

A better business



A better future

BT Group plc

Q2 2013 results

1 November 2012

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Ian Livingston, Chief Executive

Q2 2013 group results¹

Revenue	£4,474m	(9%)	▼
- underlying ex transit		(5%)	▼
EBITDA	£1,497m	flat	➤
EPS	6.0p	7%	▲
Normalised² free cash flow	£316m	£(247)m	▼
Interim dividend	3.0p	15%	▲

¹ before specific items

² before specific items, pension deficit payments and the cash tax benefit of pension deficit payments

Q2 2013 revenue¹

- ▶ Retail, Wholesale and Openreach performing to expectations
- ▶ Tough conditions for Global Services
- ▶ Expect improved trend for H2

	2013	
YoY % change	Q1	Q2
Revenue	(5.9%)	(8.6%)
FX, disposals & transit	2.7%	3.1%
Underlying revenue ex transit	(3.2%)	(5.5%)
Q2 2012 accelerated GS milestones		1.4%
Ladder pricing		0.5%
	(3.2%)	(3.6%)

Q2 2013 EBITDA¹

YoY % change	2013	
	Q1	Q2
EBITDA	1.9%	0.1%
FX, disposals & transit	0.8%	0.8%
Underlying EBITDA ex transit	2.7%	0.9%
Q2 2012 accelerated GS milestones		0.8%
Ladder pricing		1.5%
	2.7%	3.2%

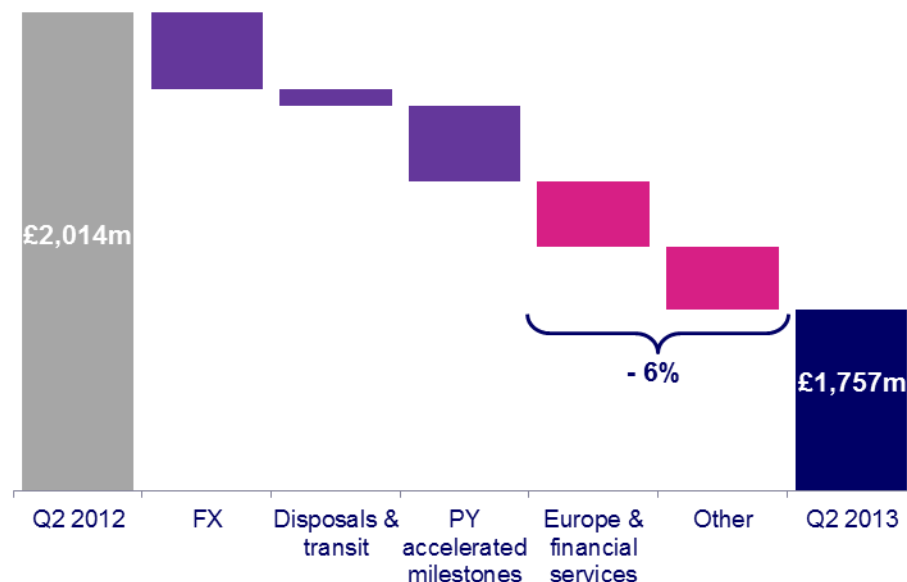
Q2 2013 line of business overview

Global Services

	Q2 2013	Change
Revenue	£1,757m	(13%)
- underlying revenue ex transit		(9%)
EBITDA	£130m	(18%)

- ▶ Underlying revenue ex transit & PY accelerated milestones down 6%
 - in line with Q1
 - tough conditions in Europe and financial services sector
 - c.10% growth in high-growth regions¹
- ▶ Order intake £1.3bn (Q1 2013: £1.1bn, Q2 2012: £1.4bn)

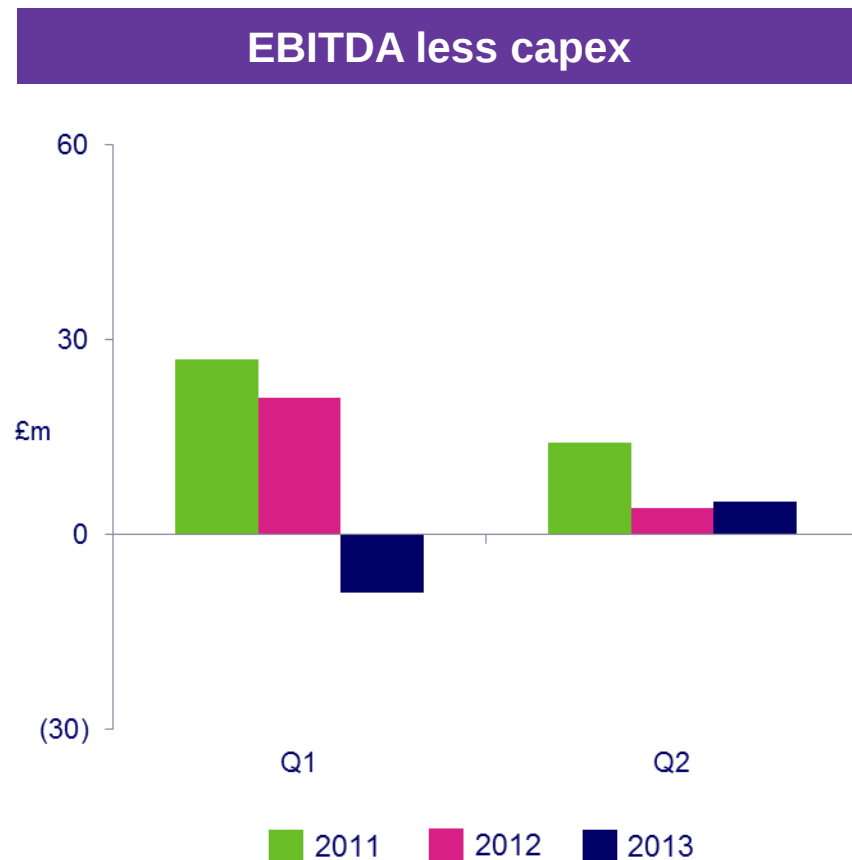
Revenue movement



Q2 2013 line of business overview

Global Services

- ▶ Underlying operating costs ex transit down 9%
 - down 6% ex PY accelerated milestones
- ▶ 12% decline in underlying EBITDA
 - down 5% ex PY accelerated milestones
- ▶ EBITDA up sequentially on Q1
- ▶ Cash flow down by £116m
 - working capital outflow
- ▶ Q2 EBITDA less capex similar to last 2 years
- ▶ Luis Alvarez appointed CEO

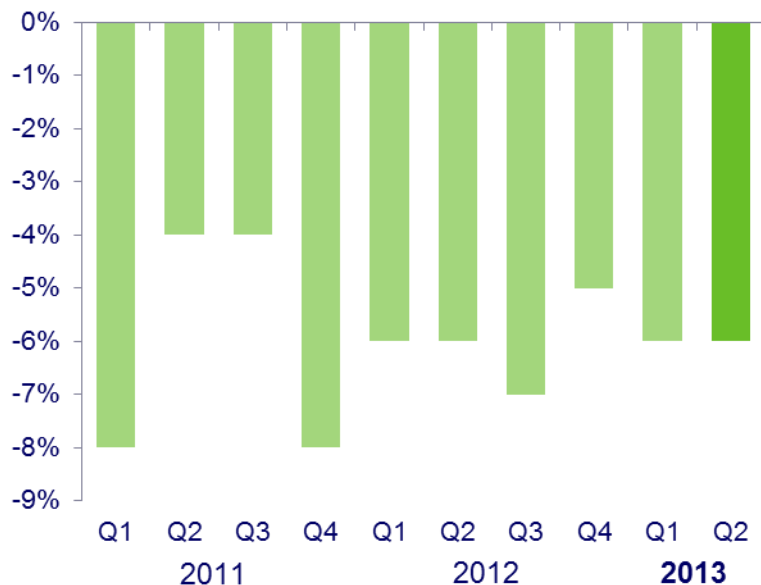


Q2 2013 line of business overview

Retail

	Q2 2013	Change
Revenue	£1,791m	(3%)
EBITDA	£474m	7%

YoY movement in operating costs



- ▶ Net operating costs down 6%

Consumer

- ▶ Consumer revenue down 3%
 - lower calls & lines revenue
 - growth in broadband, driven by fibre
- ▶ 47% share of broadband¹ net adds
- ▶ Retail fibre net adds c.160,000
 - now >875,000 customers
- ▶ Consumer ARPU up £5 QoQ to £355
- ▶ 21,000 BT Vision net adds

Building great content

Football



Rugby Union



Building a great team

Jake Humphrey

- ▶ Anchor for Premier League coverage
- ▶ Previously BBC Sport, hosting Formula 1, Euro 2012 and London 2012

Jamie Hindhaugh

- ▶ Chief Operating Officer, BT Sport
- ▶ Previously BBC Head of Production, London 2012

Simon Green

- ▶ Director, BT Sport
- ▶ Previously CEO, BoxNation
- ▶ Held senior position at Sky Sports

Grant Best

- ▶ Executive Producer, BT Sport
- ▶ Previously director at Sky Sports and ESPN
- ▶ Won Sports Emmy for work on 2010 FIFA World Cup

Q2 2013 line of business overview

Retail

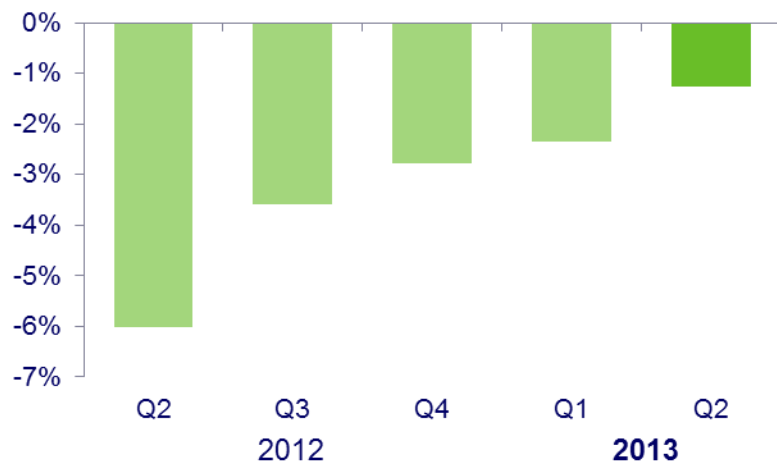
Business

- ▶ Business revenue down 3%
 - withdrawal from low-margin trade sales
 - SME market remains tough
 - improved performance in networked IT services division, BT iNet
 - improved calls & lines revenue trend

Ireland

- ▶ Revenue up 1% ex FX
- ▶ Large wholesale deal to provide voice and broadband to Sky in RoI
- ▶ Over 90% fibre coverage in NI
 - now >100,000 premises connected

YoY change in BTB revenue ex trade sales



Q2 2013 line of business overview

Retail – Enterprises

- ▶ Enterprises revenue down 2%
 - decline in BT Directories and BT Redcare
- ▶ BT Wi-fi minutes trebled to 3bn
- ▶ BT Conferencing
 - strong growth in Europe and Asia Pacific
 - US weaker
- ▶ Next generation of conferencing
 - technology partnership with Dolby Laboratories Inc.
 - makes audio conference calls more effective
 - creates impression that sounds are coming from unique points
 - clear differentiation of our conferencing service
 - launch expected in Q1 next financial year



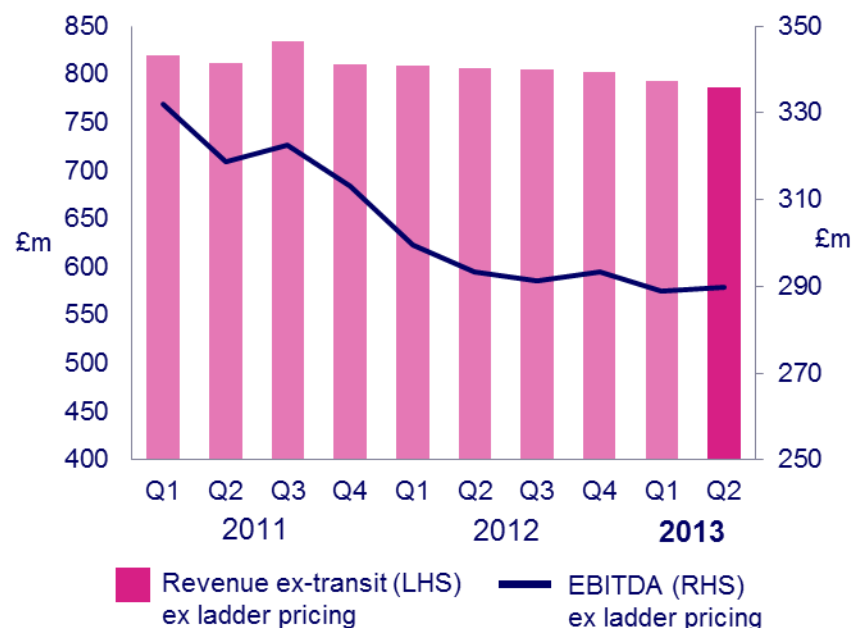
Q2 2013 line of business overview

Wholesale

	Q2 2013	Change
Revenue	£861m	(12%)
- underlying revenue ex transit		(5%)
EBITDA	£280m	(8%)

- ▶ Excluding ladder pricing
 - underlying revenue ex transit down 2%
 - EBITDA down 1%
- ▶ Net operating costs ex transit down 3%
 - SG&A down 22%
- ▶ IP Exchange minutes up nearly 90%
- ▶ Order intake c.£300m
- ▶ Extended relationship with EE to underpin 4G services

Revenue & EBITDA ex ladder pricing¹



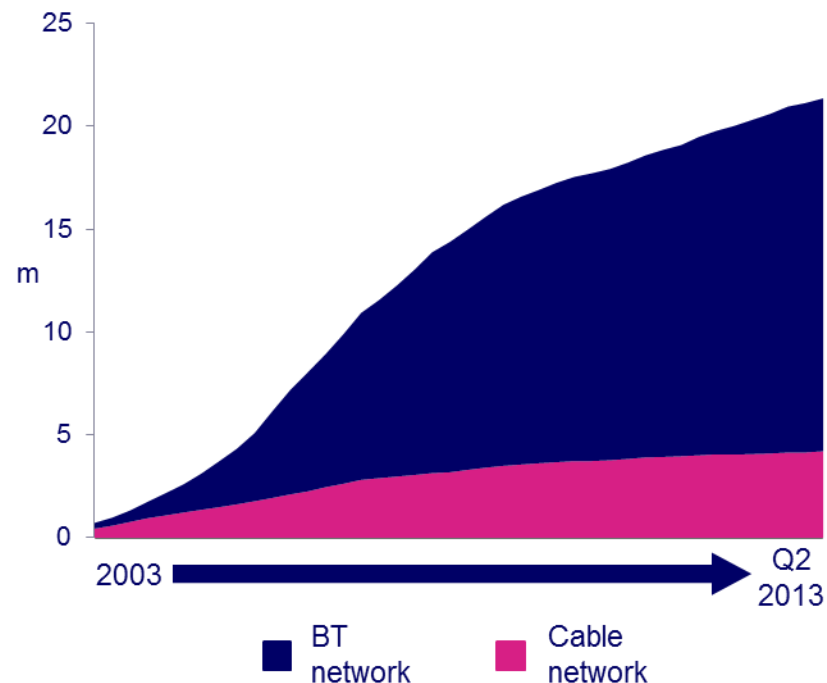
Q2 2013 line of business overview

Openreach

	Q2 2013	Change
Revenue	£1,269m	(1%)
EBITDA	£582m	3%

- ▶ Growth in Ethernet and fibre
- ▶ Impact of regulatory price changes
- ▶ Net operating costs down 4%
 - despite significant additional costs due to adverse weather
- ▶ 38,000 reduction in physical lines
 - more repair activity
 - increase in provision lead times
- ▶ 174,000 broadband¹ net adds

Total UK broadband customers²



Fibre roll-out

- ▶ >12m premises now passed
- ▶ Now expect to pass two-thirds of UK premises during spring 2014
 - >18 months ahead of original schedule
- ▶ Take-up encouraging
 - >950,000 fibre customers connected
 - >10% penetration in first 5 phases of roll-out
- ▶ BDUK progress
 - 5 BDUK bids won to date
 - Surrey and North Yorkshire signed in quarter
 - North Yorkshire - first customers to be connected within 6 months of signing contract
 - preferred bidder
 - Cumbria, Norfolk and Suffolk awarded in Q2
 - Devon & Somerset awarded in October

London 2012



- ▶ Communications provided to 94 venues
- ▶ All contractual milestones successfully delivered on time or ahead of schedule
- ▶ 7x the bandwidth of the Beijing Games
- ▶ Olympic Park was largest high-density public wi-fi installation in the world
- ▶ >1m attended BT London Live during the Games
- ▶ BT was the most recognised London 2012 partner¹



Summary

- ▶ Another solid quarter of earnings growth despite
 - economic conditions in Europe
 - regulatory impacts
- ▶ Strong delivery on cost efficiencies
- ▶ Investing in future of the business
- ▶ Good progress in most lines of business
 - more we can do in Global Services

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Tony Chanmugam, Group Finance Director

Impact of ladder pricing

- ▶ August 2011: CAT finds in favour of ladder pricing
- ▶ July 2012: Court of Appeal overrules CAT judgment
- ▶ Seeking leave to appeal Court of Appeal decision

	2011	2012	2013	
£m	FY	FY	Q1	FY previously expected
Revenue	29	56	24	c.110
- transit	-	27	13	c.50
- non-transit	29	29	11	c.60
EBITDA	29	29	11	c.60
Cash	-	63		c.60

Impact in Q2

Specific item charge

Reversed

Q2 2013 income statement¹

£m	Q2 2013	Change	Key points
Revenue	4,474	(9%)	▶ transit down £79m ▶ £74m negative FX impact
- underlying ex transit		(5%)	▶ 1.9ppt due to ladder pricing & PY accelerated milestones ▶ macro conditions, regulatory price reductions, lower calls & lines revenue
EBITDA	1,497	flat	▶ underlying ex ladder pricing & PY accelerated milestones up 3% ▶ underlying costs down 10%
Operating profit	775	4%	▶ lower depreciation
Profit before tax	608	7%	▶ lower net finance expense
Tax	(138)	flat	▶ 22.7% effective tax rate
EPS	6.0p	7%	

Q2 2013 specific items

£m	Q2 2013	Key points
Revenue	(85)	ladder pricing in 2011 & 2012
Operating costs	(50)	ladder pricing (£27m credit), provision for claims (£43m), OnLive impairment (£17m), GS restructuring (£17m)
Net finance income	8	net interest on pensions
Profit on disposal of interest in associate	121	disposal of 14.1% interest in Tech Mahindra
Net charge before tax	(6)	
Tax	101	tax credit on specific items (£23m), deferred tax impact of tax rate change (£78m credit)
Net credit after tax	95	

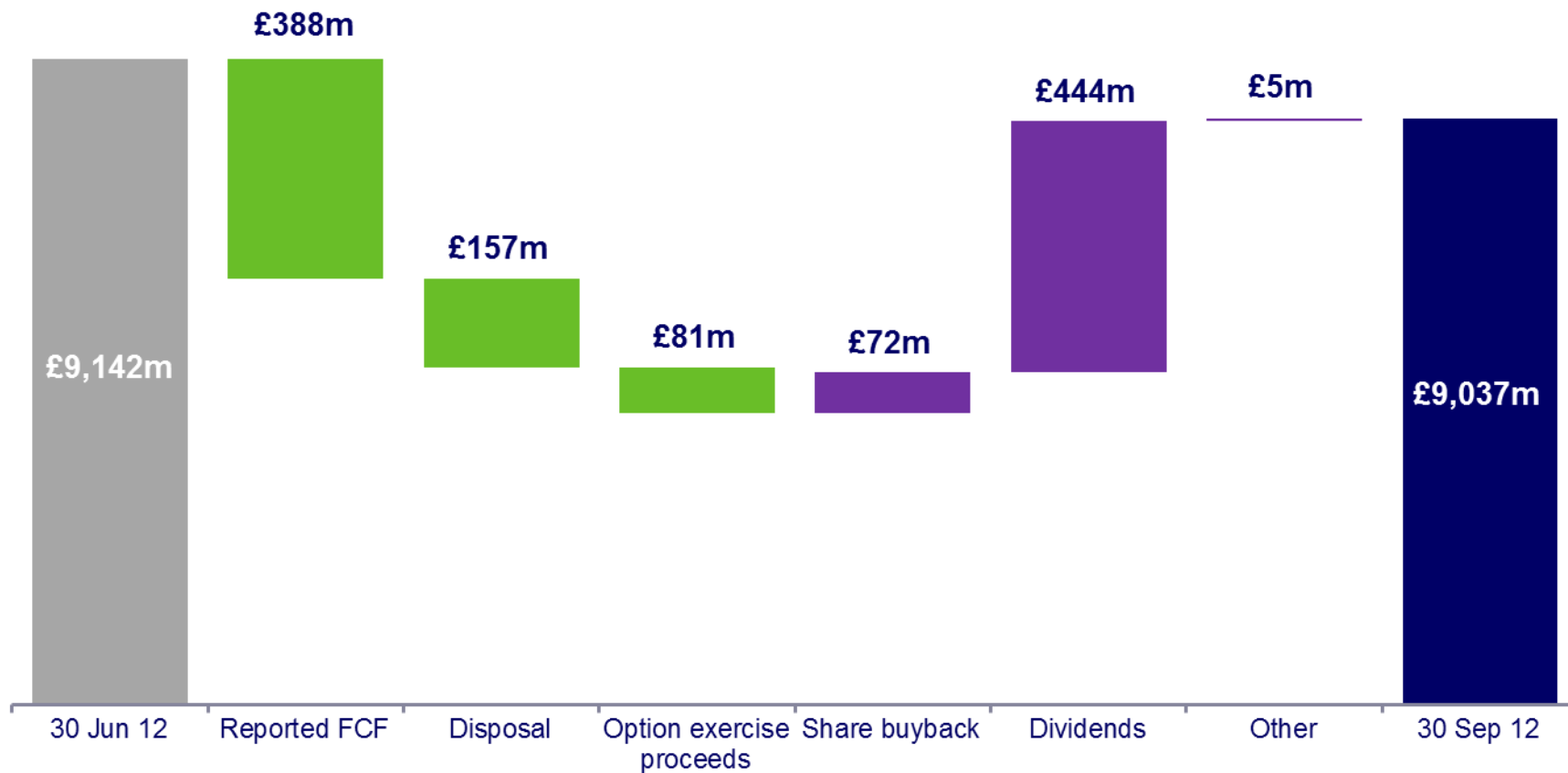
Q2 2013 free cash flow

£m	Q2 2013	Change	Key points
EBITDA¹	1,497	2	
Capex	(619)	(1)	
Interest	(129)	2	
Tax	(181)	(37)	► higher taxable profits
Working capital & other	(252)	(213)	► customer billing & receipts
Normalised² FCF	316	(247)	
Cash tax benefit of pension deficit payments	162	54	► relating to £2bn pension payment in March
Adjusted¹ FCF	478	(193)	
Specific items	(90)	(48)	► ladder pricing in 2011 & 2012 ► GS restructuring & property rationalisation
Reported FCF	388	(241)	

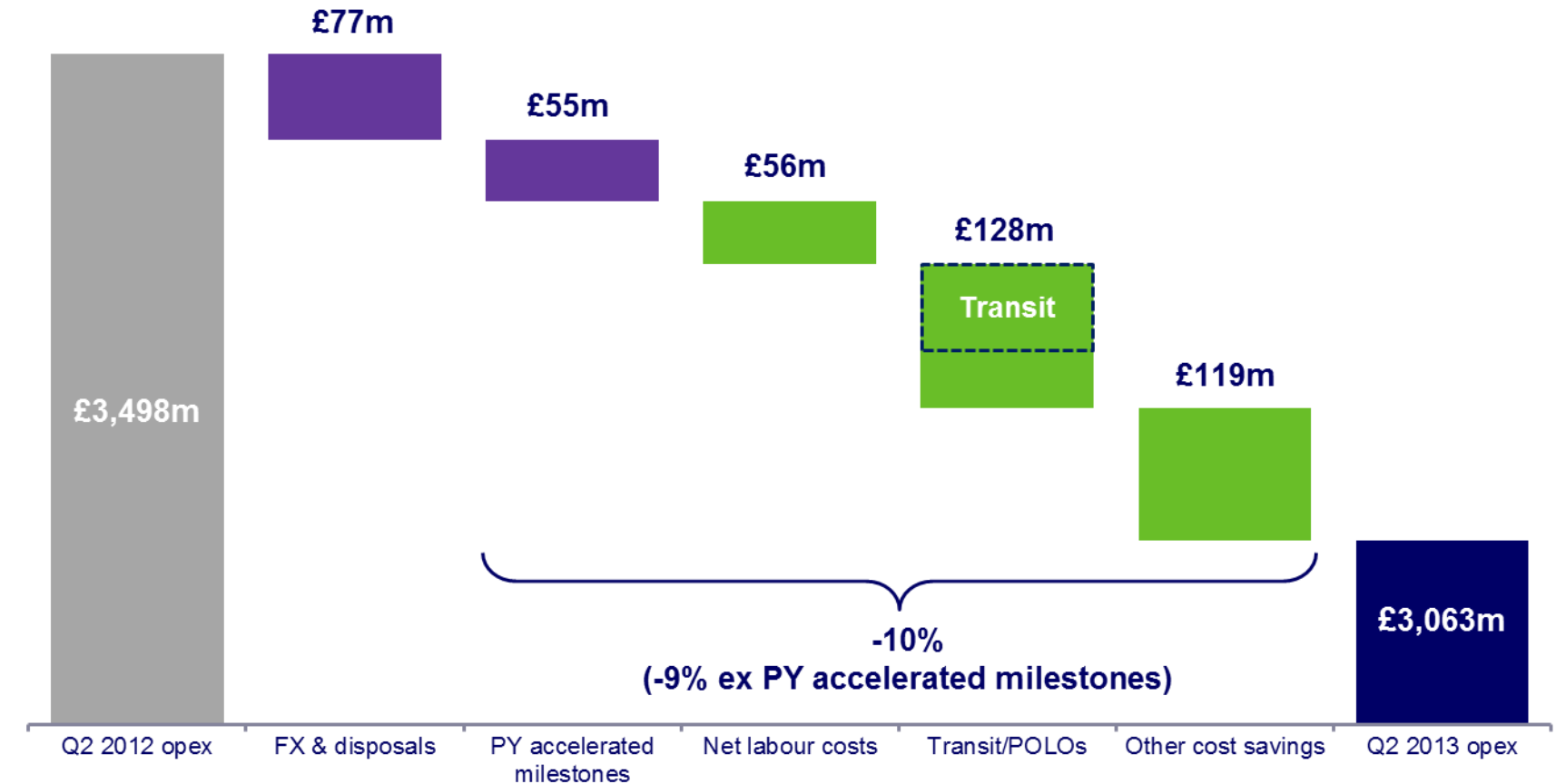
¹ before specific items

² before specific items, pension deficit payments and the cash tax benefit of pension deficit payments

Q2 2013 change in net debt



Q2 2013 cost transformation



£435m opex reduction in Q2

£752m opex reduction in H1

Cost transformation Global Services

	In progress	Short-term	Medium-term
Network	▶ Migration off legacy platform completed – c.£20m additional annualised savings	▶ Network optimisation – new PoPs in Asia, LatAm and EMEA – customer circuit capacity reviews	▶ Further legacy platform migrations ▶ Optimise use of owned network assets
Procurement	▶ Access improvement programme – c.£30m annualised savings ▶ Supplier tail programme – 15,000 suppliers	▶ CPE field services and distribution procurement improvements	▶ Continuous improvement of access procurement and processes ▶ Insourcing
Process	▶ Migration of contract management to shared service centres – c.180 contracts, c.£20m annualised savings	▶ End-to-end 'lead to cash' process efficiency ▶ New contract management shared service locations in LatAm and Malaysia	▶ End-to-end service process efficiency ▶ End-to-end back office efficiency

Liquidity and pensions

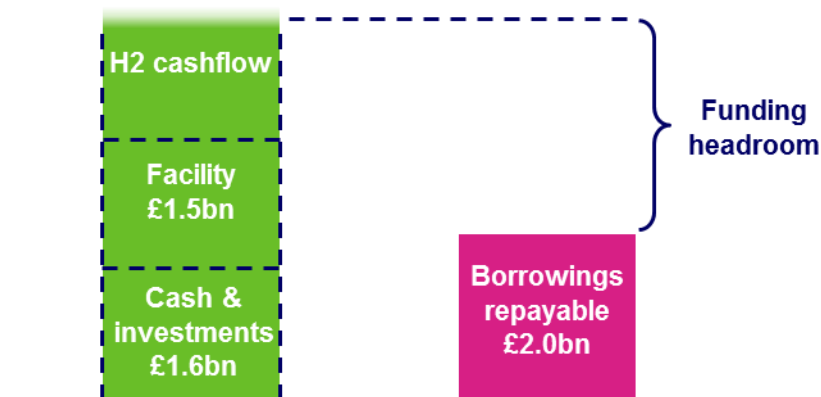
Liquidity

- ▶ Strong liquidity position
 - cash & investments of £1.6bn and committed facility of £1.5bn
- ▶ £0.3bn debt repaid in quarter
- ▶ £2.0bn of borrowings repayable in H2 2013

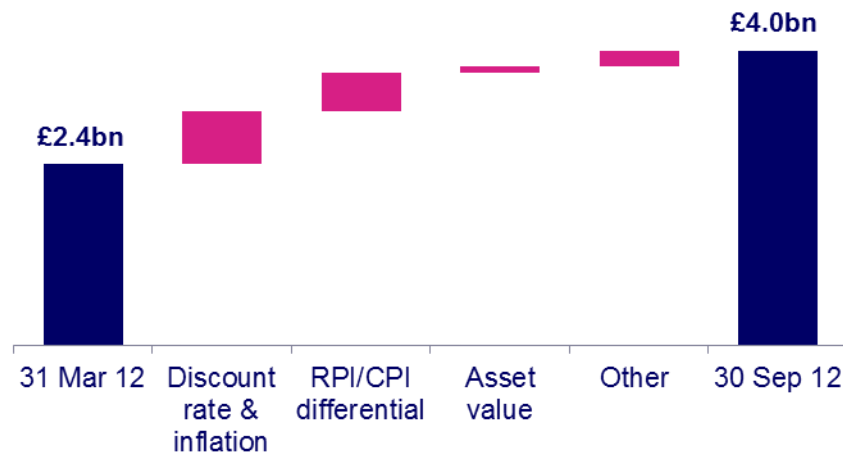
Pensions

- ▶ IAS19 deficit £4.0bn gross of tax
 - £3.1bn net of tax
 - higher deficit reflects lower discount rate and lower RPI/CPI differential

Repayment of debt in H2



Change in IAS19 deficit¹



¹ gross of tax

Outlook

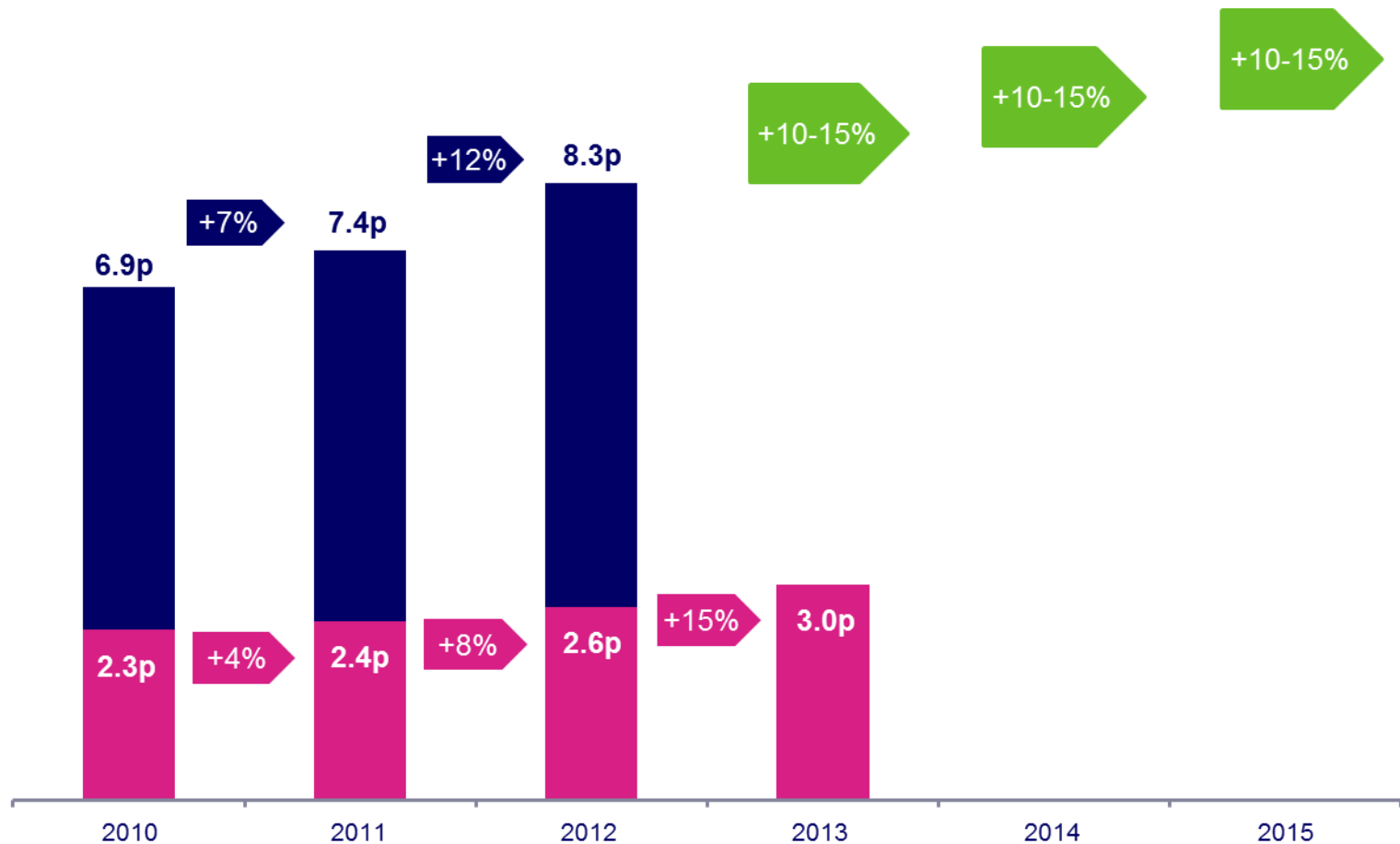
	2013	2014	2015
Underlying revenue ex transit	▶ Improved trend for H2 vs H1 ▶ FY impacted by ladder pricing and tougher conditions for GS	▶ Improving trend	
EBITDA¹	▶ Growth – despite ladder pricing and tougher conditions for GS	▶ Broadly level with 2013	
Normalised² FCF	▶ Broadly level with 2012	▶ >£2.2bn	▶ c.£2.5bn

¹ before specific items

² before specific items, pension deficit payments and the cash tax benefit of pension deficit payments

Shareholder returns progressive dividends

Dividends per share



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Q&A