



BT Group Investor Relations Bulletin

News and events during Q4 FY22

1 April 2022

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Upcoming events

- On 12 May, BT intends to publish its Q4 FY22 results

BT Group – Environmental, Social and Governance

- On 19 January, [BT was included in Corporate Knights 2022 Global 100](#), a ranking of the world's most sustainable companies
- On 15 February, [BT announced its social tariff product "Home Essentials" is now available on the high street](#)
- On 17 February, [BT announced the next phase of its Green Tech Innovation Platform](#), which sees it collaborating with scale-ups to develop tech to support the race to Net Zero

BT Group – Response to the invasion of Ukraine

- "We strongly condemn the invasion of Ukraine, and our thoughts are with all those impacted. [We have made all calls, texts and data to and from Ukraine free for our UK customers so that they can contact their loved ones](#), and we're in regular contact with our people in the region

to ensure their safety and wellbeing. We are also working in partnership with UNICEF to direct BT fundraising towards the victims of the conflict. To date, there has been no direct impact on the services we provide, and we will comply with all related sanctions. We have implemented targeted security monitoring and protections, and we are working with government and industry partners to ensure we have full visibility of the latest developments. We are keeping our approach under constant review and will take further steps as required”

BT Group – GXO Logistics to lead BT’s supply chain outsourcing

- On 9 February, BT and GXO Logistics announced a new long-term partnership to outsource and transform part of BT’s supply chain across the UK. BT will outsource its core warehouse and transport capabilities, forming part of its ongoing strategy to simplify and modernise its business

BT Group – BT issues notice of issuer call options

- On 2 March, BT announced the early redemption of two bonds, redeemed on 25 March 2022:
 - €575m par call bond maturing on 23 June 2022
 - €1.1bn make-whole bond maturing 10 March 2023

BT Group – Pay negotiations with the CWU

- On 29 March, the Communications Workers Union (CWU) rejected BT’s offer of a flat £1,200 per annum increase (representing a 2.70% to 5.64% increase) to Team Member salaries. Negotiations between BT and the CWU remain ongoing

Regulation – Ofcom publishes its quarterly telecoms and pay TV complaints

- On 8 February, Ofcom published its Q3 2021 telecoms and pay-TV complaints data:
 - The BT brand was below the industry average for number of broadband complaints, at the average for landline and above average for pay-TV
 - The EE brand had the lowest number of broadband and landline complaints

Regulation – Ofcom publishes discussion paper on its future approach to mobile markets

- On 9 February, Ofcom clarified its future approach to mobile markets and spectrum including its stance on consolidation; it will be informed by the specific circumstances of the merger, rather than the number of competitors. Ofcom also outlined that they do not currently propose any major new regulatory interventions or new customer pricing rules, but is ‘ready to act’ if needed

Regulation – Ofcom proposes changes to how it is tackling scam calls and texts

- On 23 February, Ofcom set out proposed strengthened rules and guidance to combat number spoofing including:
 - Improving the accuracy of CLI¹ data by requiring CP’s, where technically feasible, to block calls in which CLI ‘does not uniquely identify the caller’
 - Updating the CLI guidelines to clarify Ofcom’s expectations on how CPs should meet this new requirement

Regulation – Ofcom proposes changes to its “treating vulnerable customers fairly” guide

- On 17 March, Ofcom published a consultation proposing changes to its guide on Treating vulnerable customers fairly. This sets out best practice recommendations to help ensure customers in debt or struggling to pay are treated fairly

Consumer – MD² for Consumer Customer Services Nick Lane confirms BT’s 9.3% price rises

- On 20 January, BT’s Managing Director for Consumer Customer Services Nick Lane confirmed in a blog that BT’s contractual price rise would be 9.3% from 1 April 2022 following publication of CPI for December 2021 at 5.4%

Consumer/Enterprise – Networks

- On 19 January, [RootMetrics named EE as the ‘operator to beat’ in its H2 2021 report on UK Mobile Performance](#)

¹ Caller line information

² Managing Director

- On 15 February, [BT won Uswitch's in Broadband Provider of the Year, Best Provider Customer Service, Most Reliable Broadband Provider and Best Bundle Provider](#)
- On 25 February, [BT made mobile and landline calls, texts and data to and from Ukraine and the surrounding region free](#)
- On 7 March, [BT announced it partnered with local authorities to boost mobile coverage in UK towns and cities](#)
- On 10 March, [BT provided an update on its rural 5G trial in Wales](#)

Consumer – BT enters exclusive negotiations with Discovery to create new sports JV

- On 3 February, BT announced it has entered exclusive discussions with Discovery, Inc. on a deal to bring together BT Sport and Eurosport UK in a 50/50 joint venture. BT aims to conclude negotiations in early Q1 and for the joint venture to be operational later this year

Consumer – BT announces pause to Digital Voice plans

- On 29 March, BT Consumer CEO Marc Allera announced a pause to BT's Digital Voice plans for consumers who would prefer not to move over to the new technology straight away
 - BT will restart the switch-over once key solutions are in place to provide customers with more resilient connectivity

Enterprise – BT appoints MD to lead new 'Division X' unit

- On 13 January, BT announced the appointment of Marc Overton as Managing Director of its newly created 'Division X' unit. Marc joined from Sierra Wireless and started at BT on 14 February 2022

Enterprise – BT announces data centre deal with BAI Communications

- On 27 January, BT announced the signing of a multi-million pound contract with BAI Communications to deliver a core part of the company's data centre requirements as it works with Transport for London to enable high-speed mobile and Wi-Fi on the London Underground

Global – BT selects Rackspace Technology as cloud partner

- On 19 January, BT and Rackspace Technology announced a partnership to transform BT's multinational customers' cloud services. Under the agreement, BT hybrid cloud services will be based on Rackspace Technology's solutions, which will be deployed in BT data centres

Global – IDC MarketScape names BT as Leader in Managed Security Services

- On 24 January, BT was named as a Leader in the IDC MarketScape: European Managed Security Services 2022 Vendor Assessment. BT was recognised for its security capabilities, research and investment, and collaborative relationships with customers, vendors and academia

Global – BT extends Microsoft Operator Connect partnership to mobile

- On 28 March, BT extended its Microsoft Operator Connect partnership to mobile. Operator Connect Mobile will combine BT's leading mobile network with Microsoft Teams, allowing users to move between devices, add video, and share content

Global – DHL chooses BT to digitalise its global logistics

- On 31 March, BT announced it is building a flexible, resilient and secure network for Deutsche Post DHL Group to support its global logistics and digitalise supply chains in a sustainable way

Openreach – Openreach publishes additional 98 exchange locations for copper stop sell

- On 12 January, Openreach informed its CPs³ of the 12-month notification period for copper stop sell to be activated in 98 additional exchange locations bringing the total to 555 locations

Openreach – Openreach announces WLR withdrawal in FTTP trial areas

- On 12 January 2022, Openreach informed its CPs that it will terminate WLR services in April 2023 in the trial areas of Salisbury and Mildenhall

³ Communications provider

- The objective is to drive migrations to Openreach's FTTP network and trial the withdrawal of WLR services

Openreach – Openreach announces its FTTP⁴ Build Programme update

- On 25 January, Openreach announced its latest fibre build programme update, adding 113 new locations to its FTTP coverage plan

Openreach – Openreach announces creation of 4,000 new jobs in 2022

- On 10 February, Openreach announced its intention to create over 4,000 new UK-based jobs in 2022, including 3,000 apprenticeships
- The new roles will support Openreach's FTTP build programme

Openreach – Openreach announces the appointment of Natalie Ceeney to its board

- On 25 January, Openreach announced the appointment of Natalie Ceeney as a non-executive director to its independent board. Natalie replaces Liz Benison, who will step down on 30 April 2022

Digital – BT signs deal with Distributed to accelerate its transformation

- On 15 February, BT announced it signed a £30m deal with Distributed, a company providing access to on-demand *ElasticTeams*TM of technology professionals to enable BT to better serve its customers. The deal allows BT to access a new pool of talented and highly skilled tech professionals and is a first of its kind for BT, securing it a board seat and equity stake in Distributed

Digital – BT selects Google Cloud as strategic partner for data and AI transformation

- On 10 March, BT and Google Cloud announced a strategic five-year partnership to accelerate BT's company-wide digital transformation. The partnership involves BT using a suite of Google Cloud products and services to improve customer experiences, reduce costs and risks and build new revenue streams

Digital – Digital hosts business briefing

- On 11 March, Digital hosted a business briefing at BT's headquarters featuring Chief Digital and Innovation Officer, Harmeen Mehta, and members of her leadership team and focused on the following messages:
 - Digital is modernising BT and righting our cost model
 - Digital will double its productivity and transform its ways of working
 - BT will double its digital channel share
 - Digital is delivering growth through Platform Thinking
 - Digital is incubating new ideas in new sectors

Networks – BT and Nokia trial Open RAN

- On 26 January, BT announced details of an Open RAN trial with Nokia in the city of Hull, UK. BT will install Nokia's RAN Intelligent Controller for Open RAN, to optimise network performance for its customers and mobile network

Networks – Government launches consultation on Telecommunications Security Act

- On 18 February, the Government launched a consultation setting out its proposed legal instruments to control the use of Huawei equipment in the UK's telecoms networks. The directions are subject to consultation but include a six-month extension to 31 July 2023 to reduce the share of Huawei equipment in FTTP and 5G networks to 35%

Networks – BT extends and enhances MSSA agreement with Cellnex

- On 25 February, BT agreed with Cellnex to enhance its current Master Site Services Agreement (MSSA), due to end in 2030, with a multi-decade partnership agreement, which includes the option to extend it until 2040 with an "all or nothing" clause

⁴ Fibre to the premises

Other news

- On 12 January, [BT engineers new digital network infrastructure for ABB](#)
- On 12 January, [BT's EE offered Full Fibre Max Customers Xbox Game Pass and Gaming Data](#)
- On 12 January, [BT's EE announced The Green Planet AR Experience, powered by EE 5G and its partnership with Ericsson to showcase 5G Standalone technology](#)
- On 18 January, [BT announced that Mike Barthlow has been appointed as President and CEO of BT Federal](#)
- On 20 January, [BT's EE announced six months Apple Music, Apple TV+, Apple Arcade and Apple News+ free to new and existing mobile customers](#)
- On 27 January, [BT announced plans to recruit more than 600 apprentices and graduates](#)
- On 10 February, [BT's EE announced Samsung Galaxy S22, S22+ and S22 Ultra are available to pre-order](#)
- On 10 February, [Lynn Studd, Director of Global Secure Solutions, published an article on careers for girls in cyber security](#)
- On 11 February, [BT's EE announced it will offer the Xplora X5 Play children's smartwatch to keep families connected and get children active](#)
- On 24 February, [BT's EE announced Oppo Find X5 series is available on the EE network](#)
- On 10 March, [BT and EE unveiled new sports and performing arts experiences based on 5G and extended reality](#)
- On 14 March, [BT announced its new Cardiff office and Welsh hub](#)

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