

BT Basic low income scheme



BT Basic is a low-cost service for people on low incomes who may otherwise find it difficult to afford a home phone line.

BT Basic is the UK's lowest cost line and broadband package and can see customers saving hundreds of pounds a year.

In December 2016, BT made some significant enhancements to BT Basic.

What does BT Basic include?

- BT Basic: customers can have a phone line for just £5.10 a month, including a call allowance of £1.50.
- BT Basic + Broadband: a phone line and broadband for £9.95 a month, including a call allowance of £1.50.
- Option of monthly billing to help with budgeting.
- Monthly calls 'price cap'. BT Basic customers can now make as many calls as they like to numbers starting with **01**, **02** and **03**, as well as UK mobile numbers starting with **07**, or to **08** numbers and know they'll be paying no more than £10 a month for them (subject to a fair usage policy).

The £10 price cap is automatically given to all BT Basic customers. There's no separate sign-up process or need to pay any monthly fee.

Eligibility

To get BT Basic applicants must be in receipt of one of these benefits:

- Income Support
- Income-based Jobseeker's Allowance
- Pensions Credit (Guaranteed Credit)
- Employment and Support Allowance (Income related)
- Universal Credit (and are on zero earnings)

We work with the Department for Work and Pensions (DWP) to confirm this quickly.

Applying for BT Basic is easy. Customers just need to fill out one form and BT work directly with the Department for Work and Pensions (DWP) to confirm eligibility.

For more details about how to apply for BT Basic, go to bt.com/btbasicplan where you can also download a detailed [booklet](#) on the scheme.

Alternatively, customers can get a BT Basic application form by calling **0800 085 7472**