

Reference: 00925916

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Freedom of Information: Right to know request

Thank you for your request for information in relation to a Universal Service Obligation (USO) quotation.

We received this request on 1 June 2020 and have considered it under the Freedom of Information Act 2000.

You asked:

Breakdown of costs associated with a quote to undertake works in accordance with the Universal Service Obligation. Quoted between £40-£50,000 but unwilling to provide breakdown.

Ofcom does not hold cost data from BT on individual quotes.

Once a consumer requests a USO connection, BT will have up to 30 days to confirm whether the consumer has access to a decent broadband service based on eligibility criteria set out in the legislation. Where the customer does not have access to decent broadband, BT should confirm whether a connection could be provided for below the reasonable cost threshold of £3400. If connection costs exceed £3,400, BT should give the consumer the opportunity to request a more detailed quote based on a full survey, which BT should provide within 60 days of the customer's request. As a Universal Service Provider who will be delivering the USO connection, it is for BT to provide this detailed quotation, not Ofcom.

We expect that detailed quotations for consumers should clearly explain the work required to deliver the specific connection and an explanation of the nature of the various costs involved. We expect BT to explain to consumers that they have the following options:

- a. paying any excess connection costs themselves; and/or
- b. doing some of the deployment work themselves to help reduce costs (e.g. digging a trench on their land).

Where customers receive quotes from BT, they can query and discuss the results of the quotes with BT. If they are unhappy with the response, BT must point them to their complaint's procedure and if

there is no resolution with BT, consumers have free access to an Ofcom-approved Alternative Dispute Resolution scheme.

I hope this information is helpful. If you have any further queries, then please send them to information.requests@ofcom.org.uk quoting the reference number above in any future communications.

Yours sincerely,

Jessal Visavadia

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for undertaking internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Corporation Secretary
Ofcom
Riverside House
2a Southwark Bridge Road
London SE1 9HA

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF