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BT SIGNS COOPERATION AGREEMENT WITH THE HUNGARIAN GOVERNMENT

BT workforce in Hungary doubled to 2,000 employees in the last two years to serve multinational companies

The Hungarian Government and BT, one of the world's leading providers of communications services and solutions, have signed a Strategic Cooperation Agreement, supporting the development of BT's operation centres in Hungary. The agreement was signed in Budapest on May 13 by Péter Szijjártó, Hungary's Minister of Foreign Affairs and Trade, and by Zoltán Szabó, General Manager, and by Mária Grócz HR manager of BT's Regional Operations Centre in Hungary. During the signature ceremony, BT also announced it had created 1,000 new jobs during the last two years, doubling the size of its local workforce: the number of BT employees in Hungary has now reached 2,000. The new roles at the operations centre in Hungary serve Global Services customers in multinational companies around the world.

The new Strategic Cooperation Agreement expresses the Hungarian government's intention to support the upskilling of employees by further improving the educational and professional training facilities. BT re-affirms its commitment to expand its regional operations centres and its scope of services. This will create more jobs for highly skilled professionals in strategic growth areas such as technical design, security and professional services.

Zoltán Szabó, General Manager of BT's Regional Operations Centre in Hungary, said, "As a global leader in networked IT services, BT supports some of the world's largest and best known multinational organisations. Our customers require world-class service, and the quality of our operations centres is a key differentiator for us. Hungary gives us access to many highly skilled, multi-lingual professionals. We have recruited 1,000 additional specialists in just two years in our Hungarian Regional Operations Centre. I am delighted to confirm our commitment to sustainable operations in Hungary by signing this new agreement."

BT has been active in Hungary for 17 years. BT's service hubs in Budapest and Debrecen provide a wide range of services in 18 different languages for BT's subsidiaries and business partners, and for more than 3,000 multinational organisations in 15 countries. The functions managed from the service hubs include client management, financial services, HR management and business administration, as well as planning, development, implementation and management of networked IT solutions. 92% of the workforce are

Hungarians, 85% of them have higher education degrees. On average BT's Hungarian employees speak more than two languages fluently, and their average age is 32.

BT retains qualified people in Hungary by expanding employment and offering attractive working conditions, a family-friendly corporate culture, competitive remuneration, and opportunities for training and continuous development. In 2015, BT's Regional Operations Centre was rewarded as the best shared services centre in Hungary by the Hungarian Investment Promotion Agency and the Hungarian Outsourcing Association; and in February 2016 the centre was recognised as the "Best Shared Services Firm of the Year in Central and Eastern Europe" at the fourth CEE Shared Services and Outsourcing Awards gala.

Notes to Editors

BT has been present in Hungary since 1999. The Regional Operations Centre was established in 2007 and is led by Zoltán Szabó, who was appointed General Manager in March 2016. He succeeded Andor Faragó, who had successfully run the business for more than four years and now continues his career as Business Director for BT in Switzerland.

Before joining BT in 2014, Zoltán Szabó worked for Vodafone Hungary and the Hungarian subsidiary of Ericsson. At BT's Regional Operations Centre, he established and successfully managed the Technical Design Studio, a unit with 120 highly qualified network engineers.

For further information

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About BT

BT's purpose is to use the power of communications to make a better world. It is one of the world's leading providers of communications services and solutions, serving customers in 180 countries. Its principal activities include the provision of networked IT services globally; local, national and international telecommunications services to its customers for use at home, at work and on the move; broadband, TV and internet products and services; and converged fixed-mobile products and services. With effect from 1 April 2016, the group has been reorganised and the customer-facing lines of business are now: Global Services, Business and Public Sector, Consumer, EE, Wholesale and Ventures, and Openreach.

For the year ended 31 March 2016, BT Group's reported revenue was £19,042m with reported profit before taxation of £3,029m.

British Telecommunications plc (BT) 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.

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