



LancWest Guide to Cheaper Broadband

Money needs to go further at the moment, and we know bills might be rising. This is a guide to help you get the best, cheapest Wi-Fi deal possible to keep your costs down.

1) How to switch broadband provider

If you currently have a Wi-Fi, you'll need to check what type of contract you have.

You might be in a **fixed contract**, which means you've committed to your current provider for a long term. This means your provider will likely charge an exit fee if you decide to leave them. It's worth weighing up the **price of this exit fee vs potential savings** if you switch.

If you are on a fixed contract, and the price of your monthly bill has increased, you might be able to exit your contract. This is decided on a case-by-case basis.

NOTE: If you are eligible for a social tariff (more on that below!) you might be able to waive your exit fees. Especially if you switch to your current provider's social tariff. This is usually decided on a case-by-case basis by your provider.

If you are on a **rolling contract** or **out of your contract term** then you should be able to switch fee-free.

2) Social tariff options

Most major broadband providers offer social tariffs, which are **low-cost packages** with eligibility requirements. Typically, this means you need to receive a **state benefit** of some type:

- Attendance Allowance
- Care Leavers Support
- Disability Living Allowance (DLA)
- Employment and Support Allowance (ESA)
- Housing Benefit
- Jobseeker's Allowance (JSA)
- Pension Credit
- Personal Independence Payment (PIP)
- Universal Credit



The exact criteria of this vary per provider, so its worth checking a few to see if you're eligible.

Your current broadband provider might offer its own social tariff. This will be the easiest one to switch to if you're eligible, as they usually allow you to switch to this even if you're on a different fixed contract with them.

Some providers will waive your exit fees if you're switching to a social tariff, even if it's with a different provider. This is decided on a case-by-case basis.

Social tariff packages vary across price and speeds, generally ranging from £12 – 20. They are often called 'Essentials', 'Value', or 'Basics', but offer download speeds which will suit the average user fine.

3) Need for speed?

You don't need to be paying for Wi-Fi with a high upload speed (measured in Mbps) if you won't use it! **Cheaper, standard speeds are fine for most people!**

The average household needs about **10 Mbps per user**. This covers all average data use, including streaming films and TV.

So if you're a couple with average use, you only need 20 Mbps, and the recommended speeds for a family of four is 38 Mbps.

However, if you have a **heavy user** in your household (loads of steaming, online gaming and/or downloading) you should double their allowance to around 20Mbps.

4) Finding the best deal

If you're not eligible for a social tariff, there are lots of broadband comparison tools online.

Please contact us if you're struggling to use these, and we can help you.



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