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**November 2020**

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

**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**

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| **BT** | Call 150 (BT Phone) or 0800 800 150 | [www.bt.com/coronavirus](http://www.bt.com/coronavirus)  |
| * NHS Workers get unlimited data on their BT SIM only, Family SIM, Data SIM and handset plan, they must have a BT Mobile telephone number and an NHS email address to qualify. This offer is valid until further notice due to the uncertain nature of Covid-19.
* BT is providing free online courses to help people improve their digital skills and link to Skills for Tomorrow website for more free learning.
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| **EE** | Call 150 or use online chat to say you vulnerable | [www.ee.co.uk/coronavirus](http://www.ee.co.uk/coronavirus)  |
| * Free calls to 101 numbers
* NHS Pay monthly plan available with unlimited data until 09/01/2021. Requires NHS email address.
* EE is providing free online courses to help people improve their digital skills and link to Skills for Tomorrow website for more free learning.
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| **GiffGaff** | Use the Community Forum or Ask an Agent on <https://support2.giffgaff.com/app/ask>  | [www.giffgaff.com/help/articles/whats-giffgaff-doing-about-coronavirus-covid-19](http://www.giffgaff.com/help/articles/whats-giffgaff-doing-about-coronavirus-covid-19) |
| * GiffGaff are asking customers to contact an agent if they are either:
	+ Are unable to leave the house to buy a voucher or struggling to get a “Goody bag” (mobile package) or credit for reasons relating to Covid-19
* List of free to use websites: [www.giffgaff.com/help/articles/whats-giffgaff-doing-about-coronavirus-covid-19](https://www.giffgaff.com/help/articles/whats-giffgaff-doing-about-coronavirus-covid-19)
* If you’re unable to pay, contact one of their agents via your account to see what can be arranged.
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| **O2** | Call 202 (Existing Monthly contract users), 4445 (Existing pay as you go users) 08442 020202 (other phones) | [www.o2.co.uk/covid-19](https://www.o2.co.uk/covid-19) |
| * List of free to use advise and support websites: [www.o2.co.uk/covid-19#what-support-services-are-free-to-access-on-o2](http://www.o2.co.uk/covid-19#what-support-services-are-free-to-access-on-o2)
* 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
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| **Post Office** | Call on 0345 600 3210 | [www.postoffice.co.uk/coronavirus-help-support/broadband](http://www.postoffice.co.uk/coronavirus-help-support/broadband) |
| * All Post Office Broadband or Phone customers can get a 10% discount off calls to 10 nominated UK landline, UK mobile or International numbers.
* They have removed data usage caps on their broadband packages.
* 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 0345 600 3210.
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| **Tesco Mobile** | Call 4455 (Tesco Mobile phone) or 0345 301 4455 (other phones) | [www.tescomobile.com/coronavirus](http://www.tescomobile.com/coronavirus) |
| * Free calls to 101 numbers and some key airline UK phone numbers (www.tescomobile.com/helpful-websites)
* List of free to use advice and support websites: [www.tescomobile.com/helpful-websites](https://www.tescomobile.com/helpful-websites)
* 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.
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| **Three** | Call 333 or the Three App. To speak to an advisor new customers can visit [www.three.co.uk/three-store-now](http://www.three.co.uk/three-store-now)  | [www.three.co.uk/stay-connected](http://www.three.co.uk/stay-connected) |
| * 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.
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| **Virgin Media Mobile** | Call 0345 454 1111 or use community website for queries | [www.virginmedia.com/help/coronavirus-update](https://www.virginmedia.com/help/coronavirus-update) |
| * Free Virgin Media WiFi Calling
* Keeping vulnerable Pay Monthly customers connected with unlimited minutes and a monthly 10GB data boost. The vulnerable Pay As You Go customers are getting 500 extra minutes, 500 extra texts, and a 1GB data boost for the next three months (from Nov)
* Extra TV channels (include Discovery, Fox, Gold, Sky One, Sky Comedy, Sky Witness, Alibi, Nat Geo and Comedy Central Extra) at no extra cost
* Customers on Talk Protected plan can contact people at any time of the day with free daytime home phone minutes.
* Virgin Media are seeking to help customers who are finding it difficult to pay their bill during this time. You will need to contact them directly to discuss it further.
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| **Vodafone** | Call 0808 040 8408 or use online advisor | [www.vodafone.co.uk/mobile/coronavirus-advice](https://www.vodafone.co.uk/mobile/coronavirus-advice) |
| * 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 <https://www.vodafone.co.uk/help-and-information/financial-difficulties>
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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)

Please note we have more information on the next page for broadband offers.

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

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| **BT** | Call 150 (BT Phone) or 0800 800 150 | [www.bt.com/coronavirus](http://www.bt.com/coronavirus)  |
| * 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
* BT is providing free online courses to help people improve their digital skills and link to Skills for Tomorrow website for more free learning.
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| **EE** | Call 150 or use online chat to say you vulnerable | [www.ee.co.uk/coronavirus](http://www.ee.co.uk/coronavirus)  |
| * 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.
* EE is providing free online courses to help people improve their digital skills and link to Skills for Tomorrow website for more free learning.
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| **Post Office** | Call on 0345 600 3210 | [www.postoffice.co.uk/coronavirus-help-support/broadband](http://www.postoffice.co.uk/coronavirus-help-support/broadband) |
| * 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.
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| **Sky Broadband** | Call 0333 7591 018 (Only taking calls from Vulnerable customers). Use the My Sky App or online services.  | [www.sky.com/help/articles/coronavirus-updates](http://www.sky.com/help/articles/coronavirus-updates) |
| * Engineers are prioritising vulnerable customers and will not be visiting customers for non-critical broadband issues.
* 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).
* 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.
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| **Virgin Media Broadband** | Call 0345 454 1111 or use community website for queries | [www.virginmedia.com/help/coronavirus-update](https://www.virginmedia.com/help/coronavirus-update) |
| * 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.
* They’re providing NHS Trusts, key organisations and businesses that are delivering critical services with additional bandwidth and availability as needed.
* Extra TV channels (include Discovery, Fox, Gold, Sky One, Sky Comedy, Sky Witness, Alibi, Nat Geo and Comedy Central Extra) at no extra cost
* Giving customers who currently pay for speeds under 100Mbps a free boost from superfast broadband to ultrafast M100 Fibre Broadband. They are also boosting Oomph customers with M100 Fibre Broadband to M200 Fibre Broadband.
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| **Vodafone** | Call 0808 040 8408 or use online advisor | [www.vodafone.co.uk/mobile/coronavirus-advice](https://www.vodafone.co.uk/mobile/coronavirus-advice) |
| * Pay Monthly mobile customers registered on the system as NHS worker/vulnerable have 30 days of
* 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 <https://www.vodafone.co.uk/help-and-information/financial-difficulties>
* 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.
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**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.**