

Performance Indicators - Q3 2005/6 - Restatements in red

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BT Group Results - Restated and under IFRS	2004/05 Q1 Actual BT Group	Better / (worse) vs Pr Year %	2005/06 Q1 Actual BT Group	2004/05 Q2 Actual BT Group	Better / (worse) vs Pr Year %	2005/06 Q2 Actual BT Group	2004/05 Q3 Actual BT Group	Better / (worse) vs Pr Year %	2005/06 Q3 Actual BT Group	2004/05 Q4 Actual BT Group	2004/05 Full Year Actual BT Group
Em unless stated											
Turnover											
BT Retail	2,184	(3.7)	2,104	2,205	(3.8)	2,122	2,160	(2.6)	2,103	2,149	8,698
BT Wholesale	2,273	1.4	2,304	2,263	0.7	2,278	2,272	1.5	2,306	2,287	9,095
BT Global Services	1,727	17.8	2,035	1,791	15.4	2,067	1,810	19.4	2,161	2,160	7,488
Other	7	(14.3)	6	6	(33.3)	4	6	(50.0)	3	6	25
Eliminations	(1,672)	(2.8)	(1,718)	(1,711)	0.4	(1,704)	(1,712)	1.2	(1,691)	(1,782)	(6,877)
Group Turnover	4,519	4.7	4,731	4,554	4.7	4,767	4,536	7.6	4,882	4,820	18,429
Leaver costs	102	-	6	8	-	37	12	-	23	44	166
EBITDA Inc. leaver costs											
BT Retail	183	(5.5)	173	191	7.9	206	183	8.7	199	197	754
BT Wholesale	931	6.7	993	965	(0.3)	962	984	(0.8)	976	984	3,864
BT Global Services	193	20.7	233	228	(5.7)	215	239	1.3	242	301	961
Other	(20)	110.0	(42)	26	(234.6)	(35)	(6)	500.0	(36)	(42)	(42)
Group EBITDA	1,287	5.4	1,357	1,410	(4.4)	1,348	1,400	(1.4)	1,381	1,440	5,537
Depreciation & amortisation of intangibles											
BT Retail	38	10.5	34	38	(2.6)	39	33	(9.1)	36	38	147
BT Wholesale	479	4.6	457	477	3.1	462	473	1.3	467	485	1,914
BT Global Services	131	(16.0)	152	138	(14.5)	158	133	(20.3)	160	148	550
Other	52	(26.9)	66	51	35.3	33	56	16.1	47	74	233
Group Depreciation	700	(1.3)	709	704	1.7	692	695	(2.2)	710	745	2,844
Op Profit Inc. leaver costs											
BT Retail	145	(4.1)	139	153	9.2	167	150	8.7	163	159	607
BT Wholesale	452	18.6	536	488	2.5	500	511	(0.4)	509	499	1,950
BT Global Services	62	(30.6)	81	90	36.7	57	106	22.6	82	153	411
Other	(72)	(50.0)	(108)	(25)	(172.0)	(68)	(62)	(33.9)	(83)	(116)	(275)
Underlying Group Op Profit	587	10.4	648	706	(7.1)	656	705	(4.8)	671	695	2,693
Net Finance Costs	(155)	8.4	(142)	(154)	35.1	(100)	(149)	13.4	(129)	(141)	(599)
Share of post tax profits/losses of associates and joint ventures	(7)	171.4	5	(3)	200.0	3	(10)	130.0	3	6	(14)
Underlying PBT	425	20.2	511	549	1.8	559	546	(0.2)	545	560	2,080
Specific Items : Net gains (losses)	(14)	-	(12)	22	-	(70)	249	-	0	17	274
Reported PBT	411	21.4	499	571	(14.4)	489	795	(31.4)	545	577	2,354
Tax - Underlying	(113)	(14.2)	(129)	(143)	2.8	(139)	(140)	4.3	(134)	(145)	(541)
Tax on specific items	4	-	4	1	-	21	3	-	0	8	16
Tax rate	26.6%	-	25.2%	26.0%	-	24.9%	25.6%	-	24.6%	25.9%	26.0%
Minorities	0	-	0	1	-	0	0	-	0	0	1
Net Income	302	23.8	374	430	(13.7)	371	658	(37.5)	411	440	1,830
EPS before specific items	3.6	25.0	4.5	4.8	4.2	5.0	4.8	2.1	4.9	4.9	18.1
EPS after specific items	3.5	25.7	4.4	5.0	(12.0)	4.4	7.7	(36.4)	4.9	5.2	21.5
Net Dividend	-	-	-	5.30	-	6.50	-	-	-	3.90	9.20
Average Number of Shares in Issue	8,557	-	8,471	8,535	-	8,456	8,512	-	8,407	8,493	8,524
Capital Expenditure	694	(3.2)	716	803	13.6	694	770	1.4	759	744	3,011
Net Debt	8,422	3.6	8,121	8,373	2.9	8,133	8,046	(0.8)	8,113	7,893	7,893

EXTERNAL REVENUE BY SEGMENT	2003/4*					2004/5					2005/6		
	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
Consumer	1,495	1,487	1,493	1,462	5,937	1,416	1,410	1,400	1,373	5,599	1,324	1,336	1,324
Major Corporate	1,388	1,383	1,377	1,615	5,763	1,391	1,412	1,440	1,693	5,936	1,597	1,629	1,732
Business	646	649	631	655	2,581	617	624	600	601	2,442	586	583	568
Wholesale / Global Carrier	1,017	999	1,021	993	4,030	1,088	1,102	1,090	1,147	4,427	1,218	1,215	1,255
Other	6	4	9	15	34	7	6	6	6	25	6	4	3
Total	4,552	4,522	4,531	4,740	18,345	4,519	4,554	4,536	4,820	18,429	4,731	4,767	4,882

* 2003/4 numbers estimated to reflect new Premium Rate Services recognition policy

Headline Year-on-Year Growth

EXTERNAL REVENUE BY SEGMENT	2004/5					2005/6		
	Q1	Q2	Q3	Q4	Total	Q1 £m	Q2 £m	Q3 £m
Consumer	(5.3%)	(5.2%)	(6.2%)	(6.1%)	(5.7%)	(6.5%)	(5.2%)	(5.4%)
Major Corporate	0.2%	2.1%	4.6%	4.8%	3.0%	14.8%	15.4%	20.3%
Business	(4.5%)	(3.9%)	(4.9%)	(8.2%)	(5.4%)	(5.0%)	(6.6%)	(5.3%)
Wholesale / Global Carrier	7.0%	10.3%	6.8%	15.5%	9.9%	11.9%	10.3%	15.1%
Other	n/m	n/m	n/m	n/m	n/m	n/m	n/m	n/m
Total	(0.7%)	0.7%	0.1%	1.7%	0.5%	4.7%	4.7%	7.6%

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

EXTERNAL REVENUE BY SEGMENT	2004/5					2005/6		
	Q1	Q2	Q3	Q4	Total	Q1 £m	Q2 £m	Q3 £m
Consumer	(4.5%)	(4.3%)	(4.6%)	(4.7%)	(4.5%)	(4.9%)	(4.5%)	(5.4%)
Major Corporate	0.4%	2.4%	5.2%	0.5%	2.1%	4.2%	5.6%	8.9%
Business	(3.7%)	(2.9%)	(2.7%)	(6.3%)	(3.9%)	(2.8%)	(4.8%)	(5.3%)
Wholesale / Global Carrier	10.6%	14.4%	16.0%	21.7%	15.6%	16.8%	11.6%	11.6%
Other	n/m	n/m	n/m	n/m	n/m	n/m	n/m	n/m
Total	0.5%	2.1%	3.2%	2.2%	2.0%	3.4%	2.5%	3.2%

EXTERNAL REVENUE ANALYSIS	2003/4*					2004/5					2005/6		
	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
Exchange lines/ISDN - connection and rental	949	962	939	929	3,779	918	959	952	934	3,763	921	912	889
Calls	1,120	1,091	1,059	1,044	4,314	982	888	820	799	3,489	764	749	730
Private Circuits	352	324	348	324	1,348	326	325	325	316	1,292	314	302	322
Transit, conveyance, interconnect circuits and other wholesale (incl. FRIACO)	638	632	597	607	2,474	657	650	619	599	2,525	630	634	636
Other	783	752	750	758	3,043	700	699	685	726	2,810	717	731	698
Total Traditional	3,842	3,761	3,693	3,662	14,958	3,583	3,521	3,401	3,374	13,879	3,346	3,328	3,275
Networked IT Services	552	584	611	799	2,546	634	699	738	995	3,066	904	918	1,046
Broadband	92	106	128	165	491	186	199	253	292	930	314	350	374
Mobility	16	17	26	40	99	43	49	55	58	205	61	65	67
Other	50	54	73	74	251	73	86	89	101	349	106	106	120
Total New Wave	710	761	838	1,078	3,387	936	1,033	1,135	1,446	4,550	1,385	1,439	1,607
Total Revenue (Incl. Infonet and Albacom)	4,552	4,522	4,531	4,740	18,345	4,519	4,554	4,536	4,820	18,429	4,731	4,767	4,882
Memo: Infonet and Albacom included above - Traditional									31	31	41	42	39
New Wave									79	79	158	147	164
									110	110	199	189	203

* 2003/4 numbers estimated to reflect new Premium Rate Services recognition policy

SOLUTIONS AND C&SI SALES ORDER VALUE	2003/4				2004/5				2005/6			
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m
Total order intake	2,048	561	2,078	2,325	1,276	852	1,235	3,798	2,359	752	1,194	
Rolling 12 months order intake	5,875	6,020	6,343	7,012	6,240	6,531	5,688	7,161	8,244	8,144	8,103	

EXTERNAL REVENUE ANALYSIS - Retail	2003/4*					2004/5					2005/6		
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
Exchange lines/ISDN - connection and rental	775	791	770	761	3,097	752	801	795	780	3,128	766	754	741
Calls	992	967	944	927	3,830	875	787	729	710	3,101	678	664	650
Private Circuits	44	47	48	46	185	43	47	48	35	173	41	41	41
Transit, conveyance, interconnect circuits and other wholesale (incl. FRIACO)													
Other	296	282	306	260	1,144	266	277	272	254	1,069	262	276	262
Total Traditional	2,107	2,087	2,068	1,994	8,256	1,936	1,912	1,844	1,779	7,471	1,747	1,735	1,694
Networked IT Services	47	48	56	83	234	56	73	72	83	284	75	73	83
Broadband	63	73	80	99	315	108	110	131	147	496	159	176	185
Mobility	3	5	6	5	19	17	23	30	32	102	27	30	31
Other	3	9	13	17	42	14	18	19	26	77	17	26	29
Total New Wave	116	135	155	204	610	195	224	252	288	959	278	305	328
Total External Revenue	2,223	2,222	2,223	2,198	8,866	2,131	2,136	2,096	2,067	8,430	2,025	2,040	2,022
Memo: Internal Revenue	33	38	45	72	188	53	68	64	83	268	79	82	81
Total Retail Reported Revenue	2,256	2,260	2,268	2,270	9,054	2,184	2,204	2,160	2,150	8,698	2,104	2,122	2,103
* 2003/4 numbers estimated to reflect new Premium Rate Services recognition policy													

EXTERNAL REVENUE ANALYSIS - Wholesale	2003/4					2004/5					2005/6		
	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
Exchange lines/ISDN - connection and renta													
Calls													
Private Circuits	176	145	168	149	638	154	155	155	167	631	161	150	169
Transit, conveyance, interconnect circuits and other wholesale (incl. FRIACO)	638	632	597	607	2,474	657	650	619	599	2,525	630	634	636
Other													
Total Traditional	814	777	765	756	3,112	811	805	774	766	3,156	791	784	805
Networked IT Services													
Broadband	25	29	40	58	152	71	79	110	132	392	141	160	174
Mobility													
Other	47	45	60	57	209	59	68	70	75	272	89	80	91
Total New Wave	72	74	100	115	361	130	147	180	207	664	230	240	265
Total External Revenue	886	851	865	871	3,473	941	952	954	973	3,820	1,021	1,024	1,070
Memo: Internal Revenue	1,392	1,368	1,359	1,369	5,488	1,332	1,311	1,318	1,314	5,275	1,283	1,254	1,236
Total Wholesale Reported Revenue	2,278	2,219	2,224	2,240	8,961	2,273	2,263	2,272	2,287	9,095	2,304	2,278	2,306

EXTERNAL REVENUE ANALYSIS - Global Services	2003/4*					2004/5					2005/6		
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
Exchange lines/ISDN - connection and rental	174	171	169	168	682	166	158	157	154	635	155	158	148
Calls	128	124	115	117	484	107	101	91	89	388	86	85	80
Private Circuits	132	132	132	129	525	129	123	122	114	488	112	111	112
Transit, conveyance, interconnect circuits and other wholesale (incl. FRIACO)					-					-			
Other	481	466	435	483	1,865	427	416	407	466	1,716	449	451	433
Total Traditional	915	893	851	897	3,556	829	798	777	823	3,227	802	805	773
Networked IT Services	505	536	555	716	2,312	578	626	666	912	2,782	829	845	963
Broadband	4	4	8	8	24	7	10	12	13	42	14	14	15
Mobility	13	12	20	35	80	26	26	25	26	103	34	35	36
Other	-	-	-	-	-	-	-	-	-	-	-	-	-
Total New Wave	522	552	583	759	2,416	611	662	703	951	2,927	877	894	1,014
Total Revenue (Incl. Infonet and Albacom)	1,437	1,445	1,434	1,656	5,972	1,440	1,460	1,480	1,774	6,154	1,679	1,699	1,787
Memo: Internal Revenue	309	327	334	329	1,299	287	332	330	385	1,334	356	368	374
Total Global Services Reported Revenue	1,746	1,772	1,768	1,985	7,271	1,727	1,792	1,810	2,159	7,488	2,035	2,067	2,161
Memo: Infonet and Albacom included above - Traditional									31	31	41	42	39
New Wave									79	79	158	147	164
									110	110	199	189	203
* 2003/4 numbers estimated to reflect new Premium Rate Services recognition policy													

Summary Cost Analysis	2004/5					2005/6		
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m
Net staff costs before leaver costs^	898	859	929	980	3,666	965	1,002	980
Leaver costs	102	8	12	44	166	6	37	23
Net staff costs (including leaver costs)	1,000	867	941	1,024	3,832	971	1,039	1,003
Other operating costs	1,285	1,371	1,370	1,502	5,528	1,436	1,444	1,520
Sub total	2,285	2,238	2,311	2,526	9,360	2,407	2,483	2,523
POLO's	988	964	880	893	3,725	1,009	989	1,032
Depreciation and amortisation	700	704	695	745	2,844	706	690	707
Amortisation of acquired intangibles	-	-	-	-	-	3	2	3
Total costs*	3,973	3,906	3,886	4,164	15,929	4,125	4,164	4,265
* Under IFRS basis and before specific items								
^ Net Staff Costs is total staff costs less own work capitalised								

Capex by Line of Business	2003/4					2004/5					2005/6		
	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
BT Retail	24	19	35	34	112	31	41	44	54	170	35	33	32
Access	215	232	270	249	966	269	274	269	225	1,037	257	228	238
Switch	11	22	37	17	87	30	25	31	14	100	10	8	9
Transmission	54	46	49	64	213	45	50	73	62	230	46	52	45
Products/Systems Support	89	109	134	216	548	133	199	141	140	614	174	156	199
BT Wholesale	369	409	490	546	1,814	477	548	514	441	1,981	487	444	491
Solutions and C&SI	36	25	19	41	121	47	61	66	86	260	51	49	55
UK Networks	24	35	33	39	131	37	35	24	25	121	27	32	23
Other	37	42	59	90	228	60	65	51	48	223	64	90	91
BT Global Services	97	102	111	170	480	144	161	141	159	604	142	171	169
Others (includes Fleet and Property)	62	48	63	94	267	42	53	71	90	256	52	46	67
Total	552	578	699	844	2,673	694	803	770	744	3,011	716	694	759
2003/4 and 2004/5 numbers restated to reflect trading model changes													

Total Fixed Network Calls															
Quarterly Minutes (billions)	Jun-02	Sep-02	Dec-02	Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Mar-05	Jun-05	Sep-05	Dec-05
Internet Related and Other Non Geo	15.61	14.80	14.83	14.81	13.94	13.06	12.51	12.45	10.93	10.13	9.33	8.68	7.51	6.86	6.20
Fixed to Mobile	2.26	2.34	2.34	2.31	2.37	2.37	2.29	2.26	2.21	2.20	2.13	2.08	2.13	2.08	2.02
Total Non Geographic Calls	17.88	17.13	17.18	17.12	16.31	15.43	14.79	14.70	13.13	12.33	11.46	10.76	9.64	8.94	8.22
Local	12.96	12.66	13.16	12.81	12.04	11.67	11.89	11.78	10.61	10.34	10.42	10.15	9.53	9.02	9.15
National	6.58	6.59	6.65	6.52	6.14	6.09	6.07	6.09	5.53	5.51	5.46	5.33	5.09	4.90	4.87
International	0.57	0.57	0.58	0.57	0.56	0.55	0.56	0.55	0.52	0.52	0.52	0.50	0.49	0.48	0.47
Total Geographic	20.11	19.83	20.39	19.91	18.74	18.31	18.51	18.43	16.66	16.37	16.40	15.98	15.11	14.40	14.49
Total Retail	37.98	36.96	37.56	37.03	35.04	33.74	33.30	33.13	29.79	28.70	27.86	26.74	24.75	23.34	22.71
Freephone and FRIACO	18.03	18.80	20.83	22.90	23.20	22.10	22.23	23.64	20.88	18.55	16.71	15.84	12.83	9.90	8.38
BT Group Originating Calls*	56.01	55.76	58.39	59.93	58.24	55.84	55.54	56.77	50.67	47.25	44.57	42.58	37.58	33.24	31.09
* Excluding Payphones and Directories (c0.3bn mins/qtr)															
Total Fixed Network Calls															
Quarterly Year on Year Minutes Change	Jun-02	Sep-02	Dec-02	Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Mar-05	Jun-05	Sep-05	Dec-05
Internet Related and Other Non Geo	(3)%	(8)%	(8)%	(11)%	(11)%	(12)%	(16)%	(16)%	(22)%	(22)%	(25)%	(30)%	(31)%	(32)%	(34)%
Fixed to Mobile	5%	7%	6%	5%	5%	1%	(2)%	(2)%	(7)%	(7)%	(7)%	(8)%	(4)%	(6)%	(5)%
Total Non Geographic Calls	(2)%	(6)%	(6)%	(9)%	(9)%	(10)%	(14)%	(14)%	(19)%	(20)%	(23)%	(27)%	(27)%	(27)%	(28)%
Local	(4)%	(5)%	(4)%	(6)%	(7)%	(8)%	(10)%	(8)%	(12)%	(11)%	(12)%	(14)%	(10)%	(13)%	(12)%
National	(3)%	(3)%	(2)%	(4)%	(7)%	(8)%	(9)%	(7)%	(10)%	(10)%	(10)%	(12)%	(8)%	(11)%	(11)%
International	(9)%	(11)%	(8)%	(4)%	(3)%	(3)%	(3)%	(4)%	(7)%	(6)%	(7)%	(9)%	(6)%	(7)%	(9)%
Total Geographic	(4)%	(4)%	(3)%	(5)%	(7)%	(8)%	(9)%	(7)%	(11)%	(11)%	(11)%	(13)%	(9)%	(12)%	(12)%
Total Retail	(3)%	(5)%	(5)%	(7)%	(8)%	(9)%	(11)%	(11)%	(15)%	(15)%	(16)%	(19)%	(17)%	(19)%	(18)%
Freephone and FRIACO	149%	102%	70%	38%	29%	18%	7%	3%	(10)%	(16)%	(25)%	(33)%	(39)%	(47)%	(50)%
BT Group Originating Calls*	21%	16%	13%	6%	4%	0%	(5)%	(5)%	(13)%	(15)%	(20)%	(25)%	(26)%	(30)%	(30)%

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	Jun-05	Sep-05	Dec-05
Retail															
Business Voice	5,702	5,661	5,614	5,570	5,539	5,483	5,395	5,324	5,260	5,148	5,043	4,976	4,895	4,789	4,735
Business ISDN	3,358	3,425	3,468	3,492	3,519	3,528	3,524	3,500	3,476	3,452	3,413	3,382	3,311	3,254	3,207
Business Broadband	59	78	103	136	158	184	218	247	272	297	326	347	371	396	428
Major Corporate Broadband *	3	5	8	10	20	26	33	40	47	55	65	75	83	90	99
Total Business	9,122	9,169	9,193	9,208	9,236	9,221	9,170	9,111	9,055	8,952	8,847	8,780	8,660	8,529	8,469
Residential Voice	19,735	19,744	19,790	19,775	19,716	19,679	19,683	19,649	19,554	19,497	19,467	19,405	19,086	18,701	18,360
Residential ISDN	300	303	301	290	280	264	243	221	198	170	140	115	93	74	61
Residential Broadband	110	150	205	293	378	455	578	680	783	931	1,100	1,330	1,486	1,625	1,801
Total Residential	20,145	20,197	20,296	20,358	20,374	20,398	20,504	20,550	20,535	20,598	20,707	20,850	20,665	20,400	20,222
Total Voice	25,437	25,405	25,404	25,345	25,255	25,162	25,078	24,973	24,814	24,645	24,510	24,381	23,981	23,490	23,095
Total ISDN	3,658	3,728	3,769	3,782	3,799	3,792	3,767	3,721	3,674	3,622	3,553	3,497	3,404	3,328	3,268
Total Broadband*	172	233	316	439	556	665	829	967	1,102	1,283	1,491	1,752	1,940	2,111	2,328
Total Retail Lines	29,267	29,366	29,489	29,566	29,610	29,619	29,674	29,661	29,590	29,550	29,554	29,630	29,325	28,929	28,691
BT Wholesale															
BT Wholesale Broadband Connections	277	391	555	800	1,058	1,339	1,753	2,215	2,687	3,294	4,107	4,932	5,598	6,229	6,928
* Sold to Major Corporates as Connectivity and not as ISP.															

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	Jun-05	Sep-05	Dec-05
Total	8,590	8,736	8,814	8,883	8,894	8,873	8,934	8,956	8,859	8,991	17,617	17,599	17,560	17,268	16,914	16,609
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	14,119	13,836	13,600
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	1,344	1,387	1,409
Option 3	N/A	N/A	N/A	N/A	N/A	82	210	274	324	433	515	556	582	582	575	573
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	1,223	1,116	1,027
BT 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	Jun-05	Sep-05	Dec-05
Total					27	57	70	106	145	215	305	341	372	370	350	334
Business	N/A	N/A	N/A	N/A	27	51	59	82	104	127	144	162	185	196	204	209
Consumer	N/A	N/A	N/A	N/A	N/A	6	11	24	41	88	161	179	187	174	146	125

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 £	Jun-05 £	Sep-05 £	Dec-05 £
Annual revenue	266	269	270	271	272	270	268	266	265	261	258	254	252	251	250
Contracted**	55%	55%	56%	56%	56%	57%	57%	58%	59%	60%	61%	63%	65%	65%	66%
Non-contracted	45%	45%	44%	44%	44%	43%	43%	42%	41%	40%	39%	37%	35%	35%	34%
* Rolling 12 month consumer revenue, less mobile polos, divided by average number of primary lines ** Includes line rental, broadband, select services and packages. 2003/4 numbers estimated to reflect new Premium Rate Services recognition policy															

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	Jun-05	Sep-05	Dec-05
Residential	73%	73%	74%	73%	72%	70%	69%	68%	66%	65%	63%	62%	61%	59%	58%
Business	47%	47%	47%	46%	45%	44%	43%	43%	43%	42%	42%	41%	41%	41%	41%
* BT estimates: Local, national, international and non-geographic voice minutes															

CPS Volumes ('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	Jun-05	Sep-05	Dec-05
Number of users*	72	214	381	648	1,044	1,622	2,120	2,725	3,299	3,723	4,169	4,571	4,909	5,291	5,554	5,779
Net adds in quarter		142	167	267	396	578	498	605	574	424	446	402	338	382	263	225
* CPS numbers include those customers who have migrated from Indirect Access																
WLR and Calls & Access Volumes ('000)																
	Jun-02	Sep-02	Dec-02	Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Mar-05	Jun-05	Sep-05	Dec-05	
Analogue lines / ISDN Channels	51	57	72	91	121	180	291	377	491	630	825	1,026	1,450	1,882	2,333	
LLU Volumes ('000)																
	Jun-02	Sep-02	Dec-02	Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Mar-05	Jun-05	Sep-05	Dec-05	
Full and Shared loops	1	1	2	3	6	8	8	11	14	20	28	41	72	122	192	