

Millions of broadband consumers hit by April price hikes

Millions of broadband customers have been hit with price hikes of up to 17.3% this spring, off the back of a sharp increase in the cost of living, MoneySavingExpert recently reported.

ISPs can increase their prices mid-contract by the rate of inflation as "published" in January each year, plus an extra amount on top (usually around 4 percentage points), as set out in their terms and conditions.

Providers have blamed the increase, which is then introduced to consumer bills between March and April of that same year, on their underlying and operating costs going up substantially as a result of regulatory requirements, higher energy prices and increased network costs.

In February, industry regulator [Ofcom announced it would investigate](#) the practice of mid-contract price hikes, amid concerns telecom providers aren't being clear enough about what customers can expect to pay over the course of their contracts.

The [MoneySavingExpert article](#), which was published earlier this month, provides a useful table showing a list of ISPs, how much prices will rise by and when they will come into effect, as well as advice on switching (if you are out of contract) and haggling for a better deal if you are still in contract.

It is also worth remembering that there are a lot of smaller ISPs out there that only very rarely increase their prices, if at all and quite a few of those have also adopted price freezes.

If you live in an area that has recently been covered by a new alternative FTTP network, then the aggressive market competition that currently exists between providers often ensures that prices should remain low as they all compete for your custom.