

I say...
"It's too expensive"







# When I say...

"It's too expensive"

# What I might mean...

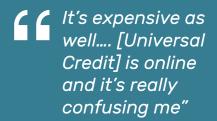
I have a low income and I am being forced to use the internet because of changes to the benefit system and Universal Credit

### Who am I?

- 40+
- I am not currently in employment
- · My children live at home
- I have experienced a number of life changing events, such as bereavement and substance misuse.

## What will help me...

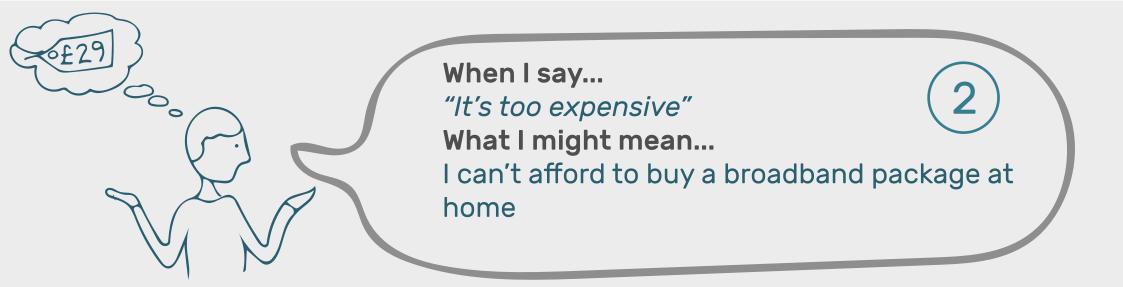
- Access to equipment and an internet connection at venues where I go for other services, such as libraries.
- In order for me to purchase my own device, I would need this on a weekly repayment basis that consists of nominal payments and can be adjusted to my needs, without any hidden costs.



You've got to go out and buy the equipment. If equipment was provided it would help"

I can't afford it, for the cost of a computer, I don't get that to live on for 4 weeks"

I'd put other priorities first before paying for the internet or access to a computer"



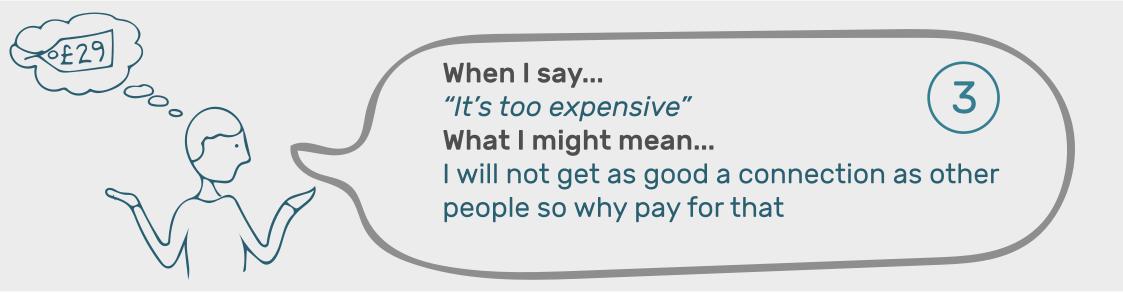
#### Who am I?

- 50+
- I have basic levels of education but low confidence in my literacy abilities
- I have a long term health problem so I am currently unemployed
- I live alone

## What will help me...

 A cheaper broadband offer that meets my needs, even if this means a slower broadband speed

**66** First of all its the cost, I can't afford it, it's too expensive"



### Who am I?

- 50+
- I am currently unemployed as I had a long term health problem but I'm now looking for manual work
- · I live alone

## What will help me...

 A connectivity offer that meets my needs and is based on the actual performance of the connection. If I am unable to get the same download speed as someone else, I should be on a different price structure.

They say you can have superfast fibre broadband but can only get 2 megabyte download speed"

