**MAJOR MOBILE NETWORKS AND COVID**

**PREPARED 30 MARCH 2020**

**EE – SEE HERE FOR MORE DETAILS** <https://ee.co.uk/coronavirus?CTTag=CT_Sal_Covid19Banner>

**Coronavirus: Keeping you updated**

We’re doing everything we can to help our customers and look after the wellbeing of our people during the Coronavirus outbreak. If you’re unable to pay your bill as a result of business disruption caused by COVID-19, don’t worry, your service will not be automatically disconnected over the next month.

We’ll regularly update this page as the situation develops, with detailed information about our products and services, and more ways we’re supporting businesses in these difficult times.

**No charge to access the NHS online**

It’s important for everyone to have the latest, accurate healthcare information.

EE Business customers can now access the NHS online without using any of the data in their mobile plan – even if they’ve run out of their allowance.

Calling 111 also remains free.

**Vodafone – SEE HERE FOR MORE DETAILS** <https://www.vodafone.co.uk/mobile/coronavirus-advice>

It’s essential that people have access to the right health information. That’s why we’ve enabled all our mobile customers, whatever their payment plan, to access certain NHS websites – like [www.nhs.uk](http://www.nhs.uk/) and [www.111.nhs.uk](http://www.111.nhs.uk/) – without using any of their data allowance.

Our customers can fix many issues via the Vodafone App or online, and we offer many useful self-help guides that you can find here: <https://vodafone.uk/HowTo>.

In addition, our [News Centre](https://newscentre.vodafone.co.uk/) offers a number of helpful guides for you to read.

Alternatively, you could try our chatbot Tobi or ring 191 from your Vodafone phone as usual (but bear in mind that waiting times may be longer than normal at this challenging time).

**T- Mobile – SEE HERE FOR MORE DETAILS**  <https://www.t-mobile.com/brand/ongoing-updates-covid-19>

T-Mobile announces that it is responding the situation arising due to the abrupt effects of COVID-19. So that families can stay in touch in these critical times. Starting now, all current T-Mobile and Metro customers with plans that include data will be given unlimited smartphone data for the next 60 days (though not including roaming data).

These customers will also get additional 20GB of hotspot data as well. Students on the EmpowerED learning programs will be allowed an extra 20GB of data as well, over the next 60 days.

T-Mobile is also opening the lines for customers to get in touch with family and friends in Level 3 impacted countries without paying for long distance fees: Which as of this post’s writing are China, Iran, South Korea, and all of Europe.

Customers are also encouraged to call in if they are experiencing sudden financial struggles. Check out the T-Mobile release to see everything that T-Mobile is doing for its customers and employees.

**O2 – SEE HERE FOR MORE DETAILS** [**https://www.o2.co.uk/covid-19**](https://www.o2.co.uk/covid-19)

You can now access many important websites without using your data allowance.

* Government: nhs.uk, gov.uk
* Financial: citizensadvice.org.uk, moneyadviceservice.org.uk, stepchange.org
* Mental health and emotional support: mind.org.uk, samaritans.org, rethink.org, anxietyuk.org.uk, youngminds.org.uk, mindout.org.uk
* Age group support: ageuk.org.uk, thesilverline.org.uk, themix.org.uk, childline.co.uk
* Health: alzheimers.org.uk, macmillan.org.uk, asthma.org.uk, bhf.org.uk, diabetes.org.uk
* Disabilities: scope.org.uk: rnib.org.uk, actiononhearingloss.org.uk
* Bereavement: cruse.org.uk

You have 24/7 access to your account on My O2 through the app or online. This is the best way to stay in touch and manage any customer service queries.

**MAJOR BROADBAND SUPPLIERS AND COVID**

**Prepared 30 March 2020**

**SKY – SEE HERE FOR MORE DETAILS** <https://www.sky.com/help/articles/contacting-sky-coronavirus>

We're making Sky Go Extra available to all our customers for free, so busy homes will have access to Sky TV on 3 screens at the same time, including your main TV.

Sky Talk calls to UK landlines are free for existing customers, from now until the end of April. So you can call your loved ones at any time, without worrying about the cost.

Sky Mobile customers, we're adding 10GB of free data to your Piggybank. So, there's no need to worry about how much you use the internet. You can share your data across all the SIMs on your account. Calls to the NHS 111 helpline are free too.

**VIRGIN – SEE HERE FOR MORE DETAILS** <https://www.virginmedia.com/help/coronavirus-update>

**Pay Monthly mobile customers**

Staying connected to the people and things you love matters most right now. So from Monday 23rd March we’re giving over 2.7 million Pay Monthly customers unlimited minutes to landlines and other mobile numbers, plus a 10GB data boost, at no extra cost, for a month. We’re also keeping an eye on the situation and how we can continue to support people, so we’ll say if we plan to extend these extras.

**Brand new in-cinema releases, now available to watch at home**

With cinemas closing, we've secured some brand new films on current release to watch now on Virgin Movies, and at a reduced price for our customers. These are Emma, The Hunt and The Invisible Man – ideal when the kids are in bed – and Trolls World Tour from April.

**Monitoring our network**

Our technicians and support teams are constantly keeping an eye on our network and its performance to make sure we can respond to extra traffic.

**Payment**

We’re also looking at ways we can help our customers if they find it difficult to pay their Virgin Media bill during this time.

**NHS websites**

We’ve made sure that visits to any NHS websites don’t use any of our customers’ mobile data.

**EE BROADBAND– SEE HERE FOR MORE DETAILS** <https://ee.co.uk/coronavirus?CTTag=CT_Sal_Covid19Banner>

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Need more mobile data – They created a 30 days sim plan

**BT – SEE HERE FOR MORE DETAILS** <https://www.bt.com/coronavirus>

Digital Skills

[BT Skills for Tomorrow](https://www.bt.com/skillsfortomorrow/) offers a wide range of free resources and information aimed at helping people feel more confident in the online world. We are working closely with leading social change charity, the Good Things Foundation, to ensure people across the UK – especially older and vulnerable people and those in self-isolation – have the digital skills they need to keep up to date and healthy during the spread of the coronavirus.

With large numbers of people now practising social distancing, self-isolation or confined to their homes, it is more important than ever to ensure that those with low or no digital skills can keep in touch with family and friends and access vital health services. We are sharing the Good Things Foundation’s resources via our pioneering [Skills for Tomorrow portal](https://www.bt.com/skillsfortomorrow/daily-life/accessing-public-services.html), helping people build their [digital skills](https://www.bt.com/skillsfortomorrow/work-life/expanding-your-skillset.html) and [work online effectively](https://www.bt.com/skillsfortomorrow/business/promoting-your-business.html) wherever they are, through our partnerships with organisations such as LinkedIn Learning and Google Digital Garage online.

The site includes key topics such as how to navigate the [NHS website](https://www.bt.com/skillsfortomorrow/daily-life/accessing-public-services.html), how to access [GP online services](https://www.bt.com/skillsfortomorrow/daily-life/accessing-public-services.html), how to make video calls, and how to do [online shopping](https://www.bt.com/skillsfortomorrow/daily-life/mastering-the-basics.html) or [banking](https://www.bt.com/skillsfortomorrow/daily-life/managing-your-money.html), as well as engaging activities for children aged 4-11 which help to develop their computational thinking skills.

Bills and payments

We recognise the financial impact that coronavirus is having across the UK, and our team will be able to help you with any concerns or questions you have about your BT Business bill.

We want to support you as best as we can, but to allow us to focus on the customers who need help urgently, we ask that you only contact us after your latest bill has been issued and you have a balance on your account.

We’re also looking at ways we can help our customers if they find it difficult to pay their BT Business bill due to the impact of coronavirus. Please don’t worry, if you are struggling to pay your bill, your service will not be automatically disconnected

**PLUSNET SEE HERE FOR MORE DETAILS** <https://community.plus.net/t5/Plusnet-Blogs/Coronavirus-COVID-19-update/ba-p/1715496>

Is changing our contact centre opening hours to 9am – 6pm, to help maintain our service to their users.