BT Group Investor Relations Bulletin
News and events during Q4 FY24
2 April 2024

## Contents

## Upcoming events
- On 16 May, BT Group will publish its FY24 results

## BT Group – BT Group published its Q3 FY24 results
- On 1 February, BT Group published its Trading Update for the nine months to 31 December 2023

## BT Group – Leadership updates
- On 8 January, BT Group announced Allison Kirkby would take over from Philip Jansen as Chief Executive with effect from 1 February 2024
- On 29 January, BT Group announced Raphael Kübler, Chief Operating Officer of Deutsche Telekom, had been appointed to the BT Group Board as a Non-Executive Director with effect from 30 January 2024, replacing Adel Al-Saleh as Deutsche Telekom's nominated representative
- On 20 March, BT Group announced Mark Lidiard, Director of Investor Relations, has decided to retire

## BT Group – Environmental, Social and Governance
- On 8 January, BT Group announced it had piloted the repurposing of up to 60k street cabinets as Electric Vehicle charging points to help address the UK's Electric Vehicle charging infrastructure shortfall
- On 12 February, EE announced its support for the UK Government's new 'Stop! Think Fraud' campaign, designed to reduce the scale of fraud across England and Wales

## BT Group – Bonds
- On 28 March, British Telecommunications plc published final terms on a €750m hybrid bond at an all-in yield of 6.8%, with proceeds to be received on 3 April. The first call date is in July 2029

**Government**

- On 11 March, [Department for Science, Innovation and Technology (DSIT) announced several network operators including Openreach signed a new Network Operator Charter](#), committing them to protect vulnerable customers when upgrading phone lines to a new IP-based network
- On 21 March, [DSIT announced new measures to bolster the resilience of the 999-call handling system](#), following a technical fault in June 2023

**Regulation – Ofcom**

- On 25 January, [Ofcom published its Q3 2023 telecoms and pay-TV complaints data](#)
  - The BT brand was below industry average for number of broadband and landline complaints, above industry average for mobile and industry average for pay-TV
  - The EE brand was below industry average for number of broadband, landline and mobile complaints
- On 18 March, [Ofcom concluded its investigation into Openreach's Quality of Service (QoS) targets for 2023](#), finding 32 out of 35 QoS standards were met with the remaining three missing by 'a narrow margin'
  - Ofcom acknowledged the narrowness of the miss (which occurred during Industrial Action) and steps taken by Openreach to try and comply with the standards in its decision not to impose a fine
- On 26 March, [Ofcom launched the Telecoms Access Review 2026](#) – its next major review of the UK's wholesale telecoms market
- On 26 March, [Ofcom published its Plan of Work for 2024/25](#), outlining its priorities for the year ahead

**Consumer/Business – Networks and products**

- On 17 January, [EE announced the availability of the Samsung Galaxy S24 series to pre-order](#), including on-board artificial intelligence and circle to search
- On 29 January, [RootMetrics named EE the UK's best mobile network for the 21st consecutive time](#)
- On 22 February, [BT Group announced the launch of a Narrowband Internet of Things network](#), covering 97% of the UK population and available to business customers
- On 26 March, [BT Group announced an expanded partnership that will position it as the first global service provider to offer a full suite of managed security services](#) based on Zscaler's AI-driven Zero Trust Exchange cloud security platform
- On 27 March, [BT Group announced an expanded 10-year partnership with Global](#), the media and entertainment group, to upgrade legacy payphones and roll out digital hubs across the UK

**[Consumer – BT Group announced a new retail pricing structure for mobile and broadband customers](#)**

- On 16 January, BT Group and EE announced a new 'pounds and pence' retail pricing structure for broadband and mobile customers, consistent with Ofcom's proposed ban on inflation-linked, mid-contract price increases. From early summer in 2024, price increases are expected to be from £1.50 for mobile customers and £3.00 for broadband customers

**[Openreach – Openreach announced broadband traffic across the UK increased by c.9% during 2023](#)**

- On 2 January, Openreach announced broadband traffic across the UK increased by c.9% during 2023 to 94,722 Petabytes of data, with peaks focussed on specific online events including Amazon Prime's Premier League coverage and downloads of popular gaming titles including Call of Duty

**[Openreach – Openreach announced update on the FTTP Priority Exchange Stop Sell project](#)**

- On 18 January, Openreach announced the next batch of 46 UK exchanges under Tranche 15 of its FTTP Priority Exchange Stop Sell project, which reflects locations where it will no longer sell new copper-based products

**[Openreach – Openreach announced over 816k premises in Wales could access FTTP on its network](#)**

- On 31 January, Openreach announced half of all Welsh premises, 816k, could access FTTP on its network, with 277k premises having been connected

**[Openreach – Openreach announced the launch date for its 1.2Gbps and 1.8Gbps FTTP speed tiers](#)**

- On 12 February, Openreach announced the 1 April 2024 commercial launch date and final pricing for its 1.2Gbps and 1.8Gbps speed tiers

**Networks – Shared Rural Network**

- On 16 January, EE announced it had completed its 4G coverage upgrade under the first phase of the Shared Rural Network programme, six months ahead of schedule
- On 22 February, the UK National Audit Office published a report into the Shared Rural Network programme, finding that it is behind schedule and at risk of cost overruns. Of the mobile network operators, only EE announced it has met its interim target of providing 88% 4G coverage by June 2024
- On 22 January, BT Group published a blog highlighting the importance of the Shared Rural Network project to connecting rural communities
- On 20 February, EE announced mobile coverage in rural parts of North Yorkshire had been significantly improved after more than 40 masts were upgraded or built in the county over the last two years
- On 19 March, the UK and Welsh Governments announced the first of 86 4G masts delivered as part of the Shared Rural Network programme in rural Wales had been switched on

**Networks – 5G deployment and 3G switch-off**

- On 19 January, BT Group announced that it was able to successfully decommission its 3G network across North Wales, through expanding its 4G and 5G networks with a particular focus on rural communities
- On 8 February, BT Group successfully demonstrated end-to-end consumer and enterprise 5G differentiated connectivity, enabled by network slicing on Ericsson's 5G Core and Radio Access Network technology
- On 26 February, BT Group announced it had successfully completed the nationwide closure of its 3G network, with the switch off saving enough energy to charge c.1bn smartphones
- On 1 March, BT Group's Chief Networks and Security Officer, Howard Watson, announced plans at the 2024 Mobile World Congress to switch on the 5G Standalone network in 2024, following successful network slicing trials

**Networks – BT Group announced it won a £26m contract to connect over 650 schools in rural England**

- On 5 March, BT Group announced it had won a £26m contract to connect over 650 primary schools in hard-to-reach places across England with gigabit broadband, as part of the UK Government's Project Gigabit programme

**Networks – BT Group announced a partnership with Broadpeak on new multicast technology**

- On 12 March, BT Group announced a partnership with Broadpeak, a leading provider of content delivery network and video streaming solutions, to deliver a Multicast-Assisted Unicast Delivery (MAUD) solution to enable more reliable, efficient and sustainable live video streaming

**Networks – BT Group published a blog on technological development and the impact on network providers**

- On 26 March, BT Group published a blog on technological development in the 2020s and the impact on network providers, including opportunities in mass production, transportation, connectivity and new media and electrification

**Digital – BT Group announced the deployment of generative AI coding tool Amazon CodeWhisperer**

- On 20 February, BT Group announced the deployment of Amazon CodeWhisperer, a generative AI coding tool, to provide coding assistance to its software engineers and automating c.12% of their tasks

**Digital – BT Group announced it achieved TM Forum's Running on Open Digital Architecture status**

- On 22 February, BT Group announced its modernisation programme to simplify and enhance its technology architecture had achieved TM Forum's Running on Open Digital Architecture status, recognising the delivery of services from reusable components, underpinned by cloud-native and vendor-agnostic solutions

**Digital – BT Group published a blog outlining progress made on digital transformation**

- On 11 March, BT Group published a blog outlining the progress made by the group on digital transformation, including in investing in core systems, simplifying the business and choosing best-in-class partnerships

**Other news**
- On 25 January, [BT Group published a blog celebrating the 100th anniversary of Britain's red telephone box](#)
- On 29 January, [BT Group announced plans to recruit more than 500 apprentices and graduates](#)
- On 2 February, [Openreach published an article on take up for the Gigabit Broadband Voucher Scheme](#)
- On 9 February, [EE launched its first Experience Store of 2024 in the Metrocentre, Gateshead](#)
- On 12 February, [EE announced the launch of EE Learn Live, a learning festival event for school students](#)
- On 27 February, [BT Group published research showing over-65 are monetising their 'traditional' skills online](#)
- On 7 March, [EE announced enhanced fraud protection measures for customers across BT and EE brands](#)
- On 11 March, [EE announced the launch of 'Better Value', a new integrated brand campaign for EE mobile](#)
- On 21 March, [EE announced the launch of a new range of Call of Duty: Warzone Mobile gaming bundles](#)


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