

Enquiries

Shareholder enquiries

As well as e-communications, there are a number of other ways in which you can find out about BT Group and your shareholding. Full details are given on the Shareholder information page of the Notice of Annual General Meeting 2002 which is enclosed with this Annual Review.

For general enquiries, contact the Shareholder Helpline on **Freephone 0808 100 4141**.

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 the 2002 Annual General Meeting, please contact the Shareholder Helpline.

Customer services

Shareholders wishing to know more about the services that we provide for residential customers, some of

which feature in this Annual Review, might like to phone us on the following numbers or visit the following websites:

BT Together – Dial 150 or visit **www.bt.com/together**
Messaging services (including BT Answer 1571 and BT Call Minder) – Dial 0800 004 800 or visit **www.bt.com**
Internet access services (BTopenworld) – visit **www.btopenworld.com**
BTopenworld Broadband Home 500 Plug & Go – Dial 0845 601 5190 (calls are charged at local rates) or visit **www.btopenworld.com/broadband**

Information on the services we offer is regularly enclosed with the phone bill.

Business services

We also offer a range of solutions for businesses of all sizes within the UK. For more information contact us on 0800 400 400 or visit **www.bt.com/business**



BT Group

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