InformationNOW
Information for people in Newcastle upon Tyne

Social Tariffs

Social tariffs are low cost or discounted prices for broadband and phone packages. They are usually offered to people on low incomes or people who receive welfare benefits.

They are usually:

- Cheaper than standard tariffs
- Available on flexible contracts
- Free from extra fees like installation or early cancellation

They are designed to to make broadband or mobile data more affordable for people who might struggle with the cost. **23% of UK households struggled to afford communication and Wi-Fi services in 2025.** Having access to reliable Wi-Fi or mobile data is important for many reasons

- Many public services such as local Councils and NHS health services are easier to access or find information about online
- Buying products online is usually cheaper and there is more choice available
- Banks and Building Societies offer most of their services online or through online banking
- Most schools, colleges and universities require online systems for registration, homework, assignments and as a way to contact education staff

Social tariffs are provided by companies (not the government), but eligibility is normally based on your income or benefits, such as Universal Credit or Pension Credit.

Who Can Get a Social Tariff?

While each social tariff from a provider is different, most social tariffs are available if you receive:

- **Universal Credit**
- **Pension Credit**
- **Jobseeker's Allowance (income?based)**
- **Income Support**
- **Employment & Support Allowance (income?based)**
- **Personal Independence Payment (PIP)**

Some providers also include people on other benefits or specific support schemes.

How to Apply

1. **Check your eligibility** – usually based on your benefits.
2. **Visit your provider's website** or call customer services.
3. **Have your National Insurance number or Department for Work and Pensions (DWP) details ready** – many providers can check your benefit status automatically.
4. **Switch over** – you can often move to a social tariff even if you're already with the provider, without penalty.

Where to find social tariffs

There are many low cost or social tariffs available from broadband, TV and phone companies.

OFCOM provide a full trusted list of companies providing social tariffs on their website

Consumer price comparison websites often list social tariff and low cost options. This includes **MoneySavingExpert (MSE)**, **Uswitch**, **GoCompare**

Broadband Social Tariffs

BT have a social tariff under their **Home Essentials** scheme

Community Fibre have a social tariff under their Essential

Sky have a social tariff under their **Broadband Basics** scheme

Hyperoptic have a social tariff under their Fair Fibre scheme

Virgin Media have a social tariff under their **Essential Broadband**

Mobile Social Tariffs

VOXI have a social tariff with their **For Now plan**

O2 have a social tariff with their **Essential Plan**

EE have a social tariff with their **Basics SIM**

> These tariffs are included as examples and for informational purpose and do not imply InformationNOW or Newcastle City Council's endorsement.

Other information

Connected Voice have a poster to raise awareness of social tariffs to display in libraries, community centres and other public spaces

Ofcomhave an affordability tracker that shows annual research into the affordability of home broadband, mobile phone, landline and pay TV services.

Last updated: February 10, 2026

Useful Organisations

Ofcom

Website: www.ofcom.org.uk

Telephone: 0300 123 3333 or 020 7981 3040

Address: Riverside House, SE1 9HA

Gocompare.com

Email: help@gocompare.com

Website: http://www.gocompare.com

Address: Gocompare.com Limited, NP10 8UH

uSwitch

Email: CustomerServices@uswitch.com

Website: www.uswitch.com

Telephone: 0800 6888 557

Address: The Cooperage , SE1 2LH

Related Articles

Affordable electrical goods

Cost of living support

Getting online and using digital equipment

Digital support

Support Groups