

Date: Thu 14/05/2020 12:48

From: tracy.stobbs@bt.com; on behalf of; philip.jansen@bt.com

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

Dear Campaigners,

Further to your recent letter to Philip Jansen, Marc Allera and Clive Selley regarding internet access for vulnerable groups during the coronavirus crisis, please see BT's response below setting out some of the key initiatives we (BT/EE) have put in place across our broadband and mobile products designed to help our customers through these unprecedented times.

More than ever, it's critical for us all to be able to get up-to-date healthcare information, so all of our EE and BT mobile customers can now access the NHS online without using any of the data in their plan – even if they've run out of data completely. Calling 111 remains free for customers.

We're also removing all caps on home broadband plans so every customer has unlimited data to use whether working from home, keeping the kids connected to school or streaming the latest films.

To help our most vulnerable BT landline only customers, we're removing out of bundle charges for the most critical services, like UK landline and mobile calls, and placing a £5 per month cap so they can make the essential calls they need to keep in touch, without worrying about their bill. On the specific ask about wi-fi hotspots, BT's wi-fi hotspots in public locations such as Tesco, HSBC, Welcome Break, National Trust are already free to end users.

We're also looking into how we can provide more peace of mind for those vulnerable customers using the EE mobile network. This includes offering unlimited mobile calls, texts and data for all our customers we know are vulnerable, whether on contract or Pay-as-you-go. We have specialist teams trained in how to help customers with physical disabilities, mental health issues and a specialist dementia support team, who are doing their very best to ensure those vulnerable customers in isolation get the support they need. We have also donated 1,000 tablets and preloaded data sims to the Good Things Foundation as part of the DevicesDotNow campaign, to support vulnerable people who don't have access to the internet to cope during the coronavirus situation.

We know this is a stressful time for customers worried about their finances, so we've put in place a dedicated team to support customers that need extra help with their bills. If a customer contacts us with money worries related to coronavirus, we'll work out what works best for them. If they're on benefits, we will assess whether our existing BT Basic package, which costs £9.95 a month for broadband and line rental, is appropriate.

In addition, through BT's Skills for Tomorrow programme we're helping to ensure that everyone has the digital skills they need at this time, helping them stay in touch with family and friends and finding information to stay healthy during this worrying period. We're also, alongside other operators, exploring with Government how we can best support home learning with targeted connectivity support for pupils that do not have fixed connections.

Further information on how BT/EE is supporting its customers, colleagues and communities to cope with the coronavirus situation can be found at <https://www.btplc.com/coronavirus>

Yours sincerely,

Tracy.

Personal Assistant to :-

Philip Jansen, Chief Executive

BT Group plc

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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