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By email only

Dear Sharon,

BT's Universal Service Condition 2: Changes to BT Basic voice only

Thank you for your letter dated 28 May 2021, in response to ours of 18 May 2021, confirming our understanding of BT's planned changes to its BT Basic voice only product, and providing additional points of helpful clarification. We have no further questions in relation to BT's planned changes at this stage.

In accordance with Universal Service Condition 2, we expect that BT shall prepare and publish information describing BT Home Essentials for the benefit of consumers following its introduction. We may, in due course, seek information from you about the number of customers who have taken up BT Home Essentials, to help us assess the impact of the product.

Yours sincerely,



Richard Orpin