

Tuesday 30 March 2010

ANDREWS & ARNOLD

Andrews & Arnold Ltd
Enterprise Court
Downmill Road
BRACKNELL
RG12 1QS
Tel 03333 400 666

Legal
British Telecommunications plc
BT Centre
81 Newgate Street
LONDON
EC1A 7AJ

Dear Sirs,

We are rather concerned about the attached article in The Register which suggests that BT business broadband customers are having their internet access traffic intercepted and redirected in some cases.

Assuming this is true, it is a concern for us as we provide web pages that may be accessed by your customers. It may be that you have in your terms with your customer that you can intercept their traffic, but we, as the other party to that communications, have not agreed to the traffic being intercepted. As such the interception is very probably criminally illegal.

Obviously BT plc could be assuming that we have somehow implicitly consented to such interception unless we make it clear that we have not. Please see the attached notice which is on our web site clearly stating that communications may not be intercepted. As such you are now aware of this fact.

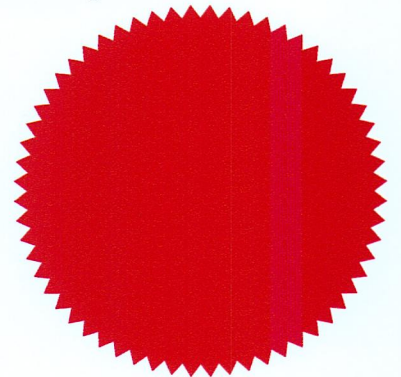
Should we find any BT customer has had communications between them and any of our web sites intercepted in a way as listed in the register article, we may take further action or report to the police to investigate.

I am sure, as a telco, you appreciate that intercepting communications without consent is a serious matter and I appreciate your co-operation in ensuring that traffic is not intercepted.

Yours sincerely,



Adrian Kennard



.2010-03-30 11:22:17 adrian

Login | Sign up



Hardware Software Music & Media Networks Security Public Sector Business Science Odds & S
 VoIP Wireless Mobile Telecoms Unified Comms

Print Postcomment

Alert

BT hijacks business browsers For when email spam isn't annoying enough

By **Chris Williams** • [Get more from this author](#)

Posted in [Telecoms](#), 29th March 2010 12:01 GMT

[Free whitepaper – Collaborating cost-effectively for patient care](#)

BT is annoying business broadband customers by hijacking their browsers to nag them to download a branded desktop utility.

The firm has decided it simply must tell subscribers about "Desktop Help", which it says allows it to fix users' technical problems remotely.

To that end, it is redirecting HTTP requests to its own marketing page, "as when trialled it did allow us to successfully communicate the availability of Desktop Help to a large number of customers"

Unsurprisingly, many BT Business customers would seemingly rather be getting on with business than tackling the "easy click-through which will allow you, within seconds, to be back to your normal internet browsing".

BT says it has set the redirect up so that if customers resist the urge to "enhance the quality of the broadband service" they should not see it again. It has also been configured to make its pitch in the morning, "to minimise any impact during the working day".

Alas, there's growing criticism of the unavoidable marketing effort on BT's forums [here](#).

"I was demonstrating a new web system to client this morning and BT hijacked my session by telling me to download their software. it looked most unprofessional and is the kind of thing

MOST

- [BT](#)
- [Br](#)
[pri](#)
- [M:](#)
- [DN](#)
- [Er](#)

[Sign u](#)
[mobile](#)

RE

PDF

PDF

PDF

AAISP.net Broadband - Broadband you can work with

Broadband Ethernet Telecoms

Tel **03333 400 000** Email **info@aaisp.net.uk**

Legal ACCESS TO WEB SITE

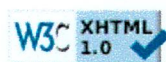
There is not a lot of point in imposing terms and conditions on access to our web site and it seem silly the people that do. Everything on our web site is already subject to the Copyright Designs and Patents Act (in the UK) and other legislation in other countries subject to the Berne Convention. We reserve all rights we can under that. We don't need to impose some contract terms on you to allow you to access the web site especially as they are on the web site and so you have to access it before seeing or agreeing to them.

However, there are things we can make clear and can legally apply after the first time you access the web site (as you are aware of them or could have made yourself aware of them). These also apply if we have specifically notified you of these restrictions.

We do not give any consent, and explicitly withdraw any implied consent, to any traffic to or from this web site being intercepted, monitored or changed. (other than the normal operation of caches in accordance with RFCs).

Specifically, this means that if you operate some systems as listed below then you are liable for criminal action and civil action for damages and costs.

- Recording accesses to our web site for the purposes of marketing to your customers (e.g. Phorm).
- Changing anything in the web site in transit, such as inserting your own adverts or changing our links or adverts.
- Redirecting access to our web site (either at DNS or IP level) to another web site, even if you have agreement of your customer, as you do not have our agreement.



Prices include VAT at 17½% unless otherwise stated. † VAT inclusive price price based on VAT exclusive amount. ‡ price based on VAT inclusive amount.

© 1997-2010 Andrews & Arnold Ltd