

Reference: 01814545

Information Requests
information.requests@ofcom.org.uk

22 May 2024

Freedom of Information request: Right to know request

Thank you for your request for information about the Universal Service Obligation for Broadband.

We received this request on 30 April 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

Your request

“If this scheme was put out to tender then Ofcom must be paying BT and KCOM to do the work. Have either company claimed their staffs wages from Ofcom? No value needed just a simple yes or no as to whether or not Ofcom are paying the BT/KCOM staffs wages.”

Our response

We can confirm that Ofcom is not paying BT/KCOM staff wages. Any costs arising from implementation of the broadband universal service obligation (USO) are currently paid for by BT and KCOM as the designated universal service providers in the UK. A universal service provider can make a request to us for funding their costs of delivering the USO – our [2020 statement on the funding regulations](#) for the USO sets out the process we would follow should we receive a funding request from either BT or KCOM. Neither BT nor KCOM has submitted any USO funding request to Ofcom.

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,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress.

Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).