

What telecoms companies are doing for COVID-19

The Government regulator of telecommunication services has outlined its expectations for firms to help customers impacted by the pandemic.

The UK's major internet service and mobile providers, namely BT/EE, Openreach, Virgin Media, Sky, TalkTalk, O2, Vodafone, Three, Hyperoptic, Gigaclear, and KCOM have all agreed to the following commitments, starting immediately:

- All providers have committed to working with customers who find it difficult to pay their bill, as a result of COVID-19, to ensure that they are treated fairly and appropriately supported.
- All providers will remove all data allowance caps on all current fixed broadband services.
- All providers have agreed to offer some new, generous mobile and landline packages to ensure people are connected and the most vulnerable continue to be supported. For example, some of these packages include data boosts at low prices and free calls from a landline or mobile.
- All providers will ensure that vulnerable customers, or those self-isolating, receive alternative methods of communication wherever possible if priority repairs to fixed broadband and landlines cannot be carried out.

You will need to speak to your provider to find out what they can do to help you. More information can be found online.