

## Key Performance Indicators (KPIs)



**For the financial years ended 31 March 2019, 31 March 2020, and 31 March 2021.**

From Q1 2021/22, BT is reporting information on Openreach in the format of this document as part of its quarterly financial disclosures, including new KPIs (highlighted) to enhance visibility of Openreach's capital expenditure in value-enhancing investment programmes. Results for the years ended 31 March 2020 and 31 March 2021 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.**

All pro forma financial information in this document has been prepared under the IFRS 16 accounting standard. From 1 April 2019 BT adopted IFRS 16 on a modified retrospective basis. For further information about the impact of IFRS 16, including a comparison with information previously published under the IAS 17 accounting standard, please see pro forma document published on 3 July 2019.

### 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.

### 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.

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### About BT Group

BT Group is the UK's leading telecommunications and network provider and a leading provider of global communications services and solutions, serving customers in 180 countries. Its principal activities in the UK include the provision of fixed voice, mobile, broadband and TV (including Sport) and a range of products and services over converged fixed and mobile networks to consumer, business and public sector customers. For its global customers, BT provides managed services, security and network and IT infrastructure services to support their operations all over the world. BT consists of four customer-facing units: Consumer, Enterprise, Global and its wholly-owned subsidiary, Openreach, which provides access network services to over 650 communications provider customers who sell phone, broadband and Ethernet services to homes and businesses across the UK.

For the year ended 31 March 2021, BT Group's reported revenue was £21,331m with reported profit before taxation of £1,804m.

British Telecommunications plc 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

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| FINANCIAL<br>£m unless otherwise stated                       | 2018/19<br>Q1 | 2018/19<br>Q2 | 2018/19<br>Q3 | 2018/19<br>Q4 | 2018/19<br>Full year | 2019/20<br>Q1 | 2019/20<br>Q2 | 2019/20<br>Q3 | 2019/20<br>Q4 | 2019/20<br>Full year | 2020/21<br>Q1 | 2020/21<br>Q2 | 2020/21<br>Q3 | 2020/21<br>Q4 | 2020/21<br>Full year |
|---------------------------------------------------------------|---------------|---------------|---------------|---------------|----------------------|---------------|---------------|---------------|---------------|----------------------|---------------|---------------|---------------|---------------|----------------------|
| <b>Revenue</b>                                                |               |               |               |               |                      |               |               |               |               |                      |               |               |               |               |                      |
| Wholesale Line Rental (WLR)                                   | 445           | 455           | 449           | 442           | 1,791                | 435           | 421           | 416           | 414           | 1,686                | 412           | 406           | 400           | 394           | 1,612                |
| YoY                                                           | (5.1)%        | (1.5)%        | (1.5)%        | (2.2)%        | (2.6)%               | (2.2)%        | (7.5)%        | (7.3)%        | (6.3)%        | (5.9)%               | (5.3)%        | (3.6)%        | (3.8)%        | (4.8)%        | (4.4)%               |
| Local Loop Unbundling (LLU)                                   | 271           | 280           | 285           | 286           | 1,122                | 284           | 283           | 281           | 273           | 1,121                | 264           | 257           | 255           | 256           | 1,032                |
| YoY                                                           | 0.0%          | 2.2%          | 3.6%          | 5.1%          | 2.7%                 | 4.8%          | 1.1%          | (1.4)%        | (4.5)%        | (0.1)%               | (7.0)%        | (9.2)%        | (9.3)%        | (6.2)%        | (7.9)%               |
| Single Order Transitional Access Product (SOTAP)              | 0             | 0             | 0             | 0             | 0                    | 0             | 0             | 0             | 0             | 0                    | 0             | 0             | 0             | 0             | 0                    |
| YoY                                                           | -             | -             | -             | -             | -                    | -             | -             | -             | -             | -                    | -             | -             | -             | -             | -                    |
| Superfast                                                     | 254           | 274           | 240           | 247           | 1,015                | 254           | 262           | 268           | 284           | 1,068                | 298           | 300           | 312           | 320           | 1,230                |
| YoY                                                           | 7.6%          | 10.9%         | (29.8)%       | (10.2)%       | (7.7)%               | 0.0%          | (4.4)%        | 11.7%         | 15.0%         | 5.2%                 | 17.3%         | 14.5%         | 16.4%         | 12.7%         | 15.2%                |
| Of which FTTC generic ethernet access (GEA)                   | 254           | 274           | 240           | 247           | 1,015                | 254           | 261           | 266           | 276           | 1,057                | 285           | 284           | 287           | 288           | 1,144                |
| YoY                                                           | 7.6%          | 10.9%         | (29.8)%       | (10.2)%       | (7.7)%               | 0.0%          | (4.7)%        | 10.8%         | 11.7%         | 4.1%                 | 12.2%         | 8.8%          | 7.9%          | 4.3%          | 8.2%                 |
| Of which FTTC single order generic ethernet access (SOGEA)    | 0             | 0             | 0             | 0             | 0                    | 0             | 1             | 2             | 8             | 11                   | 13            | 16            | 25            | 33            | 87                   |
| YoY                                                           | -             | -             | -             | -             | -                    | -             | -             | -             | -             | -                    | -             | 1500.0%       | 1150.0%       | 312.5%        | 690.9%               |
| Ultrafast                                                     | 9             | 12            | 17            | 18            | 56                   | 19            | 21            | 31            | 27            | 98                   | 33            | 36            | 42            | 48            | 159                  |
| YoY                                                           | 80.0%         | 100.0%        | 112.5%        | 100.0%        | 100.0%               | 111.1%        | 75.0%         | 82.4%         | 50.0%         | 75.0%                | 73.7%         | 71.4%         | 35.5%         | 77.8%         | 62.2%                |
| Of which Gfast generic ethernet access (GEA)                  | 0             | 0             | 1             | 1             | 2                    | 2             | 2             | 3             | 3             | 10                   | 3             | 3             | 5             | 5             | 16                   |
| YoY                                                           | -             | -             | -             | -             | -                    | -             | -             | -             | -             | -                    | 50.0%         | 50.0%         | 66.7%         | 66.7%         | 60.0%                |
| Of which Gfast single order generic ethernet access (SOGfast) | 0             | 0             | 0             | 0             | 0                    | 0             | 0             | 0             | 0             | 0                    | 1             | 2             | 2             | 3             | 8                    |
| YoY                                                           | -             | -             | -             | -             | -                    | -             | -             | -             | -             | -                    | -             | -             | -             | -             | -                    |
| Of which Fibre to the Premises (FTTP)                         | 9             | 12            | 16            | 17            | 54                   | 17            | 19            | 28            | 24            | 88                   | 29            | 31            | 35            | 40            | 135                  |
| YoY                                                           | 80.0%         | 100.0%        | 100.0%        | 88.9%         | 92.9%                | 88.9%         | 58.3%         | 75.0%         | 41.2%         | 63.0%                | 70.6%         | 63.2%         | 25.0%         | 66.7%         | 53.4%                |
| Ethernet                                                      | 182           | 186           | 187           | 182           | 737                  | 192           | 200           | 204           | 212           | 808                  | 219           | 225           | 228           | 234           | 906                  |
| YoY                                                           | (5.2)%        | (6.1)%        | (1.6)%        | (10.3)%       | (5.9)%               | 5.5%          | 7.5%          | 9.1%          | 16.5%         | 9.6%                 | 14.1%         | 12.5%         | 11.8%         | 10.4%         | 12.1%                |
| Other                                                         | 94            | 86            | 78            | 96            | 354                  | 84            | 81            | 81            | 85            | 331                  | 60            | 75            | 76            | 94            | 305                  |
| <b>Total</b>                                                  | <b>1,255</b>  | <b>1,293</b>  | <b>1,256</b>  | <b>1,271</b>  | <b>5,075</b>         | <b>1,268</b>  | <b>1,268</b>  | <b>1,281</b>  | <b>1,295</b>  | <b>5,112</b>         | <b>1,286</b>  | <b>1,299</b>  | <b>1,313</b>  | <b>1,346</b>  | <b>5,244</b>         |
| YoY                                                           | (2.5)%        | (0.5)%        | (8.9)%        | (3.7)%        | (4.0)%               | 1.0%          | (1.9)%        | 2.0%          | 1.9%          | 0.7%                 | 1.4%          | 2.4%          | 2.5%          | 3.9%          | 2.6%                 |
| Of which Internal                                             | 727           | 736           | 706           | 706           | 2,875                | 688           | 684           | 689           | 692           | 2,753                | 689           | 690           | 687           | 691           | 2,757                |
| YoY                                                           | (5.2)%        | (4.4)%        | (11.3)%       | (8.1)%        | (7.3)%               | (5.4)%        | (7.1)%        | (2.4)%        | (2.0)%        | (4.2)%               | 0.1%          | 0.9%          | (0.3)%        | (0.1)%        | 0.1%                 |
| 559                                                           |               |               |               |               |                      |               |               |               |               |                      |               |               |               |               |                      |
| <b>EBITDA</b>                                                 | <b>717</b>    | <b>761</b>    | <b>731</b>    | <b>725</b>    | <b>2,934</b>         | <b>717</b>    | <b>700</b>    | <b>722</b>    | <b>719</b>    | <b>2,858</b>         | <b>729</b>    | <b>724</b>    | <b>758</b>    | <b>726</b>    | <b>2,937</b>         |
| YoY                                                           | -             | -             | -             | -             | -                    | 0.0%          | (8.0)%        | (1.2)%        | (0.8)%        | (2.6)%               | 1.7%          | 3.4%          | 5.0%          | 1.0%          | 2.8%                 |
| Margin                                                        | 57.1%         | 58.9%         | 58.2%         | 57.0%         | 57.8%                | 56.5%         | 55.2%         | 56.4%         | 55.5%         | 55.9%                | 56.7%         | 55.7%         | 57.7%         | 53.9%         | 56.0%                |
| OPERATIONAL                                                   | 2018/19<br>Q1 | 2018/19<br>Q2 | 2018/19<br>Q3 | 2018/19<br>Q4 | 2018/19<br>Full year | 2019/20<br>Q1 | 2019/20<br>Q2 | 2019/20<br>Q3 | 2019/20<br>Q4 | 2019/20<br>Full year | 2020/21<br>Q1 | 2020/21<br>Q2 | 2020/21<br>Q3 | 2020/21<br>Q4 | 2020/21<br>Full year |
| <b>Network deployment ('000 premises passed)</b>              |               |               |               |               |                      |               |               |               |               |                      |               |               |               |               |                      |
| Superfast <sup>1</sup>                                        | 27,087        | 27,220        | 27,280        | 27,479        | 27,479               | 27,600        | 27,695        | 28,330        | 28,422        | 28,422               | 28,512        | 28,584        | 28,653        | 28,731        | 28,731               |
| Ultrafast Gfast                                               | 1,117         | 1,290         | 1,708         | 2,020         | 2,020                | 2,166         | 2,417         | 2,725         | 2,814         | 2,814                | 2,831         | 2,831         | 2,831         | 2,831         | 2,831                |
| Ultrafast FTTP                                                | 631           | 682           | 893           | 1,247         | 1,247                | 1,514         | 1,810         | 2,156         | 2,575         | 2,575                | 2,979         | 3,500         | 4,050         | 4,610         | 4,610                |
| <b>Network usage ('000 premises connected)</b>                |               |               |               |               |                      |               |               |               |               |                      |               |               |               |               |                      |
| <b>Total physical lines</b>                                   | <b>25,044</b> | <b>25,004</b> | <b>25,040</b> | <b>25,039</b> | <b>25,039</b>        | <b>24,977</b> | <b>24,973</b> | <b>24,988</b> | <b>24,969</b> | <b>24,969</b>        | <b>24,896</b> | <b>24,927</b> | <b>24,914</b> | <b>24,881</b> | <b>24,881</b>        |
| Of which WLR                                                  | 15,508        | 15,358        | 15,276        | 15,189        | 15,189               | 15,089        | 15,033        | 14,927        | 14,807        | 14,807               | 14,781        | 14,704        | 14,504        | 14,324        | 14,324               |
| Of which LLU                                                  | 9,336         | 9,413         | 9,496         | 9,542         | 9,542                | 9,531         | 9,518         | 9,511         | 9,428         | 9,428                | 9,281         | 9,125         | 8,943         | 8,857         | 8,857                |
| Of which single order (SOTAP, SOGEA, SOGfast)                 | 1             | 1             | 1             | 2             | 2                    | 5             | 18            | 85            | 210           | 210                  | 280           | 443           | 677           | 795           | 795                  |
| Of which FTTP                                                 | 197           | 230           | 267           | 306           | 306                  | 352           | 404           | 465           | 524           | 524                  | 554           | 655           | 790           | 905           | 905                  |
| <b>Total broadband connections</b>                            | <b>20,906</b> | <b>20,948</b> | <b>21,043</b> | <b>21,119</b> | <b>21,119</b>        | <b>21,126</b> | <b>21,186</b> | <b>21,262</b> | <b>21,328</b> | <b>21,328</b>        | <b>21,340</b> | <b>21,397</b> | <b>21,468</b> | <b>21,511</b> | <b>21,511</b>        |
| Of which non-fibre                                            | 10,662        | 10,090        | 9,506         | 8,895         | 8,895                | 8,403         | 7,859         | 7,334         | 6,704         | 6,704                | 6,240         | 5,687         | 5,232         | 4,671         | 4,671                |
| Of which FTTC                                                 | 10,042        | 10,620        | 11,255        | 11,893        | 11,893               | 12,335        | 12,872        | 13,393        | 14,013        | 14,013               | 14,448        | 14,917        | 15,269        | 15,744        | 15,744               |
| Of which GEA                                                  | 10,041        | 10,619        | 11,254        | 11,891        | 11,891               | 12,330        | 12,854        | 13,310        | 13,810        | 13,810               | 14,179        | 14,500        | 14,633        | 14,996        | 14,996               |
| Of which SOGEA                                                | 1             | 1             | 1             | 2             | 2                    | 5             | 18            | 83            | 203           | 203                  | 269           | 417           | 636           | 748           | 748                  |
| Of which Gfast                                                | 4             | 7             | 15            | 25            | 25                   | 36            | 51            | 70            | 87            | 87                   | 98            | 138           | 177           | 192           | 192                  |
| Of which SOGfast                                              | 4             | 7             | 15            | 25            | 25                   | 36            | 51            | 68            | 80            | 80                   | 87            | 112           | 136           | 146           | 146                  |
| Of which SOGfast                                              | 0             | 0             | 0             | 0             | 0                    | 0             | 0             | 2             | 7             | 7                    | 11            | 26            | 41            | 46            | 46                   |
| Of which FTTP                                                 | 197           | 230           | 267           | 306           | 306                  | 352           | 404           | 465           | 524           | 524                  | 554           | 655           | 790           | 905           | 905                  |
| <b>Ethernet</b>                                               | <b>283</b>    | <b>288</b>    | <b>293</b>    | <b>300</b>    | <b>300</b>           | <b>306</b>    | <b>314</b>    | <b>324</b>    | <b>332</b>    | <b>332</b>           | <b>336</b>    | <b>343</b>    | <b>349</b>    | <b>354</b>    | <b>354</b>           |

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

Please see the Glossary pages for relevant definitions

| FINANCIAL<br>£m unless otherwise stated                  | 2018/19<br>H1 | 2018/19<br>H2 | 2018/19<br>Full year | 2019/20<br>H1 | 2019/20<br>H2 | 2019/20<br>Full year | 2020/21<br>H1 | 2020/21<br>H2 | 2020/21<br>Full year |
|----------------------------------------------------------|---------------|---------------|----------------------|---------------|---------------|----------------------|---------------|---------------|----------------------|
| Revenue                                                  | 2,548         | 2,527         | 5,075                | 2,536         | 2,576         | 5,112                | 2,585         | 2,659         | 5,244                |
| YoY                                                      | (1.5)%        | (6.4)%        | (4.0)%               | (0.5)%        | 1.9%          | 0.7%                 | 1.9%          | 3.2%          | 2.6%                 |
| EBITDA                                                   | 1,478         | 1,456         | 2,934                | 1,417         | 1,441         | 2,858                | 1,453         | 1,484         | 2,937                |
| YoY                                                      | -             | -             | -                    | (4.1)%        | (1.0)%        | (2.6)%               | 2.5%          | 3.0%          | 2.8%                 |
| Margin                                                   | 58.0%         | 57.6%         | 57.8%                | 55.9%         | 55.9%         | 55.9%                | 56.2%         | 55.8%         | 56.0%                |
| Operating profit                                         | -             | -             | -                    | 579           | 567           | 1,146                | 621           | 609           | 1,230                |
| YoY                                                      | -             | -             | -                    | -             | -             | -                    | 7.3%          | 7.4%          | 7.3%                 |
| Reported capex                                           | 1,055         | 1,026         | 2,081                | 1,015         | 1,093         | 2,108                | 1,072         | 1,177         | 2,249                |
| YoY                                                      | 30.6%         | 15.2%         | 22.5%                | (3.8)%        | 6.5%          | 1.3%                 | 5.6%          | 7.7%          | 6.7%                 |
| Normalised free cash flow                                | 448           | 558           | 1,006                | 197           | 473           | 670                  | 20            | 466           | 486                  |
| YoY                                                      | (34.3)%       | (30.1)%       | (32.0)%              | (56.0)%       | (15.2)%       | (33.4)%              | (89.8)%       | (1.5)%        | (27.5)%              |
| <b>Reported capital expenditure</b>                      |               |               |                      |               |               |                      |               |               |                      |
| WLR, LLU, FTTC & Gfast (including single order variants) | -             | -             | -                    | 404           | 346           | 750                  | 268           | 291           | 559                  |
| YoY                                                      | -             | -             | -                    | -             | -             | -                    | (33.7)%       | (15.9)%       | (25.5)%              |
| FTTP                                                     | -             | -             | -                    | 308           | 411           | 719                  | 502           | 581           | 1,083                |
| YoY                                                      | -             | -             | -                    | -             | -             | -                    | 63.0%         | 41.4%         | 50.6%                |
| Ethernet                                                 | -             | -             | -                    | 173           | 181           | 354                  | 157           | 159           | 316                  |
| YoY                                                      | -             | -             | -                    | -             | -             | -                    | (9.2)%        | (12.2)%       | (10.7)%              |
| Other                                                    | -             | -             | -                    | 130           | 155           | 285                  | 145           | 146           | 291                  |
| YoY                                                      | -             | -             | -                    | -             | -             | -                    | 11.5%         | (5.8)%        | 2.1%                 |
| Total                                                    | -             | -             | -                    | 1,015         | 1,093         | 2,108                | 1,072         | 1,177         | 2,249                |
| YoY                                                      | -             | -             | -                    | (3.8)%        | 6.5%          | 1.3%                 | 5.6%          | 7.7%          | 6.7%                 |

Please see the Glossary pages for relevant definitions

# Glossary

| 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.                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Single Order Transitional Access Product (SOTAP)         | A copper path between the end customer's premises and the CP's exchange infrastructure, enabling CPs to offer broadband and Internet Protocol (IP) voice 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. For FTTC Single Order GEA (SOGEA), voice services are also carried over the fibre optic cable between the exchange and cabinet. |
| 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. For Single Order Gfast (SOGfast), voice services are also carried over the fibre optic cable between the exchange and cabinet.                                                                                                                                                                    |
| 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.                                                                                                                                                                                                                                                                                                     |
| Ethernet                                                 | Fibre circuits offering end users network transport solutions including point-to-point connectivity between sites, backhaul of data traffic from unbundled exchanges and mobile base stations into the CP's own network, or to build data networks across the UK.                                                                                                                                                                                                                                                          |
| 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).                                                                                                                                                                                                                                                                                       |
| Single Order Transitional Access Product (SOTAP)         | Internal and external SOTAP connection and rental revenue.                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Superfast                                                | Internal and external Fibre to the Cabinet (FTTC) connection and rental revenue. This includes both FTTC GEA (Generic Ethernet Access) and FTTC Single Order GEA (SOGEA).                                                                                                                                                                                                                                                                                                                                                  |
| Ultrafast                                                | Internal and external Fibre to the Premises (FTTP) and Gfast connection and rental revenue. This includes both Gfast GEA (Generic Ethernet Access) and Single Order Gfast GEA (SOGfast).                                                                                                                                                                                                                                                                                                                                   |
| Ethernet                                                 | Internal and external Ethernet connection and rental revenue.                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Other                                                    | Primarily revenue from service-based activity and some legacy connectivity products.                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 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: 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: 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:<br>'Physical lines - Of which WLR' also includes WLR+SMPF lines, in addition to WLR-only lines<br>'Physical lines - Of which LLU' is MPF lines, does not include SMPF lines.                                                                                                                                                                                              |
| 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. For FTTC GEA, 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. For Gfast GEA, 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.                                                                                                                                                                                                                                                                  |
| Ethernet                                                 | Total internal and external connections in the UK for Ethernet products at the end of the reporting period.                                                                                                                                                                                                                                                                                                                                                                                                                |
| Reported capital expenditure                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| WLR, LLU, FTTC & Gfast (including single order variants) | Investment in our copper-based fixed access network to improve the coverage and reliability of our network, and to connect homes and businesses to our network. Includes investment in passive infrastructure, for example in duct and pole networks, built primarily to support our copper-based network.                                                                                                                                                                                                                 |
| FTTP                                                     | Investment in our FTTP network to improve the coverage of our ultrafast, ultra-reliable FTTP broadband network, and connect homes and businesses to our network. Includes investment in passive infrastructure, for example in duct and pole networks, built primarily to support our FTTP network.                                                                                                                                                                                                                        |
| Ethernet                                                 | Investment in our Ethernet fixed access network, primarily customer-driven deployment. Includes investment in passive infrastructure, for example in duct and pole networks, built primarily to support our Ethernet network.                                                                                                                                                                                                                                                                                              |
| Other                                                    | Investment that covers systems and information technology, passive infrastructure built for other network providers, maintenance of existing passive infrastructure and tools used in improving coverage and reliability of our networks.                                                                                                                                                                                                                                                                                  |