

11 September 2009

Gaby Heppner-Logan  
Director, Regulatory Affairs  
BT Centre  
81 Newgate Street  
London  
EC1A 7AJ

STUART MCINTOSH  
Partner, Competition

Direct line: 020 7981 3647  
stuart.mcintosh@ofcom.org.uk

Dear Gaby

We refer to our consultation document entitled "*Re-prioritising BT's remaining Undertakings commitments on information systems separation*" published on 29 May 2009 (the "Consultation"). The Consultation ended on 10 July 2009 and Ofcom received a number of responses.

Ofcom's response to the Consultation and our further engagement with BT and stakeholders is outlined in our statement entitled "*Re-prioritising BT's remaining Undertakings commitments on information systems separation*" published today (the "Statement").

In relation to our further discussions with BT, I refer to your letter dated 7 September 2009 which clarifies the approach that BT will adopt with regard to: reporting systems separation and EOI progress; the additional voluntary milestones; and the provision of comparative performance statistics between EOI and Non-EOI provision for the main product sets (PSTN, ISDN2, ISDN30, WLR2 and WLR3).

We welcome the clarifications and look forward to BT adopting these reporting arrangements at the earliest opportunity.

We will publish this letter on our website alongside the Statement.

Yours sincerely,

A handwritten signature in dark ink, appearing to read "Stuart McIntosh", written over the typed name.

Stuart McIntosh