



BT Report on progress against the Broadband Universal Service Obligation



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Comments should be addressed to: regulatory.affairs@bt.com



BT Group



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 designated Universal Service Provider for the UK (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 March 2023, BT had built a USO connection to over 7000 premises, with a further 800 builds in progress.

This report is our fifth broadband USO progress update, covering the period between 1 October 2022 and 31 March 2023.

2. Performance Update

2.1 Number of requests

Broadband USO Requests	Oct	Nov	Dec	Jan	Feb	Mar
Number of broadband USO Requests received by the USO Helpdesk	166	193	128	196	235	120

2.2 Number of ineligible requests

Ineligible Broadband USO Requests	Oct	Nov	Dec	Jan	Feb	Mar
i. Referred to an existing BT product that already meets the broadband USO criteria	73	92	69	102	122	35
ii. Referred to an existing product belonging to another company that already meets the broadband USO criteria	48	56	35	44	68	8
iii. Referred to broadband network build supported by a Government scheme that is due to be completed in the next 12 months	39	34	18	31	44	41

Numbers refer to the date of the response to the consumer.

2.3 Number of confirmed orders

Eligible Broadband USO Requests	Oct	Nov	Dec	Jan	Feb	Mar
Number of Confirmed Orders	2	6	6	13	11	11
i. Which will lead to the build of a new broadband network free of charge (i.e. below the cost threshold)	1	6	1	12	10	11
ii. Which require a customer to contribute to the costs (i.e. above the cost threshold)	1	0	5	1	1	0

2.4 Number of USO requests responded to within 30 days

Time taken to respond	Oct	Nov	Dec	Jan	Feb	Mar
Number of eligible Requests responded to within 30 days	42	49	37	54	71	75
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	Oct	Nov	Dec	Jan	Feb	Mar
Number of Broadband Services delivered	115	136	119	132	189	169
Number of Broadband Services delivered between 0-6 months	90	107	96	103	134	126
Number of Broadband Services delivered between 6-12 months	13	15	14	20	18	28
Number of Broadband Services delivered between 12-18 months	6	5	3	6	9	6
Number of Broadband Services delivered between 18-24 months	4	5	4	2	28	9
Number of Broadband Services delivered beyond 24 months	2	4	2	1	0	0

“Broadband Services” means both a broadband connection and a service provided to a customer on a network build under the USO Conditions. This table therefore does not reflect the total number of services available but not activated by the consumer.

2.6 Complaint and dispute resolution relating to the Broadband USO

Complaint and Dispute Resolution	Oct	Nov	Dec	Jan	Feb	Mar
Number of Complaints Received by BT	2	2	6	0	3	3
Number of Complaints Resolved by BT	0	0	1	0	1	0
Number of Complaints Not Resolved by BT	0	4	6	1	3	2
Number of Complaints referred to the ADR Scheme	0	1	1	0	2	1

Numbers reflect when actions were completed, rather than when initial complaint received.

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	Oct	Nov	Dec	Jan	Feb	Mar
Supply of Broadband Services (days)	115	120	110	109	173	127
Fault Rate per Access Line	-	0.03	0.01	0.02	0.02	0.03
Fault Repair Time for Broadband USO Services (hours)	-	26	0.32	46.33	186.6	65.35

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