**The broadband universal service**

From 20 March 2020, if you can’t get a download speed of 10 Mbit/s and an upload speed of 1 Mbit/s, you can request an upgraded connection. You can make this request to BT. You do not need to be an existing customer of BT to apply. Every home and business in the UK has the legal right to request a decent, affordable broadband connection.

To carry out an initial check of whether you could be eligible, and find out more information on how to apply, visit BT’s Universal Service Obligation (USO) web page at <https://www.bt.com/broadband/USO>

**Am I eligible?**

When you contact BT they will have 30 days to confirm if you are eligible, and how much it will cost to build your connection. Your home or business will be eligible if it:

* has no access to existing decent broadband; and
* will not be covered by a public broadband scheme offered by the UK and devolved governments in the next 12 months.

If you currently only have access to a decent service that is priced over £46.10 per month, you'll also have the right to request a universal service connection.

**What will it cost?**

If the cost of building or upgrading your share of the network connection is £3,400 or less, you won't have to pay for this work to be done.

If it will cost more than £3,400 to connect your home, and you still want a connection, you will have to pay the excess costs. If you want to do this, BT will conduct a survey and give you a quote within 60 days.

You will pay the same price for your new broadband service as anyone else on the same package, and no more than £46.10 a month.

**How long does it take to set up?**

Most people will get a connection within 12 months, but it may take up to 24 months for some.

**What if I'm not eligible?**

If you’re not eligible, BT will tell you what your options are.