

Schedule 14

Business Plan

Introduction

Structure

- Withheld

Section 1 Summary

1.1 Executive Summary

(Withheld)

An independent study (BT/Regeneris consulting – BT Social Study 2012 www.btsocialstudy.co.uk) has highlighted that in 2011, our total GVA impact in Herefordshire and Gloucestershire was over £137M.

(Withheld)

Section 2 Business Structure

2.1 Overall Business Structure

The Contractor has four customer facing lines of business: BT Retail, BT Global Services, BT Wholesale and Openreach. These are supported by two internal service units, BT Innovate & Design and BT Operate.



BT Retail

Serves business and residential customers and is the prime channel to market for other BT businesses.

BT Global Services

BT's global managed services and solutions provider, serves multi-site organisations worldwide.

BT Wholesale

Runs BT's networks and provides network services and solutions to other communication companies.

Openreach

Responsible for the 'last mile' of the UK access network and for the roll-out of super-fast broadband

BT Innovate & Design

BT Group's IT design and delivery business.

BT Operate

Manages BT's IT and network infrastructure platforms and is responsible for delivery of products and services sold to BT customers.

BT Group plc is the listed holding company for an integrated group of businesses that

provide voice and data services in the UK, elsewhere in Europe and around the world.

The Contractor, British Telecommunications plc is a wholly-owned subsidiary of BT Group plc and encompasses virtually all businesses and assets of the BT Group. BT Group plc is listed on stock exchanges in London and New York.

Section 3 – (part withheld)

(withheld)

Our fibre broadband rollout is one of the fastest in the world, and we have already passed eleven million homes and businesses on our plan to deliver to two-thirds of the UK by 2014..

(withheld)

A number of studies have highlighted how next generation broadband has a positive impact on economic growth, job creation, digital inclusion and community engagement. (withheld)

An independent study (BT/Regeneris consulting – BT Social Study 2012 www.btsocialstudy.co.uk) has highlighted that in 2011, our total GVA impact in Herefordshire and Gloucestershire was over £137M. (withheld)

3.2 withheld

Withheld

Section 4 – withheld

(withheld) the retail (and low end 'microbusiness' business market) largely covered¹ by six major players (BT retail, Virgin, Talk Talk Group, BskyB, Orange, and 02/Be.) (withheld)

4.2 withheld

(withheld)



The Contractor has developed a specific Superfast Broadband web-site to attract ISPs and explain the benefits of NGA. It contains a list of which exchanges are being deployed and when, technical material and features speed comparison videos and links to launched ISPs who are trialling or roll-out the service

<http://www.openreach.co.uk/orpg/home/home.do>

(withheld)

4.3 withheld

withheld

4.4 withheld

withheld

4.5 withheld

withheld

Section 5 –withheld

5.1

Withheld

5.2 withheld

withheld

5.3 withheld

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5.4 withheld

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5.5 withheld

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