

Date: Thu 30/04/2020 11:44

From: mark.dames@bt.com

RE: Open letter to all media corporations on the island of Ireland

Dear PPR,

Many thanks for your letter addressed to our CEO, Philip Jansen, and BT Group colleagues.

Just to let you know that this is receiving our consideration and we hope a reply will be with you as soon as possible.

Kind regards

Mark

Mark Dames

Head of Policy and Public Affairs

BT Group UK Nations and Regions



Date: Thu 30/04/2020 12:02

From: mairead.meyer@openreach.co.uk

Subject: Open letter to all media corporations on the island of Ireland -
Openreach Northern Ireland

Hi PPR,

Thank you for your letter.

As the largest fixed communication network in GB and Northern Ireland, Openreach's number one priority is to keep people connected at this time, and we've been working closely with our Communications Provider (CP) customers to minimise the impact that the pandemic and the Government's new restrictions have on the services we can provide.

Our customers are the more than 600 communication providers (CP's) who use our open fixed wholesale network to reach their customers - including 890,000 homes and businesses in Northern Ireland. We are also leading the way in terms of investment in futureproof, ultrafast and ultra-reliable broadband networks with 40% of premises in Northern Ireland already able to connect to our new Full fibre broadband technology.

From the outset of this crisis, Openreach has worked with central government and the Northern Ireland Executive to ensure that the telecommunications industry is at the heart of supporting the national effort to fight the coronavirus. We immediately set up an emergency escalation process for hospitals and healthcare organisations ensuring rapid response to keep these vital services connected. We have also been at the centre of conversations and action to support vulnerable people, health care staff and care homes. As the small business sector has been particularly impacted during this crisis, Openreach has also introduced a number of measures to help CPs temporarily suspend or flex services for SMEs during this period of economic uncertainty.

Meanwhile Openreach engineers have been designated as Key Workers, so you will still see them out on the streets, continuing to respond to the crisis by ensuring the resilience and reliability of our network, which is connecting friends, families and businesses across Northern Ireland at this critical time. We're extremely proud of the contribution our people are making at this time of crisis to keep society connected.

With regards to one of the key pillars of your letter, and as explained above, Openreach is responsible for the fixed connection between homes/businesses and the local telephone exchange. We don't own, build or maintain wifi hotspots or retail services (including billing) to households.

I trust this is helpful, we as a company are committed to continue extending and upgrading our network to add more capacity and deliver faster, more reliable broadband.

Regards,

Mairead Meyer

Director, Openreach Northern Ireland