

0:03

I want to start with a simple thank you to our customers for trusting us to keep you connected.

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To our colleagues across BT, EE, Plusnet and Openreach, you are the beating heart of the company.

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To our BT family around the world, thank you for what you've delivered this year as we together create a better BT.

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And thank you to our owners for your continued investment in us.

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Our ambition is clear, to become the UK's most trusted connector of people, business and society.

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At BT, we're proud to underpin modern life and work and to be at the heart of the country's tech, national security and growth agendas.

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The headline is simple.

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We delivered strongly against our strategy in what is a very competitive market and a tough, wider economy.

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No one is building digital infrastructure faster, further and more efficiently, connecting and protecting the country and accelerating the UK's modernisation than BT is.

1:09

Our priorities remain clear.

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We are building, we are connecting and we are accelerating.

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On building, our full fibre now reaches more than two thirds of the UK.

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We also extended our mobile leadership. EE's 5G Plus network now reaching 73% of the population.

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We returned to customer growth across broadband, mobile and TV.

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And in our Business unit we led the way on digital sovereignty.

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Customer satisfaction also reached a new all time high. And we accelerated our modernisation and transformation, making BT a simpler, faster and easier company to deal with, with improved products, better service and fewer points of friction for our customers.

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AI is one of those tools that we're investing in to improve things for both our colleagues and our customers.

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Whether they're elderly customers, younger customers.

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I love being able to get a resolution for that customer on that call.

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You can really hear it in the customer's voice, but at the end of the call and that's when I know it's made a difference.

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We are bringing full fibre to 30 million homes and businesses.

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We are connecting at great speed and we are now really starting to see the difference on our streets and in our homes.

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We're working for the last couple of years to really try and breakthrough barriers.

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Yeah, we're striving and working really hard to collaborate and make things better for everyone.

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We've made good progress and there's much more to bring through.

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Our connectivity is intelligent, built for the future.

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It's secure, it's resilient, it's safe and where it's needed, it is sovereign by design.

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From a standing start at the beginning of this decade, Openreach can now provide more than 23

million households and businesses with the highest quality Gigabit capable networks, making it now Europe's largest wholly owned fibre asset.

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Of course, the most successful telcos are more than just infrastructure builders. Like BT they are national champions with a proud history, a clear purpose with serving customers at the heart of their culture.

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We have begun a company wide refresh of our culture.

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As one BT team, we're now aiming to be customer first challengers who are committed, clear and connected with colleague engagement at its highest level in recent years.

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Our people are at the heart of what we do and since year end we've put BT and our colleagues back into the spotlight, reigniting one of Britain's most iconic brands and celebrating our role in connecting, protecting and supercharging the UK with a new range of products and services for households and businesses that will enable BT's return to growth.

4:01

We've already supported over 23 million people and now we're extending our ambition to help 30 million people and businesses by 2030 to get the skills and support they need to thrive in an online world.

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In BT Business, we're doing brilliant things, building a consistent journey for our customers, building better AI platforms so that we can understand our customers and help them.

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It's a really exciting time for BT Business.

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We're rolling out 5G+ to almost everyone.

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We plan to have 99% coverage across the UK by 2030.

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All of this moves us towards our midterm 2030 ambitions.

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30 million homes passed with full fibre, serving more than 30 million loyal customers and delivering £3 billion of normalised free cash flow.

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I'm so proud of what our teams are delivering across BT.

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There is much more to come, so to everyone who depends on BT, thank you. We are creating a better BT for all of us.