






Broadband Matrix	Do you have an offer available for broadband?	Will someone need to visit my home?	Will my broadband performance be improved?	How do I apply for the offer?	When is the offer valid until?	How will I know my request has been completed?	How long will it take for my request to be processed? (NHSBSA)	How long will it take for my request to be processed? (Provider)	What details will I need to apply?
	An EE Advisor will contact you to assess what technologies are available and consult with you on how we can improve your service	Normally no engineer appointment will be needed. If required, social distancing requirements will be followed.	Yes, changes to your Broadband package will only be made if an improvement to speed is expected.	Via the triage route; using your organisational coordinator. [You will be asked to consent to your details being shared with your BB provider].	October 2020.	You will receive a call from one of our advisors. The advisor will leave a message with a dedicated number for you to call back if not available.	24 Hours from receipt of your request.	Within two to three weeks	Your name, account holder name, mobile & landline number, address and if you're NOT the account holder, you need permission of account holder.
	A boost to ultrafast M350 Fibre Broadband including a free Hub 3 upgrade where needed. In addition if you have a telephone line. Anytime minutes for UK home and mobile numbers, plus inclusive calls to 0870/0845 numbers at no extra cost.	If you need a new hub3 we will send it through the post so you can safely install it yourself.	Dependent on your current package. If you are already on ultrafast broadband and are having problems with performance please use the dedicated messaging service 07723 502991	Via the triage route; using your organisational coordinator.	Valid until 1 st Nov 2020	You will receive an email/letter on completion.	24 Hours from receipt of your request.	Up to 7 working days from receipt of your request.	Your name, account holder name, mobile & landline number, address and if you're NOT the account holder, you need permission of account holder.
	If you are a clinician with slow or standard broadband speed, for example, you would be eligible to be upgraded to superfast speed (i.e. a minimum of 30 Mbit/s). [1]	There may be a requirement for an engineer to visit. Social distancing requirements will be adhered to.	This will need to be reviewed on a case by case basis to validate the need and investigate any change process.	Through the triage process.	TBC	Through preferred customer contact	24 Hours from receipt of your request.	This will need to be reviewed on a case by case basis to validate the change, investigate any change process and carry out the works.	Your name, account holder name, mobile & landline number, address and if you're NOT the account holder, you need permission of account holder.
	Existing Sky Broadband Unlimited/Broadband Essential/Broadband Lite/Broadband 12GB/Connect) and line rental customers can upgrade to Sky Broadband Superfast for just £22 a month for 3 months* (incl. Sky Pay as you Talk). If you already have Sky Broadband Superfast you can't get a further upgrade. You can check your current broadband product here .	Typically no home visit is required. The offer is not available if a home visit is required.	Sky Broadband Superfast has an average download speed of 59Mb/s. There are several external & internal factors that might be affecting your broadband performance. Sky will always quote your expected speed before you complete the upgrade. Find out more about how you can optimise your broadband performance here .	Via the triage route; using your organisational coordinator. Applications must be received by Sky no later than 14 June 2020.	Applications must be received by Sky no later than 1st September 2020 and orders must be placed by 7pm on 15th September 2020. Once your application has been received, Sky will send you an SMS to the mobile number that you provided on your application.	Please call the dedicated phone number you received via SMS to complete your order over the phone. Once the order has been placed you'll receive an order confirmation via your preferred contact method.	24 Hours from receipt of your request.	Sky will send you an SMS within 7 days of receiving your application. You will then need to call Sky on their dedicated number to place an order. Orders typically take 5 working days to complete.	Your name, account holder name, mobile & landline number, address and if you're NOT the account holder, you need permission of account holder.
	For standard Broadband customers, we will assess what technologies are available and where possible provide a free upgrade to Fibre. For Fibre customers, we will contact you to discuss any special deals available to upgrade your Broadband	Normally no engineer appointment will be needed. If required, social distancing requirements will be followed.	Yes, changes to your Broadband package will only be made if an improvement to speed is expected	Via the triage route; using your organisational coordinator	October 2020.	You will receive an order confirmation	24 Hours from receipt of your request.	Within two to three weeks	Your name, account holder name, mobile & landline number, address and if you're NOT the account holder, you need permission of account holder.
	A special offer for Plusnet 'Standard broadband' customers to upgrade their broadband package from Unlimited to Unlimited Fibre with an average download speed of 36mb or Unlimited Fibre Extra with an average download speed of 66mb (where the product is available)	A Plusnet Hub One router will be provided. Typically no home visit is required.	As part of the upgrade process we will check the eligibility of your line and provide you with the estimated speed with the new package.	Via the triage route; using your organisational coordinator.	Valid until 9th October 2020	The Plusnet account holder will receive an email and/or SMS to the contact details held on the account with details of the offer and confirmation of eligibility.	24 Hours from receipt of your request.	We will process the request typically within 2 weeks and provide options for you.	Your name, account holder name, mobile & landline number, address and if you're NOT the account holder, you need permission of account holder.
	TalkTalk will offer: Broadband Upgrade to highest speed non engineer install Fibre product (if product available) Fibre upgrade from product with average speed of 38Mb/s to higher speed product with average speed 68Mb/s (if available)	TalkTalk will focus on upgrades that can be done without need for an engineer install within the home. In exceptional circumstances there may be a requirement for an engineer to visit. Social distancing requirements will be adhered to.	TalkTalk will only upgrade your line if we felt it will offer a speed improvement compared to your current line.	Via our triage route; using your organisational coordinator.	TalkTalk will freeze your current Broadband rental price for 18m. In some circumstances your monthly bill may go down slightly so we can match you to one of our current price points, or if a better deal is available. Note – if any changes are required to your contract length then TalkTalk will contact you directly.	TalkTalk will keep you updated throughout the process. We will notify you that either your line can be upgraded or whether you are on the best package available. Once the work is complete we will send an upgrade completion email.	24 Hours from receipt of your request.	TalkTalk will look to complete your upgrade within 5 working days. If your line is already on Fibre and we are just adding a Speed Boost then this will be completed within 2 working days.	Your name, account holder name, mobile & landline number, address and if you're NOT the account holder, you need permission of account holder.
	An upgrade to the highest package available in your building.	No	Your download and upload speeds will be improved.	Call ASK4s Support team on 0114 303 3232. For more information visit https://www.ask4.com/nhs	November 2020	Our Support team will confirm the upgrade.	24 Hours from receipt of your request.	1 Working day from confirmation of eligibility.	Your account details and NHS email address.
	An upgrade to the Freedom broadband package. Customers already on the Freedom package cannot be upgraded.	No	You will now receive unlimited data and continue to receive superfast speeds.	Call to the Sales Team – 0800 007 3377 and provide NHS/work email address to validate.	3 months free from the point of upgrade.	Contact from Voneus will be provided.	24 Hours from receipt of your request.	1 - 2 days	Confirmation of address & NHS email address.
	Zoomm have upgraded ALL customers to 900 Mbps upload and download package free of charge for 3 months (April/May/June). No further action is required.								

	For both new and existing NHS customers we will provide our Ultrafast 150Mbps package at our lowest Superfast price of just £20pm. We also provide discounts on our higher speed packages if required. Prices guaranteed for the 12 month term of the service agreement. Free installation and setup included.	If you are a new customer we will need to arrange an appointment to install the new fibre-optic cable into your home. For existing customers our customer service team can upgrade your speed remotely but we may need to provide you with a new router.	Yes – Community Fibre only use fibre-optic cable right into your home, this means the speed we offer is the speed you get right to your router.	Please check whether we can serve your London based property by inputting your address details into our web-site at www.communityfibre.co.uk . If we can serve your property and you want to claim the discounted price you must then email us at hello@communityfibre.co.uk with the subject line a "NHS Offer". Please include your contact details and the package you would like within the body of the email. Our customer service team will then contact you to confirm the details and arrange the service enablement process.	The offer is available whilst current lock-down restriction remain. We will review this at the end of each month and reserve the right to withdraw the offer at the end of each month.	Community Fibre will email you to confirm that your new service has been enabled.	You can request this offer directly from Community Fibre you do not need to contact NHSBSA	Once we have received all the necessary details upgrades for existing customers can normally be actioned immediately. We will need to arrange an installation appointment for new customers which can normally be arranged in a couple of weeks. NB if any members of the household are COVID-19 symptomatic we will need to delay the installation until any quarantine period has ended.	You just need to send an email to hello@communityfibre.co.uk with the subject line "NHS Offer". In the body of the email you should provide your Name, Address where you want the service installed, your contact telephone number and the package that you are interested in. When our customer service representative contacts you they will need to take your Bank Account details so that they can set up the necessary Direct Debit arrangement.
	Existing Post Office Broadband customers on Unlimited Broadband or Broadband Essential packages can upgrade to: 1) Unlimited Fibre Broadband (average speed of 38Mb/s) for £21.50 a month for 12 months , or 2) Unlimited Fibre Broadband Plus (average speed of 67Mb/s) for £25.50 a month for 12 months A new 12 month contract is required and upgrades are subject to coverage.	Post Office will focus on upgrades that do not require an engineer visit to the home. In exceptional circumstances there may be a requirement for an engineer to visit. Social distancing requirements will be adhered to.	Post Office will only upgrade you to a faster Fibre service if we believe you'll get a noticeable speed improvement. One of our support agents will provide you a download speed estimate before you place an order and explain what improvements Fibre will provide.	This offer is only available to eligible NHS clinicians. Please email NHSPostOfficeRequests@uk.fujitsu.com using your registered NHS email address and one of our Support agents will contact you to discuss upgrade options. A valid NHS email address is required and this offer can only be taken up by using the process above.	Applications must be received by Post Office no later than 11th September 2020 . Once your application has been received one of our Support agents will contact you to discuss upgrade options.	After you place your upgrade order Post Office will keep you updated throughout the process. We will notify you that your line can be upgraded to Fibre and a date which your new service can go live.	N/A	In most cases, Post Office will look to complete your upgrade in 5 to 7 working days . If you already have Fibre and we are just upgrading you to Unlimited Fibre Plus then this will be completed in 2 working days . Your go live date will be discussed and agreed when you place your order.	Your Post Office Broadband account number, account holder name, mobile number and address and suitable time of day to call. Note: if you're NOT the account holder, you will need permission from the account holder.
	If you're a frontline NHS worker and you're already a G.Network customer, we'd love to hear from you. You'll already be connected to some of the fastest broadband speeds in the capital, but we'll move you to our lowest tariff of just £22 per month, and we'll upgrade your connection to 900 Megabits per second (Mbps), both upload and download, for three months.	If you're an existing customer we can upgrade your service without the need to visit you home. In the rare circumstance we do need to visit we will notify you. If you're a new customer an engineer will need to visit the property. You can rest assured that, to the best of our knowledge, it's OK for them to do so. We're also equipping them with high-grade personal protective equipment (PPE) to ensure that there's an even lower risk of transmitting the Covid-19 virus.	Yes we offer speeds of up to 900 MEG. This is 13 times faster than the London average. We do this by using brand new full fibre infrastructure which means your connection will remain stable allowing you and your household to enjoy watching films, gaming, holding conference calls in optimum quality all of the time!	Simply call on 08081963485 and one of our agents will talk you through the process.	Open ended	We will confirm with you immediately over the phone	N/A	If you're an existing customer we can upgrade your service within a matter of days. If you're a new customer, we aim to have your service installed with 10 working days. We will process your order immediately.	We'll need to take your NHS number and your NHS email address.
	A complimentary speed boost from 30Mbps to 50Mbps for all customers on the Superfast 30 package.	A home visit is not required.	Yes, the speed of downloads, as well as uploads, will increase from 30Mbps to 50Mbps.	If you are a Superfast 30 Gigaclear customer, the complimentary speed boost has already been applied to your service and there is no further action required on your part. If you require more than 50Mbps to meet your remote working needs, please contact us at support@gigaclear.com or on 01885 591 131 quoting the code NHS19, in order for us to prioritise your upgrade.	October 2020	You will have received an email from Gigaclear confirming your speed boost.	N/A	All existing Superfast 30 customers have already been boosted; any new Superfast 30 customers will receive their complimentary boost within 7 days of service activation.	N/A
	50% discount for 12 months on Full-fibre broadband available at a variety of speeds from 50Mb to 900M	Yes	Yes	Call Wightfibre's sales team on 01983 240240 and ask for the NHS Keyworker special offer. This offer only available by phone and is not available online.	Until 30 Sep 2020	You will receive an email confirmation of your order	N/A	Upgrades for existing customers can take 24-48 hours. New customers or existing customers upgrading to full-fibre: 5 to 10 days. NHS homeworkers can be prioritised on request.	Proof of your NHS employment status. This can be a photo of your ID badge (which will not be stored and deleted immediately).
	Increase in broadband connection speed to highest available service in your area. Please note this offer is only available to our on-net customers in South Wales and the South West.	No	Potentially yes, but this will depend on your existing service and what is available at your location. If you are already subscribed to the fastest available service, we are unlikely to be able to improve things. Our provisioning team will be able to advise what speeds are likely to be available and how this compares to your current service.	Send an email to our service desk at provisioning@spectruminternet.com with a subject line "NHS-Data-Offer". The email must come from a valid NHS email account.	September 30th 2020 minimum.	Our Service Desk will contact you to confirm that the upgrade has been put in place	N/A	Typically 2 business days.	An email from a valid NHS email account which can be matched to an existing customer contact.
	Existing SSE Unlimited Broadband/Fibre and line rental customers can upgrade to discounted SSE Fibre/Fibre Plus. If you already have SSE Fibre Plus you cannot get a further upgrade.	No, for some customers we may need to send a new router.	SSE will only upgrade you if you can obtain faster speeds. A line checker will be completed to explain estimated speeds.	Call our sales team on 03450717966 and confirm that you are a NHS staff member	1 Decemehr 2020	We will send an email/letter	N/A	Within two – three weeks	Your name, account holder name, mobile & landline number, address and if you're NOT the account holder, you need permission of account holder.

Please note: There may be a requirement for an engineer to visit your home to install equipment, social distancing guidance should be followed where this is necessary and needs to be in agreement with the both the engineer and employee.
[1] It should be noted that the upgrade to a fixed fibre-based superfast broadband service may be subject to an exception that generates a longer (potentially indeterminate) lead time due to one or more factors outside the supplier's direct and immediate control (e.g. obtaining a wayleave). So, while eligible for an upgrade, and service supply being expedited where possible it is important to understand that it could take longer than normal to provision.

*Selected fibre areas only. Speeds vary by location. Offer available to existing Sky ADSL (Sky Broadband Unlimited/ Broadband Essential/ Broadband Lite/ Broadband 12GB/ Connect) customers with Sky Line Rental who are working NHS clinicians in need of extra speed for their home broadband. Applications must be received by 14 June 2020 and orders must be placed by 7pm on 30 June 2020. Discount for 3 months on Sky Broadband Superfast including line rental. No upgrade fees or minimum terms apply. Standard prices apply after 3 months (currently £27 pm for Sky Broadband Superfast and £0 pm for Sky Talk Pay as you Talk, other Sky Talk packages may cost more). Offer not available with any other offers. Sky Broadband Superfast: Average speeds: 59Mbps (download) and 16Mbps (upload). Once you've registered watch out for an SMS or email from Sky telling you about next steps. Correct at 14/05/20. Further terms apply.