

31 January 2018

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Openreach

David Clarkson  
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**BY EMAIL**

Dear Mark

**Re: Business Connectivity Markets, Temporary SMP conditions statement – Legal Instrument, Schedule 3: Direction in relation to the provision and publication of Key Performance Indicators**

Thank you for your letter of 22 January 2018 concerning Schedule 3 of a Direction imposed on BT in the Business Connectivity Market Review (BCMR) Temporary SMP conditions statement of 23 November 2017. Schedule 3 sets requirements on BT to provide and publish Key Performance Indicators (KPIs) for the purposes of providing transparency as to its quality of service performance.

We note that BT seeks our agreement, pursuant to paragraph 7 of Schedule 3, to delay the provision of the KPI reports required under paragraphs 4 and 5 (the “Ofcom KPI Report”) and paragraph 6 (the “CP KPI Reports”) until the 15<sup>th</sup> working day in May 2018. The delay is requested to allow time to implement the technical and systems changes required by the changes to the product and geographic market definitions in the KPI reports.

We agree to this delay up to May 2018 and note that you will provide the backdated Ofcom KPI Reports and any CP KPI Reports requests by the 15<sup>th</sup> working day in May 2018.

In the interim period, we welcome BT’s commitment to provide to Ofcom, on a voluntary best endeavours basis, indicative reports against the Minimum Services Levels (MSLs) shown at an overall level, by region and by provision category where applicable.

We have published your letter of 22 January 2018 and this response on our website so that our agreement with regards to the availability of CP KPI Reports is transparent to all stakeholders.

Yours sincerely

A handwritten signature in blue ink that reads "D. Clarkson." The signature is written in a cursive style with a large initial 'D'.

David Clarkson

Competition Policy Director