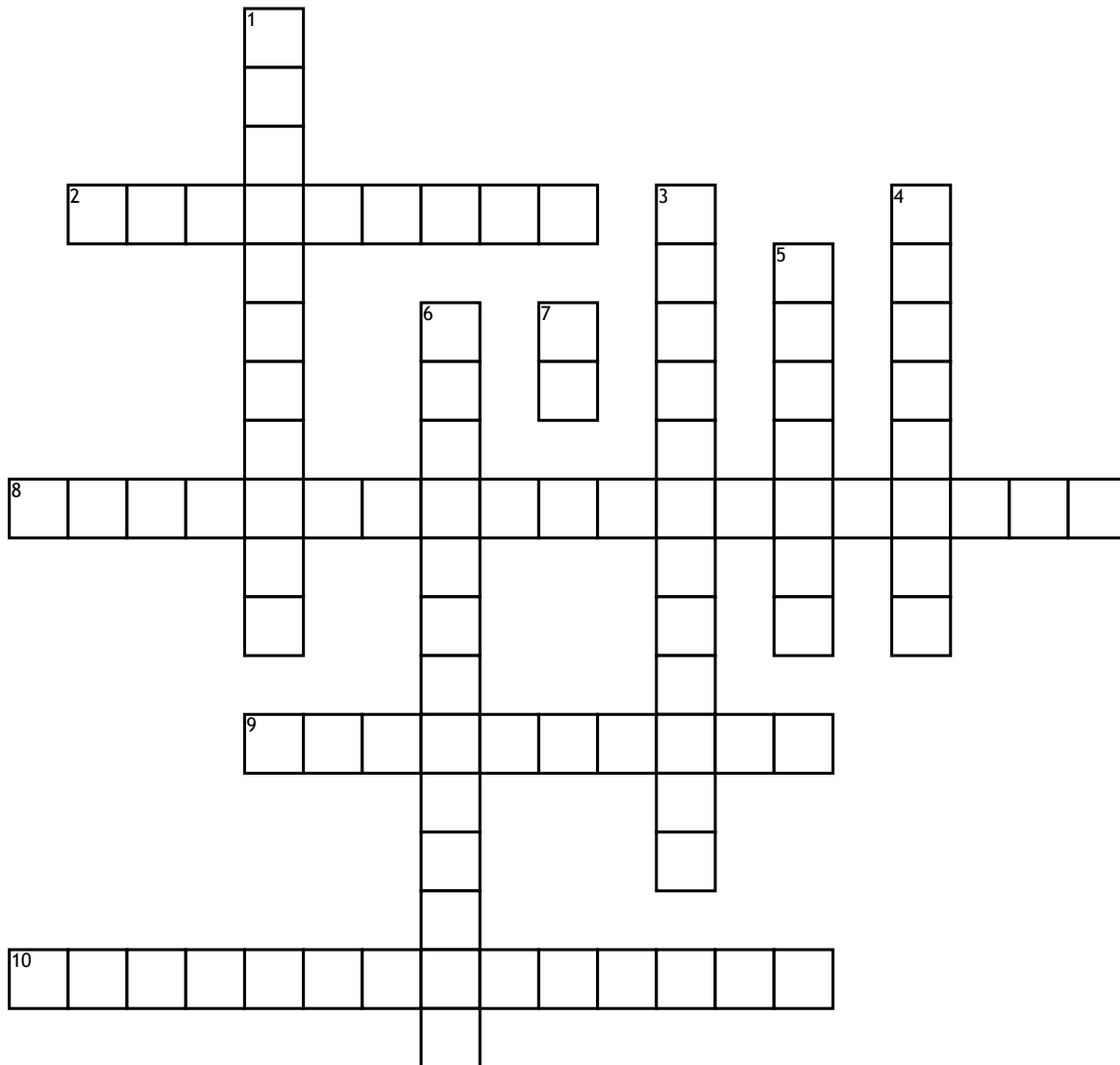


BT - A Recap



Across

- 2. Our Global Revenue
- 8. BT Local Business Strategy
- 9. Leading the way in a digital world
- 10. Supported this charity every year since 1980

Down

- 1. 24/7/365 online fault reporting

- 3. Good. Better. Beyond
- 4. We come across as human beings, who understand and care about what our customers want
- 5. Second Largest Pay TV Sports Broadcaster
- 6. Trusted by 98% of the top FTSE Companies
- 7. EE Geographic Coverage by 2020