

# BT Report on progress against the Broadband USO

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Comments should be addressed to:  
[Regulatory.affairs@bt.com](mailto:Regulatory.affairs@bt.com)



# 1. Broadband Universal Service

## Overview

At BT, we are committed to improving the UK's digital infrastructure and bringing the benefits of good connectivity to all parts of the country.

As the UK's designated Universal Service Provider (excluding Hull), BT is obliged to provide a minimum broadband service of 10Mbps to those who request it if the following conditions are met:

- no suitable alternative service is available from BT or another supplier;
- no suitable improvements are planned within 12 months via a public procurement programme.

BT is required to upgrade a premises' connectivity to meet the USO criteria at no cost to the customer if the necessary works cost less than £3,400, with costs are met by BT/industry rather than the Government. Where the necessary works cost more than £3,400, customers have the option to pay any additional costs.

In practice, upgrades typically result in building gigabit-capable, full-fibre connections. By the end of September 2022, BT had built a USO connection to over 5900 premises, with more than 2000 further builds in progress.

This report is our fourth broadband USO progress update, covering the period between 1 April and 30 September 2022.

## 2. Performance Update

### 2.1 Number of requests

<b>Broadband USO Requests</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>
Number of broadband USO Requests received by the USO Helpdesk	693	617	331	253	339	227

### 2.2 Number of ineligible requests

<b>Ineligible Broadband USO Requests</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>
i. Referred to an existing BT product that already meets the broadband USO criteria	269	215	124	116	166	124
ii. Referred to an existing product belonging to another company that already meets the broadband USO criteria	74	70	90	55	60	29
iii. Referred to broadband network build supported by a Government scheme that is due to be completed in the next 12 months	43	28	22	20	12	6

Numbers refer to the date of the response to the consumer

### 2.3 Number of confirmed orders

<b>Eligible Broadband USO Requests</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>
Number of Confirmed Orders	30	63	6	7	84	10
i. Which will lead to the build of a new broadband network free of charge (i.e. below the cost threshold)	12	54	1	3	80	10
ii. Where a customer contributed to the costs (i.e. above the cost threshold)	18	9	5	4	4	0

### 2.4 Number of USO requests responded to within 30 days

<b>Time taken to respond</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>
Number of eligible requests responded to within 30 days	265	342	112	64	127	71
Number of eligible requests responded to after 30 days	0	0	0	0	0	0

Numbers refer to the date of the response to the consumer. Ineligible requests are not included in the table, as they are all responded to within 30 days

## 2.5 Provision of broadband services relating to the Broadband USO

Provision of Broadband Services	Apr	May	Jun	Jul	Aug	Sep
Number of Broadband Services delivered	119	160	128	121	95	76
Number of Broadband Services delivered between 0-6 months	77	96	74	61	52	27
Number of Broadband Services delivered between 6-12 months	41	62	54	57	40	37
Number of Broadband Services delivered between 12-18 months	1	2	0	3	3	12
Number of Broadband Services delivered between 18-24 months	0	0	0	0	0	0
Number of Broadband Services delivered beyond 24 months	0	0	0	0	0	0

"Broadband Services" means both a Broadband Connection and a service provided to a customer on a network build under the USO Conditions.

## 2.6 Complaint and dispute resolution relating to the Broadband USO

Complaint and Dispute Resolution	Apr	May	Jun	Jul	Aug	Sep
Number of Complaints Received by BT	14	18	5	13	6	1
Number of Complaints Resolved by BT	9	5	0	0	0	0
Number of Complaints Not Resolved by BT	11	10	6	9	6	0
Number of Complaints referred to ADR	0	1	1	1	1	1

Numbers reflect when actions were completed. Complaints are marked as resolved or not resolved based upon a customer's acceptance/rejection of BT's response

## 2.7 Quality of service measurement for Broadband USO services

Quality of Service Measurement	Apr	May	Jun	Jul	Aug	Sep
Supply of Broadband Services (days)	117	129	128	103	103	102
Fault Rate per Access Line	0.02	0.01	0	0.01	0.03	0.004
Fault Repair Time for Broadband USO Services (hours)	9	14	0	50	24	10