

Key Performance Indicators (KPIs)



For the financial years ended 31 March 2024, and 31 March 2025, and 31 March 2026

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.

Notes

In H1 FY26, KPIs were re-presented basis to reflect: the formation of the International CFU following separation from Business; re-presentations of segment information due to changes in customer relationship and intersegment trading arrangements, 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.

The changes to BT's Customer Facing Unit financial information, including for Revenue, UK Service Revenue, EBITDA, Capital Expenditure excluding Spectrum, Operating Profit and Normalised Free Cash Flow from the KPIs published on 22 May 2025 were detailed in the 'Restated KPIs supporting information (Document B)' published on 23 October 2025.

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

Disclaimer

All re-presented financial information contained in this document is unaudited. The re-presented results are provided 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 2025 Annual Report located www.bt.com/about/investors/financial-reporting-and-news/annual-reports.

For more information please contact BT Group Investor Relations

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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.

BT Group consists of four customer-facing units: Consumer serves individuals and families in the UK; Business covers companies and public services in the UK; International serves multinational organisations headquartered outside the UK and overseas public sector customers; Openreach is an independently governed, wholly owned subsidiary wholesaling fixed access infrastructure services to its customers - over 700 communication providers across the UK.

For the year ended 31 March 2026, BT Group's reported revenue was £19,654m with reported profit before taxation of £1,436m.

British Telecommunications plc is a wholly-owned subsidiary of BT Group plc and encompasses virtually all businesses and assets of 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

Group: Income statement

INCOME STATEMENT ¹	FY24	FY24	FY24	FY25	FY25	FY25	FY26	FY26	FY26
£m unless otherwise stated	H1	H2	Full year	H1	H2	Full year	H1	H2	Full year

Revenue									
Consumer	4,903	4,930	9,833	4,836	4,859	9,695	4,684	4,810	9,494
Business ²	4,100	4,028	8,128	2,644	2,704	5,348	2,589	2,668	5,257
International ²	-	-	-	1,220	1,279	2,499	1,110	1,004	2,114
Openreach	3,053	3,024	6,077	3,118	3,038	6,156	3,131	3,059	6,190
Other	8	8	16	5	7	12	6	7	13
Intra-group items ³	(1,650)	(1,569)	(3,219)	(1,685)	(1,655)	(3,340)	(1,714)	(1,708)	(3,422)
Total Group revenue¹	10,414	10,421	20,835	10,138	10,232	20,370	9,806	9,840	19,646
YoY	2.8 %	1.2 %	2.0 %	(2.7)%	(1.8)%	(2.2)%	(3.3)%	(3.8)%	(3.6)%

UK Service Revenue									
Consumer	4,043	3,873	7,916	3,989	3,899	7,888	3,932	3,921	7,853
Business ²	2,538	2,399	4,937	2,398	2,449	4,847	2,370	2,433	4,803
Openreach	3,053	3,024	6,077	3,118	3,038	6,156	3,131	3,059	6,190
Other	7	4	11	5	7	12	5	7	12
Intra-group items ³	(1,645)	(1,569)	(3,214)	(1,683)	(1,652)	(3,335)	(1,712)	(1,701)	(3,413)
Total UK Service revenue^{1,2}	7,996	7,731	15,727	7,827	7,741	15,568	7,726	7,719	15,445
YoY	-	-	-	(2.0)%	0.2 %	(1.0)%	(1.3)%	(0.3)%	(0.8)%

EBITDA									
Consumer	1,347	1,325	2,672	1,330	1,314	2,644	1,274	1,328	2,602
Business ²	806	824	1,630	656	675	1,331	647	619	1,266
International ²	0	0	0	91	114	205	66	79	145
Openreach	1,936	1,891	3,827	2,059	1,970	4,029	2,148	2,077	4,225
Other	5	(34)	(29)	(4)	4	0	(9)	1	(8)
Total Group EBITDA¹	4,094	4,006	8,100	4,132	4,077	8,209	4,126	4,104	8,230
YoY	3.8 %	(1.2)%	1.3 %	0.9 %	1.8 %	1.3 %	(0.1)%	0.7 %	0.3 %
Margin	39.3 %	38.4 %	38.9 %	40.8 %	39.8 %	40.3 %	42.1 %	41.7 %	41.9 %
Of which UK EBITDA	-	-	-	4,041	3,963	8,004	4,060	4,025	8,085
YoY	-	-	-	-	-	-	0.5%	1.6%	1.0%

INCOME STATEMENT ¹ £m unless otherwise stated	FY24 H1	FY24 H2	FY24 Full year	FY25 H1	FY25 H2	FY25 Full year	FY26 H1	FY26 H2	FY26 Full year
Total Group revenue ¹	10,414	10,421	20,835	10,138	10,232	20,370	9,806	9,840	19,646
Operating costs before D&A and specific items	(6,320)	(6,415)	(12,735)	(6,006)	(6,155)	(12,161)	(5,680)	(5,736)	(11,416)
Total Group EBITDA ¹	4,094	4,006	8,100	4,132	4,077	8,209	4,126	4,104	8,230
Depreciation and amortisation	(2,354)	(2,545)	(4,899)	(2,348)	(2,585)	(4,933)	(2,417)	(2,458)	(4,875)
Of which lease depreciation	(330)	(322)	(652)	(324)	(320)	(644)	(305)	(305)	(610)
Adjusted operating profit	1,740	1,461	3,201	1,784	1,492	3,276	1,709	1,646	3,355
Net finance expense	(435)	(451)	(886)	(449)	(504)	(953)	(514)	(546)	(1,060)
Of which lease interest	(66)	(68)	(134)	(68)	(67)	(135)	(68)	(65)	(133)
Share of post-tax profits/losses of assoc. & JVs	(7)	(14)	(21)	(3)	(5)	(8)	(9)	17	8
Adjusted profit before tax	1,298	996	2,294	1,332	983	2,315	1,186	1,117	2,303
Total specific items	(222)	(886)	(1,108)	(365)	(616)	(981)	(324)	(543)	(867)
Of which impact operating profit	(162)	(825)	(987)	(266)	(518)	(784)	(228)	(230)	(458)
Of which net interest on pensions	(60)	(61)	(121)	(99)	(98)	(197)	(96)	(95)	(191)
Reported profit before tax	1,076	110	1,186	967	367	1,334	862	574	1,436
Tax excluding tax on specific items	(287)	(189)	(476)	(289)	(191)	(480)	(276)	(234)	(510)
Tax rate before specific items	22.1 %	19.0 %	20.7 %	21.7 %	19.4 %	20.7 %	23.3 %	19.4 %	22.1 %
Tax on specific items	55	90	145	77	123	200	65	86	151
Profit after tax	844	11	855	755	299	1,054	651	426	1,077
Adjusted basic earnings per share (pence)	10.3	8.2	18.5	10.7	8.1	18.8	9.3	9.0	18.3
Reported basic earnings per share (pence)	8.6	0.1	8.7	7.8	3.0	10.8	6.7	4.3	11.0
Dividend per share (pence)	2.31	5.69	8.00	2.40	5.76	8.16	2.45	5.87	8.32
Average number of shares in issue (m)	9,816	9,828	9,823	9,781	9,777	9,779	9,789	9,847	9,818

¹ Adjusted, i.e. before specific items

² In H1 FY26 Revenue, UK Service Revenue and EBITDA were re-presented to reflect the separation of the International CFU from Business forming a new CFU. FY24 was not been re-presented. The net impact of the changes in trading relationships is immaterial for these periods

³ In H1 FY26 intra-group items were re-presented for FY25 to reflect the separation of the International CFU from Business forming a new CFU

Please see the Glossary pages for relevant definitions, including UK Service Revenue

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End

Group: Cash flow & net debt

CASH FLOW & NET DEBT £m unless otherwise stated	FY24 H1	FY24 H2	FY24 Full year	FY25 H1	FY25 H2	FY25 Full year	FY26 H1	FY26 H2	FY26 Full year
Total Group EBITDA ¹	4,094	4,006	8,100	4,132	4,077	8,209	4,126	4,104	8,230
Interest (includes notional cash interest on leases)	(397)	(306)	(703)	(413)	(411)	(824)	(387)	(545)	(932)
Tax (ex cash tax benefit of pension deficit payments)	(26)	(33)	(59)	72	(37)	35	(28)	(41)	(69)
Lease payments	(360)	(388)	(748)	(383)	(356)	(739)	(380)	(328)	(708)
Change in working capital and other	(400)	59	(341)	(230)	84	(146)	(334)	477	143
Cash available for investment and distribution	2,911	3,338	6,249	3,178	3,357	6,535	2,997	3,667	6,664
Cash capital expenditure ²	(2,455)	(2,514)	(4,969)	(2,463)	(2,474)	(4,937)	(2,589)	(2,567)	(5,156)
Normalised free cash flow	456	824	1,280	715	883	1,598	408	1,100	1,508
Payments/refund for the acquisition of spectrum	-	-	-	-	-	-	(1)	(12)	(13)
Net cash flow from specific items	(204)	(235)	(439)	(270)	(228)	(498)	(242)	(173)	(415)
Reported free cash flow	252	589	841	445	655	1,100	165	915	1,080
Equity dividends paid	(532)	(227)	(759)	(556)	(232)	(788)	(566)	(241)	(807)
Repurchase of ordinary share capital	(55)	(78)	(133)	(79)	-	(79)	(126)	-	(126)
Residual free cash flow	(335)	284	(51)	(190)	423	233	(527)	674	147
Cash tax benefit of pension deficit payments	-	-	-	-	-	-	-	11	11
Gross pension deficit payment	(702)	(121)	(823)	(791)	(12)	(803)	(789)	(1)	(790)
Free cash flow post pension deficit payments	(1,037)	163	(874)	(981)	411	(570)	(1,316)	684	(632)
Other	(95)	(58)	(153)	(37)	(33)	(70)	45	(31)	14
Net change in lease liabilities	302	105	407	230	73	303	234	234	468
Change in net (debt)/cash	(830)	210	(620)	(788)	451	(337)	(1,037)	887	(150)
Net (debt)/cash (reported)	(19,689)	(19,479)	(19,479)	(20,267)	(19,816)	(19,816)	(20,853)	(19,966)	(19,966)
Lease liabilities	(5,060)	(4,955)	(4,955)	(4,725)	(4,652)	(4,652)	(4,418)	(4,184)	(4,184)
Net financial (debt)/cash (excluding lease liabilities)	(14,629)	(14,524)	(14,524)	(15,542)	(15,164)	(15,164)	(16,435)	(15,782)	(15,782)

¹ Adjusted, i.e. before specific items

² Cash capital expenditure includes property, plant and equipment, engineering stores and software additions of £5,114m (FY25: £4,857m, FY24: £4,880m), and capital accrual outflow movement of £(42)m (FY25: outflow of £(80)m, FY24: outflow of £(89)m). It excludes acquisition of spectrum of £13m in FY26 (FY25: £nil, FY24: £nil)

Please see the Glossary pages for relevant definitions

End

Group: Costs

OPERATING COSTS ¹ £m unless otherwise stated	FY24 H1	FY24 H2	FY24 Full year	FY25 H1	FY25 H2	FY25 Full year	FY26 H1	FY26 H2	FY26 Full year
Wages and salaries	2,110	2,087	4,197	2,017	1,952	3,969	1,907	1,822	3,729
Social security costs	210	215	425	216	216	432	239	225	464
Other pension costs	185	173	358	171	162	333	159	149	308
Share-based payments	37	34	71	30	32	62	24	25	49
Gross labour costs	2,542	2,509	5,051	2,434	2,362	4,796	2,329	2,221	4,550
Capitalised direct labour	(645)	(787)	(1,432)	(710)	(702)	(1,412)	(696)	(692)	(1,388)
Net staff costs	1,897	1,722	3,619	1,724	1,660	3,384	1,633	1,529	3,162
Indirect labour costs	604	624	1,228	653	618	1,271	663	705	1,368
Capitalised indirect labour	(394)	(378)	(772)	(388)	(418)	(806)	(388)	(419)	(807)
Net indirect labour costs	210	246	456	265	200	465	275	286	561
Net labour costs	2,107	1,968	4,075	1,989	1,860	3,849	1,908	1,815	3,723
Product costs	1,658	1,791	3,449	1,551	1,779	3,330	1,526	1,714	3,240
External sales commissions	260	246	506	229	211	440	231	227	458
Payments to telecommunications operators	640	587	1,227	564	510	1,074	488	419	907
Property and energy costs	666	672	1,338	637	659	1,296	632	648	1,280
Network operating and IT costs	523	622	1,145	534	543	1,077	540	507	1,047
Provision and Installation	204	174	378	170	209	379	172	179	351
Marketing and sales	180	187	367	168	162	330	120	124	244
Net Impairment losses on trade receivables & contract assets	72	93	165	75	96	171	80	66	146
Other operating costs	127	196	323	208	284	492	138	186	324
Other operating income	(117)	(121)	(238)	(119)	(158)	(277)	(155)	(149)	(304)
Depreciation and amortisation (D&A)	2,354	2,545	4,899	2,348	2,585	4,933	2,417	2,458	4,875
Total operating costs before specific items	8,674	8,960	17,634	8,354	8,740	17,094	8,097	8,194	16,291
Specific items	155	794	949	245	527	772	232	234	466
Total operating costs	8,829	9,754	18,583	8,599	9,267	17,866	8,329	8,428	16,757

REPORTED CAPITAL EXPENDITURE EXCLUDING SPECTRUM £m unless otherwise stated	FY24 H1	FY24 H2	FY24 Full year	FY25 H1	FY25 H2	FY25 Full year	FY26 H1	FY26 H2	FY26 Full year
Consumer	538	637	1,175	570	637	1,207	567	588	1,155
Business ⁴	361	414	775	269	313	582	268	348	616
International ⁴	0	0	0	59	81	140	53	56	109
Openreach	1,390	1,455	2,845	1,329	1,509	2,838	1,529	1,642	3,171
Other	32	53	85	42	48	90	25	38	63
Total Group²	2,321	2,559	4,880	2,269	2,588	4,857	2,442	2,672	5,114
Of which capacity/network	1,179	1,278	2,457	1,177	1,370	2,547	1,270	1,430	2,700
Of which customer driven	651	637	1,288	694	767	1,461	850	855	1,705
Of which systems/IT	396	500	896	326	363	689	269	352	621
Of which non-network infrastructure	95	144	239	72	88	160	53	55	88

ROLES Full-time equivalent ³	FY24 H1	FY24 H2	FY24 Full year	FY25 H1	FY25 H2	FY25 Full year	FY26 H1	FY26 H2	FY26 Full year
Total Labour Resource (including subcontracted labour)	123,395	120,149	120,149	118,033	116,233	116,233	111,113	107,652	107,652
Total Labour Resource (excluding subcontracted labour)	94,946	91,697	91,697	88,887	85,269	85,269	81,012	77,152	77,152
Of which Consumer FTE	16,328	15,781	15,781	15,579	16,199	16,199	15,332	14,889	14,889
Of which Business FTE	23,574	22,599	22,599	22,020	20,982	20,982	11,645	11,505	11,505
Of which International FTE	-	-	-	-	-	-	8,329	8,455	8,455
Of which Openreach FTE	35,040	32,754	32,754	30,290	27,804	27,804	27,003	24,892	24,892
Of which Other FTE	20,004	20,563	20,563	20,998	20,284	20,284	18,703	17,411	17,411

¹ In H1 FY25, FY24 operating costs were restated for employee pension costs, reclassification of sales commissions to wages and salaries, and other reclassifications between cost categories

² Gainshare payments relating to grant liabilities, for example BDUK, are not included in capacity/network: FY26 :£99m; FY25: £106m; FY24: £215m

³ FTE have not been re-presented for the creation of the International unit, for FY26 employee numbers have been split between the CFUs to be reported in this period

⁴ In H1 FY26 reported capital expenditure excluding spectrum for FY25 was re-presented to reflect the separation of the International CFU from Business forming a new CFU. FY24 was not represented

Please see the Glossary pages for relevant definitions

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End

Consumer

FINANCIAL	FY24	FY24	FY24	FY25	FY25	FY25	FY26	FY26	FY26
£m unless otherwise stated	H1	H2	Full year	H1	H2	Full year	H1	H2	Full year
Revenue									
Service revenue	4,043	3,873	7,916	3,989	3,899	7,888	3,932	3,921	7,853
YoY	4.7 %	4.3 %	4.5 %	(1.3)%	0.7 %	(0.4)%	(1.4)%	0.6 %	(0.4)%
Of which broadband ¹	2,088	2,034	4,122	2,104	2,059	4,163	2,063	2,047	4,110
YoY	3.5 %	5.2 %	4.3 %	0.8 %	1.2 %	1.0 %	(1.9)%	(0.6)%	(1.3)%
Of which postpaid mobile ¹	1,695	1,584	3,279	1,635	1,589	3,224	1,613	1,607	3,220
YoY	7.9 %	4.9 %	6.4 %	(3.5)%	0.3 %	(1.7)%	(1.3)%	1.1 %	(0.1)%
Equipment & Other	860	1,057	1,917	847	959	1,806	752	889	1,641
YoY	(3.6)%	2.3 %	(0.4)%	(1.5)%	(9.3)%	(5.8)%	(11.2)%	(7.4)%	(9.2)%
Total	4,903	4,930	9,833	4,836	4,859	9,695	4,684	4,810	9,494
YoY	3.1 %	3.9 %	3.5 %	(1.4)%	(1.4)%	(1.4)%	(3.1)%	(1.0)%	(2.1)%
Of which Internal	24	23	47	20	22	42	20	20	40
Of which UK Service Revenue	4,043	3,873	7,916	3,989	3,899	7,888	3,932	3,921	7,853
YoY	-	-	-	(1.3)%	0.7 %	(0.4)%	(1.4)%	0.7 %	(0.4)%

OPERATIONAL	FY24 H1	FY24 H2	FY24 Full year	FY25 H1	FY25 H2	FY25 Full year	FY26 H1	FY26 H2	FY26 Full year
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Average revenue per customer (£ per month)									
Broadband customers ¹	41.6	40.8	41.2	42.5	41.8	42.2	41.9	41.5	41.7
YoY	4.3 %	6.0 %	5.1 %	2.2 %	2.5 %	2.4 %	(1.4)%	(0.7)%	(1.1)%
Postpaid mobile ^{1,2}	19.9	18.9	19.4	19.7	19.1	19.4	19.3	19.2	19.3
YoY	9.3 %	8.0 %	9.0 %	(1.0)%	1.1 %	- %	(2.0)%	0.5 %	(0.6)%

Monthly churn									
Broadband	1.1 %	1.1 %	1.1 %	1.3 %	1.2 %	1.2 %	1.2 %	1.1 %	1.1 %
Postpaid mobile	1.0 %	1.1 %	1.1 %	0.9 %	1.0 %	1.0 %	1.0 %	1.0 %	1.0 %

Fibre share of broadband base									
Superfast	72.5 %	69.8 %	69.8 %	66.8 %	62.9 %	62.9 %	59.1 %	54.9 %	54.9 %
Ultrafast	20.8 %	24.4 %	24.4 %	28.0 %	32.6 %	32.6 %	37.1 %	42.0 %	42.0 %

Best Network									
Total broadband connections (000s)	8,347	8,283	8,283	8,234	8,198	8,198	8,210	8,224	8,224
Of which FTTP (000s)	2,080	2,428	2,428	2,775	3,202	3,202	3,677	4,168	4,168
Total postpaid mobile connections (000s) ⁴	14,093	13,859	13,859	13,875	13,863	13,863	13,924	13,967	13,967
Of which 5G (000s) ⁵	8,953	9,835	9,835	10,468	10,806	10,806	11,199	11,529	11,529
Broadband average customer data monthly usage (GB)	389.1	429.5	409.3	436.5	446.1	441.3	444.0	499.9	471.9
Postpaid mobile average customer monthly data usage (GB)	16.8	16.2	16.5	16.7	17.0	16.8	18.2	18.7	18.5

Convergence									
Fixed & Mobile convergence	23.0 %	22.9 %	22.9 %	23.1 %	24.6 %	24.6 %	25.9 %	26.6 %	26.6 %
Revenue generating units per address	1.89	1.88	1.88	1.88	1.87	1.87	1.89	1.90	1.90

FINANCIAL	FY24	FY24	FY24	FY25	FY25	FY25	FY26	FY26	FY26
£m unless otherwise stated	H1	H2	Full year	H1	H2	Full year	H1	H2	Full year
Revenue	4,903	4,930	9,833	4,836	4,859	9,695	4,684	4,810	9,494
YoY	3.1 %	3.9 %	3.5 %	(1.4)%	(1.4)%	(1.4)%	(3.1)%	(1.0)%	(2.1)%
EBITDA	1,347	1,325	2,672	1,330	1,314	2,644	1,274	1,328	2,602
YoY	3.9 %	6.5 %	5.2 %	(1.3)%	(0.8)%	(1.0)%	(4.2)%	1.1 %	(1.6)%
Margin	27.5 %	26.9 %	27.2 %	27.5 %	27.0 %	27.3 %	27.2 %	27.6 %	27.4 %
Operating profit	507	427	934	457	355	812	425	504	929
YoY	3.5 %	(4.0)%	(0.1)%	(9.9)%	(16.9)%	(13.1)%	(7.0)%	42.0 %	14.4 %
Reported capital expenditure	538	637	1,175	570	637	1,207	567	588	1,155
YoY	(9.6)%	1.8 %	(3.8)%	5.9 %	- %	2.7 %	(0.5)%	(7.8)%	(4.4)%
Normalised free cash flow ⁴	798	225	1,023	817	208	1,025	540	733	1,273
YoY	59.9 %	(61.7)%	(5.8)%	2.4 %	(7.6)%	0.2 %	(33.9)%	247.6 %	24.2 %

¹ In FY25 Consumer reassessed the treatment of EE One and more specifically the standalone selling price of each good and service provided to the customer under the converged offering, and as such the allocation of the total transaction price to be received under the contract to each distinct product. This resulted in a reclassification of revenues between product types increasing broadband revenue by £37m in H1 FY25 and reducing postpaid mobile revenue by £37m in H1 FY25

² Includes the impact of our strategic decision to run down the lower-ARPU Plusnet Mobile base in H1 FY24

³ In FY25 comparative figures for H2 FY24 were restated to include contract types which were previously omitted

⁴ Excludes interest, tax and other corporate-level adjustments

Please see the Glossary pages for relevant definitions, including UK Service Revenue

Consumer page 3 of 3

End

Business

FINANCIAL	FY25	FY25	FY25	FY26	FY26	FY26
£m unless otherwise stated	H1	H2	Full year	H1	H2	Full year

Revenue by type						
Fixed	949	922	1,871	911	870	1,781
YoY	-	-	-	(4.0)%	(5.6)%	(4.8)%
Of which voice	336	311	647	287	265	552
YoY	-	-	-	(14.6)%	(14.8)%	(14.7)%
Of which broadband	232	228	460	242	236	478
YoY	-	-	-	4.3%	3.5%	3.9%
Of which WAN and Ethernet	239	236	475	235	224	459
YoY	-	-	-	(1.7)%	(5.1)%	(3.4)%
Mobile	573	564	1,137	565	560	1,125
YoY	-	-	-	(1.4)%	(0.7)%	(1.1)%
Of which retail mobile	507	506	1,013	492	493	985
YoY	-	-	-	(3.0)%	(2.6)%	(2.8)%
Managed services	882	969	1,851	870	995	1,865
YoY	-	-	-	(1.4)%	2.7%	0.8%
Other	240	249	489	243	243	486
Total	2,644	2,704	5,348	2,589	2,668	5,257
YoY	-	-	-	(2.1)%	(1.3)%	(1.7)%
Of which Internal	99	101	200	109	107	216
Of which Service Revenue	2,398	2,449	4,847	2,370	2,433	4,803
YoY	-	-	-	(1.2)%	(0.7)%	(0.9)%

Revenue by channels						
Small and Medium Businesses (SMB)	817	797	1,614	808	795	1,603
YoY	-	-	-	(1.1)%	(0.3)%	(0.7)%
Corporate and Public sector	1,138	1,205	2,343	1,094	1,196	2,290
YoY	-	-	-	(3.9)%	(0.7)%	(2.3)%
Wholesale & Other	689	702	1,391	687	677	1,364
YoY	-	-	-	(0.3)%	(3.6)%	(1.9)%

Please see the Glossary pages for relevant definitions, including UK Service Revenue

OPERATIONAL	FY25	FY25	FY25	FY26	FY26	FY26
	H1	H2	Full year	H1	H2	Full year

Number of products/customers ('000s)						
Voice lines ¹	2,204	2,085	2,085	1,919	1,762	1,762
Of which traditional voice lines	869	711	711	538	371	371
Of which VoIP seats	1,336	1,374	1,374	1,381	1,391	1,391
External broadband lines ¹	1,307	1,292	1,292	1,264	1,240	1,240
Of which retail broadband lines	617	595	595	576	566	566
Of which retail FTTP broadband lines	112	127	127	144	166	166
Of which wholesale broadband lines	690	697	697	688	674	674
Of which wholesale FTTP broadband lines	82	93	93	131	150	150
WAN and Ethernet ¹	149	152	152	154	149	149
Mobile customers ¹	4,162	4,222	4,222	4,328	4,415	4,415
MVNO customers	2,533	2,582	2,582	2,811	2,850	2,850

FINANCIAL	FY25	FY25	FY25	FY26	FY26	FY26
£m unless otherwise stated	H1	H2	Full year	H1	H2	Full year

Revenue	2,644	2,704	5,348	2,589	2,668	5,257
YoY	-	-	-	(2.1)%	(1.3)%	(1.7)%
EBITDA	656	675	1,331	647	619	1,266
YoY	-	-	-	(1.4)%	(8.3)%	(4.9)%
Margin	24.8%	25.0%	24.9%	25.0%	23.2%	24.1%
Operating profit	296	314	610	275	221	496
YoY	-	-	-	(7.1)%	(29.6)%	(18.7)%
Reported capital expenditure	269	313	582	268	348	616
YoY	-	-	-	(0.4)%	11.2%	5.8%
Normalised free cash flow ²	97	443	540	164	366	530
YoY	-	-	-	69.1%	(17.4)%	(1.9)%

¹ In H1 FY26, volumes attributable to MNC accounts were included, following the separation of Business and International. FY25 figures have been re-presented for comparability

² Excludes interest, tax and other corporate-level adjustments.

Please see the Glossary pages for relevant definitions

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End

International

FINANCIAL	FY25	FY25	FY25	FY26	FY26	FY26
£m unless otherwise stated	H1	H2	Full year	H1	H2	Full year

Revenue by channels						
International Accounts	1,067	1,121	2,188	972	931	1,903
YoY	-	-	-	(8.9)%	(16.9)%	(13.0)%
Portfolio and other	153	158	311	138	72	210
YoY	-	-	-	(9.8)%	(54.4)%	(32.5)%
Other	-	-	-	-	1	1
Total	1,220	1,279	2,499	1,110	1,004	2,114
YoY	-	-	-	(9.0)%	(21.5)%	(15.4)%
Of which Internal	-	-	-	-	1	1
YoY	-	-	-	n/m	n/m	n/m

FINANCIAL	FY25	FY25	FY25	FY26	FY26	FY26
£m unless otherwise stated	H1	H2	Full year	H1	H2	Full year

Revenue	1,220	1,279	2,499	1,110	1,004	2,114
YoY	-	-	-	(9.0)%	(21.5)%	(15.4)%
EBITDA	91	114	205	66	79	145
YoY	-	-	-	(27.5)%	(30.7)%	(29.3)%
Margin	7.5 %	8.9 %	8.2 %	5.9 %	7.9 %	6.9 %
Operating profit	(26)	(9)	(35)	(36)	(27)	(63)
YoY	-	-	-	(38.5)%	(200.0)%	(80.0)%
Reported capital expenditure	59	81	140	53	56	109
YoY	-	-	-	(10.2)%	(30.9)%	(22.1)%
Normalised free cash flow ¹	(109)	75	(34)	(149)	32	(117)
YoY	-	-	-	(36.7)%	(57.3)%	(244.1)%

¹ Excludes interest, tax and other corporate-level adjustments.

Please see the Glossary pages for relevant definitions

End

Openreach

FINANCIAL	FY24	FY24	FY24	FY25	FY25	FY25	FY26	FY26	FY26
£m unless otherwise stated	H1	H2	Full year	H1	H2	Full year	H1	H2	Full year

Revenue									
Broadband rental products	1,932	1,911	3,843	1,986	1,964	3,950	1,988	1,961	3,949
YoY	8.8 %	6.9 %	7.8 %	2.8 %	2.8 %	2.8 %	0.1 %	(0.2)%	- %
Of which ADSL rental	144	129	273	124	109	233	95	80	175
YoY	(10.6)%	(10.4)%	(10.5)%	(13.9)%	(15.5)%	(14.7)%	(23.4)%	(26.6)%	(24.9)%
Of which VDSL rental	1,435	1,345	2,780	1,318	1,208	2,526	1,111	973	2,084
YoY	2.5 %	(1.2)%	0.7 %	(8.2)%	(10.2)%	(9.1)%	(15.7)%	(19.5)%	(17.5)%
Of which FTTP rental	353	437	790	544	647	1,191	782	908	1,690
YoY	64.2 %	55.0 %	59.0 %	54.1 %	48.1 %	50.8 %	43.8 %	40.3 %	41.9 %
Voice only rental	144	129	273	122	109	231	100	89	189
YoY	(5.3)%	(10.4)%	(7.8)%	(15.3)%	(15.5)%	(15.4)%	(18.0)%	(18.3)%	(18.2)%
Ethernet rental ¹	504	514	1,018	548	549	1,097	574	567	1,141
YoY	14.0 %	13.0 %	13.5 %	8.6 %	6.8 %	7.8 %	4.7 %	3.3 %	4.0 %
Other ¹	473	470	943	462	416	878	469	442	911
Total	3,053	3,024	6,077	3,118	3,038	6,156	3,131	3,059	6,190
YoY	7.7 %	6.5 %	7.1 %	2.1 %	0.5 %	1.3 %	0.4 %	0.7 %	0.6 %
of which Internal ¹	1,499	1,501	3,000	1,566	1,532	3,098	1,586	1,579	3,165
YoY	-	-	-	4.5 %	2.1 %	3.3 %	1.3 %	3.1 %	2.2 %
Of which UK Service Revenue	3,053	3,024	6,077	3,118	3,038	6,156	3,131	3,059	6,190

OPERATIONAL	FY24	FY24	FY24	FY25	FY25	FY25	FY26	FY26	FY26
	H1	H2	Full year	H1	H2	Full year	H1	H2	Full year

Network deployment ('000 premises passed)									
Superfast ²	29,897	30,090	30,090	30,295	31,140	31,140	31,340	31,552	31,552
Ultrafast FTTP	11,852	13,812	13,812	15,882	18,083	18,083	20,313	22,921	22,921

Network usage ('000 premises connected)									
Total broadband lines ³	21,162	20,926	20,926	20,549	20,099	20,099	19,688	19,274	19,274
Of which ADSL ³	2,357	2,171	2,171	1,926	1,658	1,658	1,430	1,201	1,201
Of which VDSL ³	14,934	14,054	14,054	13,090	11,908	11,908	10,608	9,300	9,300
Of which FTTP	3,871	4,701	4,701	5,533	6,533	6,533	7,650	8,773	8,773
Total physical lines	23,380	22,887	22,887	22,315	21,665	21,665	21,065	20,487	20,487
Ethernet	404	410	410	415	419	419	420	418	418

FINANCIAL	FY24	FY24	FY24	FY25	FY25	FY25	FY26	FY26	FY26
£m unless otherwise stated	H1	H2	Full year	H1	H2	Full year	H1	H2	Full year

Revenue	3,053	3,024	6,077	3,118	3,038	6,156	3,131	3,059	6,190
YoY	7.7 %	6.5 %	7.1 %	2.1 %	0.5 %	1.3 %	0.4 %	0.7 %	0.6 %
EBITDA	1,936	1,891	3,827	2,059	1,970	4,029	2,148	2,077	4,225
YoY	11.6 %	6.5 %	9.0 %	6.4 %	4.2 %	5.3 %	4.3 %	5.4 %	4.9 %
Margin	63.4 %	62.5 %	63.0 %	66.0 %	64.8 %	65.4 %	68.6 %	67.9 %	68.3 %
Operating profit	944	831	1,775	1,085	912	1,997	1,095	1,000	2,095
YoY	18.7 %	10.8 %	14.9 %	14.9 %	9.7 %	12.5 %	0.9 %	9.6 %	4.9 %
Reported capital expenditure	1,390	1,455	2,845	1,329	1,509	2,838	1,529	1,642	3,171
YoY	(7.6)%	8.3 %	(0.1)%	(4.4)%	3.7 %	(0.2)%	15.0 %	8.8 %	11.7 %
Normalised free cash flow ⁴	152	438	590	355	484	839	296	496	792
YoY	157.6 %	173.8 %	169.4 %	133.6 %	10.5 %	42.2 %	(16.6)%	2.5 %	(5.6)%

Reported capital expenditure excluding spectrum ⁷									
Copper-based	161	153	314	132	118	250	102	97	199
YoY	(5.3)%	18.6 %	5.0 %	(18.0)%	(22.9)%	(20.4)%	(22.7)%	97.0 %	(20.0)%
FTTP ⁶	846	931	1,777	851	1,028	1,879	1,077	1,204	2,281
YoY	(16.0)%	9.4 %	(4.4)%	0.6 %	10.4 %	5.7 %	26.6 %	20.6 %	24.5 %
Ethernet	178	151	329	140	141	281	136	118	254
YoY	(1.7)%	(19.7)%	(10.8)%	(21.3)%	(6.6)%	(14.6)%	(2.9)%	(16.5)%	(9.7)%
Other ⁶	205	220	425	206	222	428	214	223	437
YoY	40.4 %	25.7 %	32.4 %	0.5 %	0.9 %	0.7 %	3.9 %	(11.2)%	(8.2)%
Total	1,390	1,455	2,845	1,329	1,509	2,838	1,529	1,642	3,171
YoY	(7.6)%	8.3 %	(0.1)%	(4.4)%	3.7 %	(0.2)%	15.0 %	8.9 %	11.8 %

¹ In FY25 Ethernet revenue was restated to include only Ethernet rental revenue, with connection revenue reclassified under Other revenue

² In FY25 refreshed premises database identified a further c.450k which now have Superfast speeds

³ In FY25 the broadband base was restated to remove 40k lines identified in a base cleanse where the physical line had been ceased but the Broadband element was still

being counted in our Broadband lines: 16k ADSL and 24k VDSL

⁴ Excludes interest, tax and other corporate-level adjustments

⁵ Openreach reported capital expenditure excluding spectrum is allocated to Openreach driver programmes and is not representative of Class of Work asset expenditure as defined under BT’s Cumulo business rates assessment.

⁶ In H1 FY25 Other capital expenditure excluding spectrum was restated to move £18m of capex from the Other category to FTTP reflecting a programme reclassification

⁷ In H1 FY25, FY24 and FY25 Openreach Internal revenue was re-presented for certain Openreach pass-through services previously reported as external revenue in Business that have been reclassified to Openreach reflecting the underlying trading relationship. Year on year trend has been removed from FY24 as the FY23 comparator has not been re-presented.

Please see the Glossary pages for relevant definitions

Glossary

FY26 KPI's	
Re-presented	We have re-presented certain FY25 comparatives to reflect changes in the Group's internal reporting structure. The International CFU was separated from Business forming a new CFU, effective from 1 July 2025. In addition, two re-presentations have been made to segmental revenue reporting, consistent with the information now provided to the Executive Committee, which is the key management committee and represents the 'chief operating decision maker' (CODM): Certain Openreach pass-through services previously reported as external revenue in Business have been reclassified to Openreach to reflect the customer relationship. As a result of this change the prior year comparatives have been re-presented to present revenue on a consistent basis resulting in a £89m reduction in Business segment revenue for the year to 31 March 2025, with no impact on Openreach segmental revenue due to the intra-group nature of the transaction. Following an update to the commercial terms governing a trading relationship between EE and BT Wholesale, BT Wholesale will now recognise services provided to EE as part of this trading relationship as intersegment revenue. Previously, these services were internally reported as cost recovery. This change results in the recognition of revenue within the Business segment. As a result of this change the prior year comparatives have been re-presented to present revenue and cost for the segment on a consistent basis. The effect of this change is to increase Business revenue by £87m, with a corresponding increase in cost.

GROUP: INCOME STATEMENT

Revenue	
Service Revenue	Service revenue comprises all revenue less equipment revenue. Some revenue from equipment is included within adjusted service revenue where this is sold as part of a managed services contract or where that equipment cannot be practicably separated from the underlying service.
UK Service Revenue	UK Service revenue comprises all revenue less equipment revenue. Some revenue from equipment is included within adjusted UK service revenue where this is sold as part of a managed services contract or where that equipment cannot be practicably separated from the underlying service. UK revenue excludes International revenue.

GROUP: COSTS

Operating costs	
Wages and salaries	Total gross costs associated with wages and salaries.
Social security costs	Total gross costs associated with social security costs, for example National Insurance Contributions.
Other pension costs	Total gross costs associated with pension contributions.
Share-based payments	Employee share-based payments.
Capitalised direct labour	Labour costs associated with the construction, modification, or installation of capital expenditure programmes (defined below), for employees excluding agency and subcontracted labour.
Indirect labour costs	Labour costs associated with agency and subcontracted labour.
Capitalised indirect labour	Labour costs associated with the construction, modification, or installation of capital expenditure programmes (defined below), for agency and subcontracted labour.
Product costs	Costs incurred in the creation of products, including the purchase of equipment and services for resale.
External sales commissions	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).
Property and energy costs	Costs associated with energy usage and the property estate.
Network operating and IT costs	Costs associated with network operations and IT.
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	Items that in management's judgement need to be disclosed separately by virtue of their size, nature or incidence. In the current period these relate to our assessment of our provision for historic regulatory matters, impairment loss on remeasurement of disposal groups, litigation settlements, restructuring charges, divestment-related items, Sports JV-related items, asset impairment charges and net interest expense on pensions. In determining whether an event or transaction is specific, management considers quantitative as well as qualitative factors such as the frequency or predictability of occurrence.

Reported capital expenditure	
Reported capital expenditure excluding spectrum	Excludes payments relating to spectrum
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, payment of lease liabilities, net cash flows from the sale of cash flows related to contract assets, monies received as prepayment for the sale of redundant copper, dividends received from non-current assets investments, associates and joint ventures, and net purchase or disposal of non-current asset investments, 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, other than for pension deficit payments, adjustments represent pre-tax cash flows and no allocation of tax refunded / (paid) relating to these adjustments has been included in or excluded from normalised free cash flow.

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.

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 channel	
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.
Wholesale and other	Revenue from Wholesale products/services, sold to communications providers (CPs) which use them to provide products/services to their end customers and other business operations not listed above.

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.

INTERNATIONAL

Revenue by channel	
International Accounts	Multinational corporate customers, international government institutions and indirect partners that consume (or resell) our global telecom platform portfolio globally
Portfolio and other	Revenue from standalone businesses in our International portfolio channel and other operations not listed above

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.
Voice only rental	Revenue earned from the rental of WLR, ISDN2 and SOTAP Media Gateway products that use the copper network to deliver a voice service with no broadband overlay technology.
Ethernet rental	Revenue earned from Ethernet and Optical Product 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