



BT Report on progress against the Broadband USO



Date: October 2024



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 September 2024, we had built a USO connection to over 8248 premises, with a further 215 builds in progress.

This report covers the period between 1 April and 30 September 2024.

2. Performance Update

2.1 Number of requests

Broadband USO Requests	Apr	May	Jun	Jul	Aug	Sep
Number of broadband USO Requests received by the USO Helpdesk	184	192	162	114	70	82

2.2 Number of ineligible requests

Ineligible Broadband USO Requests	Apr	May	Jun	Jul	Aug	Sep
i. Referred to an existing BT product that already meets the broadband USO criteria	101	94	90	61	38	45
ii. Referred to an existing product belonging to another company that already meets the broadband USO criteria	80	90	65	50	30	36
iii. Referred to broadband network build supported by a government scheme that is due to be completed in the next 12 months	7	7	7	3	2	2

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

2.3 Number of confirmed orders

Eligible Broadband USO Requests	Apr	May	Jun	Jul	Aug	Sep
Number of Confirmed Orders	16	1	1	3	2	6
i. Which will lead to the build of a new broadband network free of charge (i.e. below the cost threshold)	15	1	1	2	2	4
ii. Which require a customer to contribute to the costs (i.e. above the cost threshold)	0	0	0	0	0	0

2.4 Number of USO requests responded to within 30 days

Time taken to respond	Apr	May	Jun	Jul	Aug	Sep
Number of eligible Requests responded to within 30 days	73	31	23	27	28	20
Number of eligible Requests responded to after 30 days	0	0	0	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	Apr	May	Jun	Jul	Aug	Sep
Number of Broadband Services delivered	103	80	96	124	68	73
Number of Broadband Services delivered between 0-6 months	87	60	68	100	62	65
Number of Broadband Services delivered between 6-12 months	13	12	18	17	3	5
Number of Broadband Services delivered between 12-18 months	2	6	5	5	3	1
Number of Broadband Services delivered between 18-24 months	1	2	2	2	0	2
Number of Broadband Services delivered beyond 24 months	0	0	3	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.

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	Apr	May	Jun	Jul	Aug	Sep
Number of Complaints Received by BT	1	0	1	3	2	0
Number of Complaints Resolved by BT	1	0	0	0	0	0
Number of Complaints Not Resolved by BT	0	0	0	4	1	1
Number of Complaints referred to the ADR Scheme	0	0	0	1	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	Apr	May	Jun	Jul	Aug	Sep
Supply of Broadband Services (days)	65	111	124	70	53	62
Fault Rate per Access Line	-	-	-	-	0.07	0.09
Fault Repair Time for Broadband USO Services (hours)	-	-	-	-	77.47	167.87

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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