

Shareholder information

Shareholder enquiries

For all enquiries about your shareholding, please call the BT Shareholder Helpline on: **Freephone 0808 100 4141** (UK only) +44 121 433 4404 (from outside the UK).

Or write (remembering to include your daytime telephone number) to:
Lloyds TSB Registrars (450),
The Causeway,
Worthing,
West Sussex, BN99 6DA,
England.

e-mail bt@lloydtsb-registrars.co.uk

Fax 01903 833 371 (UK only)
+44 1903 833 371 (from outside the UK)

Textphone **Freephone 0800 169 6907** (UK only)
+44 121 433 8013 (from outside the UK)

Shareholders and the internet

Further information about BT can be obtained from our website www.groupbt.com.

BT shareholders have their own dedicated section of the site at the Investor Centre www.groupbt.com/investorcentre.

Share price information

Shareline
Lo-call 0845 701 0707 (UK callers only).
Shareline reports the daily 9.00am BT share price, together with recorded news about the company.

When you use one of BT's **Lo-call** numbers from anywhere in the UK, you pay only the price of a local call.*

Share Price Line

0906 8222 334 (UK callers only). The BT Share Price Line gives real-time buying and selling prices for BT shares, plus the FTSE 100 index and the very latest news from the stock market.

This service is provided by Teleshare, London EC2A 4PF. Calls are charged at 60p per minute, per second billing, including VAT.* (Price correct as at May 2001.)

**Different rates may apply to calls from non-BT networks.*

ShareGift

The Orr Mackintosh Foundation operates a charity share donation scheme for shareholders with small parcels of shares whose value makes it uneconomic to sell them. Details of the scheme are available on the ShareGift internet site, www.sharegift.org, or can be obtained from the BT Shareholder Helpline.

Shareview

Shareview is a new internet service offered to BT shareholders in association with Lloyds TSB Registrars. With Shareview you can access your shareholder account and choose to receive shareholder communications electronically, rather than by post.

To register, access www.shareview.co.uk. You will need your shareholder reference number which is shown on your *Form of Proxy*.

Special needs

An audio cassette version of this annual review has been produced for shareholders with special needs. To obtain a copy of this cassette, which also contains extracts from the Notice of 2001 Annual General Meeting, please contact our Shareholder Helpline on the number shown.

Other publications

We also produce a series of reports on BT's financial, business, social and environmental performance.

Most of these reports can be accessed on our website at www.groupbt.com/investorcentre. Alternatively, to obtain printed copies of these reports when available, please contact our Shareholder Helpline.

Main points of contact



Shareholder Helpline
Freephone 0808 100 4141



Our on-line Investor Centre
www.groupbt.com/investorcentre



Shareline
Lo-call 0845 701 0707

