

## **Key Performance Indicators**

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EXTERNAL REVENUE BY SEGMENT	2002/3					2003/4					2004/5				
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m
Consumer	1,471	1,542	1,545	1,509	<b>6,067</b>	1,497	1,498	1,505	1,474	<b>5,974</b>	1,425	1,421	1,409	1,382	<b>5,637</b>
Major Corporate *^	1,415	1,400	1,445	1,534	<b>5,794</b>	1,416	1,413	1,407	1,645	<b>5,881</b>	1,424	1,444	1,473	1,760	<b>6,101</b>
Business	689	684	677	666	<b>2,716</b>	650	654	636	660	<b>2,600</b>	623	629	606	606	<b>2,464</b>
Wholesale / Global Carrier *	999	1,022	1,024	1,065	<b>4,110</b>	1,017	999	1,021	993	<b>4,030</b>	1,088	1,102	1,090	1,116	<b>4,396</b>
Other	13	13	10	4	<b>40</b>	6	4	9	15	<b>34</b>	7	6	6	6	<b>25</b>
<b>Total</b>	<b>4,587</b>	<b>4,661</b>	<b>4,701</b>	<b>4,778</b>	<b>18,727</b>	<b>4,586</b>	<b>4,568</b>	<b>4,578</b>	<b>4,787</b>	<b>18,519</b>	<b>4,567</b>	<b>4,602</b>	<b>4,584</b>	<b>4,870</b>	<b>18,623</b>

\* 2003/04 numbers adjusted by <£30m p.a. to reflect two customers previously managed by BT Retail (Major Corporate) who have now moved to BT Wholesale.  
^Q4 2004/05 Major Corporate includes £111m of revenue from Infonet and Albacom

#### Headline Year-on-Year Growth

EXTERNAL REVENUE BY SEGMENT	2003/4					2004/5				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
Consumer	1.8%	(2.9%)	(2.6%)	(2.3%)	<b>(1.5%)</b>	(4.8%)	(5.1%)	(6.4%)	(6.2%)	<b>(5.6%)</b>
Major Corporate	0.1%	0.9%	(2.6%)	7.2%	<b>1.5%</b>	0.6%	2.2%	4.7%	7.0%	<b>3.7%</b>
Business	(5.7%)	(4.4%)	(6.1%)	(0.9%)	<b>(4.3%)</b>	(4.2%)	(3.8%)	(4.7%)	(8.2%)	<b>(5.2%)</b>
Wholesale / Global Carrier	1.8%	(2.3%)	(0.3%)	(6.8%)	<b>(1.9%)</b>	7.0%	10.3%	6.8%	12.4%	<b>9.1%</b>
Other	n/m	n/m	n/m	n/m	<b>n/m</b>	n/m	n/m	n/m	n/m	<b>n/m</b>
<b>Total</b>	<b>0.0%</b>	<b>(2.0%)</b>	<b>(2.6%)</b>	<b>0.2%</b>	<b>(1.1%)</b>	<b>(0.4%)</b>	<b>0.7%</b>	<b>0.1%</b>	<b>1.7%</b>	<b>0.6%</b>

#### Underlying Year-on-Year Growth - excluding impact of mobile termination and revenues from Infonet and Albacom

EXTERNAL REVENUE BY SEGMENT	2003/4					2004/5				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
Consumer	2.3%	(1.7%)	(1.7%)	(1.4%)	<b>(0.6%)</b>	(4.0%)	(4.3%)	(4.8%)	(4.8%)	<b>(4.5%)</b>
Major Corporate	0.1%	1.1%	(2.4%)	7.4%	<b>1.7%</b>	0.8%	2.5%	5.3%	0.8%	<b>2.3%</b>
Business	(5.1%)	(3.1%)	(5.2%)	0.2%	<b>(3.3%)</b>	(3.4%)	(2.9%)	(2.5%)	(6.2%)	<b>(3.8%)</b>
Wholesale / Global Carrier	3.2%	1.9%	3.1%	(3.5%)	<b>1.1%</b>	10.6%	14.4%	16.0%	21.7%	<b>15.6%</b>
Other	n/m	n/m	n/m	n/m	<b>n/m</b>	n/m	n/m	n/m	n/m	<b>n/m</b>
<b>Total</b>	<b>0.6%</b>	<b>(0.5%)</b>	<b>(1.4%)</b>	<b>1.4%</b>	<b>0.1%</b>	<b>0.8%</b>	<b>2.1%</b>	<b>3.2%</b>	<b>2.2%</b>	<b>2.1%</b>

EXTERNAL REVENUE ANALYSIS	2002/3					2003/4					2004/5				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
Exchange lines/ISDN - connection and rental	947	972	975	955	3,849	949	962	939	929	3,779	918	959	952	934	3,763
Calls	1,153	1,186	1,178	1,136	4,653	1,120	1,091	1,059	1,044	4,314	982	888	820	799	3,489
Private Circuits	413	382	420	408	1,623	352	324	348	324	1,348	326	325	325	316	1,292
Transit, conveyance, interconnect circuits and other wholesale (incl. FRIACO)	604	652	630	643	2,529	638	632	597	607	2,474	657	650	619	599	2,525
Other	891	859	856	855	3,461	817	798	797	805	3,217	748	747	733	744	2,972
<b>Total Traditional</b>	<b>4,008</b>	<b>4,051</b>	<b>4,059</b>	<b>3,997</b>	<b>16,115</b>	<b>3,876</b>	<b>3,807</b>	<b>3,740</b>	<b>3,709</b>	<b>15,132</b>	<b>3,631</b>	<b>3,569</b>	<b>3,449</b>	<b>3,392</b>	<b>14,041</b>
ICT / Solutions / C&SI*	494	497	524	632	2,147	552	584	611	799	2,546	634	699	738	916	2,987
Broadband	42	61	56	78	237	92	106	128	165	491	186	199	253	292	930
Mobility*	5	9	9	21	44	16	17	26	40	99	43	49	55	58	205
Other	38	43	53	50	184	50	54	73	74	251	73	86	89	101	349
<b>Total New Wave</b>	<b>579</b>	<b>610</b>	<b>642</b>	<b>781</b>	<b>2,612</b>	<b>710</b>	<b>761</b>	<b>838</b>	<b>1,078</b>	<b>3,387</b>	<b>936</b>	<b>1,033</b>	<b>1,135</b>	<b>1,367</b>	<b>4,471</b>
<b>Total Revenue</b>	<b>4,587</b>	<b>4,661</b>	<b>4,701</b>	<b>4,778</b>	<b>18,727</b>	<b>4,586</b>	<b>4,568</b>	<b>4,578</b>	<b>4,787</b>	<b>18,519</b>	<b>4,567</b>	<b>4,602</b>	<b>4,584</b>	<b>4,759</b>	<b>18,512</b>
Infonet and Albacom														111	111
<b>Total</b>	<b>4,587</b>	<b>4,661</b>	<b>4,701</b>	<b>4,778</b>	<b>18,727</b>	<b>4,586</b>	<b>4,568</b>	<b>4,578</b>	<b>4,787</b>	<b>18,519</b>	<b>4,567</b>	<b>4,602</b>	<b>4,584</b>	<b>4,870</b>	<b>18,623</b>

\* 2003/04 ICT/Mobility revenues adjusted to reflect mobility revenues previously shown under ICT

SOLUTIONS AND C&SI SALES ORDER VALUE	2002/3				2003/4				2004/5			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
<b>Total order intake</b>	584	416	1,755	1,656	2,048	561	2,078	2,325	1,276	852	1,235	3,798
<b>Rolling 12 months order intake</b>	3,353	2,752	4,042	4,411	5,875	6,020	6,343	7,012	6,240	6,531	5,688	7,161

Summary Cost Analysis	2002/3					2003/4					2004/05				
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m
Net staff costs before leaver costs*	870	853	833	835	<b>3,391</b>	903	892	866	875	<b>3,536</b>	875	831	902	955	<b>3,563</b>
Leaver costs	156	37	12	71	<b>276</b>	11	16	26	149	<b>202</b>	102	8	12	44	<b>166</b>
Net staff costs (including leaver costs)	1,026	890	845	906	<b>3,667</b>	914	908	892	1,024	<b>3,738</b>	977	839	914	999	<b>3,729</b>
Other operating costs	1,301	1,315	1,400	1,514	<b>5,530</b>	1,227	1,209	1,326	1,423	<b>5,185</b>	1,301	1,401	1,399	1,541	<b>5,642</b>
<b>Sub total</b>	<b>2,327</b>	<b>2,205</b>	<b>2,245</b>	<b>2,420</b>	<b>9,197</b>	<b>2,141</b>	<b>2,117</b>	<b>2,218</b>	<b>2,447</b>	<b>8,923</b>	<b>2,278</b>	<b>2,240</b>	<b>2,313</b>	<b>2,540</b>	<b>9,371</b>
POLO's	1,005	1,022	998	915	<b>3,940</b>	1,039	1,027	924	973	<b>3,963</b>	988	965	881	891	<b>3,725</b>
Depreciation	732	748	754	777	<b>3,011</b>	729	721	731	740	<b>2,921</b>	699	702	694	739	<b>2,834</b>
<b>Total costs**</b>	<b>4,064</b>	<b>3,975</b>	<b>3,997</b>	<b>4,112</b>	<b>16,148</b>	<b>3,909</b>	<b>3,865</b>	<b>3,873</b>	<b>4,160</b>	<b>15,807</b>	<b>3,965</b>	<b>3,907</b>	<b>3,888</b>	<b>4,170</b>	<b>15,930</b>

\*2002/3 and 2003/4 numbers restated due to adoption of UITF 38 'Accounting for ESOP trusts' and the related amendments to UITF 17 (revised 2003) 'Employee Share Schemes (Impact <£5m pa)

\*\* pre amortisation & exceptional items

Capex by Line of Business	2002/3					2003/4					2004/5				
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m
<b>BT Retail</b>	<b>19</b>	<b>25</b>	<b>25</b>	<b>40</b>	<b>109</b>	<b>20</b>	<b>20</b>	<b>32</b>	<b>46</b>	<b>118</b>	<b>28</b>	<b>36</b>	<b>40</b>	<b>50</b>	<b>154</b>
Access	208	206	222	252	<b>888</b>	215	232	270	249	<b>966</b>	269	274	269	225	<b>1,037</b>
Switch	40	42	52	30	<b>164</b>	11	22	37	17	<b>87</b>	30	25	31	14	<b>100</b>
Transmission	63	61	55	81	<b>260</b>	54	46	49	64	<b>213</b>	45	50	73	62	<b>230</b>
Products/Systems Support	48	76	101	115	<b>340</b>	88	108	133	214	<b>543</b>	131	196	140	139	<b>606</b>
<b>BT Wholesale</b>	<b>359</b>	<b>385</b>	<b>430</b>	<b>478</b>	<b>1,652</b>	<b>368</b>	<b>408</b>	<b>489</b>	<b>544</b>	<b>1,809</b>	<b>475</b>	<b>545</b>	<b>513</b>	<b>440</b>	<b>1,973</b>
Solutions and C&SI	12	12	12	30	<b>66</b>	36	25	19	41	<b>121</b>	47	61	66	86	<b>260</b>
UK Networks	27	32	25	56	<b>140</b>	24	35	33	39	<b>131</b>	37	35	24	25	<b>121</b>
Other	57	51	65	66	<b>239</b>	42	42	63	80	<b>227</b>	65	73	56	53	<b>247</b>
<b>BT Global Services</b>	<b>96</b>	<b>95</b>	<b>102</b>	<b>152</b>	<b>445</b>	<b>102</b>	<b>102</b>	<b>115</b>	<b>160</b>	<b>479</b>	<b>149</b>	<b>169</b>	<b>146</b>	<b>164</b>	<b>628</b>
Others (includes Fleet and Property)	75	54	56	54	<b>239</b>	62	48	63	94	<b>267</b>	42	53	71	90	<b>256</b>
<b>Total</b>	<b>549</b>	<b>559</b>	<b>613</b>	<b>724</b>	<b>2,445</b>	<b>552</b>	<b>578</b>	<b>699</b>	<b>844</b>	<b>2,673</b>	<b>694</b>	<b>803</b>	<b>770</b>	<b>744</b>	<b>3,011</b>

<b>Total Fixed Network Calls</b>																
<b>Quarterly Minutes (billions)</b>	<b>Jun-01</b>	<b>Sep-01</b>	<b>Dec-01</b>	<b>Mar-02</b>	<b>Jun-02</b>	<b>Sep-02</b>	<b>Dec-02</b>	<b>Mar-03</b>	<b>Jun-03</b>	<b>Sep-03</b>	<b>Dec-03</b>	<b>Mar-04</b>	<b>Jun-04</b>	<b>Sep-04</b>	<b>Dec-04</b>	<b>Mar-05</b>
Internet Related and Other Non Geo	16.07	16.05	16.12	<b>16.56</b>	15.61	14.80	14.83	<b>14.81</b>	13.94	13.06	12.51	<b>12.45</b>	10.93	10.13	9.33	<b>8.68</b>
Fixed to Mobile	2.16	2.19	2.20	<b>2.20</b>	2.26	2.34	2.34	<b>2.31</b>	2.37	2.37	2.29	<b>2.26</b>	2.21	2.20	2.13	<b>2.08</b>
<b>Total Non Geographic Calls</b>	<b>18.23</b>	<b>18.24</b>	<b>18.33</b>	<b>18.76</b>	<b>17.88</b>	<b>17.13</b>	<b>17.18</b>	<b>17.12</b>	<b>16.31</b>	<b>15.43</b>	<b>14.79</b>	<b>14.70</b>	<b>13.13</b>	<b>12.33</b>	<b>11.46</b>	<b>10.76</b>
Local	13.54	13.28	13.73	<b>13.60</b>	12.96	12.66	13.16	<b>12.81</b>	12.04	11.67	11.89	<b>11.78</b>	10.61	10.34	10.42	<b>10.15</b>
National	6.78	6.78	6.76	<b>6.83</b>	6.58	6.59	6.65	<b>6.52</b>	6.14	6.09	6.07	<b>6.09</b>	5.53	5.51	5.46	<b>5.33</b>
International	0.63	0.64	0.62	<b>0.60</b>	0.57	0.57	0.58	<b>0.57</b>	0.56	0.55	0.56	<b>0.55</b>	0.52	0.52	0.52	<b>0.50</b>
<b>Total Geographic</b>	<b>20.95</b>	<b>20.70</b>	<b>21.11</b>	<b>21.03</b>	<b>20.11</b>	<b>19.83</b>	<b>20.39</b>	<b>19.91</b>	<b>18.74</b>	<b>18.31</b>	<b>18.51</b>	<b>18.43</b>	<b>16.66</b>	<b>16.37</b>	<b>16.40</b>	<b>15.98</b>
<b>Total BT Retail</b>	<b>39.18</b>	<b>38.94</b>	<b>39.44</b>	<b>39.79</b>	<b>37.98</b>	<b>36.96</b>	<b>37.56</b>	<b>37.03</b>	<b>35.04</b>	<b>33.74</b>	<b>33.30</b>	<b>33.13</b>	<b>29.79</b>	<b>28.70</b>	<b>27.86</b>	<b>26.74</b>
Freephone and FRIACO	7.25	9.29	12.29	<b>16.61</b>	18.03	18.80	20.83	<b>22.90</b>	23.20	22.10	22.23	<b>23.64</b>	20.88	18.55	16.71	<b>15.84</b>
<b>BT Group Originating Calls*</b>	<b>46.43</b>	<b>48.23</b>	<b>51.73</b>	<b>56.40</b>	<b>56.01</b>	<b>55.76</b>	<b>58.39</b>	<b>59.93</b>	<b>58.24</b>	<b>55.84</b>	<b>55.54</b>	<b>56.77</b>	<b>50.67</b>	<b>47.25</b>	<b>44.57</b>	<b>42.58</b>
* Excluding Payphones and Directories (c0.3bn mins/qtr)																
<b>Total Fixed Network Calls</b>																
<b>Quarterly Year on Year Minutes Change</b>	<b>Jun-01</b>	<b>Sep-01</b>	<b>Dec-01</b>	<b>Mar-02</b>	<b>Jun-02</b>	<b>Sep-02</b>	<b>Dec-02</b>	<b>Mar-03</b>	<b>Jun-03</b>	<b>Sep-03</b>	<b>Dec-03</b>	<b>Mar-04</b>	<b>Jun-04</b>	<b>Sep-04</b>	<b>Dec-04</b>	<b>Mar-05</b>
Internet Related and Other Non Geo	57%	38%	16%	<b>1%</b>	(3)%	(8)%	(8)%	<b>(11)%</b>	(11)%	(12)%	(16)%	<b>(16)%</b>	(22)%	(22)%	(25)%	<b>(30)%</b>
Fixed to Mobile	17%	13%	8%	<b>4%</b>	5%	7%	6%	<b>5%</b>	5%	1%	(2)%	<b>(2)%</b>	(7)%	(7)%	(7)%	<b>(8)%</b>
<b>Total Non Geographic Calls</b>	<b>51%</b>	<b>35%</b>	<b>15%</b>	<b>2%</b>	(2)%	(6)%	(6)%	<b>(9)%</b>	(9)%	(10)%	(14)%	<b>(14)%</b>	(19)%	(20)%	(23)%	<b>(27)%</b>
Local	(8)%	(6)%	(5)%	<b>(5)%</b>	(4)%	(5)%	(4)%	<b>(6)%</b>	(7)%	(8)%	(10)%	<b>(8)%</b>	(12)%	(11)%	(12)%	<b>(14)%</b>
National	(5)%	(5)%	(6)%	<b>(5)%</b>	(3)%	(3)%	(2)%	<b>(4)%</b>	(7)%	(8)%	(9)%	<b>(7)%</b>	(10)%	(10)%	(10)%	<b>(12)%</b>
International	(0)%	(0)%	(5)%	<b>(8)%</b>	(9)%	(11)%	(8)%	<b>(4)%</b>	(3)%	(3)%	(3)%	<b>(4)%</b>	(7)%	(6)%	(7)%	<b>(9)%</b>
<b>Total Geographic</b>	<b>(7)%</b>	<b>(5)%</b>	<b>(5)%</b>	<b>(5)%</b>	(4)%	(4)%	(3)%	<b>(5)%</b>	(7)%	(8)%	(9)%	<b>(7)%</b>	(11)%	(11)%	(11)%	<b>(13)%</b>
<b>Total BT Retail</b>	<b>14%</b>	<b>10%</b>	<b>3%</b>	<b>(2)%</b>	(3)%	(5)%	(5)%	<b>(7)%</b>	(8)%	(9)%	(11)%	<b>(11)%</b>	(15)%	(15)%	(16)%	<b>(19)%</b>
Freephone and FRIACO	89%	102%	158%	<b>166%</b>	149%	102%	70%	<b>38%</b>	29%	18%	7%	<b>3%</b>	(10)%	(16)%	(25)%	<b>(33)%</b>
<b>BT Group Originating Calls*</b>	<b>21%</b>	<b>20%</b>	<b>20%</b>	<b>20%</b>	<b>21%</b>	<b>16%</b>	<b>13%</b>	<b>6%</b>	<b>4%</b>	<b>0%</b>	<b>(5)%</b>	<b>(5)%</b>	<b>(13)%</b>	<b>(15)%</b>	<b>(20)%</b>	<b>(25)%</b>

	Exchange Lines ('000)											
Product Group Summary	Jun-02	Sep-02	Dec-02	Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Mar-05
<b>BT Retail</b>												
Business Voice	5,702	5,661	5,614	<b>5,570</b>	5,539	5,483	5,395	<b>5,324</b>	5,260	5,148	5,043	<b>4,976</b>
Business ISDN	3,358	3,425	3,468	<b>3,492</b>	3,519	3,528	3,524	<b>3,500</b>	3,476	3,452	3,413	<b>3,382</b>
Business Broadband	59	78	103	<b>136</b>	158	184	218	<b>247</b>	272	297	326	<b>347</b>
Major Corporate Broadband *	3	5	8	<b>10</b>	20	26	33	<b>40</b>	47	55	65	<b>75</b>
<b>Total Business</b>	<b>9,122</b>	<b>9,169</b>	<b>9,193</b>	<b>9,208</b>	<b>9,236</b>	<b>9,221</b>	<b>9,170</b>	<b>9,111</b>	<b>9,055</b>	<b>8,952</b>	<b>8,847</b>	<b>8,780</b>
Residential Voice	19,735	19,744	19,790	<b>19,775</b>	19,716	19,679	19,683	<b>19,649</b>	19,554	19,497	19,467	<b>19,405</b>
Residential ISDN	300	303	301	<b>290</b>	280	264	243	<b>221</b>	198	170	140	<b>115</b>
Residential Broadband	110	150	205	<b>293</b>	378	455	578	<b>680</b>	783	931	1,100	<b>1,330</b>
<b>Total Residential</b>	<b>20,145</b>	<b>20,197</b>	<b>20,296</b>	<b>20,358</b>	<b>20,374</b>	<b>20,398</b>	<b>20,504</b>	<b>20,550</b>	<b>20,535</b>	<b>20,598</b>	<b>20,707</b>	<b>20,850</b>
Total Voice	25,437	25,405	25,404	<b>25,345</b>	25,255	25,162	25,078	<b>24,973</b>	24,814	24,645	24,510	<b>24,381</b>
Total ISDN	3,658	3,728	3,769	<b>3,782</b>	3,799	3,792	3,767	<b>3,721</b>	3,674	3,622	3,553	<b>3,497</b>
Total Broadband*	172	233	316	<b>439</b>	556	665	829	<b>967</b>	1,102	1,283	1,491	<b>1,752</b>
<b>Total BT Retail Lines</b>	<b>29,267</b>	<b>29,366</b>	<b>29,489</b>	<b>29,566</b>	<b>29,610</b>	<b>29,619</b>	<b>29,674</b>	<b>29,661</b>	<b>29,590</b>	<b>29,550</b>	<b>29,554</b>	<b>29,630</b>
<b>BT Wholesale</b>												
<b>BT Wholesale Broadband Connections</b>	<b>277</b>	<b>391</b>	<b>555</b>	<b>800</b>	<b>1,058</b>	<b>1,339</b>	<b>1,753</b>	<b>2,215</b>	<b>2,687</b>	<b>3,294</b>	<b>4,107</b>	<b>4,932</b>
* Sold to Major Corporates as Connectivity and not as ISP. Previously not included within Business Broadband and Retail total lines												

### BT Together Packages ('000)

	Mar-02	Jun-02	Sep-02	Dec-02	Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Mar-05
<b>Total</b>	<b>8,590</b>	<b>8,736</b>	<b>8,814</b>	<b>8,883</b>	<b>8,894</b>	<b>8,873</b>	<b>8,934</b>	<b>8,956</b>	<b>8,859</b>	<b>8,991</b>	<b>17,617</b>	<b>17,599</b>	<b>17,560</b>
Option 1	N/A	N/A	N/A	N/A	N/A	5,100	5,255	5,379	5,419	5,609	14,270	14,314	14,326
Option 2	N/A	N/A	N/A	N/A	N/A	1,087	1,173	1,220	1,218	1,250	1,269	1,290	1,317
Option 3	N/A	N/A	N/A	N/A	N/A	82	210	274	324	433	515	556	582
BTT Local	N/A	N/A	N/A	N/A	N/A	2,604	2,296	2,083	1,898	1,699	1,563	1,439	1,335

### Retail Mobility Connections ('000)

	Mar-02	Jun-02	Sep-02	Dec-02	Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Mar-05
<b>Total</b>					<b>27</b>	<b>57</b>	<b>70</b>	<b>106</b>	<b>145</b>	<b>215</b>	<b>305</b>	<b>341</b>	<b>372</b>
Business	N/A	N/A	N/A	N/A	27	51	59	82	104	127	144	162	185
Consumer	N/A	N/A	N/A	N/A	N/A	6	11	24	41	88	161	179	187



### Average Revenue per Consumer Household \*

	Jun-02	Sep-02	Dec-02	Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Mar-05
	£	£	£	£	£	£	£	£	£	£	£	£
Annual revenue	266	269	270	<b>271</b>	272	271	269	<b>268</b>	265	262	259	<b>256</b>
Contracted**	55%	55%	56%	<b>56%</b>	56%	57%	57%	<b>58%</b>	59%	60%	61%	<b>63%</b>
Non-contracted	45%	45%	44%	<b>44%</b>	44%	43%	43%	<b>42%</b>	41%	40%	39%	<b>37%</b>

\* Rolling 12 month consumer revenue, less mobile polos, divided by average number of primary lines

\*\* Includes line rental, broadband, select services and packages.

### Fixed to Fixed Voice Market Share \*

	Jun-02	Sep-02	Dec-02	Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Mar-05
Residential	73%	73%	74%	<b>73%</b>	72%	70%	69%	<b>68%</b>	66%	65%	63%	<b>62%</b>
Business	47%	47%	47%	<b>46%</b>	45%	44%	43%	<b>43%</b>	43%	42%	42%	<b>41%</b>

\* BT estimates - numbers restated based on revised Ofcom data : Local, national, international and non-geographic voice minutes

<b>CPS Volumes ('000)</b>													
	<b>Mar-02</b>	<b>Jun-02</b>	<b>Sep-02</b>	<b>Dec-02</b>	<b>Mar-03</b>	<b>Jun-03</b>	<b>Sep-03</b>	<b>Dec-03</b>	<b>Mar-04</b>	<b>Jun-04</b>	<b>Sep-04</b>	<b>Dec-04</b>	<b>Mar-05</b>
Number of users*	<b>72</b>	214	381	648	<b>1,044</b>	1,622	2,120	2,725	<b>3,299</b>	3,723	4,169	4,571	<b>4,909</b>
Net adds in quarter **		142	167	267	<b>396</b>	578	498	605	<b>574</b>	424	446	402	<b>338</b>
* CPS numbers have been restated due to data cleanse and aligning reporting with other operators ** CPS numbers include those customers who have migrated from Indirect Access													
<b>WLR and Calls &amp; Access Volumes ('000)</b>													
	<b>Jun-02</b>	<b>Sep-02</b>	<b>Dec-02</b>	<b>Mar-03</b>	<b>Jun-03</b>	<b>Sep-03</b>	<b>Dec-03</b>	<b>Mar-04</b>	<b>Jun-04</b>	<b>Sep-04</b>	<b>Dec-04</b>	<b>Mar-05</b>	
Analogue lines / ISDN Channels***	51	57	72	<b>91</b>	121	180	291	<b>377</b>	491	630	825	1,026	
*** WLR Sept 04 numbers restated due to data cleansing													
<b>LLU Volumes ('000)</b>													
	<b>Jun-02</b>	<b>Sep-02</b>	<b>Dec-02</b>	<b>Mar-03</b>	<b>Jun-03</b>	<b>Sep-03</b>	<b>Dec-03</b>	<b>Mar-04</b>	<b>Jun-04</b>	<b>Sep-04</b>	<b>Dec-04</b>	<b>Mar-05</b>	
Full and Shared loops	1	1	2	<b>3</b>	6	8	8	<b>11</b>	14	20	28	<b>41</b>	