Highland Broadband Social Tariff Terms & Conditions

Highland Broadband's Social Tariff provides PureFibre 100 (100Mbps upload and download speeds) for a reduced rate, as stated on your Confirmation Email.

Eligibility: this tariff is subject to the account holder being in receipt of means tested benefits, namely:

- Income based Employment and Support Allowance (ESA)
- Income based Job Seekers Allowance (JSA)
- Income Support (IS)
- Pension Credit (PC)
- Universal Credit (UC)

The social tariff is subject to eligibility checks, and you may be required to provide proof of eligibility.

Failure to provide proof will result in the tariff being amended to the standard **Essential 150** tariff monthly cost. Once initial eligibility has been confirmed, we reserve the right to periodically confirm your continued eligibility throughout the contract term. We will notify you in advance if we require this information and provide you with a timeline to respond. If the eligibility criteria are no longer met, or you do not respond within the required time, we reserve the right to amend the tariff to the standard **Essential 150** monthly cost. In this instance, you will be provided with 30 days' notice of this change and would be entitled to terminate the service as outlined in Clause 8 our Terms and Conditions.

When your contract period ends, we will write to you in advance of this and inform you of any changes to the contract pricing or conditions, as outlined in Clause 3.6 of our Terms and Conditions.

Social Tariff cannot be taken in conjunction with any other offer and all content in our main Terms and Conditions and Acceptable Usage Policy remain in place. If you have any additional support requirements, please refer to the Vulnerability Policy on our website for more information on what we can offer.

Social Tariff is available via telephone on 0330 236 9900 or register your interest on our availability checker and one of our team will get in touch. Social Tariff is not currently available when you purchase online.