



# Quick Guide to Broadband & Mobile Phone offers during Covid-19

**May 2020**

## A quick guide to mobile/landline phone offers for vulnerable and other customers during Covid-19

### All Mobile providers are allowing free calls to NHS 111 and free access to all NHS websites

<b>BT</b>	Call 150 (BT Phone) or 0800 800 150	<a href="http://www.bt.com/coronavirus">www.bt.com/coronavirus</a>
<ul style="list-style-type: none"> <li>• Customers who only have a BT landline won't be charged more than £5 for the cost of calls to mobiles or landlines, on top of line rental</li> <li>• All customers classed as vulnerable on BT's system can access unlimited mobile calls, texts and data, on contract or 'Pay as you go'.</li> <li>• All other 'Pay as you go' mobile customers will be able to call us free to top up their phones on 150 or do so remotely.</li> <li>• Customers with financial difficulties can get their bills lowered for a number of months so they don't get disconnected. People on benefits will be assessed for a BT Basic package, costs £9.95 a month for broadband and line rental, if appropriate</li> <li>• BT is providing free online courses to help people improve their digital skills and link to Skills for Tomorrow website for more free learning.</li> </ul>		
<b>EE</b>	Call 150 or use online chat to say you vulnerable	<a href="http://www.ee.co.uk/coronavirus">www.ee.co.uk/coronavirus</a>
<ul style="list-style-type: none"> <li>• Free calls to 101 numbers</li> <li>• NHS Pay monthly plan available with unlimited data until 09/10/2020. Requires NHS email address.</li> <li>• Vulnerable and disabled customers are being offered free calls, text and data.</li> <li>• Over the next month (May) the service will not be disconnected if people are unable to pay their bills. Customers are being asked to only contact EE after the latest bill has been issued and they have a balance on the account.</li> <li>• EE is providing free online courses to help people improve their digital skills and link to Skills for Tomorrow website for more free learning.</li> </ul>		
<b>GiffGaff</b>	Use the Community Forum or Ask an Agent on <a href="https://support2.giffgaff.com/app/ask">https://support2.giffgaff.com/app/ask</a>	<a href="http://www.giffgaff.com/help/articles/whats-giffgaff-doing-about-coronavirus-covid-19">www.giffgaff.com/help/articles/whats-giffgaff-doing-about-coronavirus-covid-19</a>
<ul style="list-style-type: none"> <li>• GiffGaff customers will be upgraded for free once a "goodybag" (package bundle) has been purchased.</li> <li>• List of free to use websites: <a href="http://www.giffgaff.com/help/articles/whats-giffgaff-doing-about-coronavirus-covid-19">www.giffgaff.com/help/articles/whats-giffgaff-doing-about-coronavirus-covid-19</a></li> <li>• If you're unable to pay, contact one of their agents via your account to see what can be arranged.</li> </ul>		
<b>O2</b>	Call 202 (Existing Monthly contract users), 4445 (Existing pay as you go users) 08442 020202 (other phones)	<a href="http://www.o2.co.uk/covid-19">www.o2.co.uk/covid-19</a>
<ul style="list-style-type: none"> <li>• List of free to use advise and support websites: <a href="http://www.o2.co.uk/covid-19#what-support-services-are-free-to-access-on-o2">www.o2.co.uk/covid-19#what-support-services-are-free-to-access-on-o2</a></li> <li>• Schemes available for those who are having issues paying their bills e.g. lost job and working less hours. Request O2 Refresh or Custom Plan Agreement up to 14th July</li> <li>• Removed charges to Hospedia bedside telephones, used by patients in certain 130 NHS hospitals. Customers will not pay more than the 13p a minute to Hospedia, who will credit any charges for this service since the start of the pandemic.</li> </ul>		

<b>Post Office</b>	Call on 0345 600 3210	<a href="http://www.postoffice.co.uk/coronavirus-help-support/broadband">www.postoffice.co.uk/coronavirus-help-support/broadband</a>
<ul style="list-style-type: none"> <li>All Post Office Broadband or Phone customers can get a 10% discount off calls to 10 nominated UK landline, UK mobile or International numbers.</li> <li>They are able to offer a range of alternative payment options. If you're struggling with your bills, please get in touch as early as possible so they can help. Call us on 0345 600 3210.</li> </ul>		
<b>Sky Mobile</b>	Call 0333 7591 018 (Only taking calls from Vulnerable customers). Use the My Sky App or online services.	<a href="http://www.sky.com/help/articles/coronavirus-updates">www.sky.com/help/articles/coronavirus-updates</a>
<ul style="list-style-type: none"> <li>Watch Sky Go and use Sky's other apps without using data.</li> <li>Sky Mobile customers now have 10GB free data, which can be shared across all Sims on the account.</li> <li>Removed charges to Hospedia bedside telephones, used by patients in certain 130 NHS hospitals. Customers will not pay more than the 13p a minute to Hospedia, who will credit any charges for this service since the start of the pandemic</li> </ul>		
<b>Tesco Mobile</b>	Call 4455 (Tesco Mobile phone) or 0345 301 4455 (other phones)	<a href="http://www.tescomobile.com/coronavirus">www.tescomobile.com/coronavirus</a>
<ul style="list-style-type: none"> <li>Free calls to 101 numbers and some key airline UK phone numbers (<a href="http://www.tescomobile.com/helpful-websites">www.tescomobile.com/helpful-websites</a>)</li> <li>Unlimited free evening and weekend calls.</li> <li>List of free to use advice and support websites: <a href="http://www.tescomobile.com/helpful-websites">www.tescomobile.com/helpful-websites</a></li> <li>Will not increase the tariff price for the entire contract.</li> <li>Working on free NHS worker bundles with 5000 minutes and 500GB data.</li> <li>If you're unable to pay your bill, contact 4455 on your Tesco Mobile phone or 0345 301 4455 from another phone to talk through the various options available.</li> </ul>		
<b>Three</b>	Call 333 or the Three App. To speak to an advisor new customers can visit <a href="http://www.three.co.uk/three-store-now">www.three.co.uk/three-store-now</a>	<a href="http://www.three.co.uk/stay-connected">www.three.co.uk/stay-connected</a>
<ul style="list-style-type: none"> <li>Reducing Pay Monthly international saver add-on from £15.32 to £10 per month + additional 3000 minutes for 31 destinations worldwide</li> <li>Three will not stop your services if you cannot pay, however you must contact them on 333 from your Three phone and select the relevant automated option.</li> </ul>		
<b>Virgin Media Mobile</b>	Call 0345 454 1111 or use community website for queries	<a href="http://www.virginmedia.com/help/coronavirus-update">www.virginmedia.com/help/coronavirus-update</a>
<ul style="list-style-type: none"> <li>Free Virgin Media Wifi Calling.</li> <li>Virgin Media Mobile gave Pay Monthly customers free unlimited minutes to landlines and mobile numbers and 10GB of data to end April, and may extend the offer</li> <li>Customers with Talk Protected plan have been upgraded to free daytime call minutes.</li> </ul>		

<b>Vodafone</b>	Call 0808 040 8408 or use online advisor	<a href="http://www.vodafone.co.uk/mobile/coronavirus-advice">www.vodafone.co.uk/mobile/coronavirus-advice</a>
<ul style="list-style-type: none"> <li>• Pay Monthly mobile customers registered on the system as NHS worker/vulnerable have 30 days of unlimited data free.</li> <li>• Other customers can get unlimited data for 30 days by finding the offer in the VeryMe section of the My Vodafone app.</li> <li>• If you are unable to pay your bill on time, call 56677 to set up a promise to pay or review a previous one There is also help on <a href="https://www.vodafone.co.uk/help-and-information/financial-difficulties">https://www.vodafone.co.uk/help-and-information/financial-difficulties</a></li> <li>• To opt into an “IOU” scheme, you must be over 18 years old, a Vodafone customer for at least 7 days and have topped up £5 so far.</li> <li>• New “Vodafone Emergency Homeworker Plan” for existing mobile customers, offering unlimited voice, text and data for a fixed amount of £15 per month for 3 months</li> </ul>		

Please note: this information is correct at the time of publishing and will be updated regularly at [www.connectingcambridgeshire.co.uk](http://www.connectingcambridgeshire.co.uk)

## A quick guide to broadband offers for vulnerable and other customers during Covid-19

<b>BT</b>	Call 150 (BT Phone) or 0800 800 150	<a href="http://www.bt.com/coronavirus">www.bt.com/coronavirus</a>
<ul style="list-style-type: none"> <li>• Customers with financial difficulties can get their bills lowered for a number of months so they don't get disconnected. People on benefits will be assessed for a BT Basic package, costs £9.95 a month for broadband and line rental, if appropriate</li> <li>• BT is providing free online courses to help people improve their digital skills and link to Skills for Tomorrow website for more free learning.</li> </ul>		

<b>EE</b>	Call 150 or use online chat to say you vulnerable	<a href="http://www.ee.co.uk/coronavirus">www.ee.co.uk/coronavirus</a>
<ul style="list-style-type: none"> <li>• Installation of superfast broadband has been adapted to respect social distancing rules. The set-up will be completely remotely via an expert over the phone.</li> <li>• Over the current month (May) the service will not be disconnected if people are unable to pay their bills. Customers are being asked to only contact EE after the latest bill has been issued and they have a balance on the account.</li> <li>• EE is providing free online courses to help people improve their digital skills and link to Skills for Tomorrow website for more free learning.</li> </ul>		

<b>Post Office</b>	Call on 0345 600 3210	<a href="http://www.postoffice.co.uk/coronavirus-help-support/broadband">www.postoffice.co.uk/coronavirus-help-support/broadband</a>
<ul style="list-style-type: none"> <li>• They are able to offer a range of alternative payment options. If you're struggling with your bills, please get in touch as early as possible so they can help. Call us on 0345 600 3210.</li> </ul>		

<b>Sky Broadband</b>	Call 0333 7591 018 (Only taking calls from Vulnerable customers). Use the My Sky App or online services.	<a href="http://www.sky.com/help/articles/coronavirus-updates">www.sky.com/help/articles/coronavirus-updates</a>
<ul style="list-style-type: none"> <li>• Engineers are prioritising vulnerable customers and will not be visiting customers for non-critical broadband issues.</li> <li>• Suspended daily checks on the broadband line and can no longer guarantee availability of engineers to visit during evenings and weekends (both provided as part of the Sky Broadband Boost package).</li> <li>• They will maintain our money-back guarantee as part of our WiFi Guarantee (included in some Sky Broadband Boost packages) but will no longer be able to offer engineer visits at this time.</li> <li>• Suspending automatic compensation payments for missed appointments, delayed repairs, delayed installations or loss of service. They are also suspending our participation in Ofcom's Voluntary Code of Practice for better broadband speeds.</li> </ul>		

<b>Virgin Media Broadband</b>	Call 0345 454 1111 or use community website for queries	<a href="http://www.virginmedia.com/help/coronavirus-update">www.virginmedia.com/help/coronavirus-update</a>
<ul style="list-style-type: none"> <li>• Where it's possible, they will send a self-install QuickStart pack which means there's no need for someone to visit. This service is currently available at no extra cost.</li> <li>• They're providing NHS Trusts, key organisations and businesses that are delivering critical services with additional bandwidth and availability as needed.</li> <li>• They've rolled out a range of free or low-cost solutions to help set up remote working as securely and quickly as possible.</li> </ul>		

<b>Vodafone</b>	Call 0808 040 8408 or use online advisor	<a href="http://www.vodafone.co.uk/mobile/coronavirus-advice">www.vodafone.co.uk/mobile/coronavirus-advice</a>
<ul style="list-style-type: none"> <li>• Pay Monthly mobile customers registered on the system as NHS worker/vulnerable have 30 days of</li> <li>• If you are unable to pay your bill on time, call 56677 to set up a promise to pay or review a previous one There is also help on <a href="https://www.vodafone.co.uk/help-and-information/financial-difficulties">https://www.vodafone.co.uk/help-and-information/financial-difficulties</a></li> <li>• To opt into an "IOU" scheme, you must be over 18 years old, a Vodafone customer for at least 7 days and have topped up £5 so far.</li> </ul>		

**Other providers such as Voneus, Community Fibre, Spectrum, Wightfibre, Ask4, Zzoom, Lycamobile and iD mobile are offering to support their phone and broadband customers who are NHS workers or vulnerable to help them stay connected. Contact them directly for more information.**