



Southern Electric  
Scottish Hydro  
SWALEC  
Atlantic



# Usage-based Broadband: Products and Charges Information

Effective from 20 November 2014

## Usage Based Broadband Products and Charges

These fixed term broadband products provide access to the internet from a fixed location, with charges determined by the amount of monthly usage of the product. 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.

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.

Please remember that the MAC code expires 30 days from the date of issue. Your broadband provider should tell you when the MAC will expire and you should give the MAC code to your choice of new broadband provider within this period so that they can take over the provision of your broadband service. Should the MAC expire before you have arranged your migration, you can request a new MAC code from your current provider.

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%.

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

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### 1. Products Description

Our usage based products use ADSL2+ technology which provides the fastest broadband speed technically available, at present, on a copper line. The speed that you can achieve through this technology will depend on a number of factors: distance of your house to the nearest telephone exchange; your computer; your house internal wiring; electrical interferences and network traffic. At point of sale, we provide all our customers a personalised speed test that takes into account only the distance of your house from the nearest exchange but it does not factor in the other elements.

For each broadband package, the price that is available to you will depend on whether your postcode falls in Market 1, Market 2 or Market 3. These markets have been defined by the industry regulator, Ofcom. **Market 3** covers about 70% of the UK population, largely in towns and cities. **Markets 1 and 2** between them cover the rest of the UK.

We assess where our customers are located through a line check prior to the sale, so that the correct broadband package price can be quoted. This will be confirmed to you prior to sale and also contained in the product description in your welcome letter and on your bill.

Our usage-based broadband product is provided with a wireless router, two micro filters, power cables and an Ethernet cable.

When using the internet, data is transferred to and from your computer – known as downloading and uploading respectively. We offer different package options with different monthly charges depending on the monthly limit placed on the overall data usage of the internet, whether uploading or downloading. If your actual usage on a particular package exceeds the monthly limit, you will be charged for additional usage. Any usage between the hours of midnight and 8am does not count towards your monthly allowance. Termination fees also apply if the contract for a particular package is ended before the end of the fixed term.

Another feature of these usage-based products is that our network operator takes action to manage the networks' performance during periods of high demand to ensure that our customers receive optimum performance at all times. Please see Section 5 of this document, Broadband Traffic Management Policy for more information on this.

## 2. Standard Prices

### Broadband prices for 18 month minimum term contracts in Market 3 Areas

Broadband package	Monthly Usage Limit	Monthly Usage Limit	Monthly charge for 18month contract for broadband, payment by monthly Direct Debit
Essential Broadband (M3) (when taken with one of our talk products)	10 Gb	Market 3	£9.99
Premier Broadband (M3) (when taken with one of our talk products)	40 Gb	Market 3	£14.99
Ultimate Broadband (M3) (when taken with one of our talk products)	100 Gb	Market 3	£19.99
Essential Broadband (M3) (Stand alone broadband)	10 Gb	Market 3	£19.99
Premier Broadband (M3) (Stand alone broadband)	40 Gb	Market 3	£24.99
Ultimate Broadband (M3) (Stand alone broadband)	100 Gb	Market 3	£29.99

### Broadband prices for 18 month minimum term contracts in Market 1 and Market 2 Areas

Broadband package	Monthly Usage Limit	Monthly Usage Limit	Monthly charge for 18month contract for broadband, payment by monthly Direct Debit
Essential Broadband (M1/2) (when taken with one of our talk products)	10 Gb	Market 1 or 2	£14.99
Premier Broadband (M1/2) (when taken with one of our talk products)	40 Gb	Market 1 or 2	£19.99
Ultimate Broadband (M1/2) (when taken with one of our talk products)	100 Gb	Market 1 or 2	£24.99
Essential Broadband (M1/2) (Stand alone broadband)	10 Gb	Market 1 or 2	£29.99
Premier Broadband (M1/2) (Stand alone broadband)	40 Gb	Market 1 or 2	£29.99
Ultimate Broadband (M1/2) (Stand alone broadband)	100 Gb	Market 1 or 2	£34.99

### Broadband prices for 12 month minimum term contracts in all Market Areas

Broadband package	Monthly Usage Limit	Monthly Usage Limit	Monthly charge for 18month contract for broadband, payment by monthly Direct Debit
Premier 12 Broadband (when taken with one of our talk products)	40 Gb	Market 1,2 or 3	£24.99
Premier 12 Broadband (Stand alone broadband)	40 Gb	Market 1,2 or 3	£34.99

The prices above do not include talk line rental and package charges. We offer a discounted price for broadband to customers who take our talk product in addition to broadband. If you cancel your talk agreement, your broadband price will default to our 'Stand alone broadband' price for the remaining period of the contract. To retain our broadband service, your telephone line must remain live on the Openreach network for technical reasons. If your telephone line is stopped or suspended, your broadband service with us will also be stopped. Please ensure that you continue to pay your line rental to a suitable telephone provider if you choose not to use any of our talk packages.

A one-off connection fee of £29.99 is applicable in order to set up your broadband if you do not already have a broadband supplier and therefore cannot provide a valid Migration Authorisation Code (MAC), or if you do, but for any reason cannot provide a valid MAC.

Our broadband package charges include a monthly usage limit as detailed in the tables above. If you exceed your monthly usage allowance you will be charged £5 per extra 5 Gigabytes used.

If you take our Internet Security and Parental Control Suite the charge is £2 per month.

### 3. Early Termination Charges

The following charges apply following cancellation of broadband during the minimum term contract period. In certain circumstances a cease charge may apply. See section 6 for further details.

#### Termination before service has started

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.

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.

#### Early termination of 18 month contracts after service has started

For **Essential Broadband** there is a charge of £7 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 £126 (£7 per month x 18 months of contract period).

For **Premier Broadband** 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).

For **Ultimate Broadband** there is a charge of £9 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 £162 (£9 per month x 18 months of contract period).

#### Early termination of 12 month contracts after service has started

For **Premier 12 Broadband** there is a charge of £16 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 £192 (£16 per month x 12 months of contract period).

#### Package Changes

Package choice can be changed but, if this takes place within the fixed term of a contract, it will result in the contract restarting for a new fixed term period and termination charges may be payable for the contract just terminated.

### 4. 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 for paper bills 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.

### 5. Broadband Traffic Management Policy

Our network operator undertakes traffic management to ensure that our customers receive optimum performance at all times. The policy applied is as follows

#### Traffic management

Our usage based broadband products are subject to traffic management to ensure you receive optimum performance at all times.

#### Why do we manage traffic?

Like other providers we deliver broadband service over a shared network. To provide a sustainable quality broadband service to all our customers we have to manage the network.

The principles of our network management policies 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 more gracefully than other ISPs in the event of unusual demands in traffic or disaster situations such as a network failure.
- Provides 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.

### How do we manage traffic ?

Traffic types are identified in real-time based on a combination of port, source IP address and DPI signature detection. This allows us at any given time to see exactly what traffic is on the network and who is doing what.

At peak times we prioritise time sensitive traffic such as VoIP by reducing the throughput of the standard traffic.

### Traffic Classifications

Traffic is prioritised according to time sensitivity. The following table outlines the standard prioritisation classes:

Top/Ultime	Premium	High	Standard
VPN	HTTP	Unknown	Binary usenet
VOIP	Generic Streaming	HTTP download	P2P
Gaming	iPlayer & Youtube		
	FTP		
	E-mail		

## 5. Miscellaneous Charges

These charges may be applied to your account in certain circumstances which are described below.

### Account Administration Charges

**Cease charge** - If you cancel the broadband service after the start date without migrating to a broadband service from another supplier on the BT Openreach network, then a cease charge will be applied. The amount will be that charged by BT Openreach, currently £6.49 for Market 1, £8.05 for Market 2 and £37.34 for Market 3.

**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.

### Engineering Visit Charges

**Engineer charge** - £169.20 will be applied when you request a visit by an engineer for the purpose of resolving a broadband fault and the fault is found to be with your own equipment such as computer, wiring, and other devices that may interfere.

**Abortive Visit Charge** - £108.00 will be applied when no access is gained to the property at an agreed appointment time.

### 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** - This will be equivalent to the cease charge in your market area (see Cease charge section above)

**Reconnection charge after disconnection for non-payment** - £29.99. If you wish for your service to be reconnected then this charge will apply.

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