

BT Group Investor Relations Bulletin

News and events during Q3 FY24

2 January 2024

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Upcoming events

- On 1 February, BT Group will publish its Q3 FY24 results

BT Group – Environmental, Social and Governance

- On 2 October, [BT Group announced it had created a digital dictionary with lexicographer Susie Dent](#), after finding one in six older people feel ‘baffled’ by digital terms
- On 20 October, [BT Group published a blog outlining the importance of digital inclusion and proposing Government and regulatory policy](#)
- On 1 December, [Openreach published an article outlining its approach to improving the diversity of its teams](#)
- On 4 December, [BT Group announced a free webinar in partnership with Ability Net](#) to raise awareness of common tactics scammers use to target vulnerable groups online during the festive period
- On 12 December, [BT Group published a blog outlining its approach to protecting vulnerable customers while retiring 3G](#)

BT Group – Pension

- On 14, November, [the BT Pension Scheme published its Annual Report and Accounts for the year to 30 June 2023](#)

- On 14 November, [BT Group announced it had agreed the 30 June 2023 triennial pension valuation and recovery plan with the BT Pension Scheme](#)
- On 21 November, [BT Group appointed Jill Mackenzie as Trustee Chair of the BT Pension Scheme](#), succeeding Otto Thoresen, effective from 30 November 2023

BT Group – Bonds

- On 24 November, [BT Group published the final terms on a €100m tap of the 2.75% Euro August 2027 bond, raising £84.6m at an all-in yield of 5.4%](#)
- On 14 December, [BT Group published the final terms on a £100m tap of the 5.75% GBP February 2041 bond, at an all-in yield of 6.10%](#)

BT Group – Full expensing tax relief

- On 16 November, [CEO Philip Jansen published a blog calling for the UK Government to make full expensing tax relief permanent](#)
- On 22 November, [the UK Government announced full expensing would be made permanent](#)

Government

- On 5 October, [the UK Government announced the UK will join the Global Coalition on Telecommunications and commit £70m to help research and develop the next generation of broadband and 6G networks](#)
- On 15 December, [Building Digital UK published its quarterly Project Gigabit progress update](#), announcing 79% of UK premises can access a gigabit-capable network, up from 77% in September

Regulation – Ofcom

- On 5 October, [Ofcom held an analyst and investor briefing session with its Chief Executive Melanie Dawes](#)
- On 19 October, [Ofcom published its Q2 2023 telecoms and pay-TV complaints data](#)
 - The BT brand was above industry average for number of broadband complaints, industry average for landline and above industry average for mobile and pay-TV
 - The EE brand was below industry average for number of broadband, landline and mobile complaints
- On 12 December, [Ofcom proposed a ban on inflation-linked mid-contract price rises](#)
 - Ofcom proposed to introduce a new rule requiring that any price written into a customer’s contract would need to be set out in pounds and pence at the point of sale
 - The proposal would prevent providers from including only inflation-linked or percentage-based price rise terms in all new contracts
 - Ofcom’s final decision on the proposal will be published in spring 2024. It intends for the new rule to come into effect four months after the publication of its final decision
- On 13 December, [Ofcom introduced new guidance which effectively prohibits labelling broadband products on websites and in contracts as ‘fibre’ or ‘full-fibre’ unless they are FTTP](#)
- On 15 December, [Ofcom published its proposed Plan of Work for 2024/25](#), outlining its areas of work for the next financial year
- On 19 December, [Ofcom published its Connected Nations 2023 report](#), announcing that gigabit-capable broadband networks now cover 78% UK premises, up from 70% in 2022, while outdoor 5G mobile coverage is now available to between 85% and 93% of premises, up from between 67% and 78% in 2022

Regulation – Net neutrality

- On 26 October, [Ofcom published a statement on net neutrality](#), clarifying its guidance to enable internet service providers to offer premium quality retail packages, specialised services and zero-rating in most circumstances
- On 26 October, [BT Group published a blog supporting Ofcom’s statement on net neutrality](#)

Consumer/Business – Networks and products

- On 11 October, [BT Group announced a new strategic security partnership with Google Cloud](#), targeting a range of joint innovation opportunities
- On 12 October, [BT Group announced the launch of the UK’s first drone SIM](#) to unlock the potential of Beyond Visual Line of Sight drone operation across the UK

- On 25 October, [EE announced improved 4G mobile coverage to boost rural communities across Northern Ireland](#)
- On 5 December, [EE announced it had successfully installed two new 4G masts on two of the UK's most remote inhabited islands](#), marking the completion of the rollout under Scotland's 4G Infill programme
- On 6 December, [EE launched EE TV](#), a comprehensive new service offering flexible access to premium content, a UK first with Apple TV 4K and free multi-room
- On 20 December, [EE announced 4G connectivity is available on four central London Underground stations](#)
- On 21 December, [BT Group published a blog about its networks](#) in 2023 including peaks in network traffic, improved rural connectivity and enhanced reliability

Consumer/Business – Digital Voice

- On 31 October, [BT Group announced the rollout of Digital Voice across Greater London](#)
- On 18 December, [the UK Department for Science, Innovation and Technology announced UK phone providers agreed to new measures to protect vulnerable customers on migrations to digital landlines](#)
- On 18 December, [BT Group published a blog on the industry's temporary pause of all non-voluntary, managed migrations to a digital landline](#) where a customer's telecare service would be at risk, and the formation of a new industry charter introduced by the Government

Consumer – New EE

- On 18 October, [EE launched a new platform for UK consumers featuring EE ID and a range of new products and services](#)
- On 18 October, [EE launched 'New EE' with the biggest brand campaign in a decade](#)
- On 20 October, [a New EE launch event was held featuring British DJ Fatboy Slim](#)
- On 11 December, [EE published a blog on the launch of EE TV and New EE](#), outlining how EE is evolving to play a more important role in customers' lives beyond essential connectivity

TNT Sports Joint Venture – TNT Sports extended UK Premier League rights until 2029

- On 4 December, TNT Sports announced it has extended its UK Premier League rights and will exclusively air 52 live matches every season, from the 2025/26 season until 2028/29

Business – Global Fabric

- On 17 October, [BT Group announced a new Network-as-a-Service offering, connecting multiple clouds used by businesses and enabling them to take advantage of a new wave of digital automation and AI](#)
- On 30 November, [BT Group announced a partnership with Digital Realty to roll out Global Fabric in carrier neutral facilities, making it easier for customers to access it securely and consistently](#)

Business CEO Bas Burger published an update on Business' strategy

- On 19 October, Business CEO Bas Burger published a blog outlining Business' strategy following the merger of BT Group's Enterprise and Global units in April 2023, including how BT is delivering for business customers and the UK economy. Business' strategy is built on three pillars; Better Focus, Better Outcomes and Better Tomorrow

Business held a business briefing

- On 22 November, Business hosted a business briefing at BT Group's headquarters featuring Business CEO, Bas Burger, and members of his leadership team and focused on the following messages:
 - Customers need a solid foundation on which to build their digital future and Business can deliver that foundation better than competitors
 - Business sees an opportunity for long-term value generation in the B2B market and through modernisation and focus, Business will deliver better outcomes for its customers
 - Business will build on its assets, simplify its portfolio and scale at pace to reach its long-term goal of sustained financial growth

Openreach – Openreach announced its FTTP coverage in Scotland had passed 1m premises

- On 10 October, Openreach announced its FTTP coverage in Scotland passed 1m premises with 360k premises connected

Openreach – Openreach announced update on the FTTP Priority Exchange Stop Sell project

- On 13 October, Openreach announced the next batch of 28 UK exchanges under Tranche 14 of its FTTP Priority Exchange Stop Sell project, which reflects locations where it will no longer sell new copper-based products

Openreach – Openreach announced the launch of its Single Order Transitional Access Product

- On 2 November, Openreach announced the commercial launch, from 1 December, of its Single Order Transitional Access Product (SOTAP) for UK internet service providers

Openreach – Openreach announced the extension of its 1Gbps+ pilot

- On 30 November, Openreach announced its ISP pilot of 1Gbps+ FTTP broadband tiers has been extended to 29 February 2024

Openreach – Openreach announced 12.5m premises passed with FTTP

- On 7 December, Openreach announced its FTTP network is available at 12.5m premises across the UK, marking the half-way point in its plan to reach 25m premises by the end of 2026

Openreach held a business briefing

- On 7 December, Openreach hosted a business briefing at its headquarters featuring Openreach CEO, Clive Selley, and members of his leadership team and focused on the following messages:
 - Openreach has a simple strategy: deliver great service, build its full fibre network at pace and upgrade its customers brilliantly
 - Openreach is delivering now with proof points including: reaching 12.5m premises with FTTP, being on track for peak FTTP build run rate of 1m premises per quarter in Q4 FY24, achieving a take up rate of 33%, reduced build unit cost which will stay flat for two years and declining opex cost base
 - Openreach will deliver a step change in capex and cash after December 2026, when FTTP will reach 25m premises, capex will reduce by at least £1bn per annum and build pace will reduce to c.1m premises passed per annum

Openreach – Openreach notified Communications Providers of price increases

- On 11 December, Openreach confirmed pricing applicable from 1 April 2024, including:
 - An increase of 4.6% to MPF Rental
 - An increase of 4.8% to SMPF Rental
 - An increase of 7.7% to WLR Rental
 - An increase of 4.6% to FTTC 40/10 Rental
 - An increase of 4.6% to FTTP 40/10 Rental
 - An increase of 4.6% to SOGEA 40/10 Rental
 - An increase of 4.6% to SOTAP Rental
- On 19 December, Openreach confirmed pricing across more of its Ethernet and Optical portfolio applicable from 1 April 2024 including:
 - An increase of c.4.6% across a basket of all Ethernet products

Networks – BT Group announced successful trials of 5G Reduced Capability technology

- On 16 October, BT Group announced the successful trial of 5G Reduced Capability (RedCap) technology at Adastral Park with Nokia's AirScale RAN portfolio and MediaTek's RedCap testing platform. 5G RedCap technology simplifies 5G devices, particularly small Internet of Things devices, allowing operators to provide more services to more devices on their 5G networks and supporting new 5G use cases

Networks – BT Group outlines its approach for reducing the number of telephone exchanges

- On 16 November, BT Group published an article outlining the approach it intends to take with customers while reducing the number of telephone exchanges from c.5,600 to 1,000 by the 2030s

Networks – BT Group announced new Multicast Assisted Unicast Delivery technology

- On 8 December, BT Group announced new Multicast Assisted Unicast Delivery technology that improves the quality and reliability of live event coverage while reducing costs for broadcasters and network operators

Digital – Artificial Intelligence

- On 31 October, [BT Group published a blog on the need for a values-led approach to adopting and scaling artificial intelligence](#)
- On 31 October, [BT Group published a blog recommending government policies on artificial intelligence](#), including in transparency to de-risk deployment, having an AI-ready workforce and getting the data foundations right

Digital – BT Group announced a partnership with Blue Planet to improve network services

- On 30 November, BT Group announced a partnership with Blue Planet to simplify the way it automates the delivery of network services as part of customer orders and service requests

Other news

- On 3 October, [BT Group launched a new testbed to develop and trial immersive experiences](#)
- On 4 October, [EE announced the availability of Google's Pixel 8 and Pixel 8 Pro to pre-order on its network](#)
- On 11 October, [BT Group launched 5G-enabled simulation experiences for businesses in Northern Ireland](#)
- On 9 November, [BT Group published research showing NHS staff see investment in technology as a priority](#)
- On 10 November, [EE announced a new range of Call of Duty: Modern Warfare III bundles for Xbox Series X](#)
- On 21 November, [BT Group published a blog on its collaboration with Telstra Broadcast Services](#)
- On 22 November, [BT Group published a blog on digital infrastructure in a quantum-enabled economy](#)
- On 27 November, [EE launched its 'Broadband Made For You' brand campaign](#)
- On 6 December, [Openreach announced the completion of a Welsh Government FTTP rollout project](#)

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