

Key Performance Indicators (KPIs)



For the financial years ended 31 March 2018 and 31 March 2019 and 31 March 2020 (post recharge changes/Emergency Services Network transfer and post IFRS 16).

From Q1 2019/20, BT is reporting information in the format of this document as part of its quarterly financial disclosures. Results for the years ended 31 March 2018 and 31 March 2019 have therefore been prepared on a pro forma basis. **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.**

On 1 April 2019 we adopted IFRS 16, the new accounting standard for leases. We have recognised right-of-use assets and lease liabilities for arrangements that meet the IFRS 16 lease definition. EBITDA will increase because the operating lease expense has been replaced by interest expense and depreciation. We have adopted the standard on a modified retrospective basis without restating the comparative periods.

In this document BT has presented selected pro forma financial information for the period ended 31 March 2019 only to show what the impact of IFRS 16 would have been on the 2018/19 financial year. However, history for certain financial KPIs impacted by IFRS 16, for example operating profit, cannot be calculated under BT's modified retrospective approach. These lines are shown in the pro forma template for completeness but with no historical values.

For further information about the impact of the IFRS 16, including a comparison with information previously published under the IAS 17 accounting standard, please see the IFRS 16 documents published 3 July 2019.

The reporting format and values have also been updated to reflect adjustments to refine the allocation of costs across BT's operating units; the transfer of the Emergency Services Network contract from Consumer to Enterprise; and new key performance indicators for its Global operating unit.

Disclaimer

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

Notes

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

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About BT Group

BT Group's purpose is to use the power of communications to make a better world. It is one of the world's leading providers of communications services and solutions, serving customers in 180 countries. Its principal activities include the provision of networked IT services globally; local, national and international telecommunications services to its customers for use at home, at work and on the move; broadband, TV and internet products and services; and converged fixed-mobile products and services. BT consists of four customer-facing units: Consumer, Enterprise, Global and Openreach/

For the year ended 31 March 2020, BT Group's reported revenue was £22,905m with reported profit before taxation of £2,353m.

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

BT Group plc

Registered Office: 81 Newgate Street, London, EC1A 7AJ, United Kingdom

Registered in England and Wales no. 4190816

www.btplc.com

Group: Income statement

INCOME STATEMENT £m unless otherwise stated	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	2017/18 Full year	2018/19 Q1	2018/19 Q2	2018/19 Q3	2018/19 Q4	2018/19 Full year	2019/20 Q1	2019/20 Q2	2019/20 Q3	2019/20 Q4	2019/20 Full year
Revenue															
Consumer	2,539	2,580	2,653	2,543	10,315	2,570	2,654	2,757	2,610	10,591	2,550	2,644	2,701	2,493	10,388
Enterprise	1,648	1,680	1,681	1,708	6,717	1,588	1,633	1,583	1,592	6,396	1,516	1,539	1,495	1,543	6,093
Global	1,246	1,265	1,265	1,243	5,019	1,147	1,185	1,202	1,201	4,735	1,085	1,111	1,084	1,081	4,361
Openreach	1,287	1,299	1,379	1,320	5,285	1,255	1,293	1,256	1,271	5,075	1,268	1,268	1,281	1,295	5,112
Other	2	4	2	2	10	1	1	2	(1)	3	1	(1)	0	1	1
Eliminations	(887)	(893)	(915)	(890)	(3,585)	(845)	(858)	(818)	(820)	(3,341)	(787)	(781)	(782)	(781)	(3,131)
Total Group revenue ¹	5,835	5,935	6,065	5,926	23,761	5,716	5,908	5,982	5,853	23,459	5,633	5,780	5,779	5,632	22,824
YoY	1.0%	(2.3)%	(1.6)%	(2.7)%	(1.4)%	(2.0)%	(0.5)%	(1.4)%	(1.2)%	(1.3)%	(1.5)%	(2.2)%	(3.4)%	(3.8)%	(2.7)%
EBITDA															
Consumer	-	-	-	-	-	620	617	646	675	2,558	588	592	620	626	2,426
Enterprise	-	-	-	-	-	486	517	513	516	2,032	471	497	490	507	1,965
Global	-	-	-	-	-	119	136	173	176	604	140	164	155	175	634
Openreach	-	-	-	-	-	717	761	731	725	2,934	717	700	722	719	2,858
Other	-	-	-	-	-	38	27	(1)	(66)	(2)	42	12	(10)	(20)	24
Total Group EBITDA ¹	-	-	-	-	-	1,980	2,058	2,062	2,026	8,126	1,958	1,965	1,977	2,007	7,907
YoY	-	-	-	-	-	-	-	-	-	-	(1.1)%	(4.5)%	(4.1)%	(0.9)%	(2.7)%
Margin	-	-	-	-	-	34.6%	34.8%	34.5%	34.6%	34.6%	34.8%	34.0%	34.2%	35.6%	34.6%
Adjusted profit before tax															
Adjusted profit before tax	-	-	-	-	-	-	-	-	-	-	749	696	691	724	2,860
Reported profit before tax															
Reported profit before tax	-	-	-	-	-	-	-	-	-	-	642	691	578	442	2,353
Profit after tax															
Profit after tax	-	-	-	-	-	-	-	-	-	-	505	563	458	208	1,734
INCOME STATEMENT £m unless otherwise stated															
	2017/18 H1	2017/18 H2	2017/18 Full year	2018/19 H1	2018/19 H2	2018/19 Full year	2019/20 H1	2019/20 H2	2019/20 Full year						
Total Group revenue ¹	11,770	11,991	23,761	11,624	11,835	23,459	11,413	11,411	22,824						
Operating costs before D&A and specific items	-	-	-	(7,586)	(7,747)	(15,333)	(7,490)	(7,427)	(14,917)						
Total Group EBITDA ¹	-	-	-	4,038	4,088	8,126	3,923	3,984	7,907						
Depreciation and amortisation ¹	-	-	-	-	-	-	(2,121)	(2,175)	(4,296)						
Of which lease depreciation	-	-	-	-	-	-	(336)	(335)	(671)						
Adjusted operating profit	-	-	-	-	-	-	1,802	1,809	3,611						
Net finance expense ¹	-	-	-	-	-	-	(359)	(398)	(757)						
Of which lease interest	-	-	-	-	-	-	(69)	(71)	(140)						
Share of post tax profits/losses of assoc. & JVs ¹	-	-	-	-	-	-	2	4	6						
Adjusted profit before tax	-	-	-	-	-	-	1,445	1,415	2,860						
Total specific items	-	-	-	-	-	-	(112)	(395)	(507)						
Of which impact operating profit	-	-	-	-	-	-	(40)	(288)	(328)						
Of which net interest on pensions	-	-	-	-	-	-	(72)	(73)	(145)						
Reported profit before tax	-	-	-	-	-	-	1,333	1,020	2,353						
Tax excluding tax on specific items	-	-	-	-	-	-	(289)	(247)	(536)						
Tax rate before specific items	-	-	-	-	-	-	20.0%	17.5%	18.7%						
Tax on specific items	-	-	-	-	-	-	24	(107)	(83)						
Profit after tax	-	-	-	-	-	-	1,068	666	1,734						
Adjusted basic earnings per share (pence)															
Adjusted basic earnings per share (pence)	-	-	-	-	-	-	11.7	11.8	23.5						
Reported basic earnings per share (pence)															
Reported basic earnings per share (pence)	-	-	-	-	-	-	10.8	6.7	17.5						
Dividend per share (pence)															
Dividend per share (pence)	4.85	10.55	15.40	4.62	10.78	15.40	4.62	0.00	4.62						
Average number of shares in issue (m)															
Average number of shares in issue (m)	9,915	9,906	9,911	9,910	9,911	9,912	9,895	9,874	9,885						

¹ Adjusted, i.e. before specific items

Please see the Glossary pages for relevant definitions

Group: Cash flow & net debt

CASH FLOW & NET DEBT £m unless otherwise stated	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	2017/18 Full year	2018/19 Q1	2018/19 Q2	2018/19 Q3	2018/19 Q4	2018/19 Full year	2019/20 Q1	2019/20 Q2	2019/20 Q3	2019/20 Q4	2019/20 Full year
Cash capital expenditure	(784)	(870)	(843)	(844)	(3,341)	(874)	(862)	(912)	(989)	(3,637)	(1,067)	(996)	(1,053)	(983)	(4,099)
Normalised free cash flow	556	689	702	1,026	2,973	507	467	763	703	2,440	323	281	396	1,011	2,011
Net (debt)/cash (reported) ¹	-	-	-	-	-	-	-	-	-	(17,098)	(17,805)	(18,347)	(18,234)	(17,969)	(17,969)
Lease liabilities ¹	-	-	-	-	-	-	-	-	-	(6,269)	(6,163)	(6,112)	(6,337)	(6,622)	(6,622)
Net financial (debt)/cash (excluding lease liabilities) ²	-	-	-	-	-	(11,008)	(11,678)	(10,896)	(10,829)	(10,829)	(11,642)	(12,235)	(11,897)	(11,347)	(11,347)

CASH FLOW & NET DEBT £m unless otherwise stated	2017/18 H1	2017/18 H2	2017/18 Full year	2018/19 H1	2018/19 H2	2018/19 Full year	2019/20 H1	2019/20 H2	2019/20 Full year
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Total Group EBITDA³	-	-	-	4,038	4,088	8,126	3,923	3,984	7,907
Interest ⁴	-	-	-	(228)	(280)	(508)	(354)	(352)	(706)
Tax (ex cash tax benefit of pension deficit payments)	-	-	-	(294)	(410)	(704)	(397)	(247)	(644)
Lease payments ^{4,5}	-	-	-	(363)	(371)	(734)	(311)	(340)	(651)
Change in working capital ⁶	-	-	-	(497)	321	(176)	(333)	317	(16)
Change in other ⁶	-	-	-	54	19	73	139	81	220
Cash available for investment and distribution	-	-	-	2,710	3,367	6,077	2,667	3,443	6,110
Cash capital expenditure	-	-	-	(1,736)	(1,901)	(3,637)	(2,063)	(2,036)	(4,099)
Normalised free cash flow	-	-	-	974	1,466	2,440	604	1,407	2,011
Payments/refund for the acquisition of spectrum	-	-	-	21	0	21	0	0	0
Net cash flow from specific items	-	-	-	(277)	(321)	(598)	67	(179)	(112)
Reported free cash flow	-	-	-	718	1,145	1,863	671	1,228	1,899
Equity dividends paid	-	-	-	(1,040)	(464)	(1,504)	(1,048)	(472)	(1,520)
Repurchase of ordinary share capital	-	-	-	(9)	0	(9)	(86)	0	(86)
Residual free cash flow	-	-	-	(331)	681	350	(463)	756	293
Cash tax benefit of pension deficit payments	-	-	-	84	189	273	314	120	434
Gross pension deficit payment	-	-	-	(2,012)	(12)	(2,024)	(1,261)	(13)	(1,274)
Free cash flow post pension deficit payments	-	-	-	(2,259)	858	(1,401)	(1,410)	863	(547)
Other ⁶	-	-	-	(9)	2	(7)	4	25	29
Net change in lease liabilities ⁷	-	-	-	-	0	-	157	(510)	(353)
Change in net (debt)/cash	-	-	-	-	-	-	(1,249)	378	(871)

Net (debt)/cash (reported)¹	-	-	-	-	-	(17,098)	(18,347)	(17,969)	(17,969)
Lease liabilities ¹	-	-	-	-	-	(6,269)	(6,112)	(6,622)	(6,622)
Net financial (debt)/cash (excluding lease liabilities)²	-	-	-	-	(11,678)	(10,829)	(12,235)	(11,347)	(11,347)

¹ Following the quantification of the impact on the balance sheet of IFRS 16, the 2019/20 opening balance for lease liabilities as at 1 April 2019 has been reported as the 2018/19 Full year value, these figures were revised in Q4 2019/20 to align with

² In 2018/19 the reported net financial (debt)/cash included c.£200m of finance lease liabilities in each quarter, to provide a like for like comparison to 2019/20 these have been excluded from all 2018/19 figures

³ Adjusted, i.e. before specific items

⁴ Restated following reclassification of lease interest to interest paid

⁵ In 2018/19 this is P&L lease payments, not cash, and any difference to cash payments is reflected in change in working capital

⁶ Restated in Q3 2019/20 to show reclassification of £70m from Change in other to Change in working capital for H1 2019/20, further restated in Q4 2019/20 following review

⁷ H1 2019/20 figures are restated to align the 2018/19 net (debt)/cash (reported) & lease liabilities figures with reported lease liabilities

Group: Costs

OPERATING COSTS £m unless otherwise stated	2017/18 H1	2017/18 H2	2017/18 Full year	2018/19 H1	2018/19 H2	2018/19 Full year	2019/20 H1	2019/20 H2	2019/20 Full year
Direct labour costs before leaver costs	2,690	2,658	5,348	2,664	2,701	5,365	2,638	2,674	5,312
Indirect labour costs	451	476	927	472	467	939	500	528	1,028
Leaver costs	30	20	50	8	9	17	8	7	15
Gross labour costs	3,171	3,154	6,325	3,144	3,177	6,321	3,146	3,209	6,355
Capitalised labour	(668)	(742)	(1,410)	(729)	(777)	(1,506)	(751)	(826)	(1,577)
Net labour costs	2,503	2,412	4,915	2,415	2,400	4,815	2,395	2,383	4,778
Product costs and sales commissions	-	-	-	-	-	-	2,154	2,286	4,440
Payments to telecommunications operators	-	-	-	-	-	-	927	822	1,749
Property and energy costs	-	-	-	-	-	-	493	511	1,004
Network operating and IT costs	-	-	-	-	-	-	440	458	898
TV programme rights charges	-	-	-	-	-	-	437	433	870
Provision and Installation	-	-	-	-	-	-	306	298	604
Marketing and sales	-	-	-	-	-	-	147	156	303
Other operating costs ¹	-	-	-	-	-	-	297	197	494
Other operating income ¹	-	-	-	-	-	-	(106)	(117)	(223)
Operating costs before D&A and specific items	-	-	-	7,586	7,747	15,333	7,490	7,427	14,917
Depreciation and amortisation (D&A)	-	-	-	-	-	-	2,121	2,175	4,296
Of which lease depreciation	-	-	-	-	-	-	336	335	671
Total operating costs before specific items	-	-	-	-	-	-	9,611	9,602	19,213
Specific items	-	-	-	-	-	-	94	315	409
Total operating costs	-	-	-	-	-	-	9,705	9,917	19,622

REPORTED CAPITAL EXPENDITURE £m unless otherwise stated	2017/18 H1	2017/18 H2	2017/18 Full year	2018/19 H1	2018/19 H2	2018/19 Full year	2019/20 H1	2019/20 H2	2019/20 Full year
Consumer	400	414	814	373	571	944	455	493	948
Enterprise	298	299	597	246	305	551	233	268	501
Global	128	150	278	99	146	245	96	127	223
Openreach	808	891	1,699	1,055	1,026	2,081	1,015	1,093	2,108
Other	59	75	134	60	82	142	83	97	180
Total Group²	1,693	1,829	3,522	1,833	2,130	3,963	1,882	2,078	3,960
Of which capacity/network ³	889	925	1,814	1,027	1,156	2,183	1,005	1,065	2,070
Of which customer driven ³	455	453	908	398	436	834	448	524	972
Of which systems/IT ³	305	400	705	333	418	751	353	402	755
Of which non-network infrastructure ³	44	51	95	75	120	195	76	87	163

ROLES Full-time equivalent	2017/18 H1	2017/18 Full year	2018/19 H1	2018/19 Full year	2019/20 H1	2019/20 Full year
Consumer	17,842	18,177	19,047	19,709	19,415	19,613
Enterprise	13,422	13,254	13,426	13,381	12,402	12,200
Global	17,399	16,945	16,274	16,603	16,680	16,288
Openreach	31,418	31,187	32,307	33,156	34,116	35,031
Other	26,230	26,224	25,405	23,893	22,413	22,212
Total Group	106,311	105,787	106,459	106,742	105,026	105,344

¹ H1 2019/20 figures restated to split out other operating income from other operating costs

² Gross BDUK grant funding deferral (clawback) included in capacity/network: 2014/15: £29m; 2015/16: £229m; 2016/17: £188m; 2017/18: £112m; 2018/19: £213m; 2019/20: £17m

³ Capital expenditure by spend type reported in previous quarters has been re-presented between categories to reflect an improved mapping process

Consumer

FINANCIAL	2017/18	2017/18	2017/18	2017/18	2017/18	2018/19	2018/19	2018/19	2018/19	2018/19	2019/20	2019/20	2019/20	2019/20	2019/20
£m unless otherwise stated	Q1	Q2	Q3	Q4	Full year	Q1	Q2	Q3	Q4	Full year	Q1	Q2	Q3	Q4	Full year

Revenue															
Fixed	1,158	1,159	1,154	1,187	4,658	1,149	1,151	1,178	1,150	4,628	1,115	1,126	1,114	1,103	4,458
YoY	5.9%	(0.4)%	(0.6)%	3.9%	2.1%	(0.8)%	(0.7)%	2.1%	(3.1)%	(0.6)%	(3.0)%	(2.2)%	(5.4)%	(4.1)%	(3.7)%
Mobile	977	1,000	989	965	3,931	989	1,018	995	969	3,971	965	981	954	955	3,855
YoY	-	-	-	-	-	1.2%	1.8%	0.6%	0.4%	1.0%	(2.4)%	(3.6)%	(4.1)%	(1.4)%	(2.9)%
Of which postpaid mobile	865	882	876	864	3,487	890	908	894	877	3,569	873	881	863	869	3,486
YoY	4.8%	5.3%	4.3%	3.3%	4.4%	2.9%	2.9%	2.1%	1.5%	2.4%	(1.9)%	(3.0)%	(3.5)%	(0.9)%	(2.3)%
Equipment	315	331	416	296	1,358	346	393	476	387	1,602	376	446	538	338	1,698
YoY	1.6%	(6.8)%	3.2%	(4.2)%	(1.4)%	9.8%	18.7%	14.4%	30.7%	18.0%	8.7%	13.5%	13.0%	(12.7)%	6.0%
Other	89	90	94	95	368	86	92	108	104	390	94	91	95	97	377
Total	2,539	2,580	2,653	2,543	10,315	2,570	2,654	2,757	2,610	10,591	2,550	2,644	2,701	2,493	10,388
YoY	-	-	-	-	-	1.2%	2.9%	3.9%	2.6%	2.7%	(0.8)%	(0.4)%	(2.0)%	(4.5)%	(1.9)%
Of which Internal	25	25	25	28	103	25	27	27	28	107	26	24	27	25	102

EBITDA	-	-	-	-	-	620	617	646	675	2,558	588	592	620	626	2,426
YoY	-	-	-	-	-	-	-	-	-	-	(5.2)%	(4.1)%	(4.0)%	(7.3)%	(5.2)%
Margin	-	-	-	-	-	24.1%	23.2%	23.4%	25.9%	24.2%	23.1%	22.4%	23.0%	25.1%	23.4%

OPERATIONAL	2017/18	2017/18	2017/18	2017/18	2017/18	2018/19	2018/19	2018/19	2018/19	2018/19	2019/20	2019/20	2019/20	2019/20	2019/20
	Q1	Q2	Q3	Q4	Full year	Q1	Q2	Q3	Q4	Full year	Q1	Q2	Q3	Q4	Full year

Average revenue per customer (£ per month)															
Fixed	37.6	37.8	37.7	38.9	38.0	37.9	38.3	39.6	38.8	38.6	37.9	38.5	38.2	38.1	38.2
YoY	7.4%	1.1%	1.1%	6.0%	3.8%	0.8%	1.3%	5.0%	(0.3)%	1.6%	0.0%	0.5%	(3.5)%	(1.8)%	(1.0)%
Postpaid mobile	22.0	22.1	21.6	21.1	21.7	21.7	22.0	21.4	20.9	21.5	20.7	20.8	20.3	20.4	20.6
YoY	(0.5)%	0.0%	(0.9)%	(1.4)%	(0.5)%	(1.4)%	(0.5)%	(0.9)%	(0.9)%	(0.9)%	(4.6)%	(5.5)%	(5.1)%	(2.4)%	(4.2)%
Prepaid mobile	8.0	8.2	8.3	8.2	8.1	8.1	8.3	8.4	7.9	8.2	7.7	8.1	8.6	8.8	8.3
YoY	6.7%	2.5%	0.0%	6.5%	3.8%	1.3%	1.2%	1.2%	(3.7)%	1.2%	(4.9)%	(2.4)%	2.4%	11.4%	1.2%

Monthly churn															
Fixed	1.3%	1.4%	1.4%	1.4%	1.3%	1.2%	1.6%	1.4%	1.4%	1.4%	1.3%	1.3%	1.3%	1.3%	1.3%
Postpaid mobile	1.2%	1.1%	1.2%	1.2%	1.2%	1.2%	1.2%	1.3%	1.1%	1.2%	1.1%	1.2%	1.3%	1.1%	1.2%

Fibre share of broadband base															
Superfast	57.8%	59.7%	61.8%	64.0%	64.0%	65.6%	68.4%	70.5%	72.9%	72.9%	74.3%	75.8%	77.1%	79.7%	79.7%
Ultrafast	0.1%	0.2%	0.2%	0.2%	0.2%	0.3%	0.4%	0.6%	0.8%	0.8%	1.1%	1.6%	2.1%	2.4%	2.4%

Revenue generating units per address															
Revenue generating units per address	-	-	2.36	2.37	2.37	2.37	2.37	2.37	2.37	2.37	2.37	2.38	2.38	2.38	2.38

FINANCIAL	2017/18	2017/18	2017/18	2018/19	2018/19	2018/19	2019/20	2019/20	2019/20
£m unless otherwise stated	H1	H2	Full year	H1	H2	Full year	H1	H2	Full year

Revenue	5,119	5,196	10,315	5,224	5,367	10,591	5,194	5,194	10,388
YoY	-	-	-	2.1%	3.3%	2.7%	(0.6)%	(3.2)%	(1.9)%
EBITDA	-	-	-	1,237	1,321	2,558	1,180	1,246	2,426
YoY	-	-	-	-	-	-	(4.6)%	(5.7)%	(5.2)%
Margin	-	-	-	23.7%	24.6%	24.2%	22.7%	24.0%	23.4%
Operating profit	-	-	-	-	-	-	549	599	1,148
YoY	-	-	-	-	-	-	-	-	-
Reported capex	400	414	814	373	571	944	455	493	948
YoY	-	-	-	(6.8)%	37.9%	16.0%	22.0%	(13.7)%	0.4%
Normalised free cash flow	671	616	1,287	617	549	1,166	534	531	1,065
YoY	-	-	-	(8.0)%	(10.9)%	(9.4)%	(13.5)%	(3.3)%	(8.7)%

Please see the Glossary pages for relevant definitions

FINANCIAL £m unless otherwise stated	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	2017/18 Full year	2018/19 Q1	2018/19 Q2	2018/19 Q3	2018/19 Q4	2018/19 Full year	2019/20 Q1	2019/20 Q2	2019/20 Q3	2019/20 Q4	2019/20 Full year
Revenue															
Fixed	750	747	731	729	2,957	697	687	676	652	2,712	643	643	630	630	2,546
YoY	(4.8)%	(4.4)%	(5.2)%	(7.3)%	(5.4)%	(7.1)%	(8.0)%	(7.5)%	(10.6)%	(8.3)%	(7.7)%	(6.4)%	(6.8)%	(3.4)%	(6.1)%
Of which voice	368	362	353	349	1,432	331	319	313	296	1,259	289	287	269	265	1,110
YoY	(5.6)%	(5.0)%	(5.6)%	(9.1)%	(6.3)%	(10.1)%	(11.9)%	(11.3)%	(15.2)%	(12.1)%	(12.7)%	(10.0)%	(14.1)%	(10.5)%	(11.8)%
Of which broadband	126	125	124	124	499	121	115	123	119	478	117	117	119	122	475
YoY	1.6%	0.8%	(2.4)%	(3.1)%	(0.8)%	(4.0)%	(8.0)%	(0.8)%	(4.0)%	(4.2)%	(3.3)%	1.7%	(3.3)%	2.5%	(0.6)%
Of which WAN and Ethernet	108	114	111	114	447	116	118	116	116	466	120	124	125	121	490
YoY	5.9%	4.6%	2.8%	3.6%	4.2%	7.4%	3.5%	4.5%	1.8%	4.3%	3.4%	5.1%	7.8%	4.3%	5.2%
Mobile	312	315	318	304	1,249	303	321	323	321	1,268	309	325	325	322	1,281
YoY	5.1%	5.7%	(0.6)%	(3.2)%	1.6%	(2.9)%	1.9%	1.6%	5.6%	1.5%	2.0%	1.2%	0.6%	0.3%	1.0%
Of which retail mobile	255	255	263	248	1,021	252	267	267	263	1,049	254	267	264	251	1,036
YoY	5.4%	4.5%	0.4%	(3.5)%	1.6%	(1.2)%	4.7%	1.5%	6.0%	2.7%	0.8%	0.0%	(1.1)%	(4.6)%	(1.2)%
Of which wholesale mobile	57	60	55	56	228	51	54	56	58	219	55	58	61	71	245
YoY	3.6%	11.1%	(5.2)%	(1.8)%	1.8%	(10.5)%	(10.0)%	1.8%	3.6%	(3.9)%	7.8%	7.4%	8.9%	22.4%	11.9%
Managed services	279	294	312	321	1,206	285	296	288	297	1,166	289	281	293	305	1,168
YoY	-	-	-	-	-	2.2%	0.7%	(7.7)%	(7.5)%	(3.3)%	1.4%	(5.1)%	1.7%	2.7%	0.2%
Republic of Ireland	87	89	93	101	370	88	104	91	86	369	81	85	81	78	325
YoY	1.2%	(8.2)%	(8.8)%	4.1%	(3.1)%	1.1%	16.9%	(2.2)%	(14.9)%	(0.3)%	(8.0)%	(18.3)%	(11.0)%	(9.3)%	(11.9)%
Ventures	123	136	141	145	545	136	145	141	145	567	118	127	95	98	458
YoY	(3.9)%	(4.9)%	2.2%	0.0%	(1.4)%	10.6%	6.6%	0.0%	0.0%	4.0%	(13.2)%	(12.4)%	(32.6)%	(32.4)%	(22.8)%
Other	97	99	86	108	390	79	80	64	91	314	76	78	71	110	355
Total	1,648	1,680	1,681	1,708	6,717	1,588	1,633	1,583	1,592	6,396	1,516	1,539	1,495	1,543	6,093
YoY	-	-	-	-	-	(3.6)%	(2.8)%	(5.8)%	(6.8)%	(4.8)%	(4.5)%	(5.8)%	(5.6)%	(3.1)%	(4.7)%
Of which Internal	94	99	91	96	380	94	94	85	86	359	73	73	66	64	276

Revenue by channel															
Retail (ex Rol)	1,010	1,030	1,028	1,045	4,113	987	1,002	984	988	3,961	954	954	946	975	3,829
YoY	-	-	-	-	-	(2.3)%	(2.7)%	(4.3)%	(5.5)%	(3.7)%	(3.3)%	(4.8)%	(3.9)%	(1.3)%	(3.3)%
Wholesale	429	430	425	424	1,708	380	384	383	376	1,523	364	372	373	392	1,501
YoY	(5.3)%	(2.3)%	(5.1)%	(6.6)%	(4.8)%	(11.4)%	(10.7)%	(9.9)%	(11.3)%	(10.8)%	(4.2)%	(3.1)%	(2.6)%	4.3%	(1.4)%

EBITDA															
YoY	-	-	-	-	-	486	517	513	516	2,032	471	497	490	507	1,965
Margin	-	-	-	-	-	30.6%	31.7%	32.4%	32.4%	31.8%	31.1%	32.3%	32.8%	32.9%	32.3%
Of which Ventures	-	-	-	-	-	45	55	54	61	215	38	49	46	48	181
YoY	-	-	-	-	-	-	-	-	-	-	(15.6)%	(10.9)%	(14.8)%	(21.3)%	(15.8)%
Margin	-	-	-	-	-	33.1%	37.9%	38.3%	42.1%	37.9%	32.2%	38.6%	48.4%	49.0%	41.3%

Orders															
Total retail orders	1,180	732	665	814	3,391	657	650	777	805	2,889	713	807	675	1,359	3,554
YoY	81.0%	(13.6)%	(22.3)%	(19.7)%	0.7%	(44.3)%	(11.2)%	16.8%	(1.1)%	(14.8)%	8.5%	24.2%	(13.1)%	68.8%	23.0%
Of which new business	872	470	435	518	2,295	395	430	514	553	1,892	401	500	474	1,019	2,394
YoY	87.1%	(9.1)%	(24.6)%	(21.6)%	3.3%	(54.7)%	(8.5)%	18.2%	6.8%	(17.6)%	1.5%	16.3%	(7.8)%	84.3%	26.5%
Of which renewals	308	262	230	296	1,096	262	220	263	253	998	312	307	201	340	1,160
YoY	66.5%	(20.4)%	(17.6)%	(16.1)%	(4.4)%	(14.9)%	(16.0)%	14.3%	(14.5)%	(8.9)%	19.1%	39.5%	(23.6)%	34.4%	16.2%
Total wholesale orders (excluding IoT)	167	348	322	475	1,312	139	197	202	479	1,017	291	160	196	527	1,174
YoY	(47.3)%	17.6%	(54.3)%	49.4%	(19.8)%	(16.8)%	(43.4)%	(37.3)%	0.8%	(22.5)%	109.4%	(18.8)%	(3.0)%	10.0%	15.4%

N.B. All operational metrics refer to Enterprise and exclude UK customers served by Global
Please see the Glossary pages for relevant definitions

OPERATIONAL	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	2017/18 Full year	2018/19 Q1	2018/19 Q2	2018/19 Q3	2018/19 Q4	2018/19 Full year	2019/20 Q1	2019/20 Q2	2019/20 Q3	2019/20 Q4	2019/20 Full year
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Number of products/customers ('000 except noted)

Voice lines	2,804	2,782	2,770	2,716	2,716	2,668	2,646	2,696	2,647	2,647	2,638	2,624	2,599	2,601	2,601
Of which traditional voice lines	2,473	2,416	2,352	2,282	2,282	2,213	2,152	2,082	1,997	1,997	1,939	1,876	1,811	1,759	1,759
Of which VoIP seats ¹	331	366	418	434	434	455	494	614	650	650	699	748	788	842	842
Call minutes (millions)	2,274	2,208	2,112	2,081	8,676	1,926	1,817	1,726	1,773	7,242	1,668	1,633	1,497	1,498	1,498
Of which retail call minutes (millions) ²	1,143	1,103	1,020	1,016	4,283	953	889	817	889	3,548	827	803	779	799	799
Of which wholesale call minutes (millions)	1,131	1,105	1,092	1,065	4,393	973	928	909	884	3,694	841	830	718	756	756
External broadband lines	1,606	1,594	1,576	1,552	1,552	1,540	1,523	1,511	1,510	1,510	1,521	1,523	1,510	1,465	1,465
Of which retail broadband lines	817	814	810	805	805	796	782	770	762	762	756	749	741	738	738
Of which wholesale broadband lines	789	780	766	747	747	744	741	741	748	748	765	774	769	727	727
WAN and Ethernet	128.4	130.2	125.7	128.0	128.0	132.4	132.9	132.6	133.2	133.2	134.8	137.2	138.2	138.5	138.5
Of which wholesale Ethernet circuits	44.7	45.5	46.1	46.6	46.6	47.4	48.1	49.0	50.3	50.3	51.2	52.0	52.7	53.0	53.0
Of which WAN circuits	83.7	84.7	79.6	81.4	81.4	85.0	84.8	83.6	82.9	82.9	83.6	85.2	85.5	85.5	85.5
Private Circuits³	42.9	40.3	40.9	38.4	38.4	36.3	34.8	33.3	32.9	32.9	31.1	28.8	27.2	25.3	25.3
Mobile customers	3,401	3,458	3,481	3,521	3,521	3,540	3,551	3,555	3,598	3,598	3,623	3,619	3,673	3,733	3,733
MVNO customers	3,737	3,684	3,668	3,731	3,731	3,716	3,728	3,728	3,776	3,776	3,701	3,730	3,847	3,882	3,882

Fibre share of broadband base

Superfast	34.4%	36.1%	37.9%	39.5%	39.5%	40.6%	42.5%	44.2%	45.9%	45.9%	47.0%	48.3%	49.1%	49.6%	49.6%
Ultrafast	0.0%	0.0%	0.0%	0.1%	0.1%	0.1%	0.1%	0.2%	0.3%	0.3%	0.4%	0.5%	0.6%	0.8%	0.8%

FINANCIAL	2017/18	2017/18	2017/18	2018/19	2018/19	2018/19	2019/20	2019/20	2019/20
£m unless otherwise stated	H1	H2	Full year	H1	H2	Full year	H1	H2	Full year

Revenue	3,328	3,389	6,717	3,221	3,175	6,396	3,055	3,038	6,093
YoY	-	-	-	(3.2)%	(6.3)%	(4.8)%	(5.2)%	(4.3)%	(4.7)%
EBITDA	-	-	-	1,003	1,029	2,032	968	997	1,965
YoY	-	-	-	-	-	-	(3.5)%	(3.1)%	(3.3)%
Margin	-	-	-	31.1%	32.4%	31.8%	31.7%	32.8%	32.3%
Operating profit	-	-	-	-	-	-	613	633	1,246
YoY	-	-	-	-	-	-	-	-	-
Reported capex	298	299	597	246	305	551	233	268	501
YoY	-	-	-	(17.4)%	2.0%	(7.7)%	(5.3)%	(12.1)%	(9.1)%
Normalised free cash flow	535	848	1,383	564	792	1,356	630	767	1,397
YoY	-	-	-	5.4%	(6.6)%	(2.0)%	11.7%	(3.2)%	3.0%

¹ Restated following review - from Q3 2018/19 onwards, includes additional seats from products not previously reported in the total VoIP seats KPI

² Additional Cloud Voice call minutes included from Q4 2018/19, reflecting a system change. Impact is an additional c.100m retail call minutes per quarter

³ Restated following review to exclude previously counted internal circuits

N.B. All operational metrics refer to Enterprise and exclude UK customers served by Global
Please see the Glossary pages for relevant definitions

FINANCIAL	2017/18	2017/18	2017/18	2017/18	2017/18	2018/19	2018/19	2018/19	2018/19	2018/19	2019/20	2019/20	2019/20	2019/20	2019/20
£m unless otherwise stated	Q1	Q2	Q3	Q4	Full year	Q1	Q2	Q3	Q4	Full year	Q1	Q2	Q3	Q4	Full year

Revenue by industry segmentation

Banking and Financial Services	-	-	-	-	-	309	332	334	325	1,300	307	319	315	322	1,263
YoY	-	-	-	-	-	-	-	-	-	-	(0.6)%	(3.9)%	(5.7)%	(0.9)%	(2.8)%
Resources, Manufacturing and Logistics	-	-	-	-	-	325	335	350	328	1,338	317	337	330	303	1,287
YoY	-	-	-	-	-	-	-	-	-	-	(2.5)%	0.6%	(5.7)%	(7.6)%	(3.8)%
Technology, Life Sciences and Business Services	-	-	-	-	-	327	335	330	362	1,354	314	302	287	305	1,208
YoY	-	-	-	-	-	-	-	-	-	-	(4.0)%	(9.9)%	(13.0)%	(15.7)%	(10.8)%
Regional Enterprise	-	-	-	-	-	186	183	188	186	743	147	153	152	151	603
YoY	-	-	-	-	-	-	-	-	-	-	(21.0)%	(16.4)%	(19.1)%	(18.8)%	(18.8)%
Total	1,246	1,265	1,265	1,243	5,019	1,147	1,185	1,202	1,201	4,735	1,085	1,111	1,084	1,081	4,361
YoY	(0.3)%	(10.2)%	(9.6)%	(12.6)%	(8.4)%	(7.9)%	(6.3)%	(5.0)%	(3.4)%	(5.7)%	(5.4)%	(6.2)%	(9.8)%	(10.0)%	(7.9)%

Revenue by product group

Growth	-	-	-	-	-	197	202	251	255	905	225	221	226	271	943
YoY	-	-	-	-	-	-	-	-	-	-	14.2%	9.4%	(10.0)%	6.3%	4.2%
Mature	-	-	-	-	-	666	711	704	706	2,787	657	686	659	616	2,618
YoY	-	-	-	-	-	-	-	-	-	-	(1.4)%	(3.5)%	(6.4)%	(12.7)%	(6.1)%
Legacy	-	-	-	-	-	284	272	247	240	1,043	203	204	199	194	800
YoY	-	-	-	-	-	-	-	-	-	-	(28.5)%	(25.0)%	(19.4)%	(19.2)%	(23.3)%

EBITDA	-	-	-	-	-	119	136	173	176	604	140	164	155	175	634
YoY	-	-	-	-	-	-	-	-	-	-	17.6%	20.6%	(10.4)%	(0.6)%	5.0%
Margin	-	-	-	-	-	10.4%	11.5%	14.4%	14.7%	12.8%	12.9%	14.8%	14.3%	16.2%	14.5%

Orders	804	924	1,091	1,026	3,845	628	797	866	995	3,286	506	1,327	1,187	1,317	4,337
YoY	(16.3)%	(38.4)%	(11.3)%	12.4%	(16.5)%	(21.9)%	(13.7)%	(20.6)%	(3.0)%	(14.5)%	(19.4)%	66.5%	37.1%	32.4%	32.0%

FINANCIAL	2017/18	2017/18	2017/18	2018/19	2018/19	2018/19	2019/20	2019/20	2019/20
£m unless otherwise stated	H1	H2	Full year	H1	H2	Full year	H1	H2	Full year

Revenue	2,511	2,508	5,019	2,332	2,403	4,735	2,196	2,165	4,361
YoY	(5.6)%	(11.1)%	(8.4)%	(7.1)%	(4.2)%	(5.7)%	(5.8)%	(9.9)%	(7.9)%
EBITDA	-	-	-	255	349	604	304	330	634
YoY	-	-	-	-	-	-	19.2%	(5.4)%	5.0%
Margin	-	-	-	10.9%	14.5%	12.8%	13.8%	15.2%	14.5%
Operating profit	-	-	-	-	-	-	57	98	155
YoY	-	-	-	-	-	-	-	-	-
Reported capex	128	150	278	99	146	245	96	127	223
YoY	(33.0)%	(11.8)%	(23.0)%	(22.7)%	(2.7)%	(11.9)%	(3.0)%	(13.0)%	(9.0)%
Normalised free cash flow	(163)	218	55	(74)	309	235	40	215	255
YoY	-	-	-	54.6%	41.7%	327.3%	154.1%	(30.4)%	8.5%

Please see the Glossary pages for relevant definitions

FINANCIAL	2017/18	2017/18	2017/18	2017/18	2017/18	2018/19	2018/19	2018/19	2018/19	2018/19	2019/20	2019/20	2019/20	2019/20	2019/20
£m unless otherwise stated	Q1	Q2	Q3	Q4	Full year	Q1	Q2	Q3	Q4	Full year	Q1	Q2	Q3	Q4	Full year
Revenue															
Wholesale Line Rental (WLR)	469	462	456	452	1,839	445	455	449	442	1,791	435	421	416	414	1,686
YoY	(0.6)%	(3.1)%	(4.2)%	(3.6)%	(2.9)%	(5.1)%	(1.5)%	(1.5)%	(2.2)%	(2.4)%	(2.2)%	(7.5)%	(7.3)%	(6.3)%	(5.9)%
Local Loop Unbundling (LLU)	281	284	283	279	1,127	276	287	290	292	1,145	289	288	286	277	1,140
YoY	(3.8)%	(0.7)%	(2.7)%	(2.1)%	(2.3)%	(1.8)%	1.1%	2.5%	4.7%	1.6%	4.7%	0.3%	(1.4)%	(5.1)%	(0.4)%
Fibre to the Cabinet (FTTC)	227	237	337	270	1,071	251	271	237	248	1,007	251	258	263	280	1,052
YoY	24.7%	22.2%	64.4%	23.9%	34.0%	10.6%	14.3%	(29.7)%	(8.1)%	(6.0)%	0.0%	(4.8)%	11.0%	12.9%	4.5%
Gfast	0	0	0	0	0	0	0	1	1	2	2	2	3	4	11
YoY	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Fibre to the Premises (FTTP)	5	6	7	9	27	9	12	16	17	54	16	18	27	23	84
YoY	66.7%	50.0%	133.3%	80.0%	80.0%	80.0%	100.0%	128.6%	88.9%	100.0%	77.8%	50.0%	68.8%	35.3%	55.6%
Ethernet	188	194	187	200	769	179	183	184	179	725	190	198	201	209	798
YoY	(4.1)%	8.4%	(0.5)%	4.2%	1.9%	(4.8)%	(5.7)%	(1.6)%	(10.5)%	(5.7)%	6.1%	8.2%	9.2%	16.8%	10.1%
Other	117	116	109	110	452	95	85	79	92	351	85	83	85	88	341
Total	1,287	1,299	1,379	1,320	5,285	1,255	1,293	1,256	1,271	5,075	1,268	1,268	1,281	1,295	5,112
YoY	1.1%	2.4%	6.4%	1.7%	2.9%	(2.5)%	(0.5)%	(8.9)%	(3.7)%	(4.0)%	1.0%	(1.9)%	2.0%	1.9%	0.7%
Of which Internal	767	770	796	768	3,101	727	736	706	706	2,875	688	684	689	692	2,753
YoY	0.8%	(0.1)%	2.4%	(1.2)%	0.5%	(5.2)%	(4.4)%	(11.3)%	(8.1)%	(7.3)%	(5.4)%	(7.1)%	(2.4)%	(2.0)%	(4.2)%

EBITDA	-	-	-	-	-	717	761	731	725	2,934	717	700	722	719	2,858
YoY	-	-	-	-	-	-	-	-	-	-	0.0%	(8.0)%	(1.2)%	(0.8)%	(2.6)%
Margin	-	-	-	-	-	57.1%	58.9%	58.2%	57.0%	57.8%	56.5%	55.2%	56.4%	55.5%	55.9%

OPERATIONAL	2017/18	2017/18	2017/18	2017/18	2017/18	2018/19	2018/19	2018/19	2018/19	2018/19	2019/20	2019/20	2019/20	2019/20	2019/20
	Q1	Q2	Q3	Q4	Full year	Q1	Q2	Q3	Q4	Full year	Q1	Q2	Q3	Q4	Full year

Network deployment ('000 premises passed)															
Superfast ¹	26,114	26,382	26,749	26,944	26,944	27,087	27,220	27,280	27,479	27,479	27,600	27,695	28,330	28,422	28,422
Of which Ultrafast Gfast	84	214	393	1,015	1,015	1,117	1,290	1,708	2,020	2,020	2,166	2,417	2,725	2,814	2,814
Of which Ultrafast FTTP ²	398	431	493	561	561	631	682	893	1,247	1,247	1,514	1,810	2,156	2,575	2,575

Network usage ('000 premises connected)															
Total physical lines	25,169	25,121	25,163	25,142	25,142	25,044	25,004	25,040	25,039	25,039	24,977	24,973	24,988	24,969	24,969
Of which WLR	16,009	15,931	15,863	15,781	15,781	15,508	15,358	15,276	15,189	15,189	15,089	15,033	14,927	14,807	14,807
Of which LLU	9,049	9,062	9,154	9,191	9,191	9,336	9,413	9,496	9,542	9,542	9,531	9,518	9,511	9,428	9,428
Of which FTTP	111	127	146	169	169	197	230	267	306	306	352	404	465	524	524
Of which other	0	0	0	0	0	2	3	1	2	2	5	18	85	210	210
Total broadband connections	20,451	20,516	20,668	20,766	20,766	20,906	20,948	21,043	21,119	21,119	21,126	21,186	21,262	21,328	21,328
Of which non-fibre	12,316	11,875	11,427	10,970	10,970	10,662	10,090	9,506	8,895	8,895	8,403	7,859	7,334	6,704	6,704
Of which FTTC	8,023	8,512	9,094	9,624	9,624	10,041	10,619	11,254	11,891	11,891	12,330	12,854	13,310	13,810	13,810
Of which Gfast	1	1	2	3	3	4	7	15	25	25	36	51	68	80	80
Of which FTTP	111	127	146	169	169	197	230	267	306	306	352	404	465	524	524
Of which other	0	0	0	0	0	2	3	1	2	2	5	18	85	210	210
Ethernet	254	262	268	276	276	283	288	293	300	300	306	314	324	332	332

FINANCIAL	2017/18	2017/18	2017/18	2018/19	2018/19	2018/19	2019/20	2019/20	2019/20
£m unless otherwise stated	H1	H2	Full year	H1	H2	Full year	H1	H2	Full year
Revenue									
YoY	2,586	2,699	5,285	2,548	2,527	5,075	2,536	2,576	5,112
	1.7%	4.0%	2.9%	(1.5)%	(6.4)%	(4.0)%	(0.5)%	1.9%	0.7%
EBITDA									
YoY	-	-	-	1,478	1,456	2,934	1,417	1,441	2,858
Margin	-	-	-	-	-	-	(4.1)%	(1.0)%	(2.6)%
	-	-	-	58.0%	57.6%	57.8%	55.9%	55.9%	55.9%
Operating profit									
YoY	-	-	-	-	-	-	579	567	1,146
	-	-	-	-	-	-	-	-	-
Reported capex									
YoY	808	891	1,699	1,055	1,026	2,081	1,015	1,093	2,108
	13.3%	(1.8)%	4.9%	30.6%	15.2%	22.5%	(3.8)%	6.5%	1.3%
Normalised free cash flow									
YoY	682	798	1,480	448	558	1,006	197	473	670
	-	-	-	(34.3)%	(30.1)%	(32.0)%	(56.0)%	(15.2)%	(33.4)%

¹ Q3 2019/20 includes a refreshed premises database, uplifting the total number of premises passed by 553k

² Q4 2017/18 network deployment restated following review

Glossary

GROUP: COSTS

Operating costs	
Direct labour costs	Total gross costs associated with wages and salaries, social security costs, pension costs, employee profit share and share based payments.
Indirect labour costs	Labour costs that relate to agency and subcontracted employees.
Leaver costs	Also called 'Termination benefits'. Costs payable when, in the normal course of business, employment is terminated before an employee's normal retirement date, or when an employee accepts voluntary redundancy in exchange for these benefits. The Group recognises termination benefits when it is demonstrably committed to the affected employees leaving the Group. Leavers costs related to a major restructuring programme are treated as a specific item (defined below).
Capitalised labour	Labour costs associated with the construction, modification, or installation of capital expenditure programmes (defined below).
Product costs and sales commissions	Costs incurred in the creation of products, including the purchase of equipment and services for resale, and 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 its network to carry a call to the customer receiving the call. Also called 'payments to other licensed operators' (POLOs).
TV programme rights charges	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, income from government grants and 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	
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. FTE counts all full and part-time employees expressed as if every role was full-time.

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	The net increase in cash and cash equivalents less: cash flows from financing activities (except net interest paid); the acquisition/disposal of group undertakings and the net sale of short-term investments, and excluding the cash impact of specific items; purchases of telecommunications licences; and the cash tax benefit of pension deficit payments. Non-tax related adjustments are made on a pre-tax basis.

Glossary

CONSUMER

Revenue	
Fixed	Earned from products/services delivered using only fixed network connectivity, including broadband, calls, line rental, TV, and residential BT Sport subscriptions.
Mobile	Earned from products/services delivered using only mobile network connectivity, including data connectivity, incoming and outgoing calls and roaming by customers of overseas networks.
Of which postpaid mobile	Earned from customers paying monthly subscriptions for mobile network connectivity.
Equipment	Earned from mobile and fixed equipment sales, such as mobile handsets or TV set top boxes.
Other	Earned from advertising, commercial and wholesale BT Sport customers, and Wi-fi services.
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	
Fixed average revenue per customer	Fixed revenue (defined above) during the period divided by the average number of line rental 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.
Prepaid mobile average revenue per customer	Prepaid mobile revenue (not disclosed but earned from customers pre-paying for mobile connectivity) during the period divided by the average number of prepaid mobile customers during the period, and presented as a monthly amount. Prepaid customers at any point in time are counted as those which have used their connection during the preceding 30 days.
Fixed monthly churn	Number of line rental customers who disconnect from the network, voluntarily or involuntarily, during the period, divided by the average number of line rental 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.
Revenue Generating Units per address	Number of chargeable products per separate address measured across the BT, EE and Plusnet brands, aggregated to give a total for the Consumer CFU.

Glossary

ENTERPRISE

Revenue	
Fixed	Earned from products/services across our brands that use only 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 only our mobile network connectivity.
Of which retail mobile	Earned from products/services sold to retail customers for mobile network connectivity.
Of which wholesale mobile	Earned from products/services predominantly sold to Mobile Virtual Network Operators (MVNOs) for mobile network connectivity which they use to provide products/services to their end customers. Includes mobile data analytics, and M2M (i.e. IoT).
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).
Republic of Ireland	All revenue of any type earned from customers in the Republic of Ireland, received in euros but reported in sterling.
Ventures	Earned from the Ventures portfolio of standalone businesses that currently include Redcare, Pelipod, Phone Book, Payphones, and Supply Chain. And previous included Tikit and Fleet Solutions.
Other	Any revenue not included within any of the above categories, e.g. revenue from converged products/services such as BT One Phone.
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	
Retail (ex Rol)	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.
Wholesale	Revenue from Wholesale products/services, sold to communications providers (CPs) which use them to provide products/services to their end customers.

Orders	
Total retail orders	Retail orders of products and services sold in the period to the unit's customers in Great Britain, Northern Ireland, and the Republic of Ireland, including all one-off charges and all recurring charges expected over the term of the contract. Orders are recorded on a sales order value (SOV) basis, i.e. the total amount of revenue expected from the contract over its life.
Of which new business	The amount of revenue expected to be earned over the life of a contract for new business contracts signed in the period e.g. a new 5-year contract worth £10m a year equates to a SOV of £50m.
Of which renewals	The amount of revenue expected to be earned over the life of a contract recorded on the renewal or extension of an existing contract with a current customer in the period.
Total wholesale orders (excluding IoT)	Wholesale orders in the period, sold to communications providers (CPs), for all business types including new business, growth, renewals and extensions. Where a renewal or extension overlaps with a previous contract value reported as Order intake, only the incremental contract value (ICV) increase is included. This includes all one-off charges, plus all recurring charges for the term of the contract. Wholesale orders only relate to orders that have been contracted for future periods.

Operational	
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.
Call minutes (millions)	The number of calling minutes used during the period by all external customers. The revenue earned by these connections is included within 'Fixed of which voice' revenue.
Of which retail call minutes (millions)	The number of calling minutes used during the period by external retail customers. The revenue earned by these connections is included within 'Fixed of which voice' revenue.
Of which wholesale call minutes (millions)	The number of calling minutes used during the period by external wholesale customers (communications providers (CPs)) using the Wholesale Calls product. The revenue earned 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 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.
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.
Of which wholesale Ethernet circuits	The closing base of Ethernet circuits sold to external wholesale customers (communications providers (CPs)) that are not Mobile Network Operators (MNOs). The revenue earned by these connections is included within 'Fixed of which WAN and Ethernet' revenue.
Of which WAN circuits	The closing base of active circuit connections on Wide Area Networks (WAN), including BT Net products, across all external customers. The revenue generated by these networks is included within 'Fixed of which WAN and Ethernet' revenue.
Private Circuits	The closing base of Private Circuits, including Partial Private Circuits, sold to external retail customers. The revenue earned by these connections is included within Fixed revenue excluding voice, broadband, and Ethernet (i.e. it is not explicitly separately disclosed).
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 included within 'Mobile - Retail mobile' revenue.
MVNO customers	The closing base of billable subscribers (reported a quarter in arrears) on our mobile network through mobile virtual network operators (MVNO) purchasing access from Enterprise. The revenue generated by these connections is included within 'Mobile - Wholesale mobile' revenue.
Superfast fibre share of broadband base	The proportion of measurable broadband lines (>90% of the figure defined above) purchasing a superfast connection i.e. with a maximum download speed of up to 76Mbps. These connections are supplied to external customers by Enterprise purchasing an FTTC/FTTP wholesale product from Openreach.
Ultrafast fibre share of broadband base	The proportion of measurable broadband lines (>90% of the figure defined above) purchasing an ultrafast connection i.e. with a maximum download speed above 100Mbps. These connections are supplied to external customers by Enterprise purchasing a Gfast/FTTP wholesale product from Openreach.

Glossary

GLOBAL	
Revenue by industry segmentation	
Banking and Financial Services	Revenue from customers in the following industries: UK and International retail banking; insurance, wealth management and financial services; and wholesale banking and payments. Includes Radianz and Unified Trading products.
Resources, Manufacturing and Logistics	Revenue from customers in the following industries: manufacturing; retail and consumer goods; natural resources and utilities; and transport, logistics and automotive.
Technology, Life Sciences and Business Services	Revenue from customers in the following industries: healthcare and life services; media and technology; business services and international government; systems integration; telecommunications including our Global Wholesale Voice business; and Public Sector.
Regional Enterprise	Revenue from regional enterprise customers outside the UK.
Revenue by product group	
Growth	Revenue from recently launched technologies and high growth strategic products, including: Security; Cloud-based solutions; and software-defined capabilities.
Mature	Revenue from products which use well-established technologies, for which new alternatives are starting to emerge, including: MPLS services; and on-premise IP voice.
Legacy	Revenue from products that are approaching end-of-life or that have been strategically deprioritised, and which do not attract new customer sales, including: public switched telephony network (PSTN) services; and private leased lines.
Orders	
Orders	Orders for all business types including new business, growth, renewals and extensions. Measured on an incremental contract value (ICV) basis, such that if a contract renewal or extension overlaps with a previous contract value reported as Order intake, only the incremental increase is included.

OPENREACH	
Fixed access network technologies	
Wholesale Line Rental (WLR)	Openreach's copper access product, predominantly used for delivering voice services.
Local Loop Unbundling (LLU)	Enables communications providers (CPs) to offer the full range of voice and broadband services.
Fibre to the Cabinet (FTTC)	The supply of data services over a fibre optic cable running between the local exchange and the local street cabinet, then using existing copper cable to deliver the data to the end customer's premises. In FTTC, the device which translates the data into a signal that can be carried over copper wire, the DSLAM, sits in a local street cabinet, rather than in the local exchange.
Gfast	The supply of data services by building on existing FTTC infrastructure to change the way broadband signals are transmitted to achieve ultrafast bandwidths without the need to install fibre all the way to a property.
Fibre to the Premises (FTTP)	The supply of data services over a fibre optic cable running between the local exchange and the end customer's premises. This technology completely replaces the need for copper cabling within the Openreach network.
Revenue	
Wholesale Line Rental (WLR)	Internal and external WLR connection and rental revenue.
Local Loop Unbundling (LLU)	Internal and external shared metallic path facility (SMPF) and metallic path facility (MPF) connection and rental revenue, co-location connection and rental revenue, copper port build, tie cables, and test access matrices (TAM).
Fibre to the Cabinet (FTTC)	Internal and external connection and rental revenue for FTTC products.
Gfast	Internal and external connection and rental revenue for Gfast products.
Fibre to the Premises (FTTP)	Internal and external connection and rental revenue for FTTP products.
Ethernet	Internal and external Ethernet connection and rental revenue.
Other	Primarily revenue from service-based activity and some legacy connectivity products, plus other fibre (e.g. Single Order GEA (SOGEA) and Single Order Gfast (SOGFast)).
Of which internal	Primarily rental and connection revenue related to WLR, SMPF, Ethernet and fibre supplied to BT's other customer-facing units.

Operational	
Network deployment: Superfast	All premises in the UK that are able to place an order to access superfast fibre broadband speeds of >30Mbps delivered using FTTC, Gfast, or FTTP technology (subject to CP readiness).
Network deployment: Of which Ultrafast Gfast	All premises in the UK that are able to place an order to access ultrafast fibre broadband speeds of >120Mbps delivered using Gfast technology (subject to CP readiness). Prior to Q1 2019/20 the relevant broadband speed was >100Mbps.
Network deployment: Of which Ultrafast FTTP	All premises in the UK that are able to place an order to access ultrafast fibre broadband speeds of >100Mbps delivered using FTTP technology (subject to CP readiness).
Physical lines	Internal and external bearers in the UK at the end of the reporting period for various products as defined above, with the following exceptions: 'Physical lines - Of which WLR' also includes WLR+SMPF lines, in addition to WLR-only lines 'Physical lines - Of which LLU' is MPF lines, does not include SMPF lines.
Of which other	Internal and external bearers in the UK for SOGEA and SOGFast products at the end of the reporting period.
Total broadband connections	Total internal and external broadband connections in the UK at the end of the reporting period.
Of which non-fibre	Internal and external broadband connections in the UK delivered using non-fibre products (i.e. SMPF or MPF) alone at the end of the reporting period.
Of which FTTC	Internal and external broadband connections in the UK delivered using FTTC products at the end of the reporting period. The connection is only counted once as the non-fibre component of the broadband connection is excluded from the 'Of which non-fibre' count.
Of which Gfast	Internal and external broadband connections in the UK delivered using Gfast products at the end of the reporting period. The connection is only counted once as the non-fibre component of the broadband connection is excluded from the 'Of which non-fibre' count.
Of which FTTP	Internal and external broadband connections in the UK delivered using FTTP products at the end of the reporting period. The connection is only counted once because if a non-fibre component is used, it is excluded from the 'Of which non-fibre' count.
Of which other	Internal and external broadband connections in the UK delivered using SOGEA and SOGFast products at the end of the reporting period.
Ethernet	Total internal and external connections in the UK for Ethernet products at the end of the reporting period.