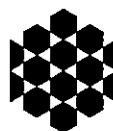


From the Office of the Minister



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and Investment**
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Our Ref: DETI SUB 0089/2016

Paul Frew MLA
Northern Ireland Assembly
Room 359H
Parliament Buildings
BELFAST

22nd
February 2016

Dear Paul,

During question time on the 9 February 2016, you raised concerns around possible degradation of BT's copper systems and asked what I can do to make sure that BT meets all its obligations and does not let people wither on the vine with a copper system.

It should be noted that the quality of service provided by operators falls into the responsibility of Ofcom. All service providers that offer a retail service, whether it's over fixed line, satellite, or fixed wireless, are bound by Ofcom's General Conditions of Entitlement which can be found at <http://stakeholders.ofcom.org.uk/telecoms/ga-scheme/general-conditions/general-conditions-guidelines/>.

Nevertheless, as agreed, your concerns were raised with BT and I am assured that it is not their policy to degrade its existing copper network. It is their experience that there are many factors that can influence broadband speeds/connectivity. Demand for copper (DSL – Digital Subscriber Line) products remains high as does the demand for fibre (VDSL – Very High Bit Rate Digital Subscriber Line) products.

BT would advise that if a customer is unhappy with their broadband service they should in the first instance pursue the issue with their Communications Provider and follow the fault report process.

I will arrange for a copy of this letter to be sent to the Speaker's Office and that a copy will be placed in the Assembly Library.

Yours sincerely

Jonathan F. Bell,

JONATHAN BELL MLA
Minister of Enterprise, Trade and Investment

From the Office of the Minister



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Our Ref: DETI SUB 0089/2016

Stewart Dickson MLA
Northern Ireland Assembly
Room 374
Parliament Buildings
BELFAST

22nd
February 2016

Dear Stewart,

During question time on the 9 February 2016 you raised an issue regarding superfast capacity on BT's cabinet infrastructure and asked if I was satisfied that 60% capacity per cabinet is a reasonable commercial decision by BT.

As agreed, your concerns were raised with BT. I am assured that it does not set aside any percentage of its Primary Connection Points (street cabinets) for Superfast access and that it builds additional infrastructure where there is evidence of demand and it is economically viable to do so.

I will arrange for a copy of this letter to be sent to the Speaker's Office and that a copy will be placed in the Assembly Library.

Yours sincerely

Jonathan F. Bell.

JONATHAN BELL MLA
Minister of Enterprise, Trade and Investment