

How BT, EE and Plusnet can help you and your constituents

Our dedicated team are on hand to help you with any parliamentary casework relating to BT, EE or Plusnet, whether it relates to our network service, accounts and billing, Digital Voice, or anything else.

Please contact our dedicated team at mpelc@bt.com, providing the following information so we can deal with the issue as quickly as possible; constituent's name, their BT landline number or EE mobile or landline number, their full address, the details of their enquiry, and constituent contact number.

Where can you and your constituents get help?

How do I report a fault or check if there are service problems?

For BT customers:

- Residential customers can call us on **0800 800 151**
- Business customers can call us on **0800 800 154**
- Or go to bt.com/faults

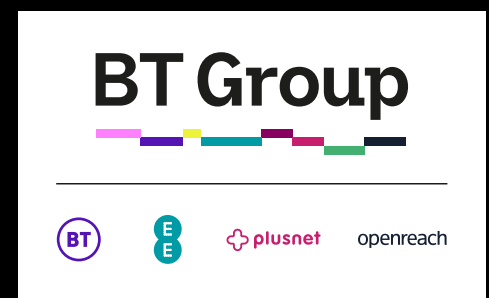
For EE customers:

- Dial 150 from an EE mobile or **07953 966 250** from another provider
- Visit myaccount.ee.co.uk/networkchecker/checkservice to see whether we have any planned or unplanned network outages in your area
- Sign up to get text alerts when we're planning network maintenance here myaccount.ee.co.uk/networkchecker/myplaces

For Plusnet customers:

- To report a fault regarding home phone or broadband customers can call **0330 1239 123**
- For any issues related to mobile, customers can call **0800 079 1133**

If you have any other questions or concerns, you can also contact our Director of Policy and Public Affairs at alex.towers@bt.com or our team mailbox at public.affairs@ee.co.uk. For devolved matters, you can contact Head of Nations and Regions at nick.speed@bt.com.



BT Group is one of the UK's leading providers of fixed and mobile telecommunications, as well as related secure digital products, solutions, and services.

We have ambitious plans to upgrade the UK's digital infrastructure, with significant progress made in our rollout of full fibre, 4G and 5G networks across the UK. We are actively working with government and Ofcom to create the appropriate policy and regulatory framework for our digital connectivity deployment.





How do I find out about EE mobile coverage?

Check current EE coverage at any location in the UK here: ee.co.uk/why-ee/mobile-coverage.

We're always upgrading our network and building new sites, so our 4G and 5G coverage is getting even better every week.

Openreach

Under the agreement reached with Ofcom in 2017, Openreach is a legally separate company with its own board and independent chair. You can use the fibre checker to see if you can get fibre broadband at your home or business here: [Fibre Checker](#)

Openreach is responsible for the physical infrastructure (fibres, wires and cables) over which different communication providers (like Sky, TalkTalk, BT, Daisy and Gamma) provide broadband and other services. All CPs have dedicated contact points and escalation paths within Openreach and specific agreed service level agreements if they need any help on behalf of their customers.

How Openreach can help your constituents

If you need to raise an issue about Openreach, there's a dedicated team available at: parliamentary.help@openreach.co.uk

They can help you with:

- community-wide service infrastructure issues – e.g. where there's a service outage in a local community or where communities have concerns about coverage such as fibre availability, capacity, connecting new sites and whether a site is in scope
- issues related to street furniture – cabinets, manholes and poles (but not telephone boxes)
- questions about Community Fibre Partnerships (CFPs)

For more information on Openreach policy asks, please visit their [Openreach Policy Hub](#)

If you have any enquiries related to policy work relating to the work of Openreach across the UK, please get in touch via public.affairs@openreach.co.uk



The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

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