

SOCIAL TARIFF TERMS & CONDITIONS

Country Connect Ltd Broadband Services

What is Social Tariff?

Social Tariff is our low-cost broadband service for people who are currently receiving particular state benefits.

Who can get a Social Tariff?

The Country Connect account holder must be in receipt of at least one of the following state benefits:

- Social Tariff is available for anyone on one or more of these state benefits:
- Universal Credit (all claimants)
- Pension Credit (Guarantee Credit)
- Income Support
- Jobseeker's Allowance*
- Employment and Support Allowance**

*You need to be receiving income-based Jobseeker's Allowance (JSA) to qualify for Social Tariff. People on contribution-based only JSA are not eligible. If you receive both income and contribution-based JSA, your income-based JSA must be higher.

**You need to be receiving income-related Employment and Support Allowance to qualify for Social Tariff. People on contribution-based only ESA are not eligible. If you receive both income and contribution-based ESA, your income-based JSA must be higher.

What's the contract term for Social Tariff?

Our Social Tariff has a 12-month duration. However, a customer can choose to leave or swap their plan at any time, there are no cancellation or early termination charges. When you reach month 11 of your Social Tariff contract, we will contact you by email to let you know that you're nearing the end of the price guarantee under the Social Tariff and inform you we will run another eligibility check for the next 12-month contract.

How frequently will you check that I'm eligible for a Social Tariff?

We'll run an eligibility check every 12 months. If you are still eligible for the Social Tariff and want to renew your contract, we will renew for another 12 months. Any pricing changes will be advised at this point.

What happens if I'm no longer eligible for the Social Tariff?

If you are no longer eligible for the Social Tariff then we'll send you an email to notify and inform you that you'll be automatically moved onto our closest comparative package unless you contact us to tell us you'd like your service to end.

These terms and conditions apply in addition to the Country Connect Broadband General terms and conditions for your service.