

Broadband

Products and charges

For any further broadband enquiries please call:

Southern Electric
Scottish Hydro
SWALEC

0845 678 0051
0845 678 0052
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Atlantic
SSE

0845 678 0054
0800 048 2394

broadband prices for 18 month contracts entered into on or after 2 August 2010

broadband package*	Monthly charge for 18 month contract for broadband, payment by monthly Direct Debit
broadband when taken with talk weekend/ talk evening and weekend/talk anytime	£13.99
Stand alone broadband	£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).

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 talk weekend/ talk evening and weekend/talk anytime	£19.99
Stand alone broadband	£24.99

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).

Termination fee applies. See notes 1. 2. and 4. 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 talk a little	£17.49
broadband when taken with talk weekend	£17.49
broadband when taken with talk evening and weekend	£16.99
broadband when taken with talk anytime	£16.99
Stand alone broadband	£18.99

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

*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. 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. The line must remain on the BT Openreach network. See talk charges and tariffs for details of all talk related charges.

THE SECTION BELOW APPLIES TO ALL OUR BROADBAND CUSTOMERS

Product Details

Our broadband product currently offers – up to 8Mb download speeds – unlimited usage (subject to our Acceptable Use Policy) – up to 5 email addresses – 20MB web space. Customers will receive a wireless router, two micro filters, power cables and an Ethernet cable. If you take our Netintelligence anti-virus software the charge is £2 per month.

Early termination charges

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 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).

Monthly Billing

Monthly billing is available at an extra charge of £1 a month for paper bills or at a discount of £0.25 per month for paperless billing, which can be set up via registration on our website. These charge adjustments will not be made twice if they are already being applied for monthly billing in relation to our talk service.

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 of £29.07 may be applied.

Non direct debit charge – £3.60 per quarter. The payment method for our broadband service is by direct debit. However, if payment is not received by direct debit, we will make 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 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 – £99.87. 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 and 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 – £29.07. 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.

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

Note: The above charges may vary from time to time.

All charges shown include VAT at 20%.

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