

19 March 2014

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Dear Anne

### **BT Basic**

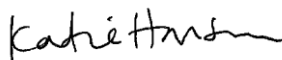
Thank you for your letter of 13 March in which you set out your proposal to change the spread connection charge for BT Basic.

As you say, Annex 1 of the Universal Service Review Statement dated March 2006 says that spread connection charge will be the default option.

We are happy that BT has now decided to reduce the connection charge (where a customer needs a new line installed) to zero for BT Basic customers. This will help to ensure that people on low incomes are not excluded from access to telephony.

As we discussed, I will publish this letter on Ofcom's website with the other correspondence relating to social tariffs.

Yours sincerely

A handwritten signature in black ink that reads "Katie Hanson".

Katie Hanson

*cc. Chris Taylor, Greg Mook*