



Performance Indicators Q1 2010/11

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For further information please contact

BT Investor Relations

Phone +44 (0)20 7356 4909

Email bt.investorrelations@bt.com

Group income statement	2009/10 Q1 Restated ³	Year on year Change %	2010/11 Q1 Actual	2009/10 Q2 Restated ³	2009/10 Q3 Restated ³	2009/10 Q4 Restated ³	2008/9 Full Year Restated ³	Year on year Change %	2009/10 Full Year Restated ³
£m unless stated									
Adjusted revenue ¹									
BT Global Services	2,079	(3.5)	2,007	2,024	2,118	2,292	8,587	(0.9)	8,513
BT Retail	2,068	(6.9)	1,925	2,019	2,020	2,017	8,491	(4.3)	8,124
BT Wholesale	1,126	(6.0)	1,059	1,109	1,075	1,078	4,638	(5.4)	4,388
Openreach	1,255	(4.4)	1,200	1,234	1,241	1,230	5,069	(2.2)	4,960
Other	12	(8.3)	11	10	7	11	41	(2.4)	40
Eliminations	(1,305)	(8.4)	(1,196)	(1,274)	(1,263)	(1,272)	(5,436)	(5.9)	(5,114)
Total	5,235	(4.4)	5,006	5,122	5,198	5,356	21,390	(2.2)	20,911
Adjusted EBITDA ²									
BT Global Services	62	109.7	130	95	123	177	261	75.1	457
BT Retail	452	(2.2)	442	451	436	438	1,585	12.1	1,777
BT Wholesale	338	0.3	339	344	337	334	1,356	(0.2)	1,353
Openreach	475	7.6	511	507	488	490	1,996	(1.8)	1,960
Other	(1)	n/m	(23)	18	2	73	40	130.0	92
Total	1,326	5.5	1,399	1,415	1,386	1,512	5,238	7.7	5,639
BT Global Services contract and financial review charges	0		0	0	0	0	(1,639)		0
EBITDA pre specific items	1,326	5.5	1,399	1,415	1,386	1,512	3,599	56.7	5,639
Depreciation and amortisation	(738)	(1.2)	(729)	(759)	(754)	(788)	(2,890)	5.2	(3,039)
Operating profit pre specific items	588	13.9	670	656	632	724	709	266.7	2,600
Net finance expense (before specific items)	(214)	6.5	(228)	(225)	(223)	(228)	(933)	(4.6)	(890)
Share of post tax profits/losses of associates & joint ventures	8		4	9	(1)	9	39		25
PBT pre specific items	382	16.8	446	440	408	505	(185)	(1,037.8)	1,735
Specific items (before net interest on pensions)	(41)		(51)	(95)	(130)	(183)	(372)		(449)
Net interest on pensions	(69)		(20)	(70)	(69)	(71)	313		(279)
Specific Items: net gains (losses)	(110)		(71)	(165)	(199)	(254)	(59)		(728)
Reported PBT	272	37.9	375	275	209	251	(244)	(512.7)	1,007
Tax - excluding specific tax	(88)		(109)	(103)	(94)	(113)	98		(398)
Tax on specific items	30		18	256	63	71	(45)		420
Tax rate	23.0%		24.5%	23.4%	23.0%	22.4%	53.0%		22.9%
Memo: Minorities	0		0	0	0	(1)	(2)		(1)
Net Income	214	32.7	284	428	178	209	(191)	(638.7)	1,029
Adjusted EPS ²	3.8	15.8	4.4	4.3	4.1	5.0	14.1	22.7	17.3
Reported EPS	2.8	32.1	3.7	5.5	2.3	2.7	(2.5)	(632.0)	13.3
Dividend per share	-		-	2.3	-	4.6	6.5		6.9
Average number of shares in issue	7,735		7,745	7,739	7,743	7,743	7,724		7,740
Group free cash flow									
Adjusted EBITDA ²	1,326		1,399	1,415	1,386	1,512	5,238		5,639
Capital expenditure	(678)	(10.0)	(610)	(555)	(548)	(699)	(3,038)	(18.4)	(2,480)
Interest	(284)	3.9	(295)	(152)	(314)	(190)	(937)	0.3	(940)
Tax	210 ⁴		(5)	201 ⁴	(44)	(18)	(228)		349
Change in working capital	(599)		(140)	(86)	44	478	(462)		(163)
Other	(28)		110	(53)	2	6	199 ⁵		(73)
Free cash flow (pre gross pension deficit payment and specific items)	(53)	966.0	459	770	526	1,089	772	202.1	2,332
Specific items (cash)	(69)		(44)	(65)	(221)	(44)	(35)		(399)
Free cash flow (pre gross pension deficit payment)	(122)	440.2	415	705	305	1,045	737	162.3	1,933
Gross pension deficit payment	0		0	0	(525)	0	0		(525)
Free cash flow (post gross pension deficit payment)	(122)	440.2	415	705	(220)	1,045	737	91.0	1,408
Net debt	10,517	(15.6)	8,879	9,878	10,112	9,283	10,361	(10.4)	9,283
Operating cash flow by line of business		Change £m						Change £m	
BT Global Services	(465)	427	(38)	(111)	(34)	128	(912)	430	(482)
BT Retail	328	(35)	293	429	371	438	1,064	502	1,566
BT Wholesale	121	96	217	213	223	361	824	94	918
Openreach	229	(4)	225	280	321	337	1,079	88	1,167

¹ 2008/9 and 2009/10 revenue adjusted for changes in the internal trading model. The group's internal trading model has been simplified with effect from 1 April 2010. This adjustment has the impact of reducing internal revenue in both BT Wholesale and Openreach by about £51m per quarter in 2009/10 (£40m in 2008/9). There is no impact from these changes on total group revenue.

² before specific items and BT Global Services contract and financial review charges

³ revenue and EBITDA restated for customer account moves from BT Retail to BT Wholesale effective 1 April 2010

⁴ includes HMRC tax repayments of £210m in Q1 2009/10 and £215m in Q2 2009/10

⁵ includes £110m non-cash share based payment adjustment

Revenue analysis		2008/9 ^{1 2}					2009/10 ^{1 2}					2010/11
£m		Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1
ICT & Managed Networks	BT Global Services	926	974	1,065	1,121 ⁶	4,086	895	916	980	1,128	3,919	954
	BT Retail	141	147	149	154	591	135	140	141	162	578	149
	BT Wholesale	81	108	166	163	518	167	180	180	188	715	199
		1,148	1,229	1,380	1,438	5,195	1,197	1,236	1,301	1,478	5,212	1,302
MPLS	BT Global Services	247	286	276	337	1,146	326	361	333	342	1,362	343
Total	BT Global Services	1,173	1,260	1,341	1,458	5,232	1,221	1,277	1,313	1,470	5,281	1,297
	BT Retail	141	147	149	154	591	135	140	141	162	578	149
	BT Wholesale	81	108	166	163	518	167	180	180	188	715	199
Total Managed Solutions		1,395	1,515	1,656	1,775	6,341	1,523	1,597	1,634	1,820	6,574	1,645
	BT Global Services	67	73	89	92	321	82	83	84	85	334	76
	BT Retail	305	316	318	314	1,253	312	314	317	315	1,258	324
	BT Wholesale	143	135	134	131	543	131	125	117	115	488	93
	Openreach	120	120	134	127	501	131	143	162	161	597	180
Broadband (incl. LLU) and Convergence ³		635	644	675	664	2,618	656	665	680	676	2,677	673
Lines ⁴	BT Global Services	133	130	127	121	511	122	117	116	117	472	109
	BT Retail	772	767	751	724	3,014	762	707	685	676	2,830	663
		905	897	878	845	3,525	884	824	801	793	3,302	772
Calls	BT Global Services	51	50	51	48	200	48	46	43	47	184	39
	BT Retail	572	543	541	509	2,165	511	492	505	473	1,981	455
Private Circuits		623	593	592	557	2,365	559	538	548	520	2,165	494
	BT Global Services	94	88	83	79	344	78	78	75	69	300	68
	BT Retail	43	44	43	37	167	38	34	36	34	142	31
	BT Wholesale	107	116	87	88	398	90	74	80	72	316	59
Total		244	248	213	204	909	206	186	191	175	758	158
	BT Global Services	278	268	261	248	1,055	248	241	234	233	956	216
	BT Retail	1,387	1,354	1,335	1,270	5,346	1,311	1,233	1,226	1,183	4,953	1,149
Total Calls and Lines	BT Wholesale	107	116	87	88	398	90	74	80	72	316	59
		1,772	1,738	1,683	1,606	6,799	1,649	1,548	1,540	1,488	6,225	1,424
Transit, conveyance, interconnect circuits, WLR, global carrier and other wholesale	BT Global Services	265	273	280	288	1,106	246	244	261	260	1,011	231
	BT Wholesale	484	478	464	436	1,862	425	393	370	366	1,554	386
	Openreach	124	130	138	149	541	157	163	161	163	644	151
		873	881	882	873	3,509	828	800	792	789	3,209	768
Other ⁵	BT Global Services	211	221	223	218	873	282	179	226	244	931	187
	BT Retail	216	236	245	261	958	227	242	247	246	962	218
	BT Wholesale	68	57	62	64	251	58	81	72	82	293	80
		495	514	530	543	2,082	567	502	545	572	2,186	485
Total	BT Global Services	476	494	503	506	1,979	528	423	487	504	1,942	418
	BT Retail	216	236	245	261	958	227	242	247	246	962	218
	BT Wholesale	552	535	526	500	2,113	483	474	442	448	1,847	466
	Openreach	124	130	138	149	541	157	163	161	163	644	151
Total Other		1,368	1,395	1,412	1,416	5,591	1,395	1,302	1,337	1,361	5,395	1,253
Internal revenue	BT Retail	68	82	88	105	343	83	90	89	111	373	85
	BT Wholesale	267	268	267	266	1,066	255	256	256	255	1,022	242
	Openreach	1,022	1,013	1,017	977	4,027	967	928	918	906	3,719	869
Total internal revenue		1,356	1,362	1,371	1,347	5,436	1,305	1,274	1,263	1,272	5,114	1,196
Total line of business revenue	BT Global Services	1,994	2,095	2,194	2,304	8,587	2,079	2,024	2,118	2,292	8,513	2,007
	BT Retail	2,117	2,135	2,135	2,104	8,491	2,068	2,019	2,020	2,017	8,124	1,925
	BT Wholesale	1,150	1,162	1,180	1,148	4,638	1,126	1,109	1,075	1,078	4,388	1,059
	Openreach	1,266	1,263	1,289	1,253	5,069	1,255	1,234	1,241	1,230	4,960	1,200
	Other	7	11	11	12	41	12	10	7	11	40	11
	Eliminations	(1,356)	(1,362)	(1,371)	(1,347)	(5,436)	(1,305)	(1,274)	(1,263)	(1,272)	(5,114)	(1,196)
Total group revenue		5,177	5,303	5,437	5,473	21,390	5,235	5,122	5,198	5,356	20,911	5,006

¹ adjusted for changes in the internal trading model.

² restated to reflect Q1 2010/11 customer account moves between BT Retail and BT Wholesale

³ includes VOIP and BT Vision revenues

⁴ includes connection and rental fees

⁵ includes BT Global Services revenue from non-UK global products and BT Retail revenue from conferencing, directories, payphones and other select services

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

Revenue trends		Q1	Q2	2009/10 Q3	Q4	FY	2010/11 Q1
ICT & Managed Networks	BT Global Services	(3.3)%	(6.0)%	(8.0)%	0.6%	(4.1)%	6.6%
	BT Retail	(4.3)%	(4.8)%	(5.4)%	5.2%	(2.2)%	10.4%
	BT Wholesale	106.2%	66.7%	8.4%	15.3%	38.0%	19.2%
		4.3%	0.6%	(5.7)%	2.8%	0.3%	8.8%
MPLS							
Total	BT Global Services	32.0%	26.2%	20.7%	1.5%	18.8%	5.2%
	BT Global Services	4.1%	1.3%	(2.1)%	0.8%	0.9%	6.2%
	BT Retail	(4.3)%	(4.8)%	(5.4)%	5.2%	(2.2)%	10.4%
	BT Wholesale	106.2%	66.7%	8.4%	15.3%	38.0%	19.2%
Total Managed Solutions		9.2%	5.4%	(1.3)%	2.5%	3.7%	8.0%
	BT Global Services	22.4%	13.7%	(5.6)%	(7.6)%	4.0%	(7.3)%
	BT Retail	2.3%	(0.6)%	(0.3)%	0.3%	0.4%	3.8%
	BT Wholesale	(8.4)%	(7.4)%	(12.7)%	(12.2)%	(10.1)%	(29.0)%
	Openreach	9.2%	19.2%	20.9%	26.8%	19.2%	37.4%
Broadband (incl. LLU) and Convergence		3.3%	3.3%	0.7%	1.8%	2.3%	2.6%
Lines	BT Global Services	(8.3)%	(10.0)%	(8.7)%	(3.3)%	(7.6)%	(10.7)%
	BT Retail	(1.3)%	(7.8)%	(8.8)%	(6.6)%	(6.1)%	(13.0)%
		(2.3)%	(8.1)%	(8.8)%	(6.2)%	(6.3)%	(12.7)%
Calls	BT Global Services	(5.9)%	(8.0)%	(15.7)%	(2.1)%	(8.0)%	(18.8)%
	BT Retail	(10.7)%	(9.4)%	(6.7)%	(7.1)%	(8.5)%	(11.0)%
		(10.3)%	(9.3)%	(7.4)%	(6.6)%	(8.5)%	(11.6)%
Private Circuits	BT Global Services	(17.0)%	(11.4)%	(9.6)%	(12.7)%	(12.8)%	(12.8)%
	BT Retail	(11.6)%	(22.7)%	(16.3)%	(8.1)%	(15.0)%	(18.4)%
	BT Wholesale	(15.9)%	(36.2)%	(8.0)%	(18.2)%	(20.6)%	(34.4)%
		(15.6)%	(25.0)%	(10.3)%	(14.2)%	(16.6)%	(23.3)%
Total	BT Global Services	(10.8)%	(10.1)%	(10.3)%	(6.0)%	(9.4)%	(12.9)%
	BT Retail	(5.5)%	(8.9)%	(8.2)%	(6.9)%	(7.4)%	(12.4)%
	BT Wholesale	(15.9)%	(36.2)%	(8.0)%	(18.2)%	(20.6)%	(34.4)%
		(6.9)%	(10.9)%	(8.5)%	(7.3)%	(8.4)%	(13.6)%
Total Calls and Lines							
Transit, conveyance, interconnect circuits, WLR, global carrier and other wholesale	BT Global Services	(7.2)%	(10.6)%	(6.8)%	(9.7)%	(8.6)%	(6.1)%
	BT Wholesale	(12.2)%	(17.8)%	(20.3)%	(16.1)%	(16.5)%	(9.2)%
	Openreach	26.6%	25.4%	16.7%	9.4%	19.0%	(3.8)%
		(5.2)%	(9.2)%	(10.2)%	(9.6)%	(8.5)%	(7.2)%
Other	BT Global Services	33.6%	(19.0)%	1.3%	11.9%	6.6%	(33.7)%
	BT Retail	5.1%	2.5%	0.8%	(5.7)%	0.4%	(4.0)%
	BT Wholesale	(14.7)%	42.1%	16.1%	28.1%	16.7%	37.9%
		14.5%	(2.3)%	2.8%	5.3%	5.0%	(14.5)%
Total	BT Global Services	10.9%	(14.4)%	(3.2)%	(0.4)%	(1.9)%	(20.8)%
	BT Retail	5.1%	2.5%	0.8%	(5.7)%	0.4%	(4.0)%
	BT Wholesale	(12.5)%	(11.4)%	(16.0)%	(10.4)%	(12.6)%	(3.5)%
	Openreach	26.6%	25.4%	16.7%	9.4%	19.0%	(3.8)%
Total Other		2.0%	(6.7)%	(5.3)%	(3.9)%	(3.5)%	(10.2)%
Internal revenue	BT Retail	22.1%	9.8%	1.1%	5.7%	8.7%	2.4%
	BT Wholesale	(4.3)%	(4.3)%	(3.9)%	(4.0)%	(4.1)%	(5.1)%
	Openreach	(5.3)%	(8.3)%	(9.7)%	(7.2)%	(7.6)%	(10.1)%
		(3.8)%	(6.5)%	(7.9)%	(5.6)%	(5.9)%	(8.4)%
Total internal revenue							
Total line of business revenue	BT Global Services	4.3%	(3.4)%	(3.5)%	(0.5)%	(0.9)%	(3.5)%
	BT Retail	(2.3)%	(5.4)%	(5.4)%	(4.1)%	(4.3)%	(6.9)%
	BT Wholesale	(2.0)%	(4.5)%	(8.9)%	(6.1)%	(5.4)%	(6.0)%
	Openreach	(0.8)%	(2.3)%	(3.7)%	(1.8)%	(2.2)%	(4.4)%
Total group revenue		1.1%	(3.4)%	(4.4)%	(2.1)%	(2.2)%	(4.4)%

Line of business statistics	Q1	Q2	2008/9 Q3	Q4	FY	Q1	Q2	2009/10 Q3	Q4	FY	2010/11 Q1
Global Services											
Order intake (£m)	1,868	1,772	1,745	2,532		1,411	1,436	1,550	2,234		1,552
Retail											
Business unit revenue ¹ (£m)											
Consumer	1,121	1,105	1,096	1,040	4,362	1,105	1,042	1,056	1,020	4,223	999
Business	664	662	652	658	2,636	607	601	602	611	2,421	584
Enterprises	135	174	184	209	702	164	182	176	193	715	163
Ireland	198	194	202	205	799	198	200	201	202	801	185
Other (incl. eliminations)	(1)	0	1	(8)	(8)	(6)	(6)	(15)	(9)	(36)	(6)
Total	2,117	2,135	2,135	2,104	8,491	2,068	2,019	2,020	2,017	8,124	1,925
Calls (mins bn)											
Non geographic	4.02	3.81	3.50	3.40	14.73	3.13	3.05	2.87	2.81	11.86	2.62
Geographic	10.79	10.47	10.45	10.35	42.06	9.32	9.15	9.40	9.44	37.31	8.33
Total	14.81	14.28	13.95	13.75	56.79	12.45	12.20	12.27	12.25	49.17	10.95
Consumer ARPU ² (£)	278	283	285	287		290	296	301	309		314
Active Consumer lines ³ ('000)	12,416	12,229	12,043	11,789		11,583	11,388	11,251	11,113 ⁴		10,932
BT Vision installed base ('000)	282	320	376	423		433 ⁵	436 ⁵	451	467		481
Net adds in quarter	68	38	56	47		31	18	15	16		14
Openreach											
External WLR lines ('000)	4,853	5,077	5,323	5,647		5,972	6,138	6,051	6,028		6,036
Lines sold through BT lines of business ('000)											
Consumer	15,527	15,289	14,954	14,514		14,104	13,696	13,330	13,051 ⁴		12,701
Business	6,547	6,362	6,167	5,992		5,835	5,679	5,513	5,367		5,225
Total	22,074	21,651	21,121	20,506		19,939	19,375	18,843	18,418		17,926
Total exchange lines ('000)	26,927	26,728	26,444	26,153		25,911	25,513	24,894	24,446		23,962

¹ restated to reflect Q1 2010/11 customer account moves between BT Retail and BT Wholesale

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 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.

⁵ net adds in Q1 2009/10 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 2009/10 net adds have been adjusted for customer churn of 7k.

Line of business trends	Q1	Q2	2009/10 Q3	Q4	FY	2010/11 Q1
Global Services						
Order intake	(24.5)%	(19.0)%	(11.2)%	(11.8)%		10.0%
Retail						
Business unit revenue						
Consumer	(1.4)%	(5.7)%	(3.6)%	(1.9)%	(3.2)%	(9.6)%
Business	(8.6)%	(9.2)%	(7.7)%	(7.1)%	(8.2)%	(3.8)%
Enterprises	21.5%	4.6%	(4.3)%	(7.7)%	1.9%	(0.6)%
Ireland	0.0%	3.1%	(0.5)%	(1.5)%	0.3%	(6.6)%
Other (incl. eliminations)						
Total	(2.3)%	(5.4)%	(5.4)%	(4.1)%	(4.3)%	(6.9)%
Calls (mins bn)						
Non geographic	(22.1)%	(19.9)%	(18.0)%	(17.4)%	(19.5)%	(16.3)%
Geographic	(13.6)%	(12.6)%	(10.0)%	(8.8)%	(11.3)%	(10.6)%
Total	(15.9)%	(14.6)%	(12.0)%	(10.9)%	(13.4)%	(12.0)%
Consumer ARPU	4.3%	4.6%	5.6%	7.7%		8.3%
Active Consumer lines	(6.7)%	(6.9)%	(6.6)%	(5.7)%		(5.6)%
BT Vision installed base	53.5%	36.3%	19.9%	10.4%		11.1%
Openreach						
External WLR lines	23.1%	20.9%	13.7%	6.7%		1.1%
Lines sold through BT lines of business						
Consumer	(9.2)%	(10.4)%	(10.9)%	(10.1)%		(9.9)%
Business	(10.9)%	(10.7)%	(10.6)%	(10.4)%		(10.5)%
Total	(9.7)%	(10.5)%	(10.8)%	(10.2)%		(10.1)%
Total exchange lines	(3.8)%	(4.5)%	(5.9)%	(6.5)%		(7.5)%

Broadband statistics
000s

	2008/9			
	Q1	Q2	Q3	Q4

	2009/10			
	Q1	Q2	Q3	Q4

2010/11
Q1

Retail

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

4,505	4,574	4,658	4,757
103	69	83	99
31%	26%	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%

5,227
96
40%
35%

Wholesale

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

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)

8,013
(45)
2,785
(141)

Openreach

External LLU Volumes ('000)
Full loops (MPF)
Shared loops (SMPF)
Total
Net adds in quarter

1,345	1,448	1,595	1,714
3,411	3,635	3,906	4,036
4,756	5,084	5,501	5,750
456	328	417	249

1,808	2,064	2,567	2,966
4,150	4,057	3,786	3,654
5,957	6,121	6,352	6,620
208	164	231	268

3,387
3,519
6,906
286

Group

Total DSL + LLU
Net adds in quarter

13,017	13,280	13,575	13,812
333	263	295	237

13,983	14,152	14,397	14,677
172	169	245	281

14,918
241

Broadband trends	2009/10				2010/11 Q1
	Q1	Q2	Q3	Q4	
Retail					
Total Broadband	7.3%	7.3%	7.5%	7.9%	8.1%
Net adds in quarter	(24.5)%	3.8%	22.3%	24.5%	22.7%
Wholesale					
Total Wholesale Broadband	(2.9)%	(2.0)%	(0.4)%	(0.1)%	(0.2)%
Net adds in quarter	70.7%	107.5%	111.2%	211.5%	(24.2)%
External Wholesale	(15.0)%	(13.7)%	(11.1)%	(11.5)%	(12.7)%
Net adds in quarter	49.6%	50.3%	57.1%	0.3%	(23.2)%
Openreach					
External LLU Volumes					
Full loops (MPF)	34.4%	42.5%	60.9%	73.0%	87.3%
Shared loops (SMPF)	21.7%	11.6%	(3.1)%	(9.5)%	(15.2)%
Total	25.3%	20.4%	15.5%	15.1%	15.9%
Net adds in quarter	(54.5)%	(50.1)%	(44.6)%	7.7%	37.5%
Group					
Total DSL + LLU	7.4%	6.6%	6.1%	6.3%	6.7%
Net adds in quarter	(48.5)%	(35.8)%	(16.9)%	18.4%	40.4%

Costs £m	2008/9					2009/10					2010/11
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1
Summary cost analysis											
Staff costs before leaver costs	1,386	1,344	1,352	1,330	5,412	1,266	1,206	1,214	1,176	4,862	1,243
Own work capitalised	(158)	(155)	(192)	(168)	(673)	(144)	(133)	(143)	(155)	(575)	(152)
Net staff costs before leavers	1,228	1,189	1,160	1,162	4,739	1,122	1,073	1,071	1,021	4,287	1,091
Leaver costs	73	36	33	62	204	45	21	58	18	142	10
Total staff costs incl. leaver costs	1,301	1,225	1,193	1,224	4,943	1,167	1,094	1,129	1,039	4,429	1,101
Other operating costs	1,585	1,771	2,289	3,289	8,934	1,773	1,666	1,697	2,002	7,138	1,633
Sub total	2,886	2,996	3,482	4,513	13,877	2,940	2,760	2,826	3,041	11,567	2,734
POLO's	1,037	1,043	1,094	1,092	4,266	1,048	1,040	1,066	929	4,083	961
Depreciation and amortisation	680	672	702	774	2,828	722	747	742	774	2,985	716
Amortisation of acquired intangibles	11	13	21	17	62	16	12	12	14	54	13
Total costs ¹	4,614	4,724	5,299	6,396	21,033	4,726	4,559	4,646	4,758	18,689	4,424

¹ before specific items

Capital expenditure											
Platform/Network	329	333	287	311	1,260	207	217	241	470	1,135	230
Line of Business	233	200	223	216	873	130	131	128	171	560	119
Access	171	167	166	159	663	143	130	138	155	566	136
Regulatory & compliance	53	50	59	65	227	59	56	40	51	206	36
Support functions	16	15	26	7	65	20	24	7	15	66	2
Total	802	766	762	758	3,088	559	558	554	862	2,533	523
Capital expenditure by line of business											
BT Global Services	245	213	208	220	886	131	131	120	217	599	103
BT Retail	127	117	110	117	471	81	82	90	164	417	85
BT Wholesale	120	119	99	97	435	71	69	71	114	325	67
Openreach	227	230	246	248	951	203	200	226	278	907	236
Other	83	87	99	76	345	73	76	47	89	285	32
Total	802	766	762	758	3,088	559	558	554	862	2,533	523