



# BT Report on progress against the Broadband USO



Date: October 2023



**BT Group**



# 1. Broadband Universal Service

## Overview

At BT Group, we are working hard to improve the UK's digital infrastructure and bringing the benefits of good connectivity to more parts of the country.

Since 2020, the Broadband Universal Service Obligation (USO) has played a small, but important, role as a safety net for some of the most isolated premises in the country. As the current designated Universal Service Provider for the UK (excluding Hull), BT is obliged to provide a minimum broadband service of 10Mbps to those who request 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.
- customers fund the excess costs of an upgrade if they are more than the set contribution of BT.

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 these costs 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 us building a gigabit-capable, full-fibre connections. By the end of September 2023, we had built a USO connection to over 7681 premises, with a further 185 builds in progress.

This report is our sixth broadband USO progress update, covering the period between 1 April and 30 September 2023.

## 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	120	169	208	158	294	275

### 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	85	108	135	96	183	155
ii. Referred to an existing product belonging to another company that already meets the broadband USO criteria	24	40	38	47	68	85
iii. Referred to broadband network build supported by a government scheme that is due to be completed in the next 12 months	16	7	10	8	16	9

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	1	3	2	2	3	1
i. Which will lead to the build of a new broadband network free of charge (i.e. below the cost threshold)	1	3	2	1	2	1
ii. Which require a customer to contribute to the costs (i.e. above the cost threshold)	0	0	0	1	1	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	32	41	37	42	102	17
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

<b>Provision of Broadband Services</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>
Number of Broadband Services delivered	172	173	158	165	174	106
Number of Broadband Services delivered between 0-6 months	119	140	130	110	119	76
Number of Broadband Services delivered between 6-12 months	36	22	19	53	47	19
Number of Broadband Services delivered between 12-18 months	10	5	6	1	5	10
Number of Broadband Services delivered between 18-24 months	6	3	3	0	3	1
Number of Broadband Services delivered beyond 24 months	1	3	0	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

<b>Complaint and Dispute Resolution</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>
Number of Complaints Received by BT	2	0	3	3	3	4
Number of Complaints Resolved by BT	0	0	0	2	4	3
Number of Complaints Not Resolved by BT	7	1	1	4	1	0
Number of Complaints referred to the ADR Scheme	1	0	0	1	1	0

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

<b>Quality of Service Measurement</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>
Supply of Broadband Services (days)	134	103	79	119	120	120
Fault Rate per Access Line	0	0	0.03	0.03	0.02	0.01
Fault Repair Time for Broadband USO Services (hours)	0	0	18.5 4	32.31	9.47	22.44

Please note, this data relates to QoS of a small cohort of BB USO premises, therefore big peaks in the chart are actually small fluctuations in the numbers.



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