



Home Essentials from BT

Helping you stay connected for less

We believe that everyone should be able to use the internet or pick up a phone to keep in touch. If you're receiving certain state benefits*, our Home Essentials plan can help you do just that.

What is our Home Essentials plan?

Our Home Essentials plan is a reliable and affordable way for people on specific state benefits, including Universal Credit and Pension Credit (Guarantee Credit), to have a low-cost broadband and phone package.

You can choose broadband with a phone line, or just the phone line by itself. And if you go for the broadband and phone line option, there are a couple of plans to choose from.

*See page 4 to check if you're eligible.



Broadband with a phone line

The internet is really important to most people. It's how we check and claim benefits, and find a job, training courses, healthcare advice, and local services. That's why we've included a couple of broadband options with our Home Essentials package.

Both our fibre broadband plans offer a strong and reliable connection for your home. With unlimited monthly usage, you can stream, browse and download to your heart's content. Plus, with our Stay Fast Guarantee**, you'll get the speeds we promise all day, every day, or we'll give you £20 back.

We have two plans to choose from:

1. Home Essentials – Unlimited Fibre Essential plan

- Fibre broadband with average speeds of 36Mbps.

Just what you need for browsing the internet.

- 700 minutes a month talk time to all UK landlines and mobiles.
 - Costs £15 a month.
- ### 2. Home Essentials – Unlimited Fibre plan
- Fibre broadband with average speeds of 67Mbps.
Ideal for browsing the internet, gaming, and streaming TV.
 - Unlimited minutes a month talk time to all UK landlines and mobiles.
 - Costs £20 a month.

Phone line only

For homes that aren't looking to go online, but that want to stay in touch with the world, we have:

3. Home Essentials – Call-only plan

- Unlimited minutes a month talk time to all UK landlines and mobiles.
- Costs £10 a month.

**We guarantee the speed to your hub. Check your speed using the MyBT app, online or by calling 0800 800 150. If after 60 days we can't get you back to the speed we promised we'll give you a £20 Reward card. Up to four claims a year. Excludes outages, connection faults and home wiring outside of BT's control.





Who can get the Home Essentials plan?

BT Home Essentials is available for anyone on one or more of these benefits:

- Universal Credit
- Pension Credit (Guarantee Credit)
- Income Support
- Jobseeker's Allowance[†]
- Employment and Support Allowance.^{††}

Sounds great. How do I get it?

It's simple. Here's how:

1. Get in touch with us -
 - Go to our website at bt.com/home-essentials
 - You can call us on **0800 800 150**
2. You'll need to tell us your surname, date of birth, and National Insurance number.
3. We'll run an instant check to make sure you're eligible for Home Essentials.
4. If you are, we'll connect you as soon as we can.

What happens if my circumstances change?

To make sure you continue getting the right support and that you're on the right plan, we'll run another eligibility check after 12 months. We'll then let you know if anything needs to change, or if you'll continue on the same plan for another 12 months.

[†]Job Seeker's Allowance

You are eligible for Home Essentials if:

- You receive only income-based Job Seeker's Allowance.
- You receive both income-based Job Seeker's Allowance and contributory-based Job Seeker's Allowance and the amount of your income-based Job Seeker's Allowance is more than your contributory based Job Seeker's Allowance.

You are not eligible for Home Essentials if:

- You receive only contributory-based Job Seeker's Allowance.

^{††}Employment and Support Allowance

You are eligible for Home Essentials if:

- You receive only income-based Employment and Support Allowance.
- You receive both income-based Employment and Support Allowance and contributory-based Employment and Support Allowance and the amount of your income-based Employment and Support Allowance is more than your contributory-based Employment and Support Allowance.

You are not eligible for Home Essentials if:

- You receive only the contributory-based Employment and Support Allowance.

Want to know more?

Give us a call on **0800 800 150** or visit the **Home Essentials** website

You'll find lots of free, useful information about everything from protecting your family online and finding a job, to managing your money at **[BT.com/SkillsforTomorrow](https://www.bt.com/skillsfortomorrow)**



Offices worldwide

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