

Key Performance Indicators (KPIs)



For the financial years ended 31 March 2022 and 31 March 2023.

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. BT will continue to report in the format of these KPIs from H1 FY24 onwards.

Notes

KPIs are on a pro forma basis to reflect the formation of Business, refined allocation of central costs between BT's Customer Facing Units and refreshed operational and financial KPIs for BT's Customer Facing Units. Revenue categories described as 'Of which' are intended to provide greater detail about the components of larger revenue categories, but are not intended to be the sum of that category.

Consistent with our Q4 FY23 KPIs published on 18 May 2023, KPIs related to periods prior to H2 FY23 also remain on a pro forma basis to reflect the BT Sport JV transaction.

Changes to BT's Customer Facing Unit financial information, including for EBITDA, Capital Expenditure, Operating Profit and Normalised Free Cash Flow within this document from the KPIs published at 18 May 2023 are detailed in the accompanying 'Document B: Pro forma KPIs supporting information'.

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.

Reconciliations from alternative performance measures presented to reported numbers is presented in our 2023 Annual Report located www.bt.com/about/investors/financial-reporting-and-news/annual-reports

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About BT Group

BT Group is the UK's leading provider of fixed and mobile telecommunications and related secure digital products, solutions and services. We also provide managed telecommunications, security and network and IT infrastructure services to customers across 180 countries.

BT Group consists of three customer-facing units: Consumer serves individuals and families in the UK; Business* covers companies and public services in the UK and internationally; Openreach is an independently governed, wholly owned subsidiary wholesaling fixed access infrastructure services to its customers - over 650 communication providers across the UK.

For the year ended 31 March 2023, BT Group's reported revenue was £20,681m with reported profit before taxation of £1,729m.

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

Registered Office: 1 Braham Street, London E1 8EE, United Kingdom

Registered in England and Wales no. 4190816

www.bt.com/about

*Business commenced reporting as a single unit from 1 April 2023.

Group: Income statement

INCOME STATEMENT £m unless otherwise stated	FY22 H1	FY22 H2	FY22 Full year	FY23 H1	FY23 H2	FY23 Full year
Revenue						
Consumer	4,607	4,712	9,319	4,754	4,745	9,499
Business	4,217	4,276	8,493	4,041	4,217	8,258
Openreach	2,707	2,734	5,441	2,836	2,839	5,675
Other	14	13	27	14	13	27
Intra-group items	(1,487)	(1,487)	(2,974)	(1,515)	(1,513)	(3,028)
Total Group revenue¹	10,058	10,248	20,306	10,130	10,301	20,431
YoY	-	-	-	0.7%	0.5%	0.6%

EBITDA						
Consumer	1,116	1,188	2,304	1,296	1,244	2,540
Business	1,108	1,082	2,190	903	1,042	1,945
Openreach	1,593	1,651	3,244	1,735	1,775	3,510
Other	51	(7)	44	10	(6)	4
Total Group EBITDA¹	3,868	3,914	7,782	3,944	4,055	7,999
YoY	-	-	-	2.0%	3.6%	2.8%
Margin	38.5%	38.2%	38.3%	38.9%	39.4%	39.2%

INCOME STATEMENT ¹ £m unless otherwise stated	FY22 H1	FY22 H2	FY22 Full year	FY23 H1	FY23 H2	FY23 Full year
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Total Group revenue¹	10,058	10,248	20,306	10,130	10,301	20,431
Operating costs before D&A and specific items ¹	(6,190)	(6,334)	(12,524)	(6,186)	(6,246)	(12,432)
Total Group EBITDA¹	3,868	3,914	7,782	3,944	4,055	7,999
Depreciation and amortisation ¹	(2,167)	(2,235)	(4,402)	(2,332)	(2,421)	(4,753)
Of which lease depreciation ¹	(349)	(339)	(688)	(338)	(360)	(698)
Adjusted operating profit¹	1,701	1,679	3,380	1,612	1,634	3,246
Net finance expense ³	-	-	-	-	(421)	-
Of which lease interest ³	-	-	-	-	(67)	-
Share of post tax profits/losses of assoc. & JVs ³	-	-	-	-	(61)	-
Adjusted profit before tax³	-	-	-	-	1,152	-
Total specific items ³	-	-	-	-	(254)	-
Of which impact operating profit ³	-	-	-	-	(245)	-
Of which net interest on pensions ³	-	-	-	-	(9)	-
Reported profit before tax³	-	-	-	-	898	-
Tax excluding tax on specific items ³	-	-	-	-	26	-
Tax rate before specific items ³	-	-	-	-	(2.3)%	-
Tax on specific items ³	-	-	-	-	88	-
Profit after tax³	-	-	-	-	1,012	-

Adjusted basic earnings per share (pence) ³	-	-	-	-	12.0	-
Reported basic earnings per share (pence) ³	-	-	-	-	10.3	-

Dividend per share (pence)	2.31	5.39	7.70	2.31	5.39	7.70
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Average number of shares in issue (m)	9,884	9,848	9,866	9,814	9,792	9,803
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¹ Numbers up until H1 FY23 are presented on a sports JV pro forma basis to reflect the BT Sport JV transaction

² Adjusted, i.e. before specific items

³ No figures are shown below Adjusted Operating Profit prior to H2 FY23 as figures prior to this date are on a sports JV pro forma basis

Group: Cash flow & net debt

CASH FLOW & NET DEBT £m unless otherwise stated	FY22 H1	FY22 H2	FY22 Full year	FY23 H1	FY23 H2	FY23 Full year
Total Group EBITDA¹	3,868	3,914	7,782	3,944	4,055	7,999
Interest (includes notional cash interest on leases)	(396)	(336)	(732)	(380)	(279)	(659)
Tax (ex cash tax benefit of pension deficit payments)	(20)	(32)	(52)	(33)	169	136
Lease payments	(319)	(340)	(659)	(370)	(356)	(726)
Change in working capital and other	(499)	381	(118)	(342)	227	(115)
Cash available for investment and distribution	2,634	3,587	6,221	2,819	3,816	6,635
Cash capital expenditure	(2,274)	(2,555)	(4,829)	(2,755)	(2,552)	(5,307)
Normalised free cash flow	360	1,032	1,392	64	1,264	1,328
Payments/refund for the acquisition of spectrum	227	0	227	0	0	0
Net cash flow from specific items	(359)	(251)	(610)	(165)	(239)	(404)
Reported free cash flow	228	781	1,009	(101)	1,025	924
Equity dividends paid	(1)	(227)	(228)	(515)	(236)	(751)
Repurchase of ordinary share capital	(152)	(32)	(184)	(138)	0	(138)
Residual free cash flow	75	522	597	(754)	789	35
Cash tax benefit of pension deficit payments	0	0	0	0	0	0
Gross pension deficit payment	(600)	(521)	(1,121)	(594)	(400)	(994)
Free cash flow post pension deficit payments	(525)	1	(524)	(1,348)	389	(959)
Other	(78)	5	(73)	110	(401)	(291)
Net change in lease liabilities	164	226	390	205	195	400
Change in net (debt)/cash	(439)	232	(207)	(1,033)	183	(850)
Net (debt)/cash (reported)	(18,241)	(18,009)	(18,009)	(19,042)	(18,859)	(18,859)
Lease liabilities	(5,988)	(5,762)	(5,762)	(5,557)	(5,362)	(5,362)
Net financial (debt)/cash (excluding lease liabilities)	(12,253)	(12,247)	(12,247)	(13,485)	(13,497)	(13,497)

¹ Adjusted, i.e. before specific items. Numbers up until H1 FY23 are presented on a sports JV pro forma basis to reflect the BT Sport JV transaction

Please see the Glossary pages for relevant definitions

End

Group: Costs

OPERATING COSTS £m unless otherwise stated	FY22 H1	FY22 H2	FY22 Full year	FY23 H1	FY23 H2	FY23 Full year
Direct labour costs before leaver costs	2,451	2,363	4,814	2,467	2,467	4,934
Indirect labour costs	515	710	1,225	642	563	1,205
Leaver costs	7	8	15	6	5	11
Gross labour costs	2,973	3,081	6,054	3,115	3,035	6,150
Capitalised labour	(831)	(1,029)	(1,860)	(1,094)	(1,094)	(2,188)
Net labour costs	2,142	2,052	4,194	2,021	1,941	3,962
Product costs and sales commissions	1,784	1,851	3,635	1,729	1,958	3,687
Payments to telecommunications operators	654	692	1,346	605	749	1,354
Property and energy costs	513	515	1,028	630	612	1,242
Network operating and IT costs	450	454	904	480	433	913
TV programme rights charges	162	154	316	150	176	326
Provision and Installation	243	435	678	330	261	591
Marketing and sales	116	196	312	190	173	363
Other operating costs	236	116	352	163	74	237
Other operating income	(110)	(131)	(241)	(112)	(131)	(243)
Operating costs before D&A and specific items	6,190	6,334	12,524	6,186	6,246	12,432
Depreciation and amortisation (D&A)	2,167	2,235	4,402	2,330	2,421	4,751
Of which lease depreciation	349	339	688	338	360	698
Total operating costs before specific items	8,357	8,569	16,926	8,516	8,667	17,183
Specific items	138	154	292	136	277	413
Total operating costs	8,495	8,723	17,218	8,652	8,944	17,596

REPORTED CAPITAL EXPENDITURE EXCLUDING SPECTRUM £m unless otherwise stated	FY22 H1	FY22 H2	FY22 Full year	FY23 H1	FY23 H2	FY23 Full year
Consumer	519	720	1,239	595	626	1,221
Business	344	472	816	448	438	886
Openreach	1,108	1,478	2,586	1,504	1,343	2,847
Other	94	69	163	65	37	102
Total Group¹	2,065	2,739	4,804	2,612	2,444	5,056
Of which capacity/network	1,082	1,456	2,538	1,384	1,187	2,571
Of which customer driven	506	616	1,122	625	664	1,289
Of which systems/IT	379	509	888	476	444	920
Of which non-network infrastructure	98	158	256	127	149	276

ROLES Full-time equivalent	FY22 H1	FY22 H2	FY22 Full year	FY23 H1	FY23 H2	FY23 Full year
Total Labour Resource (including subcontracted labour)	128,102	134,692	134,692	134,376	130,125	130,125
of which Consumer FTE	16,804	16,448	16,448	16,473	16,356	16,356
of which Business FTE	25,484	24,701	24,701	24,710	24,029	24,029
of which Openreach FTE	36,611	37,246	37,246	38,320	36,557	36,557
of which Other FTE	20,124	19,780	19,780	20,300	20,206	20,206
Total Group	99,023	98,175	98,175	99,803	97,148	97,148

¹ Gross BDUK grant funding deferral (clawback) included in capacity/network: FY22: £27m; FY23: £62m

Please see the Glossary pages for relevant definitions

End

Consumer

FINANCIAL	FY22	FY22	FY22	FY23	FY23	FY23
£m unless otherwise stated	H1	H2	Full year	H1	H2	Full year

Revenue						
Service revenue	3,699	3,673	7,372	3,862	3,712	7,574
YoY	-	-	-	4.4%	1.1%	2.7%
Of which Broadband	1,896	1,928	3,824	2,017	1,934	3,951
YoY	-	-	-	6.4%	0.3%	3.3%
Of which postpaid mobile	1,525	1,474	2,999	1,571	1,510	3,081
YoY	-	-	-	3.0%	2.4%	2.7%
Equipment & Other	908	1,039	1,947	892	1,033	1,925
YoY	-	-	-	(1.8)%	(0.6)%	(1.1)%
Total	4,607	4,712	9,319	4,754	4,745	9,499
YoY	-	-	-	3.2%	0.7%	1.9%
Of which Internal	41	42	83	29	28	57

OPERATIONAL	FY22	FY22	FY22	FY23	FY23	FY23
	H1	H2	Full year	H1	H2	Full year

Average revenue per customer (£ per month)						
Broadband customers	37.5	38.0	37.7	39.9	38.5	39.2
YoY	-	-	-	6.4%	1.3%	4.0%
Postpaid mobile	17.9	17.1	17.5	18.2	17.5	17.8
YoY	-	-	-	1.7%	2.3%	1.7%

Monthly churn						
Broadband	0.9%	1.0%	1.0%	1.1%	1.1%	1.1%
Postpaid mobile	1.0%	1.0%	1.0%	1.0%	1.1%	1.0%

Fibre share of broadband base						
Superfast	81.9%	80.2%	80.2%	78.2%	75.5%	75.5%
Ultrafast	7.3%	10.1%	10.1%	12.9%	16.8%	16.8%

Best Network						
FTTP connections (000s)	945	1,165	1,165	1,404	1,745	1,745
5G connections (000s)	2,943	4,756	4,756	6,453	7,774	7,774
Broadband average customer data monthly usage (GB)	-	-	-	-	-	-
Postpaid mobile average customer monthly data usage (GB)	-	-	-	-	-	-

Convergence						
Fixed & Mobile convergence	23.0%	23.1%	23.1%	23.1%	22.8%	22.8%
Revenue generating units per address	1.91	1.91	1.91	1.91	1.90	1.90

FINANCIAL	FY22	FY22	FY22	FY23	FY23	FY23
£m unless otherwise stated	H1	H2	Full year	H1	H2	Full year

Revenue	4,607	4,712	9,319	4,754	4,745	9,499
YoY	-	-	-	3.2%	0.7%	1.9%
EBITDA	1,116	1,188	2,304	1,296	1,244	2,540
YoY	-	-	-	16.1%	4.7%	10.2%
Margin	24.2%	25.2%	24.7%	27.3%	26.2%	26.7%
Operating profit	333	359	692	490	445	935
YoY	-	-	-	47.1%	24.0%	35.1%
Reported capital expenditure excluding spectrum	519	720	1,239	595	626	1,221
YoY	-	-	-	14.6%	(13.1)%	(1.5)%
Normalised free cash flow	341	267	608	499	587	1,086
YoY	-	-	-	46.3%	119.9%	78.6%

Please see the Glossary pages for relevant definitions

Business

FINANCIAL £m unless otherwise stated	FY22 H1	FY22 H2	FY22 Full year	FY23 H1	FY23 H2	FY23 Full year
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Revenue by type						
Fixed	1,108	1,075	2,183	1,057	1,051	2,108
YoY	-	-	-	(4.6)%	(2.2)%	(3.4)%
Of which voice	456	420	876	406	400	806
YoY	-	-	-	(11.0)%	(4.8)%	(8.0)%
Of which broadband	213	214	427	218	228	446
YoY	-	-	-	2.3%	6.5%	4.4%
Of which WAN and Ethernet	252	256	508	259	260	519
YoY	-	-	-	2.8%	1.6%	2.2%
Mobile	583	569	1,152	530	569	1,099
YoY	-	-	-	(9.1)%	0.0%	(4.6)%
Of which retail mobile	475	500	976	499	535	1,034
YoY	-	-	-	5.1%	7.0%	5.9%
Managed services	2,390	2,465	4,855	2,299	2,426	4,725
YoY	-	-	-	(3.8)%	(1.6)%	(2.7)%
Of which UK Corporates and Public Sector	834	841	1,675	749	798	1,547
YoY	-	-	-	(10.2)%	(5.1)%	(7.6)%
Of which Global	1,274	1,309	2,583	1,161	1,254	2,415
YoY	-	-	-	(8.9)%	(4.2)%	(6.5)%
Other	136	167	303	155	171	326
Total	4,217	4,276	8,493	4,041	4,217	8,258
YoY	-	-	-	(4.2)%	(1.4)%	(2.8)%
Of which Internal	41	38	79	42	39	81

Revenue by segment						
Small and Medium Businesses (SMB)	732	745	1,477	756	783	1,539
YoY	-	-	-	3.3%	5.1%	4.2%
UK Corporates and Public Sector	1,265	1,301	2,566	1,182	1,252	2,434
YoY	-	-	-	(6.6)%	(3.8)%	(5.1)%
Global	1,274	1,309	2,583	1,161	1,253	2,414
YoY	-	-	-	(8.9)%	(4.3)%	(6.5)%
Wholesale	673	655	1,328	608	582	1,190
YoY	-	-	-	(9.7)%	(11.1)%	(10.4)%
Portfolio and other businesses	273	266	539	334	347	681
YoY	-	-	-	22.3%	30.5%	26.3%

Orders						
Total retail orders	2,958	3,639	6,597	2,782	3,524	6,307
YoY	-	-	-	(5.9)%	(3.2)%	(4.4)%
Of which new business	1,823	2,443	4,266	1,937	2,219	4,155
YoY	-	-	-	6.3%	(9.2)%	(2.6)%
Of which renewals	1,135	1,196	2,331	846	1,306	2,151
YoY	-	-	-	(25.5)%	9.2%	(7.7)%
Total wholesale orders	466	520	986	273	431	704
YoY	-	-	-	(41.4)%	(17.1)%	(28.6)%

N.B. All operational metrics refer to UK Business customers formerly reported within Enterprise and exclude Global customers
Please see the Glossary pages for relevant definitions

Business

OPERATIONAL	FY22 H1	FY22 H2	FY22 Full year	FY23 H1	FY23 H2	FY23 Full year
Number of products/customers ('000s)						
Voice lines	2,483	2,437	2,437	2,409	2,359	2,359
Of which traditional voice lines	1,459	1,370	1,370	1,276	1,182	1,182
Of which VoIP seats	1,024	1,067	1,067	1,133	1,177	1,177
External broadband lines	1,386	1,348	1,348	1,334	1,323	1,323
Of which retail broadband lines	730	728	728	725	720	720
Of which retail FTTP broadband lines	30	38	38	49	61	61
Of which wholesale broadband lines	656	620	620	609	603	603
Of which wholesale FTTP broadband lines	22	27	27	32	39	39
WAN and Ethernet	135.7	133.9	133.9	132.8	135.4	135.4
Mobile customers	3,900	3,937	3,937	4,023	3,998	3,998
MVNO customers	3,167	2,706	2,706	620	696	696

FINANCIAL	FY22 H1	FY22 H2	FY22 Full year	FY23 H1	FY23 H2	FY23 Full year
£m unless otherwise stated						
Revenue	4,217	4,276	8,493	4,041	4,217	8,258
YoY	-	-	-	(4.2)%	(1.4)%	(2.8)%
EBITDA	1,108	1,082	2,190	903	1,042	1,945
YoY	-	-	-	(18.5)%	(3.7)%	(11.2)%
Margin	26.3%	25.3%	25.8%	22.3%	24.7%	23.6%
Operating profit	612	615	1,227	367	531	898
YoY	-	-	-	(40.0)%	(13.7)%	(26.8)%
Reported capital expenditure excluding spectrum	344	472	816	448	438	886
YoY	-	-	-	30.2%	(7.2)%	8.6%
Normalised free cash flow	320	699	1,019	12	636	648
YoY	-	-	-	(96.3)%	(9.0)%	(36.4)%

N.B. All operational metrics refer to UK Business customers formerly reported within Enterprise and exclude Global customers
Please see the Glossary pages for relevant definitions

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End

Openreach

FINANCIAL £m unless otherwise stated	FY22 H1	FY22 H2	FY22 Full year	FY23 H1	FY23 H2	FY23 Full year
Revenue						
Broadband rental products	1,631	1,673	3,304	1,776	1,788	3,564
YoY	-	-	-	8.9%	6.9%	7.9%
Of which ADSL rental	204	178	382	161	144	305
YoY	-	-	-	(21.1)%	(19.1)%	(20.2)%
Of which VDSL rental	1,316	1,347	2,663	1,400	1,362	2,762
YoY	-	-	-	6.4%	1.1%	3.7%
Of which FTTP rental	111	148	259	215	282	497
YoY	-	-	-	93.7%	90.5%	91.9%
WLR only rental	166	153	319	152	144	296
YoY	-	-	-	(8.4)%	(5.9)%	(7.2)%
Ethernet	483	502	985	518	538	1,056
YoY	-	-	-	7.2%	7.2%	7.2%
Other	427	406	833	390	369	759
Total	2,707	2,734	5,441	2,836	2,839	5,675
YoY	-	-	-	4.8%	3.8%	4.3%
Of which Internal	1,402	1,410	2,812	1,443	1,447	2,890
YoY	-	-	-	2.9%	2.6%	2.8%

OPERATIONAL	FY22 H1	FY22 H2	FY22 Full year	FY23 H1	FY23 H2	FY23 Full year
Network deployment ('000 premises passed)						
Superfast	28,873	29,045	29,045	29,580	29,730	29,730
Ultrafast FTTP	5,780	7,194	7,194	8,762	10,274	10,274
Network usage ('000 premises connected)						
Total broadband lines	21,580	21,667	21,667	21,535	21,457	21,457
Of which ADSL	3,991	3,349	3,349	2,939	2,648	2,648
Of which VDSL	16,325	16,546	16,546	16,191	15,686	15,686
Of which FTTP	1,264	1,772	1,772	2,405	3,123	3,123
Total physical lines	24,588	24,438	24,438	24,184	23,856	23,856
Ethernet	363	374	374	383	394	394

Openreach page 1 of 2

FINANCIAL £m unless otherwise stated	FY22 H1	FY22 H2	FY22 Full year	FY23 H1	FY23 H2	FY23 Full year
Revenue	2,707	2,734	5,441	2,836	2,839	5,675
YoY	-	-	-	4.8%	3.8%	4.3%
EBITDA	1,593	1,651	3,244	1,735	1,775	3,510
YoY	-	-	-	8.9%	7.5%	8.2%
Margin	58.8%	60.4%	59.6%	61.2%	62.5%	61.9%
Operating profit	738	705	1,443	795	750	1,545
YoY	-	-	-	7.7%	6.4%	7.1%
Reported capital expenditure excluding spectrum	1,108	1,478	2,586	1,504	1,343	2,847
YoY	-	-	-	35.7%	(9.1)%	10.1%
Normalised free cash flow	24	455	479	59	160	219
YoY	-	-	-	145.8%	(64.8)%	(54.3)%

Reported capital expenditure excluding spectrum						
Copper-based	229	270	499	170	129	299
YoY	-	-	-	(25.8)%	(52.2)%	(40.1)%
FTTP	589	832	1,421	1,007	851	1,858
YoY	-	-	-	71.0%	2.3%	30.8%
Ethernet	161	192	353	181	188	369
YoY	-	-	-	12.4%	(2.1)%	4.5%
Other	129	184	313	146	175	321
YoY	-	-	-	13.2%	(4.9)%	2.6%
Total	1,108	1,478	2,586	1,504	1,343	2,847
YoY	-	-	-	35.7%	(9.1)%	10.1%

Please see the Glossary pages for relevant definitions

End

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 their networks to carry a call to the customer receiving the call. Also called 'payments to other licensed operators' (POLOs).
TV programme rights charges	Costs incurred as a result of providing JV content to BT Sport bundled customers. Previously included the cost of TV programme rights, mainly relating to sport (particularly football) broadcast rights.
Provision and Installation	Costs incurred in providing the products and network services to customers. Includes the cost of installation, equipment stock level changes and valuation adjustments, and equipment consumed by the Group for its own use.
Marketing & sales	Costs incurred for publicising and presenting products and services to customers, and to secure potential orders for products and services.
Other operating costs	Costs not included in any other category, such as those relating to travel and subsistence, transport, consultancy and bad debts.
Other operating income	Income that the Group generates from activities outside the provision of communication services and equipment sales. Includes income from repayment works, profits and losses on the disposals of businesses, property, plant and equipment.
Specific items	Costs separately disclosed to improve the relevance of other costs to understanding the Group's financial performance. Specific items are identified by virtue of their size, nature or incidence with management considering quantitative as well as qualitative factors such as the frequency or predictability of occurrence. Examples include acquisitions/disposals of businesses and investments, regulatory settlements, historical insurance or litigation claims, business restructuring programmes, asset impairment charges, property rationalisation programmes, net interest on pensions and the settlement of multiple tax years.

Reported capital expenditure	
Of which capacity/network	Investment in our integrated network to improve the coverage and reliability of our superfast broadband network, increase the deployment of ultrafast broadband, enhance and expand our mobile network, and deliver a truly integrated network that supports converged products/services. Includes Broadband Delivery UK (BDUK) grant funding deferrals.
Of which customer driven	Investment that directly generates revenue from continued development of customer contract-specific infrastructure for our UK and global clients, deployment of Ethernet and broadband connections for homes and businesses, including reduction of the existing workstacks.
Of which systems/IT	Investments in systems and information technology to develop differentiated customer experiences, new products and services, or transformation initiatives to drive cost savings.
Of which non-network Infrastructure	Investment that covers, for example, investment in our property estate, power and cooling investments to drive energy savings, specialist vehicle replacement.

Roles	
Total Labour resource	The total number of roles including both the number of full time equivalent (FTE) roles and subcontractors.
Full-time equivalent	The number of full time equivalent (FTE) roles at the end of the period, directly employed by the company rather than by agencies or subcontractors.

UNITS

General terms	
YoY	An abbreviation of 'year on year' i.e. the change compared to the equivalent period in the previous year.
Financial	
Internal revenue	Intra-group revenue generated from the sale of regulated products and services, based on market price. Intra-group revenue from the sale of other products and services is agreed between the relevant customer-facing units (CFUs) and therefore CFU profitability may be impacted by transfer pricing levels.
Reported capex	Capital expenditure recorded in accounts but for which cash has not necessarily yet been paid.
Normalised free cash flow	Free cash flow (net cash inflow from operating activities after net capital expenditure) after net interest paid and payment of lease liabilities, before pension deficit payments (including their cash tax benefit), payments relating to spectrum, and specific items. It excludes cash flows that are determined at a corporate level independently of ongoing trading operations such as dividends paid, share buybacks, acquisitions and disposals, repayment and raising of debt, cash flows relating to loans with joint ventures, and cash flows relating to the Building Digital UK demand deposit account which have already been accounted for within normalised free cash flow. For non-tax related items the adjustments are made on a pre-tax basis.

CONSUMER

Revenue	
Service	Earned from services delivered using our fixed and mobile network connectivity, including but not limited to; broadband, calls, line rental, TV, residential BT Sport subscriptions, mobile data connectivity, incoming & outgoing mobile calls and roaming by customers of overseas networks.
Of which broadband	Earned from products/services delivered using only fixed network connectivity, including broadband, calls, line rental, TV, leased fixed customer equipment, value added services and residential BT Sport subscriptions but excludes revenue earned from customers only taking fixed voice product.
Of which postpaid mobile	Earned from customers paying monthly subscriptions for mobile network connectivity.
Equipment & Other	Earned from mobile and fixed equipment sales, such as mobile handsets or TV set top boxes and Wi-Fi and other service partners
Of which internal	Mainly BT Wi-fi revenue from services sold by Global on certain contracts, and services and applications sold by Plusnet to Global.

Operational	
Broadband average revenue per customer	Broadband revenue (defined above) during the period divided by the average number of broadband customers during the period, and presented as a monthly amount.
Postpaid mobile average revenue per customer	Postpaid mobile revenue (defined above) during the period divided by the average number of postpaid mobile customers during the period, and presented as a monthly amount.
Broadband monthly churn	Number of fixed broadband customers who disconnect from the network, voluntarily or involuntarily, during the period – excluding those who join another BT group brand, divided by the average number of broadband customers during the period, presented as a monthly figure.
Postpaid mobile monthly churn	Number of postpaid mobile customers who disconnect from the network, voluntarily or involuntarily (excluding money-back return, fraudulent connections and inter-brand migrations) during the period, divided by the average number of postpaid customers during the period, presented as a monthly figure.
Superfast fibre share of broadband base	The proportion of broadband lines purchasing a superfast connection i.e. with a maximum download speed of up to 76Mbps. These connections are supplied to customers by Consumer purchasing an FTTC/FTTP wholesale product from Openreach.
Ultrafast fibre share of broadband base	The proportion of broadband lines purchasing a ultrafast connection i.e. with a maximum download speed above 100Mbps. These connections are supplied to customers by Consumer purchasing a Gfast/FTTP wholesale product from Openreach.
FTTP connections	The number of customers taking a fibre-to-the-premises broadband plan.
5G connections	The number of EE consumer customers receiving 5G network connection from a 5G enabled SIM.
Broadband average customer data usage (GB)	Total data download usage (GB) for customers on all technologies (FTTP, FTTC, Copper) divided by total active customers during the period presented as a monthly amount
Postpaid mobile average customer data usage (GB)	Total data download usage (GB) for EE postpaid customers divided by data active customers during the period presented as a monthly amount
Fixed and mobile convergence	Total households served by Consumer which have both a BT Group (any brand) fixed broadband and PAYM mobile connection present divided by total number of Consumer households (excluding voice fixed line).
Revenue Generating Units per address	Number of chargeable products, excluding voice fixed line, per separate address measured across the BT, EE and Plusnet brands, aggregated to give a total for the Consumer CFU.

Glossary

BUSINESS

Revenue	
Fixed	Earned from products/services across our brands that use only primarily fixed network connectivity.
Of which voice	Earned from products/services that provide our customers with voice connectivity.
Of which broadband	Earned from products/services that provide our customers with broadband internet connectivity.
Of which WAN and Ethernet	Earned from products/services that provide our customers Wide Area Network (WAN) connectivity i.e. network connections linking a number of sites, including BT Net sales, and Ethernet connectivity, i.e. a dedicated high bandwidth connection.
Mobile	Earned from products/services across our brands that use primarily our mobile network connectivity.
Of which retail mobile	Earned from products/services sold to retail customers for mobile network connectivity.
Managed services	Earned from bespoke contracts that is not directly apportioned to either fixed or mobile connectivity, including that from the Emergency Services Network (ESN).
of which UK Corporates and Public Sector	Earned from bespoke contracts with large UK corporations and Public Sector bodies, including Major Government.
of which Global	Earned from bespoke contracts primarily from outside the UK
Other	Any revenue not included within any of the above categories, e.g. revenue from professional and IT services
Of which Internal	Contains internal charges to other parts of BT. Mainly revenue arising from Consumer for mobile Ethernet access and BT Technology unit for transmission planning services, but may include other internal revenue.

Revenue by segment	
SMB	Revenue from corporations and small/medium enterprises (SMEs) that are UK focused, including from the Public Sector, from products under the BT and EE brands, including, but not exclusively, calls, lines, broadband, mobile, ICT, and managed network services.
UK Corporates and Public Sector	Revenue from large UK corporations and Public Sector bodies, including Major Government, from products under the BT and EE brands, including, but not exclusively, calls, lines, broadband, mobile, ICT, and managed network services.
Global	Revenue primarily from bespoke contracts outside the UK
Wholesale	Revenue from Wholesale products/services, sold to communications providers (CPs) which use them to provide products/services to their end customers.
Portfolio and other businesses	Revenue from standalone businesses in our Portfolio channel and other business operations not listed above

Orders	
Total retail orders	Retail orders of products and services sold in the period to the unit's customers across the World, 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 contact 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	Wholesale orders in the period, sold to communications providers (CPs), for all business types including new business, growth, renewals and extensions. 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 (refers to UK-based customers only)	
Voice lines	The total number of revenue-generating voice connections on our fixed network, across all external customers, measured at the end of the period. The revenue generated by these connections is included within 'Fixed of which voice' revenue.
Of which traditional voice lines	The total number of revenue-generating voice connections on our fixed network that use legacy analogue technology, across all external customers, measured at the end of the period. The revenue generated by these connections is included within 'Fixed of which voice' revenue.
Of which VoIP seats	The total number of revenue-generating voice connections on our fixed network that use Voice over Internet Protocol (VoIP) technology, across all external customers, measured at the end of the period. The revenue generated by these connections is included within 'Fixed of which voice' revenue.
External broadband lines	The closing base of broadband live circuits (including copper & fibre) sold to external customers on our fixed network. The revenue generated by these connections is included within 'Fixed – Broadband' revenue.
Of which retail broadband lines	The closing base of broadband live circuits (including copper & fibre) sold to external retail customers on our fixed network. The revenue generated by these connections is included within 'Fixed – Broadband' revenue.
of which retail FTTP	The closing base within our retail customer network that are using our Fibre-to-the-Premises live circuits.
Of which wholesale broadband lines	The closing base of broadband live circuits (including copper & fibre) sold to external wholesale customers (communications providers (CPs)) on our fixed networks. The revenue earned by these connections is included within 'Fixed – Broadband' revenue.
Of which wholesale FTTP	The closing base within our wholesale customer network that are using our Fibre-to-the-Premises live circuits.
WAN and Ethernet	The closing base of data circuits excluding broadband lines sold to all external customers. The revenue generated by these networks is included within 'Fixed of which WAN and Ethernet' revenue.
Mobile customers	The total number of revenue-generating connections on our mobile network, across external retail customers and all our brands, measured at the end of the period. The revenue generated by these connections is mainly included within 'Mobile - Retail mobile' revenue, with the remainder generated from BT One Phone reported in Other.
MVNO customers	The closing base of subscribers (reported a quarter in arrears) on our mobile network through mobile virtual network operators (MVNO) purchasing access from Business.

Glossary

OPENREACH

Revenue	
Broadband rental products	Revenue earned from the rental of products delivered using a broadband technology (ADSL, VDSL or FTTP).
Of which ADSL rental	Revenue earned from the rental of Asymmetrical Digital Subscriber Lines, a broadband technology that uses the copper network. This includes Metallic Path Facility (MPF), Shared Metallic Path Facility (SMPF) and Single Order Transitional Access Product (SOTAP) lines. It also includes rental revenue from WLR products which provides a voice service for SMPF lines
Of which VDSL rental	Revenue earned from the rental of Very high-speed Digital Subscriber Lines, a broadband technology that uses the fibre-to-the-cabinet network. This includes FTTC and Gfast services including Single Order variants. It also includes rental from WLR products which provides a voice service for FTTC and Gfast lines.
Of which FTTP rental	Revenue earned from the rental of Fibre-To-The-Premises, a broadband technology that uses the fibre all the way to the customer premise.
WLR only rental	Revenue earned from the rental of Wholesale Line Rental products that use the copper network to deliver a voice service with no broadband overlay technology.
Ethernet	Revenue earned from Ethernet and Optical Product connections and rentals. Also includes revenue from Cablelinks used to support Ethernet in exchanges.
Other	Primarily broadband connection revenue and revenue from service-based activity.
Of which internal	Primarily revenue related to broadband rental, WLR only and Ethernet services supplied to BT's other customer-facing units.

Operational	
Superfast	All premises in the UK that are able to place an order to access a product using FTTC, Gfast, or FTTP technology (subject to CP readiness).
Ultrafast FTTP	All premises in the UK that are able to place an order to access a product delivered using FTTP technology (subject to CP readiness).
Total broadband lines	Total lines that use a broadband technology (ADSL, VDSL or FTTP) in the UK at the end of the reporting period.
Of which ADSL	The number of lines that use ADSL technology in the UK delivered using the copper network at the end of the reporting period.
Of which VDSL	The number of lines that use VDSL technology in the UK delivered using the Fibre to the fibre-to-the-cabinet network at the end of the reporting period.
Of which FTTP	The number of lines that use FTTP technology in the UK delivered using Fibre all the way to the customer premises at the end of the reporting period.
Total physical lines	Total number of broadband (ADSL, VDSL and FTTP) and non-broadband (WLR only) lines in the UK at the end of the reporting period.
Ethernet	Total connections in the UK for Ethernet products at the end of the reporting period.

Reported capital expenditure excluding spectrum	
Copper-based	Investment in our copper-based fixed access network to improve the coverage and reliability of our network, and to connect homes and businesses to our network. Includes investment in passive infrastructure, for example in duct and pole networks, built primarily to support our copper-based network.
FTTP	Investment in our FTTP network to improve the coverage of our ultrafast, ultra-reliable FTTP broadband network, and connect homes and businesses to our network. Includes investment in passive infrastructure, for example in duct and pole networks, built primarily to support our FTTP network.
Ethernet	Investment in our Ethernet fixed access network, primarily customer-driven deployment. Includes investment in passive infrastructure, for example in duct and pole networks, built primarily to support our Ethernet network.
Other	Investment that covers systems and information technology, passive infrastructure built for other network providers, maintenance of existing passive infrastructure and tools used in improving coverage and reliability of our networks.

End