

Key Performance Indicators (KPIs)



For the financial years ended 31 March 2023 and 31 March 2024, and 31 March 2025.

These financial statements do not constitute statutory accounts within the meaning of Section 434 of the Companies Act 2006 and have not been audited or reviewed by the independent auditors.

Notes

KPIs are on a pro forma basis to reflect the formation of Business, refined allocation of central costs between BT's Customer Facing Units and refreshed operational and financial KPIs for BT's Customer Facing Units. Revenue categories described as 'Of which' are intended to provide greater detail about the components of larger revenue categories, but are not intended to be the sum of that category.

Consistent with our Q4 FY23 KPIs published on 18 May 2023, H1 FY23 KPIs also remain on a pro forma basis to reflect the FY23 BT Sport JV transaction.

Changes to BT's Customer Facing Unit financial information, including for EBITDA, Capital Expenditure, Operating Profit and Normalised Free Cash Flow within this document from the KPIs published at 18 May 2023 are detailed in the accompanying 'Document B: Pro forma KPIs supporting information'.

The presentation of operating costs in the 'Group - Costs' tab has been adjusted to provide more consistency with the operating costs note in the BT Group plc FY25 financial statements.

UK Service Revenue, including a disaggregation between units, is now presented as a KPI in our Income Statement and CFU tabs. Comparative figures for FY24 have been provided.

Please see the Glossary pages at the end of this document for details about the metrics included.

Disclaimer

All pro forma financial information contained in this document is unaudited. The pro forma results are presented to investors and analysts as an indication of trend only. The financial statements do not constitute statutory accounts within the meaning of Section 434 of the Companies Act 2006 and have not been audited by BT Group's independent auditors. BT Group does not warrant the accuracy, completeness or validity of the information, figures or calculations in this document and shall not be liable in any way for any loss or damage arising out of the use of this information, or any errors or omissions in its content.

Reconciliations from alternative performance measures presented to reported numbers is presented in our 2024 Annual Report located www.bt.com/about/investors/financial-reporting-and-news/annual-reports

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About BT Group

BT Group is the UK's leading provider of fixed and mobile telecommunications and related secure digital products, solutions and services. We also provide managed telecommunications, security and network and IT infrastructure services to customers across 180 countries.

BT Group consists of three customer-facing units: Consumer serves individuals and families in the UK; Business covers companies and public services in the UK and internationally; Openreach is an independently governed, wholly owned subsidiary wholesaling fixed access infrastructure services to its customers - over 700 communication providers across the UK.

For the year ended 31 March 2025, BT Group's reported revenue was £20,358m with reported profit before taxation of £1,334m.

British Telecommunications plc is a wholly-owned subsidiary of BT Group plc and encompasses virtually all businesses and assets of BT Group. BT Group plc is listed on the London Stock Exchange.

BT Group plc

Registered Office: 1 Braham Street, London E1 8EE, United Kingdom

Registered in England and Wales no. 4190816

www.bt.com/about

Group: Income statement

INCOME STATEMENT £m unless otherwise stated	FY23 H1	FY23 H2	FY23 Full year	FY24 H1	FY24 H2	FY24 Full year	FY25 H1	FY25 H2	FY25 Full year
Revenue									
Consumer	4,754	4,745	9,499	4,903	4,930	9,833	4,836	4,859	9,695
Business	4,041	4,217	8,258	4,100	4,028	8,128	3,865	3,977	7,842
Openreach	2,836	2,839	5,675	3,053	3,024	6,077	3,118	3,038	6,156
Other	14	13	27	8	8	16	5	7	12
Intra-group items	(1,515)	(1,513)	(3,028)	(1,650)	(1,569)	(3,219)	(1,686)	(1,649)	(3,335)
Total Group revenue^{1,2}	10,130	10,301	20,431	10,414	10,421	20,835	10,138	10,232	20,370
YoY	0.7%	0.5%	0.6%	2.8%	1.2%	2.0%	(2.7)%	(1.8)%	(2.2)%

UK Service Revenue									
Consumer	-	-	-	4,043	3,873	7,916	3,989	3,899	7,888
Business	-	-	-	2,538	2,399	4,937	2,410	2,451	4,861
Openreach	-	-	-	3,053	3,024	6,077	3,118	3,038	6,156
Other	-	-	-	4	1	5	5	7	12
Intra-group items	-	-	-	(1,645)	(1,569)	(3,214)	(1,686)	(1,649)	(3,335)
Total UK Service revenue^{1,2,3}	-	-	-	7,996	7,731	15,727	7,836	7,746	15,582
YoY	-	-	-	-	-	-	(2.0)%	0.2%	(0.9)%

EBITDA									
Consumer	1,296	1,244	2,540	1,347	1,325	2,672	1,330	1,314	2,644
Business	903	1,042	1,945	1,806	1,824	3,630	1,747	1,789	3,536
Openreach	1,735	1,775	3,510	1,936	1,891	3,827	2,059	1,970	4,029
Other	10	(6)	4	5	(34)	(29)	(4)	4	0
Total Group EBITDA^{1,2}	3,944	4,055	7,999	4,094	4,006	8,100	4,132	4,077	8,209
YoY	2.0%	3.6%	2.8%	3.8%	(1.2)%	1.3%	0.9%	1.8%	1.3%
Margin	38.9%	39.4%	39.2%	39.3%	38.4%	38.9%	40.8%	39.8%	40.3%

INCOME STATEMENT ¹ £m unless otherwise stated	FY23 H1	FY23 H2	FY23 Full year	FY24 H1	FY24 H2	FY24 Full year	FY25 H1	FY25 H2	FY25 Full year
Total Group revenue^{1,2}	10,130	10,301	20,431	10,414	10,421	20,835	10,138	10,232	20,370
Operating costs before D&A and specific items ¹	(6,186)	(6,246)	(12,432)	(6,320)	(6,415)	(12,735)	(6,006)	(6,155)	(12,161)
Total Group EBITDA^{1,2}	3,944	4,055	7,999	4,094	4,006	8,100	4,132	4,077	8,209
Depreciation and amortisation ¹	(2,332)	(2,421)	(4,753)	(2,354)	(2,545)	(4,899)	(2,348)	(2,585)	(4,933)
Of which lease depreciation ¹	(338)	(360)	(698)	(330)	(322)	(652)	(324)	(320)	(644)
Adjusted operating profit¹	1,612	1,634	3,246	1,740	1,461	3,201	1,784	1,492	3,276
Net finance expense ⁴	-	(421)	-	(435)	(451)	(886)	(449)	(504)	(953)
Of which lease interest ⁴	-	(67)	-	(66)	(68)	(134)	(68)	(67)	(135)
Share of post tax profits/losses of assoc. & JVs ⁴	-	(61)	-	(7)	(14)	(21)	(3)	(5)	(8)
Adjusted profit before tax⁴	-	1,152	-	1,298	996	2,294	1,332	983	2,315
Total specific items ⁴	-	(254)	-	(222)	(886)	(1,108)	(365)	(616)	(981)
Of which impact operating profit ⁴	-	(245)	-	(162)	(825)	(987)	(266)	(518)	(784)
Of which net interest on pensions ⁴	-	(9)	-	(60)	(61)	(121)	(99)	(98)	(197)
Reported profit before tax⁴	-	898	-	1,076	110	1,186	967	367	1,334
Tax excluding tax on specific items ⁴	-	26	-	(287)	(189)	(476)	(289)	(191)	(480)
Tax rate before specific items ⁴	-	(2.3)%	-	22.1%	19.0%	20.7%	21.7%	19.4%	20.7%
Tax on specific items ⁴	-	88	-	55	90	145	77	123	200
Profit after tax^{3,4}	-	1,012	-	844	11	855	755	299	1,054
Adjusted basic earnings per share (pence) ⁴	-	12.0	-	10.3	8.2	18.5	10.7	8.1	18.8
Reported basic earnings per share (pence) ⁴	-	10.3	-	8.6	0.1	8.7	7.8	3.0	10.8
Dividend per share (pence)	2.31	5.39	7.70	2.31	5.69	8.00	2.40	5.76	8.16
Average number of shares in issue (m)	9,814	9,792	9,803	9,816	9,828	9,823	9,781	9,777	9,779

¹ Numbers at H1 FY23 are presented on a sports JV pro forma basis to reflect the FY23 BT Sport JV transaction

² Adjusted, i.e. before specific items

³ UK Service Revenue, including a disaggregation between units, is now presented as a KPI. Comparative figures for FY24 have been provided. See glossary for definition

⁴ No figures are shown below Adjusted Operating Profit prior in H1 FY23 as figures prior to this date are on a sports JV pro forma basis

Please see the Glossary pages for relevant definitions

Group: Cash flow & net debt

CASH FLOW & NET DEBT £m unless otherwise stated	FY23 H1	FY23 H2	FY23 Full year	FY24 H1	FY24 H2	FY24 Full year	FY25 H1	FY25 H2	FY25 Full year
Total Group EBITDA¹	3,944	4,055	7,999	4,094	4,006	8,100	4,132	4,077	8,209
Interest (includes notional cash interest on leases)	(380)	(279)	(659)	(397)	(306)	(703)	(413)	(411)	(824)
Tax (ex cash tax benefit of pension deficit payments)	(33)	169	136	(26)	(33)	(59)	72	(37)	35
Lease payments	(370)	(356)	(726)	(360)	(388)	(748)	(383)	(356)	(739)
Change in working capital and other	(342)	227	(115)	(400)	59	(341)	(230)	84	(146)
Cash available for investment and distribution	2,819	3,816	6,635	2,911	3,338	6,249	3,178	3,357	6,535
Cash capital expenditure	(2,755)	(2,552)	(5,307)	(2,455)	(2,514)	(4,969)	(2,463)	(2,474)	(4,937)
Normalised free cash flow	64	1,264	1,328	456	824	1,280	715	883	1,598
Payments/refund for the acquisition of spectrum	0	0	0	0	0	0	0	0	0
Net cash flow from specific items	(165)	(239)	(404)	(204)	(235)	(439)	(270)	(228)	(498)
Reported free cash flow	(101)	1,025	924	252	589	841	445	655	1,100
Equity dividends paid	(515)	(236)	(751)	(532)	(227)	(759)	(556)	(232)	(788)
Repurchase of ordinary share capital	(138)	0	(138)	(55)	(78)	(133)	(79)	0	(79)
Residual free cash flow	(754)	789	35	(335)	284	(51)	(190)	423	233
Cash tax benefit of pension deficit payments	0	0	0	0	0	0	0	0	0
Gross pension deficit payment	(594)	(400)	(994)	(702)	(121)	(823)	(791)	(12)	(803)
Free cash flow post pension deficit payments	(1,348)	389	(959)	(1,037)	163	(874)	(981)	411	(570)
Other	110	(401)	(291)	(95)	(58)	(153)	(37)	(33)	(70)
Net change in lease liabilities	205	195	400	302	105	407	230	73	303
Change in net (debt)/cash	(1,033)	183	(850)	(830)	210	(620)	(788)	451	(337)
Net (debt)/cash (reported)	(19,042)	(18,859)	(18,859)	(19,689)	(19,479)	(19,479)	(20,267)	(19,816)	(19,816)
Lease liabilities ²	(5,557)	(5,362)	(5,362)	(5,060)	(4,955)	(4,955)	(4,725)	(4,652)	(4,652)
Net financial (debt)/cash (excluding lease liabilities)	(13,485)	(13,497)	(13,497)	(14,629)	(14,524)	(14,524)	(15,542)	(15,164)	(15,164)

¹ Adjusted, i.e. before specific items. Numbers at H1 FY23 are presented on a sports JV pro forma basis to reflect the FY23 BT Sport JV transaction

² £81m lease liabilities are classified as held for sale at FY25

Please see the Glossary pages for relevant definitions

End

Group: Costs

OPERATING COSTS ¹ £m unless otherwise stated	FY23 H1	FY23 H2	FY23 Full year	FY24 H1	FY24 H2	FY24 Full year	FY25 H1	FY25 H2	FY25 Full year
Wages and salaries	2,077	2,095	4,172	2,110	2,087	4,197	2,017	1,952	3,969
Social security costs	213	211	424	210	215	425	216	216	432
Other pension costs	203	188	391	185	173	358	171	162	333
Share-based payments	41	39	80	37	34	71	30	32	62
Gross labour costs	2,534	2,533	5,067	2,542	2,509	5,051	2,434	2,362	4,796
Capitalised direct labour	(641)	(723)	(1,364)	(645)	(787)	(1,432)	(710)	(702)	(1,412)
Net staff costs	1,893	1,810	3,703	1,897	1,722	3,619	1,724	1,660	3,384
Indirect labour costs	642	563	1,205	604	624	1,228	653	618	1,271
Capitalised indirect labour	(453)	(371)	(824)	(394)	(378)	(772)	(388)	(418)	(806)
Net indirect labour costs	189	192	381	210	246	456	265	200	465
Net labour costs	2,082	2,002	4,084	2,107	1,968	4,075	1,989	1,860	3,849
Product costs ²	1,469	1,911	3,380	1,658	1,791	3,449	1,551	1,779	3,330
External sales commissions	252	215	467	260	246	506	229	211	440
Payments to telecommunications operators	605	749	1,354	640	587	1,227	564	510	1,074
Property and energy costs	630	612	1,242	666	672	1,338	637	659	1,296
Network operating and IT costs	483	437	920	523	622	1,145	534	543	1,077
TV programme rights charges ²	150	-	150	-	-	-	-	-	-
Provision and Installation	274	204	478	204	174	378	170	209	379
Marketing and sales	190	173	363	180	187	367	168	162	330
Net Impairment losses on trade receivables & contract assets	68	70	138	72	93	165	75	96	171
Other operating costs	93	4	97	127	196	323	208	284	492
Other operating income	(112)	(131)	(243)	(117)	(121)	(238)	(119)	(158)	(277)
Depreciation and amortisation (D&A)	2,332	2,421	4,753	2,354	2,545	4,899	2,348	2,585	4,933
Total operating costs before specific items	8,516	8,667	17,183	8,674	8,960	17,634	8,354	8,740	17,094
Specific items ³	136	259	395	155	794	949	245	527	772
Total operating costs	8,652	8,926	17,578	8,829	9,754	18,583	8,599	9,267	17,866

REPORTED CAPITAL EXPENDITURE EXCLUDING SPECTRUM £m unless otherwise stated	FY23 H1	FY23 H2	FY23 Full year	FY24 H1	FY24 H2	FY24 Full year	FY25 H1	FY25 H2	FY25 Full year
Consumer	595	626	1,221	538	637	1,175	570	637	1,207
Business	448	438	886	361	414	775	328	394	722
Openreach	1,504	1,343	2,847	1,390	1,455	2,845	1,329	1,509	2,838
Other	65	37	102	32	53	85	42	48	90
Total Group⁴	2,612	2,444	5,056	2,321	2,559	4,880	2,269	2,588	4,857
Of which capacity/network	1,384	1,187	2,571	1,179	1,278	2,457	1,177	1,370	2,547
Of which customer driven	625	664	1,289	651	637	1,288	694	767	1,461
Of which systems/IT	476	444	920	396	500	896	326	363	689
Of which non-network infrastructure	127	149	276	95	144	239	72	88	160

ROLES Full-time equivalent	FY23 H1	FY23 H2	FY23 Full year	FY24 H1	FY24 H2	FY24 Full year	FY25 H1	FY25 H2	FY25 Full year
Total Labour Resource (including subcontracted labour)	134,376	130,125	130,125	123,395	120,149	120,149	118,033	116,233	116,233
Total Labour Resource (excluding subcontracted labour)	99,803	97,148	97,148	94,946	91,697	91,697	88,887	85,269	85,269
Of which Consumer FTE	16,473	16,356	16,356	16,328	15,781	15,781	15,579	16,199	16,199
Of which Business FTE	24,710	24,029	24,029	23,574	22,599	22,599	22,020	20,982	20,982
Of which Openreach FTE	38,320	36,557	36,557	35,040	32,754	32,754	30,290	27,804	27,804
Of which Other FTE	20,300	20,206	20,206	20,004	20,563	20,563	20,998	20,284	20,284

¹ Numbers at H1 FY23 are presented on a sports JV pro forma basis to reflect the FY23 BT Sport JV transaction. Numbers prior to H1 FY25 have been restated for employee pension costs, reclassification of sales commissions to wages and salaries, and other reclassifications between cost categories.

² Following the FY23 BT Sport JV transaction, from H1 FY23, Product Costs include balances payable to the JV under the minimum revenue guarantee, and the unwind of the on-market portion of the minimum revenue guarantee provision (H2 FY25: £155m, H1 FY25: £149m, H2 FY24: £152m, H1 FY24: £145m, H2 FY23: £176m)

³ H1 FY23 specific items are adjusted by £178m to remove costs relating to the 2023 Sports JV disposal.

⁴ Gainshare payments relating to grant liabilities, for example BDUK, are not included in capacity/network: FY25: £106m; FY24: £215m; FY23: £18m; FY22: £98m.

Please see the Glossary pages for relevant definitions

Consumer

FINANCIAL £m unless otherwise stated	FY23 H1	FY23 H2	FY23 Full year	FY24 H1	FY24 H2	FY24 Full year	FY25 H1	FY25 H2	FY25 Full year
Revenue									
Service revenue	3,862	3,712	7,574	4,043	3,873	7,916	3,989	3,899	7,888
YoY	4.4%	1.1%	2.7%	4.7%	4.3%	4.5%	(1.3)%	0.7%	(0.4)%
Of which broadband ¹	2,017	1,934	3,951	2,088	2,034	4,122	2,104	2,059	4,163
YoY	6.4%	0.3%	3.3%	3.5%	5.2%	4.3%	0.8%	1.2%	1.0%
Of which postpaid mobile ¹	1,571	1,510	3,081	1,695	1,584	3,279	1,635	1,589	3,224
YoY	3.0%	2.4%	2.7%	7.9%	4.9%	6.4%	(3.5)%	0.3%	(1.7)%
Equipment & Other	892	1,033	1,925	860	1,057	1,917	847	959	1,806
YoY	(1.8)%	(0.6)%	(1.1)%	(3.6)%	2.3%	(0.4)%	(1.5)%	(9.3)%	(5.8)%
Total	4,754	4,745	9,499	4,903	4,930	9,833	4,836	4,859	9,695
YoY	3.2%	0.7%	1.9%	3.1%	3.9%	3.5%	(1.4)%	(1.4)%	(1.4)%
Of which Internal	29	28	57	24	23	47	20	22	42
Of which UK Service Revenue ²	-	-	-	4,043	3,873	7,916	3,989	3,899	7,888

OPERATIONAL	FY23 H1	FY23 H2	FY23 Full year	FY24 H1	FY24 H2	FY24 Full year	FY25 H1	FY25 H2	FY25 Full year
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Average revenue per customer (£ per month)									
Broadband customers ¹	39.9	38.5	39.2	41.6	40.8	41.2	42.5	41.8	42.2
YoY	6.4%	1.3%	4.0%	4.3%	6.0%	5.1%	2.2%	2.5%	2.4%
Postpaid mobile ^{1,3}	18.2	17.5	17.8	19.9	18.9	19.4	19.7	19.1	19.4
YoY	1.7%	2.3%	1.7%	9.3%	8.0%	9.0%	(1.0)%	1.1%	0.0%

Monthly churn									
Broadband	1.1%	1.1%	1.1%	1.1%	1.1%	1.1%	1.3%	1.2%	1.2%
Postpaid mobile	1.0%	1.1%	1.0%	1.0%	1.1%	1.1%	0.9%	1.0%	1.0%

Fibre share of broadband base									
Superfast	78.2%	75.5%	75.5%	72.5%	69.8%	69.8%	66.8%	62.9%	62.9%
Ultrafast	12.9%	16.8%	16.8%	20.8%	24.4%	24.4%	28.0%	32.6%	32.6%

Best Network									
Total broadband connections (000s)	8,395	8,373	8,373	8,347	8,283	8,283	8,234	8,198	8,198
Of which FTTp (000s)	1,404	1,745	1,745	2,080	2,428	2,428	2,775	3,202	3,202
Total postpaid mobile connections (000s) ³	14,448	14,307	14,307	14,093	13,859	13,859	13,875	13,863	13,863
Of which 5G (000s) ⁴	6,453	7,774	7,774	8,953	9,835	9,835	10,468	10,806	10,806
Broadband average customer data monthly usage (GB)	342.2	387.0	364.6	389.1	429.5	409.3	436.5	446.1	441.3
Postpaid mobile average customer monthly data usage (GB)	14.0	15.2	14.6	16.8	16.2	16.5	16.7	17.0	16.8

Convergence									
Fixed & Mobile convergence	23.1%	22.8%	22.8%	23.0%	22.9%	22.9%	23.1%	24.6%	24.6%
Revenue generating units per address	1.91	1.90	1.90	1.89	1.88	1.88	1.88	1.87	1.87

FINANCIAL £m unless otherwise stated	FY23 H1	FY23 H2	FY23 Full year	FY24 H1	FY24 H2	FY24 Full year	FY25 H1	FY25 H2	FY25 Full year
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Revenue	4,754	4,745	9,499	4,903	4,930	9,833	4,836	4,859	9,695
YoY	3.2%	0.7%	1.9%	3.1%	3.9%	3.5%	(1.4)%	(1.4)%	(1.4)%
EBITDA	1,296	1,244	2,540	1,347	1,325	2,672	1,330	1,314	2,644
YoY	16.1%	4.7%	10.2%	3.9%	6.5%	5.2%	(1.3)%	(0.8)%	(1.0)%
Margin	27.3%	26.2%	26.7%	27.5%	26.9%	27.2%	27.5%	27.0%	27.3%
Operating profit	490	445	935	507	427	934	457	355	812
YoY	47.1%	24.0%	35.1%	3.5%	(4.0)%	(0.1)%	(9.9)%	(16.9)%	(13.1)%
Reported capital expenditure excluding spectrum	595	626	1,221	538	637	1,175	570	637	1,207
YoY	14.6%	(13.1)%	(1.5)%	(9.6)%	1.8%	(3.8)%	5.9%	0.0%	2.7%
Normalised free cash flow⁵	499	587	1,086	798	225	1,023	817	208	1,025
YoY	46.3%	119.9%	78.6%	59.9%	(61.7)%	(5.8)%	2.4%	(7.6)%	0.2%

¹ Consumer have reassessed the treatment of EE One and more specifically the standalone selling price of each good and service provided to the customer under the converged offering, and as such the allocation of the total transaction price to be received under the contract to each distinct product. This has resulted in a reclassification of revenues between product types increasing broadband revenue by £37m in H1 FY25 and reducing postpaid mobile revenue by £37m in H1 FY25

² UK Service Revenue, is now presented as a KPI. Comparative figures for FY24 have been provided. See glossary for definition

³ Includes the impact of our strategic decision to run down the lower-ARPU Plusnet Mobile base in H1 FY24

⁴ Comparative figure for H2 FY24 has been restated to include contract types which were previously omitted

⁵ Excludes interest, tax and other corporate-level adjustments

Please see the Glossary pages for relevant definitions

Business

FINANCIAL £m unless otherwise stated	FY23 H1	FY23 H2	FY23 Full year	FY24 H1	FY24 H2	FY24 Full year	FY25 H1	FY25 H2	FY25 Full year
Revenue by type									
Fixed ¹	1,057	1,051	2,108	1,051	915	1,965	984	931	1,915
YoY	(4.6)%	(2.2)%	(3.4)%	(0.6)%	(12.9)%	(6.8)%	(6.4)%	1.7%	(2.5)%
Of which voice ¹	406	400	806	401	374	775	358	335	693
YoY	(11.0)%	(4.8)%	(8.0)%	(1.2)%	(6.5)%	(3.8)%	(10.7)%	(10.4)%	(10.6)%
Of which broadband	218	228	446	261	195	456	247	240	487
YoY	2.3%	6.5%	4.4%	19.7%	(14.5)%	2.2%	(5.4)%	23.1%	6.8%
Of which WAN and Ethernet	259	260	519	259	265	524	261	239	499
YoY	2.8%	1.6%	2.2%	0.0%	1.9%	1.0%	0.8%	(9.8)%	(4.8)%
Mobile	530	569	1,099	580	587	1,167	575	550	1,126
YoY	(9.1)%	0.0%	(4.6)%	9.4%	3.2%	6.2%	(0.9)%	(6.3)%	(3.5)%
Of which retail mobile	499	535	1,034	537	537	1,074	509	501	1,010
YoY	5.1%	6.8%	5.9%	7.6%	0.4%	3.9%	(5.2)%	(6.7)%	(6.0)%
Managed services ¹	2,299	2,426	4,725	2,334	2,405	4,740	2,149	2,317	4,465
YoY	(3.8)%	(1.6)%	(2.7)%	1.5%	(0.9)%	0.3%	(7.9)%	(3.7)%	(5.8)%
Of which UK Corporates and Public Sector ¹	749	798	1,547	779	835	1,614	768	874	1,643
YoY	(10.2)%	(5.1)%	(7.6)%	4.0%	4.6%	4.3%	(1.4)%	4.7%	1.8%
Of which Global	1,162	1,253	2,415	1,218	1,248	2,466	1,098	1,148	2,246
YoY	(8.8)%	(4.3)%	(6.5)%	4.8%	(0.4)%	2.1%	(9.9)%	(8.0)%	(8.9)%
Other	155	171	326	121	121	256	157	179	336
Total	4,041	4,217	8,258	4,100	4,028	8,128	3,865	3,977	7,842
YoY	(4.2)%	(1.4)%	(2.8)%	1.5%	(4.5)%	(1.6)%	(5.7)%	(1.3)%	(3.5)%
Of which Internal	42	39	81	36	35	71	54	52	106
Of which Service Revenue	-	-	-	3,886	3,769	7,655	3,620	3,718	7,339
Of which UK Service Revenue ²	-	-	-	2,538	2,399	4,937	2,410	2,450	4,861
Revenue by channels³									
Small and Medium Businesses (SMB) ⁴	776	804	1,580	829	810	1,639	817	797	1,614
YoY	6.0%	7.9%	7.0%	6.8%	0.7%	3.7%	(1.4)%	(1.6)%	(1.5)%
UK Corporates and Public Sector ⁴	1,151	1,221	2,372	1,170	1,246	2,416	1,154	1,222	2,376
YoY	(9.0)%	(6.1)%	(7.6)%	1.7%	2.0%	1.9%	(1.4)%	(1.9)%	(1.7)%
Global	1,162	1,253	2,415	1,218	1,248	2,466	1,098	1,148	2,246
YoY	(8.8)%	(4.3)%	(6.5)%	4.8%	(0.4)%	2.1%	(9.9)%	(8.0)%	(8.9)%
Wholesale ⁵	618	592	1,210	601	499	1,100	545	546	1,091
YoY	(8.2)%	(9.6)%	(8.9)%	(2.8)%	(15.7)%	(9.1)%	(9.3)%	9.4%	(0.8)%
Portfolio and other businesses	334	347	681	282	225	507	251	264	515
YoY	22.3%	30.5%	26.3%	(15.6)%	(35.2)%	(25.6)%	(11.0)%	17.3%	1.6%
Of which International Business	-	-	-	1,347	1,371	2,718	1,210	1,268	2,478
Orders									
Total retail orders⁵	2,783	3,524	6,307	2,664	3,558	6,222	3,195	4,629	7,824
YoY	(5.9)%	(3.2)%	(4.4)%	(4.3)%	1.0%	(1.3)%	19.9%	30.1%	25.7%
Of which new business ⁵	1,937	2,218	4,155	1,697	2,207	3,904	1,581	3,269	4,850
YoY	6.3%	(9.2)%	(2.6)%	(12.4)%	(0.5)%	(6.0)%	(6.8)%	48.1%	24.2%
Of which renewals ⁵	846	1,306	2,152	967	1,351	2,318	1,614	1,361	2,975
YoY	(25.5)%	9.2%	(7.7)%	14.3%	3.4%	7.7%	66.9%	0.7%	28.3%
Total wholesale orders	273	431	704	334	289	623	161	350	511
YoY	(41.4)%	(17.1)%	(28.6)%	22.3%	(32.9)%	(11.5)%	(51.8)%	21.1%	(18.0)%

¹ Voice and Managed Services revenue within CPS have been restated to account for a change in treatment of certain voice revenue, Voice decreased by £21m in H1 FY24 and increased by £11m in H1 FY25, Managed Services within CPS increased by £21m in H1 FY24 and decreased by £11m in H1 FY25

² UK Service Revenue, is now presented as a KPI. Comparative figures for FY24 have been provided. See glossary for definition

³ Revenue by channels reflect the classification of channels under the current formation of Business. See our pro-forma KPI disclosures on 27 June 2023 for further details

⁴ There have been revenue reclassifications between Business channels in FY23 and FY24 to reflect a change in operational structure during FY25, moving EE indirect accounts from UK Corporate and Public Sector to other channels. CPS revenue has been reduced by £28m in H2 FY24, £31m in H1 FY24, £32m in H2 FY23 and £31m in H1 FY23. SMB revenue has increased by £18m in H2 FY24, £20m in H1 FY24, £21m in H2 FY23 and £20m in H1 FY23. Wholesale revenue has increased by £9m in H2 FY24, £10m in H1 FY24, £10m in H2 FY23 and £10m in H1 FY23. Global revenue has increased <£1m in each half during FY24 and FY23

⁵ H1 FY25 retail orders were restated, increasing by £510m to account for previously omitted data identified post reporting.

Please see the Glossary pages for relevant definitions

Business

OPERATIONAL ⁶	FY23 H1	FY23 H2	FY23 Full year	FY24 H1	FY24 H2	FY24 Full year	FY25 H1	FY25 H2	FY25 Full year
Number of products/customers ('000s)									
Voice lines	2,409	2,359	2,359	2,289	2,182	2,182	2,090	1,986	1,986
Of which traditional voice lines	1,276	1,182	1,182	1,060	905	905	764	621	621
Of which VoIP seats	1,133	1,177	1,177	1,229	1,277	1,277	1,326	1,365	1,365
External broadband lines	1,334	1,323	1,323	1,316	1,321	1,321	1,300	1,285	1,285
Of which retail broadband lines ⁷	725	720	720	702	641	641	609	588	588
Of which retail FTTP broadband lines	49	61	61	76	94	94	112	127	127
Of which wholesale broadband lines ⁷	609	603	603	614	680	680	691	697	697
Of which wholesale FTTP broadband lines	32	39	39	48	64	64	82	93	93
WAN and Ethernet	132.8	135.4	135.4	136.0	136.0	136.0	138.0	141.0	141.0
Mobile customers	4,023	3,998	3,998	4,018	4,027	4,027	4,064	4,133	4,133
MVNO customers	620	696	696	2,505	2,637	2,637	2,533	2,582	2,582

FINANCIAL	FY23 H1	FY23 H2	FY23 Full year	FY24 H1	FY24 H2	FY24 Full year	FY25 H1	FY25 H2	FY25 Full year
£m unless otherwise stated									
Revenue	4,041	4,217	8,258	4,100	4,028	8,128	3,865	3,977	7,842
YoY	(4.2)%	(1.4)%	(2.8)%	1.5%	(4.5)%	(1.6)%	(5.7)%	(1.3)%	(3.5)%
EBITDA	903	1,042	1,945	806	824	1,630	747	789	1,536
YoY	(18.5)%	(3.7)%	(11.2)%	(10.7)%	(20.9)%	(16.2)%	(7.3)%	(4.2)%	(5.8)%
Margin	22.3%	24.7%	23.6%	19.7%	20.5%	20.1%	19.3%	19.8%	19.6%
Operating profit	367	531	898	316	330	646	270	305	575
YoY	(40.0)%	(13.7)%	(26.8)%	(13.9)%	(37.9)%	(28.1)%	(14.6)%	(7.6)%	(11.0)%
Reported capital expenditure excluding spectrum	448	438	886	361	414	775	328	394	722
YoY	30.2%	(7.2)%	8.6%	(19.4)%	(5.5)%	(12.5)%	(9.1)%	(4.8)%	(6.8)%
Normalised free cash flow⁸	12	636	648	(65)	496	431	(12)	518	506
YoY	(96.3)%	(9.0)%	(36.4)%	(641.7)%	(22.0)%	(33.5)%	81.5%	4.4%	17.4%

⁶ All operational metrics refer to UK Business customers formerly reported within Enterprise and exclude Global customers.

⁷ Includes the impact of a reclassification of 51k broadband lines between retail and wholesale during H2 FY24, reflecting Plusnet retail customers who required a wholesale solution after winding down the Plusnet base.

⁸ Excludes interest, tax and other corporate-level adjustments.

Please see the Glossary pages for relevant definitions

Business page 2 of 2

End

Openreach

FINANCIAL £m unless otherwise stated	FY23 H1	FY23 H2	FY23 Full year	FY24 H1	FY24 H2	FY24 Full year	FY25 H1	FY25 H2	FY25 Full year
Revenue									
Broadband rental products	1,776	1,788	3,564	1,932	1,911	3,843	1,986	1,964	3,950
YoY	8.9%	6.9%	7.9%	8.8%	6.9%	7.8%	2.8%	2.8%	2.8%
Of which ADSL rental	161	144	305	144	129	273	124	109	233
YoY	(21.1)%	(19.1)%	(20.2)%	(10.6)%	(10.4)%	(10.5)%	(13.9)%	(15.5)%	(14.7)%
Of which VDSL rental	1,400	1,362	2,762	1,435	1,345	2,780	1,318	1,208	2,526
YoY	6.4%	1.1%	3.7%	2.5%	(1.2)%	0.7%	(8.2)%	(10.2)%	(9.1)%
Of which FTTP rental	215	282	497	353	437	790	544	647	1,191
YoY	93.7%	90.5%	91.9%	64.2%	55.0%	59.0%	54.1%	48.1%	50.8%
Voice only rental	152	144	296	144	129	273	122	109	231
YoY	(8.4)%	(5.9)%	(7.2)%	(5.3)%	(10.4)%	(7.8)%	(15.3)%	(15.5)%	(15.4)%
Ethernet rental¹	442	455	897	504	514	1,018	548	549	1,097
YoY	10.2%	7.3%	8.7%	14.0%	13.0%	13.5%	8.6%	6.8%	7.8%
Other¹	466	452	918	473	470	943	462	416	878
Total	2,836	2,839	5,675	3,053	3,024	6,077	3,118	3,038	6,156
YoY	4.8%	3.8%	4.3%	7.7%	6.5%	7.1%	2.1%	0.5%	1.3%
Of which Internal	1,443	1,447	2,890	1,590	1,510	3,100	1,612	1,575	3,187
YoY	2.9%	2.6%	2.8%	10.2%	4.4%	7.3%	1.4%	4.3%	2.8%
Of which UK Service Revenue ²	-	-	-	3,053	3,024	6,077	3,118	3,038	6,156

OPERATIONAL	FY23 H1	FY23 H2	FY23 Full year	FY24 H1	FY24 H2	FY24 Full year	FY25 H1	FY25 H2	FY25 Full year
Network deployment ('000 premises passed)									
Superfast ³	29,580	29,730	29,730	29,897	30,090	30,090	30,295	31,140	31,140
Ultrafast FTTP	8,762	10,274	10,274	11,852	13,812	13,812	15,882	18,083	18,083

Network usage ('000 premises connected)									
Total broadband lines⁴	21,495	21,417	21,417	21,162	20,926	20,926	20,549	20,099	20,099
Of which ADSL ⁴	2,915	2,624	2,624	2,357	2,171	2,171	1,926	1,658	1,658
Of which VDSL ⁴	16,175	15,670	15,670	14,934	14,054	14,054	13,090	11,908	11,908
Of which FTTP	2,405	3,123	3,123	3,871	4,701	4,701	5,533	6,533	6,533
Total physical lines	24,184	23,856	23,856	23,380	22,887	22,887	22,315	21,665	21,665
Ethernet	383	394	394	404	410	410	415	419	419

Openreach

FINANCIAL £m unless otherwise stated	FY23 H1	FY23 H2	FY23 Full year	FY24 H1	FY24 H2	FY24 Full year	FY25 H1	FY25 H2	FY25 Full year
Revenue	2,836	2,839	5,675	3,053	3,024	6,077	3,118	3,038	6,156
YoY	4.8%	3.8%	4.3%	7.7%	6.5%	7.1%	2.1%	0.5%	1.3%
EBITDA	1,735	1,775	3,510	1,936	1,891	3,827	2,059	1,970	4,029
YoY	8.9%	7.5%	8.2%	11.6%	6.5%	9.0%	6.4%	4.2%	5.3%
Margin	61.2%	62.5%	61.9%	63.4%	62.5%	63.0%	66.0%	64.8%	65.4%
Operating profit	795	750	1,545	944	831	1,775	1,085	912	1,997
YoY	7.7%	6.4%	7.1%	18.7%	10.8%	14.9%	14.9%	9.7%	12.5%
Reported capital expenditure excluding spectrum	1,504	1,343	2,847	1,390	1,455	2,845	1,329	1,509	2,838
YoY	35.7%	(9.1)%	10.1%	(7.6)%	8.3%	(0.1)%	(4.4)%	3.7%	(0.2)%
Normalised free cash flow⁵	59	160	219	152	438	590	355	484	839
YoY	145.8%	(64.8)%	(54.3)%	157.6%	173.8%	169.4%	133.6%	10.5%	42.2%

Reported capital expenditure excluding spectrum ⁶									
Copper-based	170	129	299	161	153	314	132	118	250
YoY	(25.8)%	(52.2)%	(40.1)%	(5.3)%	18.6%	5.0%	(18.0)%	(22.9)%	(20.4)%
FTTP⁷	1,007	851	1,858	846	931	1,777	851	1,028	1,879
YoY	71.0%	2.3%	30.8%	(16.0)%	9.4%	(4.4)%	0.6%	10.4%	5.7%
Ethernet	181	188	369	178	151	329	140	141	281
YoY	12.4%	(2.1)%	4.5%	(1.7)%	(19.7)%	(10.8)%	(21.3)%	(6.6)%	(14.6)%
Other⁷	146	175	321	205	220	425	206	222	428
YoY	13.2%	(4.9)%	2.6%	40.4%	25.7%	32.4%	0.5%	0.9%	0.7%
Total	1,504	1,343	2,847	1,390	1,455	2,845	1,329	1,509	2,838
YoY	35.7%	(9.1)%	10.1%	(7.6)%	8.3%	(0.1)%	(4.4)%	3.7%	(0.2)%

¹ Ethernet revenue has been restated to include only Ethernet rental revenue, with connection revenue now reclassified under Other revenue

² UK Service Revenue, is now presented as a KPI. Comparative figures for FY24 have been provided. See glossary for definition

³ Refreshed premises database in H2 FY25 has identified a further c.450k which now have Superfast speeds

⁴ Restated broadband base to remove 40k lines identified in a base cleanse where the physical line had been ceased but the Broadband element was still being counted in our Broadband lines: 16k ADSL and 24k VDSL

⁵ Excludes interest, tax and other corporate-level adjustments

⁶ Openreach reported capital expenditure excluding spectrum is allocated to Openreach driver programmes and is not representative of Class of Work asset expenditure as defined under BT's Cumulo business rates assessment.

⁷ H1 FY25 restated to move £18m of capex from Other to FTTP reflecting a programme reclassification

Please see the Glossary pages for relevant definitions

End

Glossary

GROUP: INCOME STATEMENT

Revenue	
Service Revenue	Service revenue comprises all revenue less equipment revenue. Some revenue from equipment is included within adjusted service revenue where this is sold as part of a managed services contract or where that equipment cannot be practicably separated from the underlying service.
UK Service Revenue	UK Service revenue comprises all UK revenue less UK equipment revenue. Some revenue from equipment is included within adjusted UK service revenue where this is sold as part of a managed services contract or where that equipment cannot be practicably separated from the underlying service. UK revenue excludes Global and certain Portfolio channel revenue within our Business segment, as they are international in nature.

GROUP: COSTS

Operating costs	
Wages and salaries	Total gross costs associated with wages and salaries.
Social security costs	Total gross costs associated with social security costs, for example National Insurance Contributions.
Other pension costs	Total gross costs associated with pension contributions.
Share-based payments	Employee share-based payments.
Capitalised direct labour	Labour costs associated with the construction, modification, or installation of capital expenditure programmes (defined below), for employees excluding agency and subcontracted labour.
Indirect labour costs	Labour costs associated with agency and subcontracted labour.
Capitalised indirect labour	Labour costs associated with the construction, modification, or installation of capital expenditure programmes (defined below), for agency and subcontracted labour.
Product costs	Costs incurred in the creation of products, including the purchase of equipment and services for resale.
External sales commissions	Commission paid to third parties for selling the Group's products and services.
Payments to telecommunications operators	Costs typically including payments to other communications providers (CPs) when terminating voice traffic on their networks to carry a call to the customer receiving the call. Also called 'payments to other licensed operators' (POLOs).
Property and energy costs	Costs associated with energy usage and the property estate.
Network operating and IT costs	Costs associated with network operations and IT.
TV programme rights charges	Costs incurred as a result of providing JV content to BT Sport bundled customers. Previously included the cost of TV programme rights, mainly relating to sport (particularly football) broadcast rights.
Provision and Installation	Costs incurred in providing the products and network services to customers. Includes the cost of installation, equipment stock level changes and valuation adjustments, and equipment consumed by the Group for its own use.
Marketing & sales	Costs incurred for publicising and presenting products and services to customers, and to secure potential orders for products and services.
Other operating costs	Costs not included in any other category, such as those relating to travel and subsistence, transport, consultancy and bad debts.
Other operating income	Income that the Group generates from activities outside the provision of communication services and equipment sales. Includes income from repayment works, profits and losses on the disposals of businesses, property, plant and equipment.
Specific items	Costs separately disclosed to improve the relevance of other costs to understanding the Group's financial performance. Specific items are identified by virtue of their size, nature or incidence with management considering quantitative as well as qualitative factors such as the frequency or predictability of occurrence. Examples include acquisitions/disposals of businesses and investments, regulatory settlements, historical insurance or litigation claims, business restructuring programmes, asset impairment charges, property rationalisation programmes, net interest on pensions and the settlement of multiple tax years.

Reported capital expenditure	
Of which capacity/network	Investment in our integrated network to improve the coverage and reliability of our superfast broadband network, increase the deployment of ultrafast broadband, enhance and expand our mobile network, and deliver a truly integrated network that supports converged products/services. Includes Broadband Delivery UK (BDUK) grant funding deferrals.
Of which customer driven	Investment that directly generates revenue from continued development of customer contract-specific infrastructure for our UK and global clients, deployment of Ethernet and broadband connections for homes and businesses, including reduction of the existing workstacks.
Of which systems/IT	Investments in systems and information technology to develop differentiated customer experiences, new products and services, or transformation initiatives to drive cost savings.
Of which non-network Infrastructure	Investment that covers, for example, investment in our property estate, power and cooling investments to drive energy savings, specialist vehicle replacement.

Roles	
Total Labour resource	The total number of roles including both the number of full time equivalent (FTE) roles and subcontractors.
Full-time equivalent	The number of full time equivalent (FTE) roles at the end of the period, directly employed by the company rather than by agencies or subcontractors.

UNITS

General terms	
YoY	An abbreviation of 'year on year' i.e. the change compared to the equivalent period in the previous year.

Financial	
Internal revenue	Intra-group revenue generated from the sale of regulated products and services, based on market price. Intra-group revenue from the sale of other products and services is agreed between the relevant customer-facing units (CFUs) and therefore CFU profitability may be impacted by transfer pricing levels.
Reported capex	Capital expenditure recorded in accounts but for which cash has not necessarily yet been paid.
Normalised free cash flow	Free cash flow (net cash inflow from operating activities after net capital expenditure) after net interest paid and payment of lease liabilities, before pension deficit payments (including their cash tax benefit), payments relating to spectrum, and specific items. It excludes cash flows that are determined at a corporate level independently of ongoing trading operations such as dividends paid, share buybacks, acquisitions and disposals, repayment and raising of debt, cash flows relating to loans with joint ventures, and cash flows relating to the Building Digital UK demand deposit account which have already been accounted for within normalised free cash flow. For non-tax related items the adjustments are made on a pre-tax basis.

CONSUMER

Revenue	
Service	Earned from services delivered using our fixed and mobile network connectivity, including but not limited to: broadband, calls, line rental, TV, residential BT Sport subscriptions, mobile data connectivity, incoming & outgoing mobile calls and roaming by customers of overseas networks.
Of which broadband	Earned from products/services delivered using only fixed network connectivity, including broadband, calls, line rental, TV, leased fixed customer equipment, value added services and residential BT Sport subscriptions but excludes revenue earned from customers only taking fixed voice product.
Of which postpaid mobile	Earned from customers paying monthly subscriptions for mobile network connectivity.
Equipment & Other	Earned from mobile and fixed equipment sales, such as mobile handsets or TV set top boxes and Wi-Fi and other service partners
Of which internal	Mainly BT Wi-fi revenue from services sold by Global on certain contracts, and services and applications sold by Plusnet to Global.

Operational	
Broadband average revenue per customer	Broadband revenue (defined above) during the period divided by the average number of broadband customers during the period, and presented as a monthly amount.
Postpaid mobile average revenue per customer	Postpaid mobile revenue (defined above) during the period divided by the average number of postpaid mobile customers during the period, and presented as a monthly amount.
Broadband monthly churn	Number of fixed broadband customers who disconnect from the network, voluntarily or involuntarily, during the period – excluding those who join another BT group brand, divided by the average number of broadband customers during the period, presented as a monthly figure.
Postpaid mobile monthly churn	Number of postpaid mobile customers who disconnect from the network, voluntarily or involuntarily (excluding money-back return, fraudulent connections and inter-brand migrations) during the period, divided by the average number of postpaid customers during the period, presented as a monthly figure.
Superfast fibre share of broadband base	The proportion of broadband lines purchasing a superfast connection i.e. with a maximum download speed of up to 76Mbps. These connections are supplied to customers by Consumer purchasing an FTTC/FTTP wholesale product from Openreach.
Ultrafast fibre share of broadband base	The proportion of broadband lines purchasing a ultrafast connection i.e. with a maximum download speed above 100Mbps. These connections are supplied to customers by Consumer purchasing a Gfast/FTTP wholesale product from Openreach.
FTTP connections	The number of customers taking a fibre-to-the-premises broadband plan.
5G connections	The number of EE consumer customers receiving 5G network connection from a 5G enabled SIM.
Broadband average customer data usage (GB)	Total data download usage (GB) for customers on all technologies (FTTP, FTTC, Copper) divided by total active customers during the period presented as a monthly amount
Postpaid mobile average customer data usage (GB)	Total data download usage (GB) for EE postpaid customers divided by data active customers during the period presented as a monthly amount
Fixed and mobile convergence	Total households served by Consumer which have both a BT Group (any brand) fixed broadband and PAYM mobile connection present divided by total number of Consumer households (excluding voice fixed line).
Revenue Generating Units per address	Number of chargeable products, excluding voice fixed line, per separate address measured across the BT, EE and Plusnet brands, aggregated to give a total for the Consumer CFU.

Glossary

BUSINESS	
Revenue	
Fixed	Earned from products/services across our brands that use only primarily fixed network connectivity.
Of which voice	Earned from products/services that provide our customers with voice connectivity.
Of which broadband	Earned from products/services that provide our customers with broadband internet connectivity.
Of which WAN and Ethernet	Earned from products/services that provide our customers Wide Area Network (WAN) connectivity i.e. network connections linking a number of sites, including BT Net sales, and Ethernet connectivity, i.e. a dedicated high bandwidth connection.
Mobile	Earned from products/services across our brands that use primarily our mobile network connectivity.
Of which retail mobile	Earned from products/services sold to retail customers for mobile network connectivity.
Managed services	Earned from bespoke contracts that is not directly apportioned to either fixed or mobile connectivity, including that from the Emergency Services Network (ESN).
of which UK Corporates and Public Sector	Earned from bespoke contracts with large UK corporations and Public Sector bodies, including Major Government.
of which Global	Earned from bespoke contracts primarily from outside the UK
Other	Any revenue not included within any of the above categories, e.g. revenue from professional and IT services
Of which Internal	Contains internal charges to other parts of BT. Mainly revenue arising from Consumer for mobile Ethernet access and BT Technology unit for transmission planning services, but may include other internal revenue.
Revenue by channel	
SMB	Revenue from corporations and small/medium enterprises (SMEs) that are UK focused, including from the Public Sector, from products under the BT and EE brands, including, but not exclusively, calls, lines, broadband, mobile, ICT, and managed network services.
UK Corporates and Public Sector	Revenue from large UK corporations and Public Sector bodies, including Major Government, from products under the BT and EE brands, including, but not exclusively, calls, lines, broadband, mobile, ICT, and managed network services.
Global	Revenue primarily from bespoke contracts outside the UK
Wholesale	Revenue from Wholesale products/services, sold to communications providers (CPs) which use them to provide products/services to their end customers.
Portfolio and other businesses	Revenue from standalone businesses in our Portfolio channel and other business operations not listed above
International Business	Revenue from our Global channel and International Portfolio, which are internationally focused businesses including Radianz, Trading & Command, BT Italia and BT Federal
Orders	
Total retail orders	Retail orders of products and services sold in the period to the unit's customers across the World, including all one-off charges and all recurring charges expected over the term of the contract. Orders are recorded on a sales order value (SOV) basis, i.e. the total amount of revenue expected from the contact over its life.
Of which new business	The amount of revenue expected to be earned over the life of a contract for new business contracts signed in the period e.g. a new 5-year contract worth £10m a year equates to a SOV of £50m.
Of which renewals	The amount of revenue expected to be earned over the life of a contract recorded on the renewal or extension of an existing contract with a current customer in the period.
Total wholesale orders	Wholesale orders in the period, sold to communications providers (CPs), for all business types including new business, growth, renewals and extensions. This includes all one-off charges, plus all recurring charges for the term of the contract. Wholesale orders only relate to orders that have been contracted for future periods.
Operational (refers to UK-based customers only)	
Voice lines	The total number of revenue-generating voice connections on our fixed network, across all external customers, measured at the end of the period. The revenue generated by these connections is included within 'Fixed of which voice' revenue.
Of which traditional voice lines	The total number of revenue-generating voice connections on our fixed network that use legacy analogue technology, across all external customers, measured at the end of the period. The revenue generated by these connections is included within 'Fixed of which voice' revenue.
Of which VoIP seats	The total number of revenue-generating voice connections on our fixed network that use Voice over Internet Protocol (VoIP) technology, across all external customers, measured at the end of the period. The revenue generated by these connections is included within 'Fixed of which voice' revenue.
External broadband lines	The closing base of broadband live circuits (including copper & fibre) sold to external customers on our fixed network. The revenue generated by these connections is included within 'Fixed – Broadband' revenue.
Of which retail broadband lines	The closing base of broadband live circuits (including copper & fibre) sold to external retail customers on our fixed network. The revenue generated by these connections is included within 'Fixed – Broadband' revenue.
of which retail FTTP	The closing base within our retail customer network that are using our Fibre-to-the-Premises live circuits.
Of which wholesale broadband lines	The closing base of broadband live circuits (including copper & fibre) sold to external wholesale customers (communications providers (CPs)) on our fixed networks. The revenue earned by these connections is included within 'Fixed – Broadband' revenue.
Of which wholesale FTTP	The closing base within our wholesale customer network that are using our Fibre-to-the-Premises live circuits.
WAN and Ethernet	The closing base of data circuits excluding broadband lines sold to all external customers. The revenue generated by these networks is included within 'Fixed of which WAN and Ethernet' revenue.
Mobile customers	The total number of revenue-generating connections on our mobile network, across external retail customers and all our brands, measured at the end of the period. The revenue generated by these connections is mainly included within 'Mobile - Retail mobile' revenue, with the remainder generated from BT One Phone reported in Other.
MVNO customers	The closing base of subscribers (reported a quarter in arrears) on our mobile network through mobile virtual network operators (MVNO) purchasing access from Business.

Glossary

OPENREACH

Revenue	
Broadband rental products	Revenue earned from the rental of products delivered using a broadband technology (ADSL, VDSL or FTTP).
Of which ADSL rental	Revenue earned from the rental of Asymmetrical Digital Subscriber Lines, a broadband technology that uses the copper network. This includes Metallic Path Facility (MPF), Shared Metallic Path Facility (SMPF) and Single Order Transitional Access Product (SOTAP) lines. It also includes rental revenue from WLR products which provides a voice service for SMPF lines
Of which VDSL rental	Revenue earned from the rental of Very high-speed Digital Subscriber Lines, a broadband technology that uses the fibre-to-the-cabinet network. This includes FTTC and Gfast services including Single Order variants. It also includes rental from WLR products which provides a voice service for FTTC and Gfast lines.
Of which FTTP rental	Revenue earned from the rental of Fibre-To-The-Premises, a broadband technology that uses the fibre all the way to the customer premise.
Voice only rental	Revenue earned from the rental of WLR, ISDN2 and SOTAP Media Gateway products that use the coppernetwork to deliver a voice service with no broadband overlay technology.
Ethernet rental	Revenue earned from Ethernet and Optical Product rentals. Also includes revenue from Cablelinks used to support Ethernet in exchanges.
Other	Primarily broadband connection revenue and revenue from service-based activity.
Of which internal	Primarily revenue related to broadband rental, WLR only and Ethernet services supplied to BT's other customer-facing units.
Operational	
Superfast	All premises in the UK that are able to place an order to access a product using FTTC, Gfast, or FTTP technology (subject to CP readiness).
Ultrafast FTTP	All premises in the UK that are able to place an order to access a product delivered using FTTP technology (subject to CP readiness).
Total broadband lines	Total lines that use a broadband technology (ADSL, VDSL or FTTP) in the UK at the end of the reporting period.
Of which ADSL	The number of lines that use ADSL technology in the UK delivered using the copper network at the end of the reporting period.
Of which VDSL	The number of lines that use VDSL technology in the UK delivered using the Fibre to the fibre-to-the-cabinet network at the end of the reporting period.
Of which FTTP	The number of lines that use FTTP technology in the UK delivered using Fibre all the way to the customer premises at the end of the reporting period.
Total physical lines	Total number of broadband (ADSL, VDSL and FTTP) and non-broadband (WLR only) lines in the UK at the end of the reporting period.
Ethernet	Total connections in the UK for Ethernet products at the end of the reporting period.
Reported capital expenditure excluding spectrum	
Copper-based	Investment in our copper-based fixed access network to improve the coverage and reliability of our network, and to connect homes and businesses to our network. Includes investment in passive infrastructure, for example in duct and pole networks, built primarily to support our copper-based network.
FTTP	Investment in our FTTP network to improve the coverage of our ultrafast, ultra-reliable FTTP broadband network, and connect homes and businesses to our network. Includes investment in passive infrastructure, for example in duct and pole networks, built primarily to support our FTTP network.
Ethernet	Investment in our Ethernet fixed access network, primarily customer-driven deployment. Includes investment in passive infrastructure, for example in duct and pole networks, built primarily to support our Ethernet network.
Other	Investment that covers systems and information technology, passive infrastructure built for other network providers, maintenance of existing passive infrastructure and tools used in improving coverage and reliability of our networks.

End