

**Best value internet and social tariffs – Updated Sept 2022**

Starting Point have researched the best value internet deals available at the time we created this document. We have looked at social tariffs which can be a cheaper cost internet package for people on certain benefits or a low income. We can’t guarantee that the information in this document will be the cheapest option for you, it’s always best to do your own research for your circumstances, and how you use the internet. We can’t guarantee the information in this document is up to date, as deals are started and ended on a regular basis. Starting Point take no responsibility for the trustworthiness or reliability of the companies mentioned in this document, but they are widely used businesses.

We use three sites for price comparison of internet or phone deals.

* ‘Broadband Genie’ - www.broadbandgenie.co.uk
* ‘You switch’ - www.uswitch.com
* ‘Money supermarket’ - www.moneysupermarket.com

From August 2022, providers themselves have been able to confirm which customers are eligible for social tariffs, removing the need for customers to provide their own eligibility. Less than 2% of eligible customers are taking advantage of social tariffs.

**Who are Starting Point?**

* Starting Point run digital skills sessions. Contact us to join a skills session if you are not sure how to do some of the tasks to be able to take up low cost internet. If you struggle to use a live chat or scan and send a document we can support you to do this yourself in our skills sessions.
* Starting Point can connect you to the GoodThings databank if you are on a low income (Free calls, free texts and 7-25mb of data per month for 6 months) A databank is a data version of a food bank if you can’t afford your mobile bills.
* We run the DigiKnow digital device lending library. If you are on a low income you can borrow a tablet or a laptop, depending on your circumstances. Lend periods vary from 1-6 months.

Contact Starting Point: 0161 494 9947 or use the DigiKnow helpline: 07724 217888

Email: james@startpoint.org.uk

**TalkTalk + DWP**

TalkTalk are teaming up with the DWP to offer 6 months of free broadband to jobseekers across the UK. Eligible jobseekers will be able to get the TalkTalk Fibre 35 package, which has an average download speed of 38Mbps. This normally costs £23 a month for an 18-month contract. There is no obligation to continue with TalkTalk after the six months.

If you are out of work at the moment, ask your job center plus work coach if you’d be eligible for the scheme, especially if you don’t have broadband at home. It will be up to the job center plus staff to determine eligibility on a case-by-case basis. If you are eligible, they will give you a voucher code which you can use to contact TalkTalk directly and arrange an installation. This means you bypass the credit check so it shouldn’t have any negative impact on your credit score.

<https://www.uswitch.com/broadband/news/2021/09/how-to-get-free-broadband-from-TalkTalk-for-jobseekers/>

**BT Home Essentials**

BT home essentials provides low-cost broadband and phone plans for those who are on one of the following benefits:

* Universal Credit
* Pension Credit
* Employment and Support Allowance
* Jobseekers allowance
* Income support

You will need to provide your national insurance number so they can check your eligibility.

There are 2 options for broadband:

**Unlimited Fibre Essential plan**

Cost: £15 per month

Contact: 12 Months

Download speed: 35Mb

Calls: 700 Minutes a month to call UK landlines and mobiles

**Unlimited Fibre Plan**

Cost: £20 per month

Contract: 12 months

Download Speed: 74Mb download speed

Calls: Unlimited minutes a month to call UK landlines and mobiles.

**NOTE:** Both packages require a postage and packaging free of £9.99 on top of your first month payment.

<https://www.bt.com/broadband/home-essentials>

**Virgin Media Essential**

Virgin media essential broadband is eligible to new or existing customers who are on Universal Credit. To apply for this package, you need to provide a screenshot of your online Universal Credit Payments page and send it via a live chat on the Virgin Media website.

Existing customers can fill out an online form. <https://www.virginmedia.com/help/register-for-essential-broadband/form>

Cost: £15 per month

Download speeds: 15MBPS

Contract: Flexible 30 days rolling contract.

**NOTE:** If you decide that you no longer want to cancel the package, there are no exit fees.

<https://www.virginmedia.com/broadband/low-income-families>

**Sky Basics**

Sky basics is available for people who are already customers of Sky and are claiming Universal Credit or Pension Credit. Sky will ask for your national insurance number to check your eligibility.

Cost: £20 per month

Contract: 18 months

Download Speeds: 36Mbps

Calls: Pay as you talk

**NOTE:** Sky will automatically change your contract to a higher tariff at the end of the 18 months. You will receive an email reminding you that your contact is coming to an end which will also state your new monthly price.

<https://www.sky.com/help/articles/sky-social-tariff>

**Now Basics Broadband**

Now Basics is a package available for those on Universal Credit or Pension Credit.

Cost: £20 per month

Contract: 30 Day rolling contract with no exit fees

Download Speed: 36Mbps

Calls: Pay as you talk

<https://help.nowtv.com/article/join-basics>

**Alternative Option**

**VOXI For Now**

VOXI is a mobile network that has been created by Vodaphone. It offers unlimited social media and unlimited video meaning that you will not use up any data while on these apps. Their VOXI For Now plan is available for people who receive a government benefit such as:

* Jobseekers allowance
* Universal Credit
* Employment and Support Allowance
* Disability Allowance
* Personal independence Payment

You get unlimited 5G access, unlimited calls and unlimited texts for 6 months from the day of your plan starting. You can also cancel your package at anytime within the 6 months.

You can tether multiple devices using mobile hotspot and these devices will still honor the unlimited social media and unlimited video streaming.

**NOTE:** The unlimited Video uses supported apps such as YouTube, Netflix, Prime Video, My5, UKTV Play and TVPlayer .