

# Broadband Price Hacks



How to stay connected to all of your digital needs, including social, health and wellbeing support, while reducing home broadband and mobile data costs.



## Home broadband cost-saving checklist

### What are you currently paying for?

Check your home broadband package bills to see what products and add-ons you are currently paying for. Ask your provider to confirm if you are still in a fixed-term contract. If you are on rolling contract you are free to leave or strike a deal for a new fixed-term contract.

### Work out what you need

Decide what home broadband package your household needs, including phone usage, data allowance, and TV streaming. Be sure to allow enough data allowance for all your online household activities, check this with provider. Cut costs by removing unwanted products from your rolling contract, or get fixed-term contract that includes only what you need.

### Haggle for cheaper contract

- Try threatening to leave existing provider, quote a competitor's price, or ask for a loyalty discount to haggle for reduced price.
- You can save money off future bills by requesting compensation when there is a connectivity fault or when you complain about poor service.

### Shop around

Check out competition if you're unhappy with best price from current provider, using comparison websites such as these:

[uswitch.com/broadband](https://uswitch.com/broadband)

[moneysupermarket.com/broadband](https://moneysupermarket.com/broadband)

### Mid-contract price protection

Reassurance for anyone with the following broadband providers who do not currently increase price while you are in contract: Hyperoptic, Utility Warehouse, Voneus, Cuckoo.

### Cheaper broadband tariffs for low income households

Many broadband providers have social tariffs for people on various benefits or low household income. Usually proof of eligibility is required. For more information, contact your broadband provider to find out the process and qualifying criteria. Consider switching provider to access a social tariff based on your eligibility. Link to compiled list of broadband providers offering social tariffs:

[Current broadband social tariffs](#)



## Top Tips

### Cutting cost with your provider

- Contacting your provider's customer service is best, their numbers are free.
- Do your homework first to secure biggest discount when negotiating a contract. Be specific with customer service by quoting details of a cheap deal that you've found elsewhere that's a product which suits your needs and can be matched.
- Compensation payments are added to your broadband account as a credit. It's used to cover your next bills, or you can ask to have it paid into your bank account. Track this on your bills to ensure you get the total compensation promised.



## Mobile broadband cost-saving checklist

### Data only

- Looking at SIM only and pay-as-you-go. If you need a new handset it's more cost-effective to buy handset separately, and consider the even cheaper option of buying refurbished, and then get a cheap data-only deal. Getting a mobile contract with handset included works out more expensive in the long run and you are locked into a contract.
- Check your data usage, shown on bills, to see if you could manage on a lower data tariff.

### Haggle and shop around

If you are out of contract, contact existing provider and haggle for discount by quoting competitor prices, threatening to leave, or simply asking them for a better price. Check comparison websites such as these to see if you can get a better deal:

[uswitch.com](http://uswitch.com)

[moneysupermarket.com](http://moneysupermarket.com)

### Mid-contract price protection

- Reassurance if you are with one of these providers as no price increase while on one of their short-term/rolling contracts: giffgaff, SMARTY, Lyca Mobile, Asda Mobile, Utility Warehouse, Lebara, VOXI.
- Sky Mobile currently not increasing prices mid-contract on mobile data fixed-term contracts.

### Support for low income households

- Cheaper tariffs for people on benefits or low income. Contact provider to find out the process and qualifying criteria. Link to compiled list of mobile data providers offering social tariffs:

[Current mobile data social tariffs](#)

- Free sim and data. The National Databank provides free sims and mobile data, through charity Good Things Foundation, to people from low income households who can't afford internet access. Link to information and eligibility check: [goodthingsfoundation.org/databank](http://goodthingsfoundation.org/databank)



### Useful links

[moneysavingexpert.com/broadband](http://moneysavingexpert.com/broadband)

[moneysavingexpert.com/mobiles](http://moneysavingexpert.com/mobiles)

[which? broadband and mobile provider updates](#)

[which? how to save on broadband and mobile bills](#)