applied to your account when no access is gained to the property at an agreed appointment time.

All engineering charges are determined by BT Openreach and we will pass them on to customers as per their charging policy. These charges may vary from time to time. When a customer calls our faults line to book an engineering appointment, they will be informed of the latest applicable charge. In this Products & Charges document we will show the latest correct charge; any changes will be communicated on our website at the following location: www.sse.co.uk/PhoneAndBroadband/Prices/Priceupdates.

3. Debt Management Charges

- 3.1 Search charges – £2.00. This may be applied to your account 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.
- 3.2 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.
- 3.3 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 £6.60.
- 3.4 Reconnection charge after disconnection for non-payment – £30. If you wish your service to be reconnected then this charge will apply.

Broadband Traffic Management Policy

Our network operator undertakes traffic management to ensure that our customers receive optimum performance at all times.

The principles of this network management policy are:

- To make sure that time-critical applications like Voice over Internet Protocol (VoIP) are always prioritised.
- To protect interactive applications like web-browsing and Virtual Private Network (VPN) from non-time sensitive download traffic.
- To flex the network under demand to cope with normal peaks and troughs from day to day and month to month.
- To flex the network in the event of unusual demands in traffic or disaster situations such as a network failure.
- To provide a 'quality of service' effect, meaning multiple applications running on the same line interact with each other effectively, and use of high demand protocols like Peer-to-Peer (P2P) doesn't swamp time-sensitive traffic such as online gaming or a VoIP call.

Traffic types are identified in real-time based on a combination of port, source IP address and DPI signature detection. This allows our network operator at any given time to manage the network capacity and prioritise time sensitive traffic by reducing the throughput of the other less time sensitive protocols.

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