

HOW THE UK'S MOBILE NETWORK OPERATORS ARE

HELPING CUSTOMERS THROUGH THE COST-OF-LIVING CRISIS



Connectivity Goals

BT Group already have nearly

one million customers on social or discounted tariffs

Virgin Media O2

is committed to reducing data poverty by

connecting one million digitally excluded people

by the end of 2025

Shared Rural Network



All four operators have committed to extend

4G coverage to

95% of the UK via the Shared

Rural Network

Three aims to set up
one million new
digital connections
to the Samaritans
vital support services by 2024

free connectivity to one million people living in digital poverty

by the end of 2022 through its everyone.connected campaign



the UK's only social mobile tariff, VOXI For Now.

Available to anyone receiving benefits, it provides unlimited data for only £10 a month

Data Poverty



Virgin Media O2 is supporting the Greggs Hardship Fund to get

255,000 people connected by the end of 2023



scheme enables
customers to
donate old
phones to
vulnerable people
facing digital exclusion

Three's Reconnected



BT/EE offers
industry-leading
social tariff
broadband at
£15 per month,
offering 36Mbps

for anyone on universal credit

Community



All four mobile operators offer their staff paid

volunteer days

to help the vulnerable in their community

Digital Divide



Discovery program aims to impact 250,000 people in 2022

The Three

to get the most from their connectivity



to provide
25 million
people
with
essential
digital skills



The Community
Calling scheme
by Virgin Media
O2 has donated
10,000 phones

& £1m of data
in the last
two years



Vodafone launched

with Enterprise
Nation to
support over
150,000 small
businesses
in boosting
digital skills
and safety

National Databank

Three, Virgin Media O2 and Vodafone have joined the UK National Databank run by the Good Things
Foundation, to tackle data poverty in the UK.

One million
gigabytes of data
has been pledged
which will help

which will help around 500,000 people to get connected.

The UK's Mobile Network Operators BT/EE, Three, Virgin Media O2 and Vodafone have several measures to support customers struggling with their bills. If you are affected, please get in touch with your operator directly.



















