

BT Group Investor Relations Bulletin

News and events during Q2 FY24

2 October 2023

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Investor Relations team news

- On 1 August, Keah Hayes (keah.hayes@bt.com) was promoted to Investor Relations Programme Manager. Keah has been in the BT Group Investor Relations team since May 2022

Upcoming events

- On 2 November, BT Group will publish its H1 FY24 results
- On 22 November, BT Group will hold its Business unit briefing
- On 7 December, Openreach will hold its unit briefing

BT Group – Environmental, Social and Governance

- On 14 July, [BT Group announced it received a Bosch Global Supplier Award in the Sustainability category](#)
- On 8 September, [BT Group announced a partnership with SAP to show how carbon accounting can be standardised](#) by piloting the recently-launched SAP Sustainability Data Exchange
- On 13 September, [BT and Johnson Controls announced a new collaboration](#) to help business customers digitally monitor, analyse and optimise energy use in buildings
- On 14 September, [BT Group announced the trial of liquid cooling technologies](#) that could ‘substantially improve’ energy consumption and efficiency metrics in its networks and IT infrastructure
- On 21 September, [BT Group announced Addleshaw Goddard was awarded a place on its next legal panel](#), after being confirmed as the firm on its existing panel most effectively driving diversity and inclusion

BT Group – Forthcoming CEO change

- On 10 July, [BT Group announced Chief Executive Philip Jansen's intention to step down over the next 12 months](#)
- On 31 July, [BT Group announced the appointment of Allison Kirkby as Chief Executive](#), taking over from Philip Jansen at the end of January 2024 at the latest

BT Group – Bonds

- On 30 August, [BT Group issued a €850m bond, with a coupon of 4.25%, maturing in January 2033](#)

Government

- On 1 August, [the UK Department for Science, Innovation & Technology \(DSIT\) announced it is exploring a new plan to open a £160 million fund to help develop and build the next generation of LEO satellite-based broadband and 5G mobile communications](#)
- On 14 September, [DSIT announced 19 5G open network projects across the UK have been awarded a total of £88m in development funding](#)
- On 18 September, [DSIT opened a consultation on the potential introduction of Open Communications](#), a Smart Data scheme for the UK telecoms market
 - The scheme would require broadband and mobile operators to provide customers with more data about their service on request
- On 20 September, [Building Digital UK \(BDUK\) published its quarterly Project Gigabit progress update](#)
 - Live contracts and procurements worth up to £2bn in state aid are now running, up from £1.4bn in July, to help extend coverage to an extra 1.1m hard-to-reach premises
- On 20 September, [the UK Department for Culture, Media and Sport \(DCMS\) announced new plans to bring online TV channels under Ofcom content rules](#)

Regulation – Ofcom

- On 20 July, [Ofcom published its Mobile Matters 2023 report](#)
 - EE customers spend the highest proportion of their time, 91%, connected to 4G
 - EE and Three UK customers had the highest average 3G connection success rates. There were no differences between operators in average 5G and 4G connection success rates
 - EE's latency was the fastest among operators for 5G and 4G at 18ms as well as 3G at 29ms
 - EE had the fastest average 4G and 3G upload speeds at 9Mbps and 3Mbps respectively, and was joint fastest with Three for 5G at 17Mbps
- On 27 July, [Ofcom published its Q1 2023 telecoms and pay-TV complaints data](#)
 - The BT brand was industry average for number of broadband complaints and above industry average for landline, mobile and pay-TV
 - The EE Brand was below average for number of broadband and landline complaints and industry average for mobile
- On 7 September, [Ofcom announced FTTP reaches 52% of UK households](#), up from 48% in January 2023
- On 14 September, [Ofcom published its 2023 report into UK fixed line home broadband ISP performance](#)
 - Share of residential broadband connections that were advertised at >30Mbps increased from 91% to 93% in the year to March 2023 while 11% were >300Mbps
 - Median average download speed of UK home broadband connections was 69.4Mbps in March 2023, up 17% YoY, 3% of lines were less than 10Mbps down from 4% YoY
 - Difference between urban and rural average download speeds was 26%, down from 58% YoY
 - Broadband services using the same wholesale input tended to perform similarly, with 'few differences' between comparable services offered by Communications Providers using Openreach

Consumer/Business – Networks and products

- On 12 July, [BT published a blog on EE's new partnerships, stores and 1.6Gbps home broadband](#)
- On 17 July, [EE announced its new online Game Store with a brand campaign inspired by iconic video games](#)
- On 25 July, [EE was named the UK's best mobile network for ten years in a row by Rootmetrics](#)
- On 26 July, [EE announced the availability of the Samsung Galaxy Z Flip5 and Z Fold5 to pre-order](#)
- On 1 August, [BT announced new 4G coverage in 13 remote locations in the Scottish Highlands and Islands](#)
- On 8 September, [EE announced the availability of its 4G and 5G mobile network at Oxford Circus and Tottenham Court Road London Underground stations](#)

- On 12 September, [BT announced it successfully carried out the UK's first call over 5G in the network using Voice over New Radio technology](#)
- On 12 September, [EE announced its offer of the new iPhone 15 and Apple Watch lineup](#)
- On 18 September, [BT published a progress update on its national plan and timeline for switching off 3G](#), confirming that it will start in January 2024
- On 20 September, [EE announced a new partnership with Qualcomm Technologies](#) as part of its plans to roll out Wi-Fi 7 technology to UK consumers, set to launch in 2024
- On 20 September, [EE announced new security technology updates to improve scam detection](#)

Consumer – TNT Sports officially launches to replace BT Sport

- On 18 July, TNT Sports officially launched in the UK and Republic of Ireland, replacing BT Sport

Consumer/Business – Digital Voice

- On 20 June, [BT Group announced Digital Voice will be rolled out across the East Midlands](#)
- On 19 July, [BT announced Digital Voice will be rolled out across Yorkshire and the Humber](#)
- On 29 August, [BT published an article on the progress of the Digital Voice rollout](#), announcing it has made a 'strong start' with c.2 million customers on Digital Voice nationally
- On 12 September, [BT announced Digital Voice will be rolled out across Northern Ireland](#)
- On 26 September, [BT announced the next phase of its Digital Voice rollout on a region-by-region basis](#)

Business – BT announces network and cyber security deal with NATS

- On 15 August, BT announced a seven-year deal with NATS, the UK's leading provider of air navigation services, to create a strategic network architecture to support air traffic operations

Business – BT announces digital health partnerships with deepc and Axon Diagnostics

- On 24 August, BT announced two new partnerships with technology companies deepc and Axon Diagnostics to boost its digital health product offerings

Openreach – Openreach publishes additional 18 exchange locations for copper stop sell

- On 13 July, Openreach informed Communications Providers of the 12-month notification period for copper stop sell to be activated in 18 additional exchange locations bringing the total to 846 locations

Openreach – Openreach launches Optical Spectrum Access 100G

- On 17 July, Openreach launched Optical Spectrum Access 100G, a new ethernet product which is designed to provide businesses or ISPs with a dedicated, secure and always on 100Gbps fibre optic data link

Openreach – Openreach announces subtended headend technology in FTTP rollout

- On 3 August, Openreach announced the use of subtended headend technology which can deploy FTTP three times further and cut build time by six months, saving £10m in yearly build costs

Openreach – Openreach offers cheaper UK 80Mbps FTTC broadband upgrades

- On 7 August, Openreach announced a new offer which makes it cheaper for Communications Providers to upgrade customers on FTTC and Single Order Generic Ethernet Access broadband lines to an 80Mbps max download and 20Mbps upload speed

Openreach – Openreach announces its UK-wide stop sell on sales of Wholesale Line Rental

- On 5 September, Openreach announced the introduction of its UK-wide stop sell on sales of new Wholesale Line Rental and related broadband ISP products as part of the aim to completely withdraw the old copper-based Public Switched Telephone Network by December 2025

Openreach – Openreach announces extended Generic Ethernet Access special offer

- On 12 September, Openreach announced an extended special pricing offer Generic Ethernet Access, Single Order Generic Ethernet Access, Gfast and Single Order Gfast products, for the period from 1 September 2025 to 31 March 2026

Openreach – Openreach announces 19 new UK locations for FTTP build

- On 12 September, Openreach announced the next tranche of 19 new locations across the UK to benefit from its ongoing FTTP rollout

Networks – BT announces internet connectivity on Lundy Island via Low Earth Orbit satellite

- On 21 July, BT announced, in partnership with the UK government, the delivery of high-speed, low-latency internet connectivity to Lundy Island in North Devon, providing it with reliable connectivity for the first time

Networks – BT and Ericsson announce a successful wideband frequency division duplex trial

- On 10 August, BT and Ericsson announce the successful demonstration of transmitting 5G services in a wideband frequency duplex radio carrier within a sub-3 GHz spectrum band

Networks – BT and Nokia announce new 5G Standalone network capabilities

- On 24 August, BT and Nokia announced the successful uplink aggregation of two carrier components in a 5G Standalone live network spectrum, demonstrating new network capabilities

Digital – BT launches electric vehicle charging pilot

- On 26 July, BT announced the launch of an electric vehicle charging pilot, to assess options and viability for repurposing our street cabinet estate to electric vehicle charging

Other news

- On 5 July, [BT published a blog on its approach to partnering with the UK's National Health Service](#)
- On 12 July, [EE launched its new NVIDIA GeForce NOW cloud gaming bundles offering](#)
- On 14 July, [EE launched its first experience store in Cardiff to bring to life the latest connected technology](#)
- On 17 July, [BT published a blog on EE reinventing the role of retail in telco and new experience stores](#)
- On 26 July, [EE published an article on increasing mobile capacity for the Edinburgh Fringe festival](#)
- On 2 August, [BT published an article on social media as a sales channel for UK small businesses](#)
- On 3 August, [BT announced the first of seven Street Hub 2.0 units went live in Newcastle](#)
- On 16 August, [BT published a blog on the delivery of temporary mobile networks for UK summer events](#)
- On 17 August, [BT published a blog on the rollout of new IT architecture for customer ordering systems](#)
- On 17 August, [BT announced another c.1,000 red phone box kiosks were made available to communities](#)
- On 23 August, [EE launched its new Bluewater Shopping Centre experience store in Kent](#)
- On 23 August, [BT published a blog on the importance of school leavers having digital skills](#)
- On 31 August, [EE launched an esports and video gaming talent development programme for women](#)
- On 19 September, [EE announced it became an official partner of Call of Duty: Modern Warfare III](#)
- On 19 September, [EE announced improved 4G mobile coverage in the Lake District](#)
- On 20 September, [EE launched its new Trafford Centre experience store in Manchester](#)
- On 22 September, [EE launched its new integrated campaign for the iPhone 15 on EE's network](#)

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