



Social Tariff Broadband

**Nationwide Providers
Costs List – May 2024**

This is a list of national social tariff broadband providers which cover the UK entirely and their associated offerings.

Note that this list is not exhaustive and only includes the largest UK providers for quick reference in supporting queries for digital champions. Many other local providers offer broadband and may or may not have plans to introduce a social tariff. Always check directly with the provider.

Information has been checked on the OFCOM website and on each providers page directly, where possible checking terms and conditions, however, please always refer to the providers page for current and accurate information.

To see all current available UK social tariff broadband on offer, check the OFCOM page here: [Social tariffs: Cheaper broadband and phone packages – Ofcom](#)

Abbreviations	Full Description of Income Type
JSA (or I-JSA – Income Assessed)	Jobseeker's Allowance
ESA (or I-ESA – Income Assessed)	Employment Support Allowance
UC	Universal Credit
PC	Pension Credit
IS	Income Support
REA	Reduced Earnings Allowance
PIP	Personal Independence Payments
DA	Disability Allowance

Home Broadband – Fixed Lines

Provider	Cost	Speed	Duration	Additional
Vodafone Essentials Fibre 2 New or Existing Customers	£20 per month JSA, UC, ESA, DLA, PIP, PC, IS, REA	73Mbps	Reassessed every 12 months. User led - If no decision is made via email communication price increases to £30	No Setup Fees Includes Phone line - pay as you use
BT Home Essentials New or Existing Customers	£15 per month UC, PC, ESA, JSA, IS	36Mbps	Reassessed every 12 months – Automatic check – renews with latest BT Home Essentials Cost	Set up fees - No Information Land Line – Optional – no information
Virgin Media Essential Broadband New and Existing Customers	£12.50 per month UC, PC, IS, I-JSA, I-ESA	15Mbps	30 day rolling, No ETC for existing customers	No Setup Fees No Phone Line
Sky Basics Broadband & Line – Existing customers only	£20 per month UC, PC, I-ESA, I-JSA, IS	36Mbps If no fibre: 11Mbps	18 Month Term – No ETCs	Set up fees – N/A Phone Line Included – Pay as you use

Home Broadband – Fixed Lines

Provider	Cost	Speed	Duration	Additional
NOW Broadband Basics New and Existing Customers	£20 per month UC & PC, I-ESA and I-JSA, IS	36Mbps	31 days rolling – No ETCs	Set Up Fees – No Information Land Line included – NOW Calls, pay as you use
Plusnet Will allow move to BT – See BT option	No Social Tariff	/	/	/
Shell Broadband New or Existing Customers	£15 per Month UC, PC, IS, JSA, ESA	11 Mbps	12 Months Shell will contact at end with options – no action = current standard price they offer (£32.89 on 18 March 2024)	Currently no setup fee – though new line required may cost Land Line included – free calls to other Shell customers only

Mobile Broadband – Sim Only

Provider	Cost	Speed	Duration	Additional
EE – Mobile Broadband only New and Existing – Except Flex pay customers	£12 per month 5GB Data Unlimited Calls Unlimited Texts UC, PC, ESA, JSA, IS	25 Mbps	30 day rolling contract for 12 months No ETCs	NINO Check Set Up Fees – N/A Provides Phone access by default No Info on tethering
VOXI – For Now New and Existing Customers	£10 per month Unlimited Data, Calls and Texts UC, JSA, ESA, DA, PIP	5G where available	30 day rolling contract After 6 months, defaults to £10pm social media data only, texts and calls unchanged.	Set Up Fees – N/A Provides Phone access by default Tethering Allowed
SMARTY New and Existing Customers	£12 per month Unlimited Data, Calls and Texts UC, I-ESA, I-JSA, IS, PC	5G where available	1 month rolling contract 12 monthly validation check – if moved to standard plan cost is unchanged	No Credit Check Tethering Allowed