

On benefits?

You may be entitled to cheap, long term ‘social tariffs’

You may be eligible to move onto a social tariff if you’re struggling to afford your broadband or phone services.

Social tariffs are cheaper broadband and phone packages for people claiming Universal Credit, Pension Credit and some other benefits. Some providers call them ‘essential’ or ‘basic’ broadband. They’re delivered in the same way as normal packages, just at a lower price.

How a social tariff could help you:

- If you or someone in your household claims Universal Credit, or another benefit you could switch to any of the tariffs available
- It's cheaper than a regular package. Current prices range from £10 to £20;
- Fast, unlimited broadband. Most tariffs offer superfast broadband at speeds over 30 Mbit/s – fast enough for you to keep in touch with friends and family, stream HD films or shop online;
- You'll pay next-to-nothing to get set up. If you do have to pay any setup costs, these should only be small. Your provider should tell you before you sign up;
- It could cost nothing to switch. If your provider offers a social tariff, you can switch to it at any time, free of charge;
- The price won't go up mid-contract. You won't pay any more than what you agree at the start of the contract;
- It costs nothing to leave. You won't pay a fee to leave the tariff before the end of your contract.

Who could qualify:

If you or someone in your household claims Universal Credit, you could switch to any of the tariffs available. Some providers also include people on other benefits such as Pension Credit, Employment and Support Allowance, Jobseeker’s Allowance, and Income Support. The person receiving the benefit will need to be the main person on the contract.

How to apply:

- First, check if your current provider offers a social tariff (table below). You can apply for most tariffs online, or call your provider and ask to switch;

- If your provider doesn't offer a social tariff, you can switch to one that does. Your provider might let you leave your current contract without paying a penalty fee;
- Other support might be available to customers who cannot get online. If you're struggling to pay your mobile phone or broadband bill, speak to your provider as soon as possible to see how they can help;
- For further information, advice and support, contact Citizens Advice Dudley and Wolverhampton helpline on 0808 278 7919, Monday, Tuesday, and Thursday, 9.30 am – 3.30 pm.

Package	Price	Average speed	You could qualify if you receive...
<u>Air Broadband Air Support</u>	£20 a month	100 Mbit/s	Various benefits (in and out of work)*
<u>BT Home Essentials</u>	£15 a month	Around 36 Mbit/s	Various benefits (in and out of work)*
<u>BT Home Essentials 2</u>	£20 a month	Around 67 Mbit/s	Various benefits (in and out of work)*
<u>Community Fibre Essential</u>	£12.50 a month	10 Mbit/s	Open to all
<u>Country Connect Social Tariff</u>	£15 a month	50 Mbit/s	Various benefits (in and out of work)*
<u>EE Basics</u>	£12 a month	Up to 25 Mbit/s	Various benefits (in and out of work)*
<u>G.Network Essential Fibre Broadband</u>	£15 a month	50 Mbit/s	Various benefits (in and out of work)*
<u>Grayshott Gigabit Connect</u>	£22 a month	100 Mbit/s	Various benefits (in and out of work)*
<u>Hyperoptic Fair Fibre 50</u>	£15 a month	50 Mbit/s	Various benefits (in and out of work)*

Package	Price	Average speed	You could qualify if you receive...
<u>Hyperoptic Fair Fibre 150</u>	£25 a month	150 Mbit/s	Various benefits (in and out of work)*
<u>KCOM Full Fibre Flex</u>	£14.99 a month	30 Mbit/s	Various benefits (in and out of work)*
<u>NOW Broadband Basics</u>	£20 a month	36 Mbit/s	Universal Credit or Pension Credit
<u>Sky Broadband Basics</u>	£20 a month	36 Mbit/s	Universal Credit or Pension Credit
<u>Virgin Media Essential Broadband</u>	£12.50 a month	15 Mbit/s	Universal Credit
<u>Virgin Media Essential Broadband Plus</u>	£20 a month	54 Mbit/s	Universal Credit
<u>Vodafone Essentials Broadband</u>	£12 per month	38 Mbit/s	Various benefits (in and out of work)*
<u>VOXI For Now</u>	£10 a month	5G where available	Various benefits (in and out of work)*
<u>WightFibre Essential Broadband</u>	£16.50 a month	100 Mbit/s	Universal Credit or Pension Credit

* Each company has its own list of eligible benefits, but all include Universal Credit. Other benefits may include Pension Credit, Job Seekers' Allowance, Employment and Support Allowance, Income Support, Personal Independence Payment, Attendance Allowance, and Care Leavers' Support.

Source: [ofcom.org.uk](https://www.ofcom.org.uk)