



Cristina Luna-Esteban  
Ofcom  
Riverside House  
2a Southwark Bridge Road  
London SE1 9HA

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By email only

Dear Cristina

**Standalone landline customers: BT's ongoing Commitments**

Following recent discussions between BT and Ofcom, the attached document sets out the details of BT's voluntary commitment to cap future price increases for voice-only customers' basket of services (line rental and calls) at CPI, for a period of five years from when the current Commitments expire in March 2021.

BT is committed to assisting voice-only customers in relation to both fair pricing and digital inclusion. We will continue to work with Ofcom on measures to improve our customers' engagement with the market.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Dee Cheek'.

Dee Cheek

**Principal, Regulatory Affairs**

**BT Group**

## Annex: Standalone fixed voice: BT's voluntary commitments

### **WHEREAS:**

(A) BT voluntarily provides to Ofcom the commitments set out below; in particular, the commitment not to increase prices for its voice-only customers above the basket cap of CPI+0%.

(B) These commitments relate to residential line rental and calls products provided under the BT brand (they do not apply to EE, Plusnet, nor to BT's business products and/or services).

### **NOW THEREFORE:**

#### **1. General Provisions**

1.1 BT plc gives Ofcom the commitments below (BT's Commitments).

1.2 The Annex to these Commitments shall form part of these Commitments.

1.3 These Commitments shall apply in respect of the whole of the United Kingdom, for a period of five years from 1 April 2021.

#### **2. BT's Price Commitments:**

2.1 As agreed with Ofcom, BT will:

2.1.1 Apply on 1 April 2021, a CPI + 0% basket cap to line rental and calls products for voice-only customers, as well as a separate CPI+0% cap on the price of the Home Phone Saver product;

2.1.2 Apply on 1 April 2021 an additional "safeguard" cap of CPI + 2.5% to the price of line rental for voice-only customers;

2.1.3 For these purposes, use the change in the CPI in the 12 months ending in the December prior to each Commitment year, expressed as a percentage;

2.1.4 Apply the Commitments to all line rental products and services for voice-only customers, including Home Phone Saver, regardless of the technology used to deliver the service, for a 5-year period from 1 April 2021; with the initial price of any products based on new technology being the same as that for existing line rental products at the time;

2.1.5 Employ the use of a simple compliance model in order to demonstrate that customer charges have adhered to these Commitments.

#### **3. BT's reporting Commitments**

3.1 BT will complete and provide to Ofcom a compliance statement (compliance summary, compliance detail) annually, within four months of the end of BT's financial year. These will be published alongside other regulatory financial compliance statements on BT's website.

3.2 BT will work with Ofcom and KPMG, or other external auditor, in accordance with an agreed audit procedure.

3.3 The requirement for an external audit is to be reviewed by Ofcom and BT after the first three years to consider whether it is still a necessary and proportionate requirement.