

## Re-presented 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

FY25 KPIs are on a re-presented basis to reflect the formation of the International CFU following separation from Business, re-presentations of segment information due to changes in customer relationship and intersegment trading arrangements, 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.

The changes to BT's Customer Facing Unit financial information, including for Revenue, UK Service Revenue, EBITDA, Capital Expenditure excluding spectrum, Operating Profit and Normalised Free Cash Flow from the KPIs published on 22 May 2025 are detailed in the accompanying 'Re-presented KPIs supporting information (Document B)'.

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

### Disclaimer

All re-presented financial information contained in this document is unaudited. The re-presented results are provided 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 2025 Annual Report located [www.bt.com/about/investors/financial-reporting-and-news/annual-reports](http://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.

BT Group consists of four customer-facing units: Consumer serves individuals and families in the UK; Business covers companies and public services in the UK; International serves multinational organisations headquartered outside the UK and overseas public sector customers; 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](http://www.bt.com/about)

## Group: Income statement

INCOME STATEMENT <sup>1</sup>	FY23	FY23	FY23	FY24	FY24	FY24	FY25	FY25	FY25
£m unless otherwise stated	H1	H2	Full year	H1	H2	Full year	H1	H2	Full year
<b>Revenue</b>									
Consumer	4,754	4,745	9,499	4,903	4,930	9,833	4,836	4,859	9,695
Business <sup>4</sup>	4,041	4,217	8,258	4,100	4,028	8,128	2,644	2,704	5,348
International <sup>4</sup>	-	-	-	-	-	-	1,220	1,279	2,499
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 <sup>4</sup>	(1,515)	(1,513)	(3,028)	(1,650)	(1,569)	(3,219)	(1,685)	(1,655)	(3,340)
<b>Total Group revenue<sup>1,2</sup></b>	<b>10,130</b>	<b>10,301</b>	<b>20,431</b>	<b>10,414</b>	<b>10,421</b>	<b>20,835</b>	<b>10,138</b>	<b>10,232</b>	<b>20,370</b>
YoY	0.7 %	0.5 %	0.6 %	2.8 %	1.2 %	2.0 %	(2.7) %	(1.8) %	(2.2) %
<b>UK Service Revenue</b>									
Consumer	-	-	-	4,043	3,873	7,916	3,989	3,899	7,888
Business <sup>4</sup>	-	-	-	2,538	2,399	4,937	2,398	2,449	4,847
Openreach	-	-	-	3,053	3,024	6,077	3,118	3,038	6,156
Other	-	-	-	7	4	11	5	7	12
Intra-group items <sup>4</sup>	-	-	-	(1,645)	(1,569)	(3,214)	(1,683)	(1,652)	(3,335)
<b>Total UK Service revenue<sup>1,2,3</sup></b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>7,996</b>	<b>7,731</b>	<b>15,727</b>	<b>7,827</b>	<b>7,741</b>	<b>15,568</b>
YoY	-	-	-	-	-	-	(2.0) %	0.2 %	(1.0) %
<b>EBITDA</b>									
Consumer	1,296	1,244	2,540	1,347	1,325	2,672	1,330	1,314	2,644
Business <sup>4</sup>	903	1,042	1,945	806	824	1,630	656	675	1,331
International <sup>4</sup>	-	-	-	-	-	-	91	114	205
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	-
<b>Total Group EBITDA<sup>1,2</sup></b>	<b>3,944</b>	<b>4,055</b>	<b>7,999</b>	<b>4,094</b>	<b>4,006</b>	<b>8,100</b>	<b>4,132</b>	<b>4,077</b>	<b>8,209</b>
YoY	2.00 %	3.60 %	2.80 %	3.80 %	(1.20) %	1.30 %	0.90 %	1.80 %	1.30 %
Margin	38.90 %	39.40 %	39.20 %	39.30 %	38.40 %	38.90 %	40.80 %	39.80 %	40.30 %

INCOME STATEMENT <sup>1</sup>	FY23	FY23	FY23	FY24	FY24	FY24	FY25	FY25	FY25
£m unless otherwise stated	H1	H2	Full year	H1	H2	Full year	H1	H2	Full year
<b>Total Group revenue<sup>1,2</sup></b>	<b>10,130</b>	<b>10,301</b>	<b>20,431</b>	<b>10,414</b>	<b>10,421</b>	<b>20,835</b>	<b>10,138</b>	<b>10,232</b>	<b>20,370</b>
Operating costs before D&A and specific items <sup>1</sup>	(6,186)	(6,246)	(12,432)	(6,320)	(6,415)	(12,735)	(6,006)	(6,155)	(12,161)
<b>Total Group EBITDA<sup>1,2</sup></b>	<b>3,944</b>	<b>4,055</b>	<b>7,999</b>	<b>4,094</b>	<b>4,006</b>	<b>8,100</b>	<b>4,132</b>	<b>4,077</b>	<b>8,209</b>
Depreciation and amortisation <sup>1</sup>	(2,332)	(2,421)	(4,753)	(2,354)	(2,545)	(4,899)	(2,348)	(2,585)	(4,933)
Of which lease depreciation <sup>1</sup>	(338)	(360)	(698)	(330)	(322)	(652)	(324)	(320)	(644)
<b>Adjusted operating profit<sup>1</sup></b>	<b>1,612</b>	<b>1,634</b>	<b>3,246</b>	<b>1,740</b>	<b>1,461</b>	<b>3,201</b>	<b>1,784</b>	<b>1,492</b>	<b>3,276</b>
Net finance expense <sup>3</sup>	-	(421)	-	(435)	(451)	(886)	(449)	(504)	(953)
Of which lease interest <sup>3</sup>	-	(67)	-	(66)	(68)	(134)	(68)	(67)	(135)
Share of post tax profits/losses of assoc. & JVs <sup>3</sup>	-	(61)	-	(7)	(14)	(21)	(3)	(5)	(8)
<b>Adjusted profit before tax<sup>3</sup></b>	<b>-</b>	<b>1,152</b>	<b>-</b>	<b>1,298</b>	<b>996</b>	<b>2,294</b>	<b>1,332</b>	<b>983</b>	<b>2,315</b>
Total specific items <sup>3</sup>	-	(254)	-	(222)	(886)	(1,108)	(365)	(616)	(981)
Of which impact operating profit <sup>3</sup>	-	(245)	-	(162)	(825)	(987)	(266)	(518)	(784)
Of which net interest on pensions <sup>3</sup>	-	(9)	-	(60)	(61)	(121)	(99)	(98)	(197)
<b>Reported profit before tax<sup>3</sup></b>	<b>-</b>	<b>898</b>	<b>-</b>	<b>1,076</b>	<b>110</b>	<b>1,186</b>	<b>967</b>	<b>367</b>	<b>1,334</b>
Tax excluding tax on specific items <sup>3</sup>	-	26	-	(287)	(189)	(476)	(289)	(191)	(480)
Tax rate before specific items <sup>3</sup>	0.0%	(2.3)%	0.0%	22.1 %	19.0 %	20.7 %	21.7 %	19.4 %	20.7 %
Tax on specific items <sup>3</sup>	-	88	-	55	90	145	77	123	200
<b>Profit after tax<sup>3</sup></b>	<b>-</b>	<b>1,012</b>	<b>-</b>	<b>844</b>	<b>11</b>	<b>855</b>	<b>755</b>	<b>299</b>	<b>1,054</b>
Adjusted basic earnings per share (pence) <sup>3</sup>	-	12.0	-	10.3	8.2	18.5	10.7	8.1	18.8
Reported basic earnings per share (pence) <sup>3</sup>	-	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

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

<sup>2</sup> Adjusted, i.e. before specific items

<sup>3</sup> 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

<sup>4</sup> Revenue, UK Service Revenue and EBITDA for FY25 has been re-presented to reflect the separation of the International CFU from Business forming a new CFU. FY23 and FY24 have not been re-presented. The net impact of the changes in trading relationships is immaterial for these periods.

Please see the Glossary pages for relevant definitions, including UK Service Revenue

## 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
<b>Total Group EBITDA<sup>1</sup></b>	<b>3,944</b>	<b>4,055</b>	<b>7,999</b>	<b>4,094</b>	<b>4,006</b>	<b>8,100</b>	<b>4,132</b>	<b>4,077</b>	<b>8,209</b>
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)
<b>Cash available for investment and distribution</b>	<b>2,819</b>	<b>3,816</b>	<b>6,635</b>	<b>2,911</b>	<b>3,338</b>	<b>6,249</b>	<b>3,178</b>	<b>3,357</b>	<b>6,535</b>
Cash capital expenditure	(2,755)	(2,552)	(5,307)	(2,455)	(2,514)	(4,969)	(2,463)	(2,474)	(4,937)
<b>Normalised free cash flow</b>	<b>64</b>	<b>1,264</b>	<b>1,328</b>	<b>456</b>	<b>824</b>	<b>1,280</b>	<b>715</b>	<b>883</b>	<b>1,598</b>
Payments/refund for the acquisition of spectrum	-	-	-	-	-	-	-	-	-
Net cash flow from specific items	(165)	(239)	(404)	(204)	(235)	(439)	(270)	(228)	(498)
<b>Reported free cash flow</b>	<b>(101)</b>	<b>1,025</b>	<b>924</b>	<b>252</b>	<b>589</b>	<b>841</b>	<b>445</b>	<b>655</b>	<b>1,100</b>
Equity dividends paid	(515)	(236)	(751)	(532)	(227)	(759)	(556)	(232)	(788)
Repurchase of ordinary share capital	(138)	-	(138)	(55)	(78)	(133)	(79)	-	(79)
<b>Residual free cash flow</b>	<b>(754)</b>	<b>789</b>	<b>35</b>	<b>(335)</b>	<b>284</b>	<b>(51)</b>	<b>(190)</b>	<b>423</b>	<b>233</b>
Cash tax benefit of pension deficit payments	-	-	-	-	-	-	-	-	-
Gross pension deficit payment	(594)	(400)	(994)	(702)	(121)	(823)	(791)	(12)	(803)
<b>Free cash flow post pension deficit payments</b>	<b>(1,348)</b>	<b>389</b>	<b>(959)</b>	<b>(1,037)</b>	<b>163</b>	<b>(874)</b>	<b>(981)</b>	<b>411</b>	<b>(570)</b>
Other	110	(401)	(291)	(95)	(58)	(153)	(37)	(33)	(70)
Net change in lease liabilities	205	195	400	302	105	407	230	73	303
<b>Change in net (debt)/cash</b>	<b>(1,033)</b>	<b>183</b>	<b>(850)</b>	<b>(830)</b>	<b>210</b>	<b>(620)</b>	<b>(788)</b>	<b>451</b>	<b>(337)</b>
<b>Net (debt)/cash (reported)</b>	<b>(19,042)</b>	<b>(18,859)</b>	<b>(18,859)</b>	<b>(19,689)</b>	<b>(19,479)</b>	<b>(19,479)</b>	<b>(20,267)</b>	<b>(19,816)</b>	<b>(19,816)</b>
Lease liabilities <sup>2</sup>	(5,557)	(5,362)	(5,362)	(5,060)	(4,955)	(4,955)	(4,725)	(4,652)	(4,652)
<b>Net financial (debt)/cash (excluding lease liabilities)</b>	<b>(13,485)</b>	<b>(13,497)</b>	<b>(13,497)</b>	<b>(14,629)</b>	<b>(14,524)</b>	<b>(14,524)</b>	<b>(15,542)</b>	<b>(15,164)</b>	<b>(15,164)</b>

<sup>1</sup> 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

<sup>2</sup> £81m lease liabilities are classified as held for sale at FY25

Please see the Glossary pages for relevant definitions

End

## Group: Costs

OPERATING COSTS <sup>1</sup>	FY23	FY23	FY23	FY24	FY24	FY24	FY25	FY25	FY25
£m unless otherwise stated	H1	H2	Full year	H1	H2	Full year	H1	H2	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
<b>Gross labour costs</b>	<b>2,534</b>	<b>2,533</b>	<b>5,067</b>	<b>2,542</b>	<b>2,509</b>	<b>5,051</b>	<b>2,434</b>	<b>2,362</b>	<b>4,796</b>
Capitalised direct labour	(641)	(723)	(1,364)	(645)	(787)	(1,432)	(710)	(702)	(1,412)
<b>Net staff costs</b>	<b>1,893</b>	<b>1,810</b>	<b>3,703</b>	<b>1,897</b>	<b>1,722</b>	<b>3,619</b>	<b>1,724</b>	<b>1,660</b>	<b>3,384</b>
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)
<b>Net indirect labour costs</b>	<b>189</b>	<b>192</b>	<b>381</b>	<b>210</b>	<b>246</b>	<b>456</b>	<b>265</b>	<b>200</b>	<b>465</b>
<b>Net labour costs</b>	<b>2,082</b>	<b>2,002</b>	<b>4,084</b>	<b>2,107</b>	<b>1,968</b>	<b>4,075</b>	<b>1,989</b>	<b>1,860</b>	<b>3,849</b>
Product costs <sup>2</sup>	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 <sup>3</sup>	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
<b>Total operating costs before specific items</b>	<b>8,516</b>	<b>8,667</b>	<b>17,183</b>	<b>8,674</b>	<b>8,960</b>	<b>17,634</b>	<b>8,354</b>	<b>8,740</b>	<b>17,094</b>
Specific items <sup>3</sup>	136	259	395	155	794	949	245	527	772
<b>Total operating costs</b>	<b>8,652</b>	<b>8,926</b>	<b>17,578</b>	<b>8,829</b>	<b>9,754</b>	<b>18,583</b>	<b>8,599</b>	<b>9,267</b>	<b>17,866</b>

REPORTED CAPITAL EXPENDITURE EXCLUDING SPECTRUM	FY23	FY23	FY23	FY24	FY24	FY24	FY25	FY25	FY25
£m unless otherwise stated	H1	H2	Full year	H1	H2	Full year	H1	H2	Full year
Consumer	595	626	1,221	538	637	1,175	570	637	1,207
Business <sup>4</sup>	448	438	886	361	414	775	269	313	582
International <sup>5</sup>	-	-	-	-	-	-	59	81	140
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
<b>Total Group<sup>4</sup></b>	<b>2,612</b>	<b>2,444</b>	<b>5,056</b>	<b>2,321</b>	<b>2,559</b>	<b>4,880</b>	<b>2,269</b>	<b>2,588</b>	<b>4,857</b>
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	FY23	FY23	FY23	FY24	FY24	FY24	FY25	FY25	FY25
Full-time equivalent <sup>5</sup>	H1	H2	Full year	H1	H2	Full year	H1	H2	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
<b>Total Labour Resource (excluding subcontracted labour)</b>	<b>99,803</b>	<b>97,148</b>	<b>97,148</b>	<b>94,946</b>	<b>91,697</b>	<b>91,697</b>	<b>88,887</b>	<b>85,269</b>	<b>85,269</b>
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

<sup>1</sup> 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.

<sup>2</sup> 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)

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

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

<sup>5</sup> FTE have not been re-presented for the creation of the International unit, for FY26 employee numbers will be split between the CFUs to be reported in this period.

<sup>6</sup> Reported capital expenditure excluding spectrum for FY25 has been re-presented to reflect the separation of the International CFU from Business forming a new CFU. FY23 and FY24 have not been re-presented.

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
<b>Revenue</b>									
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 <sup>1</sup>	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 <sup>1</sup>	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) %
<b>Total</b>	<b>4,754</b>	<b>4,745</b>	<b>9,499</b>	<b>4,903</b>	<b>4,930</b>	<b>9,833</b>	<b>4,836</b>	<b>4,859</b>	<b>9,695</b>
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	-	-	-	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
<b>Average revenue per customer (£ per month)</b>									
Broadband customers <sup>1</sup>	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 <sup>1,2</sup>	18.2	17.5	17.8	19.3	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 %	- %

<b>Monthly churn</b>									
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 %

<b>Fibre share of broadband base</b>									
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 %

<b>Best Network</b>									
Total broadband connections ('000s)	8,395	8,373	8,373	8,347	8,283	8,283	8,234	8,196	8,196
Of which FTTP ('000s)	1,404	1,745	1,745	2,080	2,426	2,428	2,775	3,202	3,202
Total postpaid mobile connections ('000s) <sup>2</sup>	14,448	14,307	14,307	14,093	13,859	13,859	13,875	13,863	13,863
Of which 5G ('000s) <sup>2</sup>	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

<b>Convergence</b>									
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
<b>Revenue</b>	<b>4,754</b>	<b>4,745</b>	<b>9,499</b>	<b>4,903</b>	<b>4,930</b>	<b>9,833</b>	<b>4,836</b>	<b>4,859</b>	<b>9,695</b>
YoY	3.2 %	0.7 %	1.9 %	3.1 %	3.9 %	3.5 %	(1.4) %	(1.4) %	(1.4) %
<b>EBITDA</b>	<b>1,296</b>	<b>1,244</b>	<b>2,540</b>	<b>1,347</b>	<b>1,325</b>	<b>2,672</b>	<b>1,330</b>	<b>1,314</b>	<b>2,644</b>
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 %
<b>Operating profit</b>	<b>490</b>	<b>445</b>	<b>935</b>	<b>507</b>	<b>427</b>	<b>934</b>	<b>457</b>	<b>355</b>	<b>812</b>
YoY	47.1 %	24.0 %	35.1 %	3.5 %	(4.0) %	(0.1) %	(9.9) %	(16.9) %	(13.1) %
<b>Reported capital expenditure excluding spectrum</b>	<b>595</b>	<b>626</b>	<b>1,221</b>	<b>538</b>	<b>637</b>	<b>1,175</b>	<b>570</b>	<b>637</b>	<b>1,207</b>
YoY	14.6 %	(13.1) %	(1.5) %	(9.6) %	1.8 %	(3.8) %	5.9 %	- %	2.7 %
<b>Normalised free cash flow<sup>4</sup></b>	<b>499</b>	<b>587</b>	<b>1,086</b>	<b>798</b>	<b>225</b>	<b>1,023</b>	<b>817</b>	<b>208</b>	<b>1,025</b>
YoY	46.3 %	119.9 %	78.6 %	59.9 %	(61.7) %	(5.8) %	2.4 %	(7.6) %	0.2 %

<sup>1</sup> 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

<sup>2</sup> Includes the impact of our strategic decision to run down the lower-ARPU Plusnet Mobile base in H1 FY24

<sup>3</sup> Comparative figure for H2 FY24 has been restated to include contract types which were previously omitted

<sup>4</sup> Excludes interest, tax and other corporate-level adjustments

Please see the Glossary pages for relevant definitions, including UK Service Revenue

# Business

FINANCIAL	FY25	FY25	FY25
£m unless otherwise stated	H1	H2	Full year

<b>Revenue by type</b>			
Fixed	<b>949</b>	<b>922</b>	<b>1,871</b>
YoY			
Of which voice	336	311	647
YoY			
Of which broadband	232	228	460
YoY			
Of which WAN and Ethernet	239	236	475
YoY			
Mobile	<b>573</b>	<b>564</b>	<b>1,137</b>
YoY			
Of which retail mobile	507	506	1,013
YoY			
Managed services	<b>882</b>	<b>969</b>	<b>1,851</b>
YoY			
Other	240	249	489
<b>Total</b>	<b>2,644</b>	<b>2,704</b>	<b>5,348</b>
YoY			
Of which Internal	99	101	200
Of which Service Revenue	<b>2,398</b>	<b>2,449</b>	<b>4,847</b>
YoY			

<b>Revenue by channels</b>			
Small and Medium Businesses (SMB)	<b>817</b>	<b>797</b>	<b>1,614</b>
YoY			
Corporate and Public sector	<b>1,138</b>	<b>1,205</b>	<b>2,343</b>
YoY			
Wholesale & Other	<b>689</b>	<b>702</b>	<b>1,391</b>
YoY			

Please see the Glossary pages for relevant definitions, including UK Service Revenue

OPERATIONAL	FY25 H1	FY25 H2	FY25 Full year
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Number of products/customers ('000s)			
<b>Voice lines<sup>1</sup></b>	2,204	2,085	<b>2,085</b>
Of which traditional voice lines	869	711	<b>711</b>
Of which VoIP seats	1,336	1,374	<b>1,374</b>
<b>External broadband lines<sup>1</sup></b>	1,307	1,292	<b>1,292</b>
Of which retail broadband lines	617	595	<b>595</b>
Of which retail FTTP broadband lines	112	127	<b>127</b>
Of which wholesale broadband lines	690	697	<b>697</b>
Of which wholesale FTTP broadband lines	82	93	<b>93</b>
<b>WAN and Ethernet<sup>1</sup></b>	149.0	152.0	<b>152.0</b>
<b>Mobile customers<sup>1</sup></b>	4,162	4,222	<b>4,222</b>
<b>MVNO customers</b>	2,533	2,582	<b>2,582</b>

FINANCIAL	FY25 H1	FY25 H2	FY25 Full year
£m unless otherwise stated			

<b>Revenue</b>	2,644	2,704	<b>5,348</b>
YoY			
<b>EBITDA</b>	656	675	<b>1,331</b>
YoY			
Margin	24.8	25.0	<b>24.9</b>
<b>Operating profit</b>	296	314	<b>610</b>
YoY			
<b>Reported capital expenditure excluding spectrum</b>	269	313	<b>582</b>
YoY			
<b>Normalised free cash flow<sup>2</sup></b>	97	443	<b>540</b>
YoY			

<sup>1</sup> Volumes for MNC accounts are now included, these accounts have been transferred to Business following the separation of Business and International. FY25 figures have been re-presented for comparability.

<sup>2</sup> Excludes interest, tax and other corporate-level adjustments.

Please see the Glossary pages for relevant definitions

Business page 2 of 2

End



## International

£m unless otherwise stated	FY25 H1	FY25 H2	FY25 Full year
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Revenue by channels			
International Accounts	1,067	1,121	2,188
YoY			
Portfolio and other	153	158	311
YoY			
Other	-	-	-
Total	1,220	1,279	2,499
YoY			
Of which Internal	-	-	-
YoY			

£m unless otherwise stated	FY25 H1	FY25 H2	FY25 Full year
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Revenue	1,220	1,279	2,499
YoY			
EBITDA	91	114	205
YoY			
Margin	7.5 %	8.9 %	8.2 %
Operating profit	(26)	(9)	(35)
YoY			
Reported capital expenditure excluding spectrum	59	81	140
YoY			
Normalised free cash flow <sup>1</sup>	(109)	75	(34)
YoY			

<sup>1</sup> Excludes interest, tax and other corporate-level adjustments.

Please see the Glossary pages for relevant definitions

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
<b>Revenue</b>									
<b>Broadband rental products</b>	<b>1,776</b>	<b>1,788</b>	<b>3,564</b>	<b>1,932</b>	<b>1,911</b>	<b>3,843</b>	<b>1,986</b>	<b>1,964</b>	<b>3,950</b>
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 %
<b>Voice only rental</b>	<b>152</b>	<b>144</b>	<b>296</b>	<b>144</b>	<b>129</b>	<b>273</b>	<b>122</b>	<b>109</b>	<b>231</b>
YoY	(8.4)%	(5.9)%	(7.2)%	(5.3)%	(10.4)%	(7.8)%	(15.3)%	(15.5)%	(15.4)%
<b>Ethernet rental<sup>1</sup></b>	<b>442</b>	<b>455</b>	<b>897</b>	<b>504</b>	<b>514</b>	<b>1,018</b>	<b>548</b>	<b>549</b>	<b>1,097</b>
YoY	10.2 %	7.3 %	8.7 %	14.0 %	13.0 %	13.5 %	8.6 %	6.8 %	7.8 %
<b>Other<sup>1</sup></b>	<b>466</b>	<b>452</b>	<b>918</b>	<b>473</b>	<b>470</b>	<b>943</b>	<b>462</b>	<b>416</b>	<b>878</b>
<b>Total</b>	<b>2,836</b>	<b>2,839</b>	<b>5,675</b>	<b>3,053</b>	<b>3,024</b>	<b>6,077</b>	<b>3,118</b>	<b>3,038</b>	<b>6,156</b>
YoY	4.8 %	3.8 %	4.3 %	7.7 %	6.5 %	7.1 %	2.1 %	0.5 %	1.3 %
Of which Internal <sup>7</sup>				1,499	1,501	3,000	1,566	1,532	3,098
YoY <sup>7</sup>							4.5 %	2.1 %	3.3 %
Of which UK Service Revenue	-	-	-	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
<b>Network deployment ('000 premises passed)</b>									
Superfast <sup>2</sup>	29,580	29,730	<b>29,730</b>	29,897	30,090	<b>30,090</b>	30,295	31,140	31,140
Ultrafast FTTP	8,762	10,274	<b>10,274</b>	11,852	13,812	<b>13,812</b>	15,882	18,083	18,083
<b>Network usage ('000 premises connected)</b>									
<b>Total broadband lines<sup>3</sup></b>	<b>21,495</b>	<b>21,417</b>	<b>21,417</b>	<b>21,162</b>	<b>20,926</b>	<b>20,926</b>	<b>20,549</b>	<b>20,099</b>	<b>20,099</b>
Of which ADSL <sup>3</sup>	2,915	2,624	2,624	2,357	2,171	2,171	1,926	1,658	1,658
Of which VDSL <sup>3</sup>	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
<b>Total physical lines</b>	<b>24,184</b>	<b>23,856</b>	<b>23,856</b>	<b>23,380</b>	<b>22,887</b>	<b>22,887</b>	<b>22,315</b>	<b>21,665</b>	<b>21,665</b>
<b>Ethernet</b>	<b>383</b>	<b>394</b>	<b>394</b>	<b>404</b>	<b>410</b>	<b>410</b>	<b>415</b>	<b>419</b>	<b>419</b>

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
<b>Revenue</b>	<b>2,836</b>	<b>2,839</b>	<b>5,675</b>	<b>3,053</b>	<b>3,024</b>	<b>6,077</b>	<b>3,118</b>	<b>3,038</b>	<b>6,156</b>
YoY	4.8 %	3.8 %	4.3 %	7.7 %	6.5 %	7.1 %	2.1 %	0.5 %	1.3 %
<b>EBITDA</b>	<b>1,735</b>	<b>1,775</b>	<b>3,510</b>	<b>1,936</b>	<b>1,891</b>	<b>3,827</b>	<b>2,059</b>	<b>1,970</b>	<b>4,029</b>
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 %
<b>Operating profit</b>	<b>795</b>	<b>750</b>	<b>1,545</b>	<b>944</b>	<b>831</b>	<b>1,775</b>	<b>1,085</b>	<b>912</b>	<b>1,997</b>
YoY	7.7 %	6.4 %	7.1 %	18.7 %	10.8 %	14.9 %	14.9 %	9.7 %	12.5 %
<b>Reported capital expenditure</b>	<b>1,504</b>	<b>1,343</b>	<b>2,847</b>	<b>1,390</b>	<b>1,455</b>	<b>2,845</b>	<b>1,329</b>	<b>1,509</b>	<b>2,838</b>
YoY	35.7 %	(9.1)%	10.1 %	(7.6)%	8.3 %	(0.1)%	(4.4)%	3.7 %	(0.2)%
<b>Normalised free cash flow<sup>4</sup></b>	<b>59</b>	<b>160</b>	<b>219</b>	<b>152</b>	<b>438</b>	<b>590</b>	<b>355</b>	<b>484</b>	<b>839</b>
YoY	145.8 %	(64.8)%	(54.3)%	157.6 %	173.8 %	169.4 %	133.6 %	10.5 %	42.2 %
<b>Reported capital expenditure excluding spectrum<sup>5</sup></b>									
<b>Copper-based</b>	<b>170</b>	<b>129</b>	<b>299</b>	<b>161</b>	<b>153</b>	<b>314</b>	<b>132</b>	<b>118</b>	<b>250</b>
YoY	(25.8)%	(52.2)%	(40.1)%	(5.3)%	18.6 %	5.0 %	(18.0)%	(22.9)%	(20.4)%
<b>FTTP<sup>6</sup></b>	<b>1,007</b>	<b>851</b>	<b>1,858</b>	<b>846</b>	<b>931</b>	<b>1,777</b>	<b>851</b>	<b>1,028</b>	<b>1,879</b>
YoY	71.0 %	2.3 %	30.8 %	(16.0)%	9.4 %	(4.4)%	0.6 %	10.4 %	5.7 %
<b>Ethernet</b>	<b>181</b>	<b>188</b>	<b>369</b>	<b>178</b>	<b>151</b>	<b>329</b>	<b>140</b>	<b>141</b>	<b>281</b>
YoY	12.4 %	(2.1)%	4.5 %	(1.7)%	(19.7)%	(10.8)%	(21.3)%	(6.6)%	(14.6)%
<b>Other<sup>6</sup></b>	<b>146</b>	<b>175</b>	<b>321</b>	<b>205</b>	<b>220</b>	<b>425</b>	<b>206</b>	<b>222</b>	<b>428</b>
YoY	13.2 %	(4.9)%	2.6 %	40.4 %	25.7 %	32.4 %	0.5 %	0.9 %	0.7 %
<b>Total</b>	<b>1,504</b>	<b>1,343</b>	<b>2,847</b>	<b>1,390</b>	<b>1,455</b>	<b>2,845</b>	<b>1,329</b>	<b>1,509</b>	<b>2,838</b>
YoY	35.7 %	(9.1)%	10.1 %	(7.6)%	8.3 %	(0.1)%	(4.4)%	3.7 %	(0.2)%

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

<sup>2</sup> Refreshed premises database in H2 FY25 has identified a further c.450k which now have Superfast speeds

<sup>3</sup> 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

<sup>4</sup> Excludes interest, tax and other corporate-level adjustments

<sup>5</sup> 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.

<sup>6</sup> H1 FY25 restated to move £18m of capex from Other to FTTP reflecting a programme reclassification

<sup>7</sup> FY24 and FY25 Openreach Internal revenue has been re-presented for certain Openreach pass-through services previously reported as external revenue in Business that have been reclassified to Openreach reflecting the underlying trading relationship. Year on year trend has been removed from FY24 and FY23 as the FY23 comparator has not been re-presented.

Please see the Glossary pages for relevant definitions

## 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 revenue less 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 International revenue.

### 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.

## 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.
Wholesale and other	Revenue from Wholesale products/services, sold to communications providers (CPs) which use them to provide products/services to their end customers and other business operations not listed above

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.

## INTERNATIONAL

Revenue by channel	
International Accounts	Multinational corporate customers, international government institutions and indirect partners that consume (or resell) our global telecom platform portfolio globally
Portfolio and other	Revenue from standalone businesses in our International portfolio channel and other operations not listed above

## 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 copper network 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