

Broadband Universal Service Obligation (USO) update

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Broadband Universal Service Obligation (USO) update

We are writing to inform you of the latest position on the broadband Universal Service Obligation (USO) which opened for applications on Friday 20 March.

As you may know, from that date, consumers and businesses who do not have access to 'decent broadband' (10 Megabits per second download speeds, 1 Mbit upload) will be able to request a USO connection up to a reasonable cost threshold of £3,400 per premise (this cost threshold can be combined across multiple premises).

The USO is just one part of an extensive programme of work to improve broadband connectivity in rural areas. The USO is intended as a safety net to ensure no-one is left behind on unreliable and slow speeds.

Ofcom is responsible for the implementation of the USO and has designated BT as the universal service provider together with KCOM (as telecommunications provider for the Hull area).

Ofcom and BT will be launching a page on their websites which will go live on 20 March (see below). Ofcom's website will contain key information along with a factsheet and details of who to contact for more information/queries.

<https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/broadband-uso-need-to-know>

www.bt.com/USO

Who is eligible? There are two key conditions, consumers must:

- Have no access to commercial 'decent broadband';
- Not be within 1 year of UK Government or Devolved Administration supported rollout (with a defined date for delivery).

If consumers have access to a decent service that is priced more than £46.10/month, they will also have the right to request a universal service connection.

Consumers will be able to check if they are eligible by contacting BT (or KCOM). BT will be mailing out to eligible customers.

Arrangements for monitoring and reporting progress of the USO will be through Ofcom's Connected Nations reports.

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