



Richard Orpin,
Consumer Policy Principal
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By email only

Dear Richard,

Formal notification of changes to BT Basic voice – confirmation of Ofcom’s interpretation

Further to Ofcom’s letter dated 18 May requesting BT to confirm Ofcom’s interpretation of our changes to BT Basic voice, and BT’s subsequent email of 24 May, we can confirm Ofcom’s interpretation is correct.

In regards, the additional points of clarification:

- We are not planning to run an eligibility check for our current BT Basic customers. However, under existing terms and conditions a customer is only eligible for this product while they remain on the relevant benefit and have a requirement to tell us if their circumstances change.
- A Home Essentials voice customer will be on the equivalent of our standard unlimited minutes call plan. 0845 and 0870 numbers are included in the plan (subject to fair usage policy) and all other 084, 087 as well as 118 numbers are currently charged at 20.9p per minute plus the service charge.
- We do not have a confirmed date for when customers will be able to sign-up in store, but it will follow as soon as we can after launch.
- The 4.6 million figure used in our press release was our estimate of the number of households that could be eligible for our new Home Essentials products at the time we developed our business case. We understand that this number is fluid and will fluctuate. We would like to make clear that our Home Essentials products will be available to any customer that meets the eligibility criteria.

Please let me know if you need any further information on our planned changes. I look forward to hearing from you in due course.

Yours sincerely,

Sharon Atmore

Principal, Consumer Regulation

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