

CONFIDENTIAL



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Dear Richard

KCom's Universal Service Condition 2: Changes to KCOM's KC Social Access Package

Thank you for your letter of 24 January notifying Ofcom of your proposed changes to the eligibility criteria for KCom's KC Social Access Package.

Universal Service Condition 2 requires KCom to make available one or more schemes the effect of which would be to assist consumers who have difficulty affording telephone services including, in particular, consumers on low incomes or with special social needs. At least three months' notice must be given of any changes.

The changes to the benefits system being made by the Department for Work and Pensions mean that it is not possible to map eligibility for the new Universal Credit exactly onto eligibility for the Social Access Package, which is aimed at the most vulnerable consumers. However, we consider KCom's proposal, as set out in your letter, to be reasonable. In particular, we note that you have no plans to proactively reassess existing customers on the scheme and that the application process will remain as simple as possible.

The Condition provides for Ofcom to make a Direction specifying the criteria to be applied by KCom in deciding who is entitled to the benefits of such a scheme. However, we do not consider it necessary to issue a Direction at this time, as we are satisfied that KCom's proposal adequately implements the Universal Service Condition.

Yours sincerely

A handwritten signature in black ink that reads "C Taylor". The signature is written in a cursive, slightly slanted style.

Chris Taylor
Director of Consumer Policy

cc Fareed Ahmad, DCMS