

Online information

An increasing number of shareholders are using the internet and e-mail to find out about BT Group and about their shareholding.

Annual Review online

You can now receive shareholder publications, including the Annual Review, electronically rather than by post. By using the Lloyds TSB Registrars Shareview service, you will receive an e-mail alert each time we place a new publication for shareholders on our website.

Alternatively, to obtain printed copies of these reports, please contact our Shareholder Helpline (see over).

In addition, a wealth of constantly updated information about BT Group and its activities is available at www.btplc.com.

Our Investor Centre at www.btplc.com/investorcentre contains information of particular interest to our shareholders, including the quarterly results and major announcements.

Shareview enables you to:

- access your shareholdings and see any recent changes resulting from sales, purchases or transfers you've made;
- build a full portfolio of your shares, which you can manage easily online;
- obtain indicative prices for your shares; and
- appoint a proxy electronically to represent you at company meetings, such as the AGM.

Registering with Shareview is easy and there is no registration fee. Simply:

1. Access www.shareview.co.uk
2. Click on "Create a portfolio" and complete the on-screen registration process. You will need your shareholder reference number, which is shown on your share certificate(s). You will be asked to choose a secret PIN.
3. When you have registered, you will be sent a user ID by post. You can then use your user ID and self-chosen PIN to get secure access to Shareview as often as you like, 24 hours a day, 7 days a week.