



Performance Indicators Q4 2009/10

Index

- Group income statement and free cash flow
- Revenue analysis
- Revenue trends
- Line of business statistics
- Line of business trends
- Broadband
- Costs

For further information please contact

BT Investor Relations

Phone +44 (0)20 7356 4909

Email bt.investorrelations@bt.com

Group income statement	2008/9 Q1 Restated ²	Change %	2009/10 Q1 Actual	2008/9 Q2 Restated ²	Change %	2009/10 Q2 Actual	2008/9 Q3 Restated ²	Change %	2009/10 Q3 Actual	2008/9 Q4 Restated ²	Change %	2009/10 Q4 Actual	2008/9 Full Year Restated ²	Change %	2009/10 Full Year Actual
£m unless stated															
Revenue															
BT Global Services	1,994	4.3	2,079	2,095	(3.4)	2,024	2,194	(3.5)	2,118	2,304 ⁵	(0.5)	2,292	8,587	(0.9)	8,513
BT Retail	2,158	(2.2)	2,110	2,176	(5.2)	2,062	2,180	(5.5)	2,061	2,149	(4.0)	2,064	8,663	(4.2)	8,297
BT Wholesale	1,156	(1.2)	1,142	1,168	(3.7)	1,125	1,183	(7.7)	1,092	1,151	(5.2)	1,091	4,658	(4.5)	4,450
Openreach	1,306	0.0	1,306	1,303	(1.4)	1,285	1,329	(2.8)	1,292	1,293	(0.9)	1,281	5,231	(1.3)	5,164
Other	7	85.7	13	12	(16.7)	10	10	(30.0)	7	11	(9.1)	10	40	0.0	40
Eliminations	(1,444)	(2.0)	(1,415)	(1,451)	(4.6)	(1,384)	(1,459)	(6.0)	(1,372)	(1,435)	(3.7)	(1,382)	(5,789)	(4.1)	(5,553)
Total	5,177	1.1	5,235	5,303	(3.4)	5,122	5,437	(4.4)	5,198	5,473	(2.1)	5,356	21,390	(2.2)	20,911
Adjusted EBITDA ¹															
BT Global Services	182	(65.9)	62	105	(9.5)	95	7	n/m	123	32	453.1	177	326	40.2	457
BT Retail	377	26.3	476	429	10.7	475	434	6.9	464	442	6.3	470	1,682	12.1	1,885
BT Wholesale	324	(1.2)	320	324	1.2	328	321	0.0	321	314	0.3	315	1,283	0.1	1,284
Openreach	491	2.4	503	489	3.7	507	533	(3.8)	513	512	(3.7)	493	2,025	(0.4)	2,016
Other	43	(76.7)	10	60	(48.3)	31	6	283.3	23	17	341.2	75	126	10.3	139
Total	1,417	(3.2)	1,371	1,407	2.1	1,436	1,301	11.0	1,444	1,317	16.2	1,530	5,442	6.2	5,781
Leaver costs	(73)	(38.4)	(45)	(73)	(41.7)	(21)	(36)	75.8	(58)	(62)	(71.0)	(18)	(204)	(30.4)	(142)
BT Global Services contract and financial review charges	0		0	0		0	(336)		0	(1,303)		0	(1,639)		0
EBITDA pre specific items	1,344	(1.3)	1,326	1,371	3.2	1,415	932	48.7	1,386	(48)	n/m	1,512	3,599	56.7	5,639
Depreciation and amortisation	(691)	6.8	(738)	(685)	10.8	(759)	(723)	4.3	(754)	(791)	(0.4)	(788)	(2,890)	5.2	(3,039)
Operating profit pre specific items	653	(10.0)	588	686	(4.4)	656	209	202.4	632	(839)	(186.3)	724	709	266.7	2,600
Finance costs (pre net interest on pensions)	(208)	2.9	(214)	(237)	(5.1)	(225)	(259)	(13.9)	(223)	(229)	(0.4)	(228)	(933)	(4.6)	(890)
Net interest on pensions	78		(69)	78		(70)	79		(69)	78		(71)	313		(279)
Net finance costs	(130)	117.7	(283)	(159)	85.5	(295)	(180)	62.2	(292)	(151)	98.0	(299)	(620)	88.5	(1,169)
Share of post tax profits/losses of associates & joint ventures	1		8	5		9	16		(1)	17		9	39		25
PBT pre specific items	524	(40.3)	313	532	(30.5)	370	45	653.3	339	(973)	(144.6)	434	128	1,037.5	1,456
Specific Items: Net gains (losses)	(27)		(41)	(38)		(95)	36		(130)	(343)		(183)	(372)		(449)
Reported PBT	497	(45.3)	272	494	(44.3)	275	81	158.0	209	(1,316)	(119.1)	251	(244)	(512.7)	1,007
Tax - excluding specific tax	(123)		(69)	(126)		(83)	(19)		(75)	278		(93)	10		(320)
Tax on specific items	8		11	10		236	0		44	25		51	43		342
Tax rate	23.5%		22.2%	23.7%		22.4%	42.2%		22.1%	28.6%		21.4%	(7.8%)		22.0%
Memo: Minorities	(1)		0	0		0	0		0	(1)		(1)	(2)		(1)
Net Income	382	(44.1)	214	378	13.2	428	62	187.1	178	(1,013)	(120.6)	209	(191)	(638.7)	1,029
Adjusted EPS ¹	5.1	(17.6)	4.2	4.9	(8.2)	4.5	3.0	53.3	4.6	3.0	73.3	5.2	16.0	16.3	18.6
Reported EPS	4.9	(42.9)	2.8	4.9	12.2	5.5	0.8	187.5	2.3	(13.1)	(120.6)	2.7	(2.5)	(632.0)	13.3
Net dividend per share	-		-	5.4		2.3	-		-	1.1		4.6	6.5		6.9
Average number of shares in issue	7,731		7,735	7,697		7,739	7,733		7,743	7,734		7,743	7,724		7,740
Group free cash flow															
Adjusted EBITDA ¹	1,417		1,371	1,407		1,436	1,301		1,444	1,317		1,530	5,442		5,781
Leaver costs	(73)		(45)	(36)		(21)	(33)		(58)	(62)		(18)	(204)		(142)
Capital expenditure	(836)	(18.9)	(678)	(712)	(22.1)	(555)	(789)	(30.5)	(548)	(701)	(0.3)	(699)	(3,038)	(18.4)	(2,480)
Interest	(285)	(0.4)	(284)	(145)	4.8	(152)	(305)	3.0	(314)	(202)	(5.9)	(190)	(937)	0.3	(940)
Tax	0		210	(2)		201 ³	(111)		(44)	(115)		(18)	(228)		349
Change in working capital	(962)		(599)	(168)		(100)	(179)		45	847		484	(462)		(170)
Specific items	(27)		(41)	(38)		(95)	36		(130)	(6)		(183)	(35)		(449)
Other	32		(56)	63		(9)	48		(90)	56		139	199 ⁴		(16)
Free cash flow (pre gross pension deficit payment)	(734)	83.4	(122)	369	91.1	705	(32)	n/m	305	1,134	(7.8)	1,045	737	162.3	1,933
Gross pension deficit payment	0		0	0		0	0		(525)	0		0	0		(525)
Free cash flow (post gross pension deficit payment)	(734)	83.4	(122)	369	91.1	705	(32)	n/m	(220)	1,134	(7.8)	1,045	737	91.0	1,408
Net debt	10,581	(0.6)	10,517	11,028	(10.4)	9,878	11,060	(8.6)	10,112	10,361	(10.4)	9,283	10,361	(10.4)	9,283
Operating cash flow by line of business		Change £m			Change £m			Change £m			Change £m			Change £m	
BT Global Services	(637)	178	(459)	(222)	128	(94)	(267)	236	(31)	279	(138)	141	(847)	404	(443)
BT Retail	169	194	363	253	200	453	285	114	399	383	90	473	1,090	598	1,688
BT Wholesale	45	63	108	318	(122)	196	110	98	208	362	(18)	344	835	21	856
Openreach	256	(19)	237	277	30	307	286	47	333	294	60	354	1,113	118	1,231

¹ before specific items, leaver costs, net interest on pensions and BT Global Services contract and financial review charges

² restated for the adoption of the amendment to IFRS2 'Share-based payment - vesting conditions and cancellations' and customer account moves between Global Services and Retail

³ includes HMRC tax rebate of £215m in Q2 2009/10

⁴ includes £110m non-cash share based payment adjustment

⁵ revenue as reported - shown after BT Global Services contract and financial review charges of £41m in Q4 2008/9

Revenue analysis		2007/8 ¹					2008/9 ¹					2009/10				
£m		Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
ICT & Managed Networks	BT Global Services	802	841	912	1,098	3,653	926	974	1,065	1,121 ⁶	4,086	895	916	980	1,128	3,919
	BT Retail	111	120	140	159	530	144	149	150	156	599	138	142	142	166	588
	BT Wholesale	64	72	76	83	295	81	108	166	163	518	167	180	180	188	715
	MPLS	977	1,033	1,128	1,340	4,478	1,151	1,231	1,381	1,440	5,203	1,200	1,238	1,302	1,482	5,222
Total	BT Global Services	181	199	213	222	815	247	286	276	337	1,146	326	361	333	342	1,362
	BT Global Services	983	1,040	1,125	1,320	4,468	1,173	1,260	1,341	1,458	5,232	1,221	1,277	1,313	1,470	5,281
	BT Retail	111	120	140	159	530	144	149	150	156	599	138	142	142	166	588
	BT Wholesale	64	72	76	83	295	81	108	166	163	518	167	180	180	188	715
Total Managed Solutions		1,158	1,232	1,341	1,562	5,293	1,398	1,517	1,657	1,777	6,349	1,526	1,599	1,635	1,824	6,584
	BT Global Services	55	72	71	77	275	67	73	89	92	321	82	83	84	85	334
	BT Retail	279	297	301	324	1,201	319	332	333	329	1,313	326	330	331	329	1,316
	BT Wholesale	175	158	149	142	624	129	119	118	116	482	117	110	103	101	431
	Openreach	103	104	113	129	449	120	120	134	127	501	131	143	162	161	597
Broadband (incl. LLU) and Convergence ²		612	631	634	672	2,549	635	644	674	664	2,617	656	666	680	676	2,678
Lines ³	BT Global Services ⁵	158	150	153	148	609	133	130	127	121	511	122	117	116	117	472
	BT Retail	790	782	788	772	3,132	784	779	764	737	3,064	775	720	698	690	2,883
		948	932	941	920	3,741	917	909	891	858	3,575	897	837	814	807	3,355
	Calls	64	56	52	58	230	51	50	51	48	200	48	46	43	47	184
Private Circuits	BT Retail	613	621	608	578	2,420	575	545	544	513	2,177	514	495	508	476	1,993
		677	677	660	636	2,650	626	595	595	561	2,377	562	541	551	523	2,177
	BT Global Services ⁵	105	94	84	75	358	94	88	83	79	344	78	78	75	69	300
	BT Retail	47	50	49	47	193	46	47	47	41	181	41	37	39	38	155
Total	BT Wholesale	124	125	103	110	462	105	112	84	84	385	87	71	78	70	306
		276	269	236	232	1,013	245	247	214	204	910	206	186	192	177	761
	BT Global Services	327	300	289	281	1,197	278	268	261	248	1,055	248	241	234	233	956
	BT Retail	1,450	1,453	1,445	1,397	5,745	1,405	1,371	1,355	1,291	5,422	1,330	1,252	1,245	1,204	5,031
	BT Wholesale	124	125	103	110	462	105	112	84	84	385	87	71	78	70	306
Total Calls and Lines		1,901	1,878	1,837	1,788	7,404	1,788	1,751	1,700	1,623	6,862	1,665	1,564	1,557	1,507	6,293
Transit, conveyance, interconnect circuits, WLR, global carrier and other wholesale	BT Global Services	182	196	201	198	777	215	220	227	242	904	200	199	212	211	822
	BT Wholesale	586	541	511	475	2,113	476	461	467	424	1,828	417	385	362	357	1,521
	Openreach	108	104	105	122	439	117	122	131	142	512	149	156	153	156	614
	Other ⁴	876	841	817	795	3,329	808	803	825	808	3,244	766	740	727	724	2,957
Total	BT Global Services ⁵	212	219	224	292	947	261	274	276	264	1,075	328	224	275	293	1,120
	BT Retail	206	238	243	254	941	222	242	254	268	986	233	248	254	254	989
	BT Wholesale	61	51	51	50	213	58	60	41	58	217	48	71	63	68	250
	Openreach	479	508	518	596	2,101	541	576	571	590	2,278	609	543	592	615	2,359
Total Other	BT Global Services	394	415	425	490	1,724	476	494	503	506	1,979	528	423	487	504	1,942
	BT Retail	206	238	243	254	941	222	242	254	268	986	233	248	254	254	989
	BT Wholesale	647	592	562	525	2,326	534	521	508	482	2,045	465	456	425	425	1,771
	Openreach	108	104	105	122	439	117	122	131	142	512	149	156	153	156	614
Total Other		1,355	1,349	1,335	1,391	5,430	1,349	1,379	1,396	1,398	5,522	1,375	1,283	1,319	1,339	5,316
Internal revenue	BT Retail	50	69	67	79	265	68	82	88	105	343	83	90	89	111	373
	BT Wholesale	308	309	315	320	1,252	307	308	307	306	1,228	306	308	306	307	1,227
	Openreach	1,110	1,099	1,100	1,069	4,378	1,069	1,061	1,064	1,024	4,218	1,026	986	977	964	3,953
	Total internal revenue	1,468	1,477	1,482	1,468	5,895	1,444	1,451	1,459	1,435	5,789	1,415	1,384	1,372	1,382	5,553
Total line of business revenue	BT Global Services	1,759	1,827	1,910	2,168	7,664	1,994	2,095	2,194	2,304	8,587	2,079	2,024	2,118	2,292	8,513
	BT Retail	2,096	2,177	2,196	2,213	8,682	2,158	2,176	2,180	2,149	8,663	2,110	2,062	2,061	2,064	8,297
	BT Wholesale	1,318	1,256	1,205	1,180	4,959	1,156	1,168	1,183	1,151	4,658	1,142	1,125	1,092	1,091	4,450
	Openreach	1,321	1,307	1,318	1,320	5,266	1,306	1,303	1,329	1,293	5,231	1,306	1,285	1,292	1,281	5,164
	Other	7	5	7	9	28	7	12	10	11	40	13	10	7	10	40
	Eliminations	(1,468)	(1,477)	(1,482)	(1,468)	(5,895)	(1,444)	(1,451)	(1,459)	(1,435)	(5,789)	(1,415)	(1,384)	(1,372)	(1,382)	(5,553)
Total Group Revenue		5,033	5,095	5,154	5,422	20,704	5,177	5,303	5,437	5,473	21,390	5,235	5,122	5,198	5,356	20,911

¹ restated to reflect account moves between Global Services and Retail

² includes VOIP and BT Vision revenues

³ includes connection and rental fees

⁴ includes Global Services revenue from non-UK global products and Retail revenue from conferencing, directories, payphones and other select services

⁵ figures restated due to revenue re-alignment post account transfers carried out at Q1 09/10

⁶ revenue as reported - shown after BT Global Services contract and financial review charges of £41m in Q4 2008/9

Revenue trends		2008/9					2009/10				
		Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
ICT & Managed Networks	BT Global Services	15.5%	15.8%	16.8%	2.1%	11.9%	(3.3)%	(6.0)%	(8.0)%	0.6%	(4.1)%
	BT Retail	29.7%	24.2%	7.1%	(1.9)%	13.0%	(4.2)%	(4.7)%	(5.3)%	6.4%	(1.8)%
	BT Wholesale	26.6%	50.0%	118.4%	96.4%	75.6%	106.2%	66.7%	8.4%	15.3%	38.0%
		17.8%	19.2%	22.4%	7.5%	16.2%	4.3%	0.6%	(5.7)%	2.9%	0.4%
MPLS	BT Global Services	36.5%	43.7%	29.6%	51.8%	40.6%	32.0%	26.2%	20.7%	1.5%	18.8%
Total	BT Global Services	19.3%	21.2%	19.2%	10.5%	17.1%	4.1%	1.3%	(2.1)%	0.8%	0.9%
	BT Retail	29.7%	24.2%	7.1%	(1.9)%	13.0%	(4.2)%	(4.7)%	(5.3)%	6.4%	(1.8)%
	BT Wholesale	26.6%	50.0%	118.4%	96.4%	75.6%	106.2%	66.7%	8.4%	15.3%	38.0%
Total Managed Solutions		20.7%	23.1%	23.6%	13.8%	20.0%	9.2%	5.4%	(1.3)%	2.6%	3.7%
	BT Global Services	21.8%	1.4%	25.4%	19.5%	16.7%	22.4%	13.7%	(5.6)%	(7.6)%	4.0%
	BT Retail	14.3%	11.8%	10.6%	1.5%	9.3%	2.2%	(0.6)%	(0.6)%	0.0%	0.2%
	BT Wholesale	(26.3)%	(24.7)%	(20.8)%	(18.3)%	(22.8)%	(9.3)%	(7.6)%	(12.7)%	(12.9)%	(10.6)%
	Openreach	16.5%	15.4%	18.6%	(1.6)%	11.6%	9.2%	19.2%	20.9%	26.8%	19.2%
Broadband (incl. LLU) and Convergence		3.8%	2.1%	6.3%	(1.2)%	2.7%	3.3%	3.4%	0.9%	1.8%	2.3%
Lines	BT Global Services	(15.8)%	(13.3)%	(17.0)%	(18.2)%	(16.1)%	(8.3)%	(10.0)%	(8.7)%	(3.3)%	(7.6)%
	BT Retail	(0.8)%	(0.4)%	(3.0)%	(4.5)%	(2.2)%	(1.1)%	(7.6)%	(8.6)%	(6.4)%	(5.9)%
Calls		(3.3)%	(2.5)%	(5.3)%	(6.7)%	(4.4)%	(2.2)%	(7.9)%	(8.6)%	(5.9)%	(6.2)%
	BT Global Services	(20.3)%	(10.7)%	(1.9)%	(17.2)%	(13.0)%	(5.9)%	(8.0)%	(15.7)%	(2.1)%	(8.0)%
Private Circuits	BT Retail	(6.2)%	(12.2)%	(10.5)%	(11.2)%	(10.0)%	(10.6)%	(9.2)%	(6.6)%	(7.2)%	(8.5)%
		(7.5)%	(12.1)%	(9.8)%	(11.8)%	(10.3)%	(10.2)%	(9.1)%	(7.4)%	(6.8)%	(8.4)%
	BT Global Services	(10.5)%	(6.4)%	(1.2)%	5.3%	(3.9)%	(17.0)%	(11.4)%	(9.6)%	(12.7)%	(12.8)%
Total	BT Retail	(2.1)%	(6.0)%	(4.1)%	(12.8)%	(6.2)%	(10.9)%	(21.3)%	(17.0)%	(7.3)%	(14.4)%
	BT Wholesale	(15.3)%	(10.4)%	(18.4)%	(23.6)%	(16.7)%	(17.1)%	(36.6)%	(7.1)%	(16.7)%	(20.5)%
		(11.2)%	(8.2)%	(9.3)%	(12.1)%	(10.2)%	(15.9)%	(24.7)%	(10.3)%	(13.2)%	(16.4)%
Total Calls and Lines		(15.0)%	(10.7)%	(9.7)%	(11.7)%	(11.9)%	(10.8)%	(10.1)%	(10.3)%	(6.0)%	(9.4)%
Transit, conveyance, interconnect circuits, WLR, global carrier and other wholesale	BT Retail	(3.1)%	(5.6)%	(6.2)%	(7.6)%	(5.6)%	(5.3)%	(8.7)%	(8.1)%	(6.7)%	(7.2)%
	BT Wholesale	(15.3)%	(10.4)%	(18.4)%	(23.6)%	(16.7)%	(17.1)%	(36.6)%	(7.1)%	(16.7)%	(20.5)%
		(5.9)%	(6.8)%	(7.5)%	(9.2)%	(7.3)%	(6.9)%	(10.7)%	(8.4)%	(7.1)%	(8.3)%
		(5.9)%	(6.8)%	(7.5)%	(9.2)%	(7.3)%	(6.9)%	(10.7)%	(8.4)%	(7.1)%	(8.3)%
Other	BT Global Services	18.1%	12.2%	12.9%	22.2%	16.3%	(7.0)%	(9.5)%	(6.6)%	(12.8)%	(9.1)%
	BT Wholesale	(18.8)%	(14.8)%	(8.6)%	(10.7)%	(13.5)%	(12.4)%	(16.5)%	(22.5)%	(15.8)%	(16.8)%
	Openreach	8.3%	17.3%	24.8%	16.4%	16.6%	27.4%	27.9%	16.8%	9.9%	19.9%
		(7.8)%	(4.5)%	1.0%	1.6%	(2.6)%	(5.2)%	(7.8)%	(11.9)%	(10.4)%	(8.8)%
Total	BT Global Services	23.1%	25.1%	23.2%	(9.6)%	13.5%	25.7%	(18.2)%	(0.4)%	11.0%	4.2%
	BT Retail	7.8%	1.7%	4.5%	5.5%	4.8%	5.0%	2.5%	0.0%	(5.2)%	0.3%
	BT Wholesale	(4.9)%	17.6%	(19.6)%	16.0%	1.9%	(17.2)%	18.3%	53.7%	17.2%	15.2%
		12.9%	13.4%	10.2%	(1.0)%	8.4%	12.6%	(5.7)%	3.7%	4.2%	3.6%
Total Other	BT Global Services	20.8%	19.0%	18.4%	3.3%	14.8%	10.9%	(14.4)%	(3.2)%	(0.4)%	(1.9)%
	BT Retail	7.8%	1.7%	4.5%	5.5%	4.8%	5.0%	2.5%	0.0%	(5.2)%	0.3%
	BT Wholesale	(17.5)%	(12.0)%	(9.6)%	(8.2)%	(12.1)%	(12.9)%	(12.5)%	(16.3)%	(11.8)%	(13.4)%
	Openreach	8.3%	17.3%	24.8%	16.4%	16.6%	27.4%	27.9%	16.8%	9.9%	19.9%
Total Other		(0.4)%	2.2%	4.6%	0.5%	1.7%	1.9%	(7.0)%	(5.5)%	(4.2)%	(3.7)%
Internal revenue	BT Retail	36.0%	18.8%	31.3%	32.9%	29.4%	22.1%	9.8%	1.1%	5.7%	8.7%
	BT Wholesale	(0.3)%	(0.3)%	(2.5)%	(4.4)%	(1.9)%	(0.3)%	0.0%	(0.3)%	0.3%	(0.1)%
	Openreach	(3.7)%	(3.5)%	(3.3)%	(4.2)%	(3.7)%	(4.0)%	(7.1)%	(8.2)%	(5.9)%	(6.3)%
Total internal revenue		(1.6)%	(1.8)%	(1.6)%	(2.2)%	(1.8)%	(2.0)%	(4.6)%	(6.0)%	(3.7)%	(4.1)%
Total line of business revenue	BT Global Services	13.4%	14.7%	14.9%	6.3%	12.0%	4.3%	(3.4)%	(3.5)%	(0.5)%	(0.9)%
	BT Retail	3.0%	(0.0)%	(0.7)%	(2.9)%	(0.2)%	(2.2)%	(5.2)%	(5.5)%	(4.0)%	(4.2)%
	BT Wholesale	(12.3)%	(7.0)%	(1.8)%	(2.5)%	(6.1)%	(1.2)%	(3.7)%	(7.7)%	(5.2)%	(4.5)%
	Openreach	(1.1)%	(0.3)%	0.8%	(2.0)%	(0.7)%	0.0%	(1.4)%	(2.8)%	(0.9)%	(1.3)%
Total Group Revenue		2.9%	4.1%	5.5%	0.9%	3.3%	1.1%	(3.4)%	(4.4)%	(2.1)%	(2.2)%

Line of business statistics	2007/8					2008/9					2009/10				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
Global Services															
Order intake ¹ (£m)	1,654	1,580	1,855	2,746		1,868	1,772	1,745	2,532		1,411	1,436	1,550	2,234	
Retail															
Business unit revenue ¹ (£m)															
Consumer	1,118	1,143	1,160	1,120	4,541	1,121	1,105	1,096	1,040	4,362	1,105	1,042	1,056	1,020	4,223
Business	661	692	695	719	2,767	705	703	696	702	2,806	648	644	643	658	2,593
Enterprises	129	163	146	171	609	135	174	184	209	702	164	182	176	194	716
Ireland	186	186	194	205	771	198	194	202	206	800	198	200	201	202	801
Other (incl. eliminations)	2	(7)	1	(2)	(6)	(1)	0	2	(8)	(7)	(5)	(6)	(15)	(10)	(36)
Total	2,096	2,177	2,196	2,213	8,682	2,158	2,176	2,180	2,149	8,663	2,110	2,062	2,061	2,064	8,297
Calls (mins bn)															
Non geographic	5.22	4.96	4.61	4.39	19.18	4.02	3.81	3.50	3.40	14.73	3.13	3.05	2.87	2.81	11.86
Geographic	12.02	11.70	11.64	11.48	46.84	10.79	10.47	10.45	10.35	42.06	9.32	9.15	9.40	9.44	37.31
Total	17.24	16.66	16.25	15.87	66.02	14.81	14.28	13.95	13.75	56.79	12.45	12.20	12.27	12.25	49.17
Consumer ARPU ² (£)															
	266	271	273	274		278	283	285	287		290	296	301	309	
Active Consumer lines ³ ('000)															
	13,448	13,194	12,912	12,600		12,416	12,229	12,043	11,789		11,583	11,388	11,251	11,113 ⁵	
BT Vision installed base ('000)															
	15	46	120	214		282	320	376	423		433 ⁶	436 ⁶	451	467	
Net adds in quarter	11	31	74	94		68	38	56	47		31	18	15	16	
Openreach															
External WLR lines ('000)															
	4,285	4,366	4,528	4,666		4,853	5,077	5,323	5,647		5,972	6,138	6,051	6,028	
Group															
Lines ('000)															
Consumer	16,486	16,248	16,050	15,793		15,527	15,289	14,954	14,514		14,104	13,696	13,330	13,051 ⁵	
Business ⁴	7,158	7,018	6,898	6,750		6,547	6,362	6,167	5,992		5,835	5,679	5,513	5,367	
Total	23,644	23,266	22,948	22,543		22,074	21,651	21,121	20,506		19,939	19,375	18,843	18,418	
Total exchange lines ('000)															
	27,929	27,632	27,476	27,209		26,927	26,728	26,444	26,153		25,911	25,513	24,894	24,446	

¹ restated to reflect account moves between Global Services and Retail

² 12 month rolling consumer revenue, less mobile POLOs, divided by number of primary lines. Note: Q1,Q2,Q3 & Q4 2009/10 figures show underlying ARPU, excluding £3 relating to Q1 2009/10 one-off benefit relating to prior periods.

³ 'Active Consumer lines' represents the number of lines over which BT is the call provider (excl. NI, incl. Plusnet from Q3 2009/10)

⁴ 2008/9 figures restated to reflect reporting of WLR3 lines on consistent basis with PSTN

⁵ includes a favourable adjustment of 72k to Active Consumer lines and 79k to Group Consumer lines to write back bad debtors previously written off in Q2 2009/10 and Q3 2009/10. There is no impact on the full year figure.

⁶ net adds in Q1 and Q2 2009/10 are before the reported data cleanses of the BT Vision installed base. These reduced the customer base by c.22k in Q1 2009/10 and c.15k in Q2 2009/10. Q1 net adds have been adjusted for customer churn of 7k.

Line of business trends	2008/9					2009/10				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
Global Services										
Order intake	12.9%	12.2%	(5.9)%	(7.8)%		(24.5)%	(19.0)%	(11.2)%	(11.8)%	
Retail										
Business unit revenue										
Consumer	0.3%	(3.3)%	(5.5)%	(7.1)%	(3.9)%	(1.4)%	(5.7)%	(3.6)%	(1.9)%	(3.2)%
Business	6.7%	1.6%	0.1%	(2.4)%	1.4%	(8.1)%	(8.4)%	(7.6)%	(6.3)%	(7.6)%
Enterprises	4.7%	6.7%	26.0%	22.2%	15.3%	21.5%	4.6%	(4.3)%	(7.2)%	2.0%
Ireland	6.5%	4.3%	4.1%	0.5%	3.8%	0.0%	3.1%	(0.5)%	(1.9)%	0.1%
Other (incl. eliminations)										
Total	3.0%	(0.0)%	(0.7)%	(2.9)%	(0.2)%	(2.2)%	(5.2)%	(5.5)%	(4.0)%	(4.2)%
Calls (mins bn)										
Non geographic	(23.0)%	(23.2)%	(24.1)%	(22.6)%	(23.2)%	(22.1)%	(19.9)%	(18.0)%	(17.4)%	(19.5)%
Geographic	(10.2)%	(10.5)%	(10.2)%	(9.8)%	(10.2)%	(13.6)%	(12.6)%	(10.0)%	(8.8)%	(11.3)%
Total	(14.1)%	(14.3)%	(14.2)%	(13.4)%	(14.0)%	(15.9)%	(14.6)%	(12.0)%	(10.9)%	(13.4)%
Consumer ARPU	4.5%	4.4%	4.4%	4.7%		4.3%	4.6%	5.6%	7.7%	
Active Consumer lines	(7.7)%	(7.3)%	(6.7)%	(6.4)%		(6.7)%	(6.9)%	(6.6)%	(5.7)%	
BT Vision installed base	1780.0%	595.7%	213.3%	97.7%		53.5%	36.3%	19.9%	10.4%	
Openreach										
External WLR lines	13.3%	16.3%	17.6%	21.0%		23.1%	20.9%	13.7%	6.7%	
Group										
Lines										
Consumer	(5.8)%	(5.9)%	(6.8)%	(8.1)%		(9.2)%	(10.4)%	(10.9)%	(10.1)%	
Business	(8.5)%	(9.3)%	(10.6)%	(11.2)%		(10.9)%	(10.7)%	(10.6)%	(10.4)%	
Total	(6.6)%	(6.9)%	(8.0)%	(9.0)%		(9.7)%	(10.5)%	(10.8)%	(10.2)%	
Total exchange lines	(3.6)%	(3.3)%	(3.8)%	(3.9)%		(3.8)%	(4.5)%	(5.9)%	(6.5)%	

Broadband
000s

2007/8			
Q1	Q2	Q3	Q4

2008/9			
Q1	Q2	Q3	Q4

2009/10			
Q1	Q2	Q3	Q4

Retail

Total Broadband
Net adds in quarter
Retail share of DSL + LLU net adds
Retail share of DSL + LLU installed base

3,834	4,074	4,251	4,402
175	178 ¹	177	150
38%	37% ¹	35%	30%
34%	35%	35%	35%

4,505	4,574	4,658	4,757
103	69	83	99
31%	27%	28%	42%
35%	34%	34%	34%

4,835	4,906	5,008	5,132
78	72	102	123
46%	43%	42%	44%
35%	35%	35%	35%

Wholesale

Total Wholesale Broadband
Net adds in quarter
External Wholesale
Net adds in quarter

8,772	8,480	8,457	8,385
(55)	(292)	(23)	(72)
4,938	4,405	4,205	3,983
(230)	(470) ²	(200)	(222)

8,261	8,196	8,074	8,062
(123)	(65)	(122)	(12)
3,756	3,622	3,416	3,305
(227)	(134)	(206)	(110)

8,026	8,031	8,044	8,057
(36)	5	14	13
3,191	3,124	3,036	2,926
(114)	(67)	(88)	(110)

Openreach

External LLU Volumes ('000)
Full and shared loops
Net adds in quarter

2,424	3,195	3,729	4,300
514	771	534	571

4,761	5,084	5,501	5,750
461	323	417	249

5,957	6,121	6,352	6,620
207	164	231	268

Group

Total DSL + LLU
Net adds in quarter

11,195	11,674	12,186	12,684
459	479	511	499

13,022	13,280	13,575	13,812
338	258	295	237

13,983	14,152	14,397	14,677
171	168	245	281

¹ Net adds excludes the acquisition of Brightview (63k customers)
² Adjusted for the impact of Plusnet and Brightview acquisitions by Retail

Costs	2007/8					2008/9					2009/10				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
£m															

Summary cost analysis

Staff costs before leaver costs ¹	1,299	1,297	1,273	1,362	5,231	1,386	1,344	1,352	1,330	5,412	1,266	1,206	1,214	1,176	4,862
Own work capitalised	(187)	(192)	(177)	(168)	(724)	(158)	(155)	(192)	(168)	(673)	(144)	(133)	(143)	(155)	(575)
Net staff costs before leavers	1,112	1,105	1,096	1,194	4,507	1,228	1,189	1,160	1,162	4,739	1,122	1,073	1,071	1,021	4,287
Leaver costs	8	43	20	56	127	73	36	33	62	204	45	21	58	18	142
Total staff costs incl. leaver costs	1,120	1,148	1,116	1,250	4,634	1,301	1,225	1,193	1,224	4,943	1,167	1,094	1,129	1,039	4,429
Other operating costs	1,501	1,561	1,649	1,697	6,408	1,585	1,771	2,289	3,289	8,934	1,773	1,666	1,697	2,002	7,138
Sub total	2,621	2,709	2,765	2,947	11,042	2,886	2,996	3,482	4,513	13,877	2,940	2,760	2,826	3,041	11,567
POLO's	1,062	1,054	1,023	1,098	4,237	1,037	1,043	1,094	1,092	4,266	1,048	1,040	1,066	929	4,083
Depreciation and amortisation	706	681	727	732	2,846	680	672	702	774	2,828	722	747	742	774	2,985
Amortisation of acquired intangibles	3	12	5	23	43	11	13	21	17	62	16	12	12	14	54
Total costs ²	4,392	4,456	4,520	4,800	18,168	4,614	4,724	5,299	6,396	21,033	4,726	4,559	4,646	4,758	18,689

¹ 2007/8 and 2008/9 restated for the adoption of the amendment to IFRS2 'Share-based payment - vesting conditions and cancellations'

² under IFRS basis and before specific items

Capital expenditure

Platform/Network	1,426	329	333	287	311	1,260	207	217	241	470	1,135
Line of Business	840	233	200	223	216	873	130	131	128	171	560
Access	844	171	167	166	159	663	143	130	138	155	566
Regulatory & compliance	171	53	50	59	65	227	59	56	40	51	206
Support functions	58	16	15	26	7	65	20	24	7	15	66
Total	3,339	802	766	762	758	3,088	559	558	554	862	2,533