

29 June 2016

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Dear Alan,

**Re: Business Connectivity Market Review (BCMR), Legal Instrument, Section 2,  
Schedule 2 – Key Performance Indicators (KPIs)**

Thank you for your letter of 21 June 2016 concerning Schedule 2 of the Directions for BT imposed in the Business Connectivity Market Review (BCMR) of 28 April 2016.<sup>1</sup> Schedule 2 directs BT to provide various Key Performance Indicators (KPIs) for the purposes of providing transparency as to the quality of service performance provided by BT.

We note that BT seeks our agreement, pursuant to paragraph 7 of Schedule 2, to provide the KPIs listed in your letter in the coming months in order to allow additional time to develop the reporting capability with particular regard to the additional KPIs (or variants thereof) which we decided to impose following public consultation. We further note that BT currently estimates that these KPIs will be provided to Ofcom and (where directed) requesting CPs, in October 2016 reporting September 2016 and including backdated reports to May 2016.<sup>2</sup>

We agree to this delay up to October 2016 in the provision of only those KPIs and variants detailed in your letter.

With regard to the requirement on BT to publish publicly available KPIs on its website pursuant to paragraph 2 of Schedule 2, we confirm that these KPIs should be adjusted to align with the First Relevant Year minimum standards requirements in Schedule 1 i.e. the adjustment requirements for Ofcom and CP KPIs (such as paragraphs 4 c and d of Schedule 2) should be applied to publicly available KPIs where applicable. We confirm that this was an omission.

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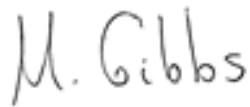
<sup>1</sup> Annex 35 Legal Instruments is published at <http://stakeholders.ofcom.org.uk/binaries/consultations/bcmr-2015/statement/final-annex-35.pdf>.

<sup>2</sup> BT nevertheless agrees to provide these KPIs earlier than October 2016 if they are ready.

Furthermore, we confirm that references to “118/159 working days or more” in Schedules 2 and 3 is a drafting error and should refer to “more than 118/159 working days” to align with Schedule 1.

We have published your letter of 21 June 2016 and this response on our website so that our agreement as regards the availability of KPI reports and our confirmation of omissions and drafting errors are transparent to all stakeholders.

Yours sincerely

A handwritten signature in black ink that reads "M. Gibbs". The letters are cursive and slightly slanted.

Marina Gibbs