



BT report on progress against the Broadband USO



Date: April 2025



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 all more parts of 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 March 2025, we had built a USO connection to over 8411 premises, with a further 349 builds in progress.

This report covers the period between 1 October and 31 March 2025.

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	182	175	99	157	80	123

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	95	93	56	77	48	64
ii. Referred to an existing product belonging to another company that already meets the broadband USO criteria	84	79	42	74	32	54
iii. Referred to broadband network build supported by a government scheme that is due to be completed in the next 12 months	5	3	1	6	0	5

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	4	3	8	4	3	12
i. Which will lead to the build of a new broadband network free of charge (i.e. below the cost threshold)	4	3	8	4	3	11
ii. Which require a customer to contribute to the costs (i.e. above the cost threshold)	0	0	0	0	0	1

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	33	49	32	39	30	41
Number of eligible Requests responded to after 30 days	2	0	4	0	0	0

Numbers indicate the response date to consumers. Ineligible requests are excluded as they are all addressed 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	105	115	81	110	110	85
Number of Broadband Services delivered between 0-6 months	84	98	64	91	95	69
Number of Broadband Services delivered between 6-12 months	14	10	9	15	11	11
Number of Broadband Services delivered between 12-18 months	6	3	7	3	1	2
Number of Broadband Services delivered between 18-24 months	1	3	1	0	2	3
Number of Broadband Services delivered beyond 24 months	0	1	0	1	1	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	1	1	0	0	0	0
Number of Complaints Resolved by BT	0	4	0	0	0	0
Number of Complaints Not Resolved by BT	0	0	0	0	0	0
Number of Complaints referred to the ADR Scheme	0	0	0	0	0	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

Quality of Service Measurement	Oct	Nov	Dec	Jan	Feb	Mar
Supply of Broadband Services (days)	87	74	99	81	72	87
Fault Rate per Access Line	0.0407	-	-	-	0.0204	-
Fault Repair Time for Broadband USO Services (hours)	21.56	-	-	-	24.77	-

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



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