

# Key Performance Indicators (KPIs)



**For the 2016/17 and 2017/18 financial years ended 31 March 2017 and 31 March 2018 respectively and the quarter ended 30 June 2018.**

From Q1 2018/19, BT Group is reporting information in the format of this document as part of its quarterly financial disclosures. Results for the years ended 31 March 2017 and 31 March 2018 have therefore been prepared on a pro forma restated 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 15 accounting standard. From 1 April 2018 BT adopted IFRS 15 on a modified retrospective basis. For further information about the impact of IFRS 15, including a comparison with information previously published under the IAS 18 accounting standard, please see pro forma document published on 22 June 2018.

While BT believes the information contained in this document to be reliable, BT does not warrant the accuracy, completeness or validity of the information, figures or calculations that follow and shall not be liable in any way for loss or damage arising out of the use of the information, or any errors or omissions in its content.

## **Notes**

- Revenue categories described as 'Of which' are intended to provide greater detail about the components of larger revenue categories, but are not intended to be the sum of that category.
- Please see the Glossary pages at the end of this document for details about the metrics included.

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## **About BT**

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

British Telecommunications plc (BT) is a wholly-owned subsidiary of BT Group plc and encompasses virtually all businesses and assets of the BT Group. BT Group plc is listed on stock exchanges in London and New York.

## **BT Group plc**

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

Registered in England and Wales no. 4190816

[www.btplc.com](http://www.btplc.com)

## Group: Income statement

INCOME STATEMENT £m unless otherwise stated	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2016/17 Full year	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	2017/18 Full year	2018/19 Q1
<b>Revenue</b>											
Consumer	2,430	2,570	2,626	2,493	10,119	2,540	2,587	2,680	2,572	10,379	2,591
Business and Public Sector	1,165	1,178	1,195	1,220	4,758	1,132	1,143	1,127	1,147	4,549	1,085
Wholesale and Ventures	520	522	525	539	2,106	497	510	509	513	2,029	459
Global Services	1,250	1,409	1,399	1,422	5,480	1,246	1,265	1,265	1,243	5,019	1,147
Openreach	1,236	1,232	1,258	1,258	4,984	1,248	1,261	1,339	1,282	5,130	1,217
Other	3	1	4	2	10	2	4	2	2	10	1
Eliminations	(826)	(838)	(841)	(845)	(3,350)	(830)	(835)	(857)	(833)	(3,355)	(784)
<b>Total Group revenue<sup>1</sup></b>	<b>5,778</b>	<b>6,074</b>	<b>6,166</b>	<b>6,089</b>	<b>24,107</b>	<b>5,835</b>	<b>5,935</b>	<b>6,065</b>	<b>5,926</b>	<b>23,761</b>	<b>5,716</b>
Underlying revenue YoY <sup>2</sup>	-	-	-	-	-	(0.6)%	(2.7)%	(1.4)%	(2.1)%	(1.7)%	(2.0)%

<b>EBITDA</b>											
Consumer	548	589	603	557	2,297	556	575	558	680	2,369	610
Business and Public Sector	354	388	399	401	1,542	342	354	355	349	1,400	350
Wholesale and Ventures	204	210	209	214	837	174	190	182	209	755	154
Global Services	121	132	39	202	494	73	81	141	135	430	95
Openreach	634	624	677	684	2,619	621	629	722	652	2,624	567
Other	(7)	2	15	(16)	(6)	19	(9)	(22)	11	(1)	24
<b>Total Group EBITDA<sup>1</sup></b>	<b>1,854</b>	<b>1,945</b>	<b>1,942</b>	<b>2,042</b>	<b>7,783</b>	<b>1,785</b>	<b>1,820</b>	<b>1,936</b>	<b>2,036</b>	<b>7,577</b>	<b>1,800</b>
YoY	-	-	-	-	-	(3.7)%	(6.4)%	(0.3)%	(0.3)%	(2.6)%	0.8%
Margin	32.1%	32.0%	31.5%	33.5%	32.3%	30.6%	30.7%	31.9%	34.4%	31.9%	31.5%

Adjusted profit before tax	838	930	898	1,004	3,670	791	798	928	999	3,516	816
Reported net income	624	623	446	353	2,046	285	533	611	675	2,104	549

INCOME STATEMENT £m unless otherwise stated	2016/17 H1	2016/17 H2	2016/17 Full year	2017/18 H1	2017/18 H2	2017/18 Full year
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<b>Total Group revenue<sup>1</sup></b>	<b>11,852</b>	<b>12,255</b>	<b>24,107</b>	<b>11,770</b>	<b>11,991</b>	<b>23,761</b>
Operating costs before D&A and specific items	(8,053)	(8,271)	(16,324)	(8,165)	(8,019)	(16,184)
<b>Total Group EBITDA<sup>1</sup></b>	<b>3,799</b>	<b>3,984</b>	<b>7,783</b>	<b>3,605</b>	<b>3,972</b>	<b>7,577</b>
Depreciation and amortisation <sup>1</sup>	(1,724)	(1,786)	(3,510)	(1,757)	(1,757)	(3,514)
<b>Adjusted operating profit</b>	<b>2,075</b>	<b>2,198</b>	<b>4,273</b>	<b>1,848</b>	<b>2,215</b>	<b>4,063</b>
Net finance expense <sup>1</sup>	(300)	(294)	(594)	(259)	(287)	(546)
Share of post tax profits/losses of assoc. & JVs <sup>1</sup>	(7)	(2)	(9)	0	(1)	(1)
<b>Adjusted profit before tax</b>	<b>1,768</b>	<b>1,902</b>	<b>3,670</b>	<b>1,589</b>	<b>1,927</b>	<b>3,516</b>
Total specific items	(287)	(891)	(1,178)	(496)	(332)	(828)
Of which impact operating profit	(182)	(786)	(968)	(387)	(223)	(610)
Of which net interest on pensions	(105)	(104)	(209)	(109)	(109)	(218)
<b>Reported profit before tax</b>	<b>1,481</b>	<b>1,011</b>	<b>2,492</b>	<b>1,093</b>	<b>1,595</b>	<b>2,688</b>
Tax excluding tax on specific items	(300)	(363)	(663)	(321)	(350)	(671)
Tax rate before specific items	17.0%	19.1%	18.1%	20.2%	18.2%	19.1%
Tax on specific items	66	151	217	46	41	87
<b>Reported net income</b>	<b>1,247</b>	<b>799</b>	<b>2,046</b>	<b>818</b>	<b>1,286</b>	<b>2,104</b>

Adjusted basic earnings per share (pence)	14.8	15.5	30.3	12.8	15.9	28.6
Reported basic earnings per share (pence)	12.6	8.0	20.6	8.2	12.9	21.2

Dividend per share (pence)	4.85	10.55	15.40	4.85	10.55	15.40
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Average number of shares in issue (m)	9,933	9,944	9,938	9,915	9,906	9,911
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<sup>1</sup> Adjusted, i.e. before specific items

<sup>2</sup> Including transit, but excluding specific items, foreign exchange movements and the effect of acquisitions and disposals

## Group: Cash flow & net debt

CASH FLOW & NET DEBT £m unless otherwise stated	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2016/17 Full year	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	2017/18 Full year	2018/19 Q1
Cash capital expenditure	(711)	(751)	(751)	(906)	(3,119)	(784)	(870)	(843)	(844)	(3,341)	(874)
Normalised free cash flow	448	894	606	834	2,782	556	689	702	1,026	2,973	507
Net (debt)/cash	(9,572)	(9,567)	(8,981)	(8,932)	(8,932)	(8,810)	(9,520)	(8,923)	(9,627)	(9,627)	(11,227)

CASH FLOW & NET DEBT £m unless otherwise stated	2016/17 H1	2016/17 H2	2016/17 Full year	2017/18 H1	2017/18 H2	2017/18 Full year
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<b>Total Group EBITDA<sup>1</sup></b>	<b>3,799</b>	<b>3,984</b>	<b>7,783</b>	<b>3,605</b>	<b>3,972</b>	<b>7,577</b>
Interest	(282)	(340)	(622)	(257)	(291)	(548)
Tax (ex cash tax benefit of pension deficit payments)	(306)	(355)	(661)	(209)	(373)	(582)
Change in working capital	(412)	(89)	(501)	(365)	127	(238)
Change in other	5	(103)	(98)	125	(20)	105
<b>Cash available for investment and distribution</b>	<b>2,804</b>	<b>3,097</b>	<b>5,901</b>	<b>2,899</b>	<b>3,415</b>	<b>6,314</b>
Cash capital expenditure	(1,462)	(1,657)	(3,119)	(1,654)	(1,687)	(3,341)
<b>Normalised free cash flow</b>	<b>1,342</b>	<b>1,440</b>	<b>2,782</b>	<b>1,245</b>	<b>1,728</b>	<b>2,973</b>
Payments for the acquisition of spectrum	0	0	0	0	(325)	(325)
Net cash flow from specific items	(114)	(91)	(205)	(589)	(239)	(828)
<b>Reported free cash flow</b>	<b>1,228</b>	<b>1,349</b>	<b>2,577</b>	<b>656</b>	<b>1,164</b>	<b>1,820</b>
Equity dividends paid	(951)	(484)	(1,435)	(1,038)	(485)	(1,523)
Repurchase of ordinary share capital	(206)	0	(206)	(221)	0	(221)
<b>Residual free cash flow</b>	<b>71</b>	<b>865</b>	<b>936</b>	<b>(603)</b>	<b>679</b>	<b>76</b>
Cash tax benefit of pension deficit payments	88	22	110	28	81	109
Gross pension deficit payment	(13)	(261)	(274)	(10)	(862)	(872)
<b>Free cash flow post pension deficit payments</b>	<b>146</b>	<b>626</b>	<b>772</b>	<b>(585)</b>	<b>(102)</b>	<b>(687)</b>
Other	125	9	134	(3)	(5)	(8)
<b>Change in net (debt)/cash</b>	<b>271</b>	<b>635</b>	<b>906</b>	<b>(588)</b>	<b>(107)</b>	<b>(695)</b>

<b>Net (debt)/cash</b>	<b>(9,567)</b>	<b>(8,932)</b>	<b>(8,932)</b>	<b>(9,520)</b>	<b>(9,627)</b>	<b>(9,627)</b>
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<sup>1</sup> Adjusted, i.e. before specific items

Please see the Glossary pages for relevant definitions

## Group: Costs

OPERATING COSTS £m unless otherwise stated	2016/17 H1	2016/17 H2	2016/17 Full year	2017/18 H1	2017/18 H2	2017/18 Full year
Direct labour costs before leaver costs	2,581	2,522	5,103	2,690	2,658	5,348
Indirect labour costs	402	460	862	451	476	927
Leaver costs	54	32	86	30	20	50
<b>Gross labour costs</b>	<b>3,037</b>	<b>3,014</b>	<b>6,051</b>	<b>3,171</b>	<b>3,154</b>	<b>6,325</b>
Capitalised labour	(588)	(688)	(1,276)	(668)	(742)	(1,410)
<b>Net labour costs</b>	<b>2,449</b>	<b>2,326</b>	<b>4,775</b>	<b>2,503</b>	<b>2,412</b>	<b>4,915</b>
Payments to telecommunications operators	1,327	1,326	2,653	1,207	1,099	2,306
Property and energy costs	600	602	1,202	649	636	1,285
Network operating and IT costs	455	528	983	476	487	963
Programme rights charges	340	374	714	377	386	763
Other costs	2,882	3,115	5,997	2,953	2,999	5,952
<b>Operating costs before D&amp;A and specific items</b>	<b>8,053</b>	<b>8,271</b>	<b>16,324</b>	<b>8,165</b>	<b>8,019</b>	<b>16,184</b>
Depreciation and amortisation (D&A)	1,724	1,786	3,510	1,757	1,757	3,514
<b>Total operating costs before specific items</b>	<b>9,777</b>	<b>10,057</b>	<b>19,834</b>	<b>9,922</b>	<b>9,776</b>	<b>19,698</b>
Specific items	136	782	918	373	214	587
<b>Total operating costs</b>	<b>9,913</b>	<b>10,839</b>	<b>20,752</b>	<b>10,295</b>	<b>9,990</b>	<b>20,285</b>

REPORTED CAPITAL EXPENDITURE £m unless otherwise stated	2016/17 H1	2016/17 H2	2016/17 Full year	2017/18 H1	2017/18 H2	2017/18 Full year
Consumer	410	443	853	461	458	919
Business and Public Sector	112	163	275	152	152	304
Wholesale and Ventures	101	125	226	106	123	229
Global Services	191	170	361	128	150	278
Openreach	694	879	1,573	787	871	1,658
Other	72	94	166	59	75	134
<b>Total Group</b>	<b>1,580</b>	<b>1,874</b>	<b>3,454</b>	<b>1,693</b>	<b>1,829</b>	<b>3,522</b>
Of which capacity/network	742	908	1,650	856	872	1,728
Of which customer driven	538	532	1,070	493	487	980
Of which systems/IT	253	347	600	295	392	687
Of which non-network Infrastructure	47	87	134	49	78	127

ROLES Full-time equivalent	2016/17 H1	2016/17 Full year	2017/18 H1	2017/18 Full year
Consumer	16,544	17,848	17,868	18,204
Business and Public Sector	9,987	10,300	10,242	10,093
Wholesale and Ventures	3,809	3,834	3,823	3,799
Global Services	17,543	17,538	17,399	16,945
Openreach	31,206	30,208	30,749	30,522
Other	25,926	26,688	26,230	26,224
<b>Total Group</b>	<b>105,015</b>	<b>106,416</b>	<b>106,311</b>	<b>105,787</b>

Please see the Glossary pages for relevant definitions

## Consumer

FINANCIAL £m unless otherwise stated	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2016/17 Full year	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	2017/18 Full year	2018/19 Q1
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Revenue											
Fixed	1,094	1,164	1,161	1,142	4,561	1,158	1,159	1,154	1,187	4,658	1,149
YoY	-	-	-	-	-	5.9%	(0.4)%	(0.6)%	3.9%	2.1%	(0.8)%
Mobile	942	963	967	943	3,815	978	1,007	1,016	994	3,995	1,010
YoY	-	-	-	-	-	3.8%	4.6%	5.1%	5.4%	4.7%	3.3%
Of which postpaid mobile	825	838	840	836	3,339	865	882	876	864	3,487	890
YoY	-	-	-	-	-	4.8%	5.3%	4.3%	3.3%	4.4%	2.9%
Equipment	310	355	403	309	1,377	315	331	416	296	1,358	346
YoY	-	-	-	-	-	1.6%	(6.8)%	3.2%	(4.2)%	(1.4)%	9.8%
Other	84	88	95	99	366	89	90	94	95	368	86
<b>Total</b>	<b>2,430</b>	<b>2,570</b>	<b>2,626</b>	<b>2,493</b>	<b>10,119</b>	<b>2,540</b>	<b>2,587</b>	<b>2,680</b>	<b>2,572</b>	<b>10,379</b>	<b>2,591</b>
Underlying YoY	-	-	-	-	-	4.5%	0.7%	2.1%	3.2%	2.6%	2.0%
Of which Internal	16	16	15	16	63	16	16	16	18	66	25

<b>EBITDA</b>	<b>548</b>	<b>589</b>	<b>603</b>	<b>557</b>	<b>2,297</b>	<b>556</b>	<b>575</b>	<b>558</b>	<b>680</b>	<b>2,369</b>	<b>610</b>
Underlying YoY	-	-	-	-	-	1.5%	(2.4)%	(7.5)%	22.1%	3.1%	9.7%
Margin	22.6%	22.9%	23.0%	22.3%	22.7%	21.9%	22.2%	20.8%	26.4%	22.8%	23.5%

OPERATIONAL	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2016/17 Full year	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	2017/18 Full year	2018/19 Q1
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Average revenue per customer (£ per month)											
Fixed	35.0	37.4	37.3	36.7	36.6	37.6	37.8	37.7	38.9	38.0	37.9
YoY	-	-	-	-	-	7.4%	1.1%	1.1%	6.0%	3.8%	0.8%
Postpaid mobile	22.1	22.1	21.8	21.4	21.8	22.0	22.1	21.6	21.1	21.7	21.7
YoY	-	-	-	-	-	(0.5)%	0.0%	(0.9)%	(1.4)%	(0.5)%	(1.4)%
Prepaid mobile	7.5	8.0	8.3	7.7	7.8	8.0	8.2	8.3	8.2	8.1	8.1
YoY	-	-	-	-	-	6.7%	2.5%	0.0%	6.5%	3.8%	1.3%

Monthly churn											
Fixed	1.2%	1.5%	1.5%	1.5%	1.4%	1.3%	1.4%	1.4%	1.4%	1.3%	1.2%
Postpaid mobile	1.1%	1.1%	1.2%	1.2%	1.1%	1.2%	1.1%	1.2%	1.2%	1.2%	1.2%

Fibre share of broadband base											
Superfast	49.5%	51.5%	53.9%	56.0%	56.0%	57.8%	59.7%	61.8%	64.0%	64.0%	65.6%
Ultrafast	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.2%	0.2%	0.2%	0.2%	0.3%

FINANCIAL £m unless otherwise stated	2016/17 H1	2016/17 H2	2016/17 Full year	2017/18 H1	2017/18 H2	2017/18 Full year
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<b>Revenue</b>	<b>5,000</b>	<b>5,119</b>	<b>10,119</b>	<b>5,127</b>	<b>5,252</b>	<b>10,379</b>
YoY	-	-	-	2.5%	2.6%	2.6%
<b>EBITDA</b>	<b>1,137</b>	<b>1,160</b>	<b>2,297</b>	<b>1,131</b>	<b>1,238</b>	<b>2,369</b>
YoY	-	-	-	(0.5)%	6.7%	3.1%
Margin	22.7%	22.7%	22.7%	22.1%	23.6%	22.8%
<b>Operating profit</b>	<b>637</b>	<b>671</b>	<b>1,308</b>	<b>646</b>	<b>731</b>	<b>1,377</b>
YoY	-	-	-	1.4%	8.9%	5.3%
<b>Reported capex</b>	<b>410</b>	<b>443</b>	<b>853</b>	<b>461</b>	<b>458</b>	<b>919</b>
YoY	-	-	-	12.4%	3.4%	7.7%
<b>Normalised free cash flow</b>	<b>710</b>	<b>568</b>	<b>1,278</b>	<b>663</b>	<b>691</b>	<b>1,354</b>
YoY	-	-	-	(6.6)%	21.7%	5.9%

## Business and Public Sector

FINANCIAL £m unless otherwise stated	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2016/17 Full year	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	2017/18 Full year	2018/19 Q1
<b>Revenue</b>											
Fixed	436	440	429	437	1,742	424	421	408	409	1,662	407
YoY	-	-	-	-	-	(2.8)%	(4.3)%	(4.9)%	(6.4)%	(4.6)%	(4.0)%
Of which voice	272	266	256	262	1,056	252	247	237	237	973	231
YoY	-	-	-	-	-	(7.4)%	(7.1)%	(7.4)%	(9.5)%	(7.9)%	(8.3)%
Of which broadband	78	78	82	82	320	82	82	81	81	326	83
YoY	-	-	-	-	-	5.1%	5.1%	(1.2)%	(1.2)%	1.9%	1.2%
Of which WAN	55	59	59	61	234	59	61	61	64	245	67
YoY	-	-	-	-	-	7.3%	3.4%	3.4%	4.9%	4.7%	13.6%
Mobile	242	244	262	257	1,005	255	255	263	248	1,021	252
YoY	-	-	-	-	-	5.4%	4.5%	0.4%	(3.5)%	1.6%	(1.2)%
Managed services	248	225	235	263	971	232	243	238	244	957	225
YoY	-	-	-	-	-	(6.5)%	8.0%	1.3%	(7.2)%	(1.4)%	(3.0)%
Republic of Ireland	86	97	102	97	382	87	89	93	101	370	88
YoY	-	-	-	-	-	1.2%	(8.2)%	(8.8)%	4.1%	(3.1)%	1.1%
Northern Ireland Networks	37	37	38	40	152	38	38	40	39	155	38
YoY	-	-	-	-	-	2.7%	2.7%	5.3%	(2.5)%	2.0%	0.0%
Other	116	135	129	126	506	96	97	85	106	384	75
<b>Total</b>	<b>1,165</b>	<b>1,178</b>	<b>1,195</b>	<b>1,220</b>	<b>4,758</b>	<b>1,132</b>	<b>1,143</b>	<b>1,127</b>	<b>1,147</b>	<b>4,549</b>	<b>1,085</b>
Underlying YoY	-	-	-	-	-	(1.7)%	(2.1)%	(5.7)%	(5.9)%	(3.9)%	(4.3)%
Of which Internal	37	24	28	33	122	28	29	29	29	115	28

<b>Revenue by channel</b>											
Public Sector & Major Business (ex Rol)	486	486	472	517	1,961	451	460	445	467	1,823	432
YoY	-	-	-	-	-	(7.2)%	(5.3)%	(5.7)%	(9.7)%	(7.0)%	(4.2)%
Corporate	191	186	192	186	755	179	181	174	175	709	158
YoY	-	-	-	-	-	(6.3)%	(2.7)%	(9.4)%	(5.9)%	(6.1)%	(11.7)%
SME	414	423	437	424	1,698	417	420	422	413	1,672	414
YoY	-	-	-	-	-	0.7%	(0.7)%	(3.4)%	(2.6)%	(1.5)%	(0.7)%

<b>EBITDA</b>	<b>354</b>	<b>388</b>	<b>399</b>	<b>401</b>	<b>1,542</b>	<b>342</b>	<b>354</b>	<b>355</b>	<b>349</b>	<b>1,400</b>	<b>350</b>
Underlying YoY	-	-	-	-	-	(2.9)%	(8.5)%	(11.0)%	(13.0)%	(9.0)%	2.3%
Margin	30.4%	32.9%	33.4%	32.9%	32.4%	30.2%	31.0%	31.5%	30.4%	30.8%	32.3%

<b>Orders</b>											
Total orders	652	847	856	1,014	3,369	1,180	732	665	814	3,391	657
YoY	-	-	-	-	-	81.0%	(13.6)%	(22.3)%	(19.7)%	0.7%	(44.3)%
Of which new business	466	517	577	661	2,221	872	470	435	518	2,295	395
YoY	-	-	-	-	-	87.1%	(9.1)%	(24.6)%	(21.6)%	3.3%	(54.7)%
Of which renewals	185	329	279	353	1,146	308	262	230	296	1,096	262
YoY	-	-	-	-	-	66.5%	(20.4)%	(17.6)%	(16.1)%	(4.4)%	(14.9)%

OPERATIONAL	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2016/17 Full year	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	2017/18 Full year	2018/19 Q1
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<b>Number of products/customers ('000)</b>											
Voice lines	2,631	2,570	2,516	2,463	2,463	2,408	2,353	2,290	2,222	2,222	2,158
VoIP seats	120	157	173	195	195	218	243	268	276	276	282
Broadband lines	820	824	828	830	830	817	814	810	805	805	796
WAN	72.4	73.6	74.5	74.5	74.5	74.0	74.3	67.8	68.7	68.7	71.1
Mobile customers	3,224	3,286	3,335	3,381	3,381	3,449	3,507	3,538	3,577	3,577	3,603

<b>Fibre share of broadband base</b>											
Superfast	32.1%	34.1%	36.8%	39.5%	39.5%	41.7%	44.1%	46.4%	48.7%	48.7%	49.8%
Ultrafast	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

FINANCIAL £m unless otherwise stated	2016/17 H1	2016/17 H2	2016/17 Full year	2017/18 H1	2017/18 H2	2017/18 Full year
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<b>Revenue</b>	<b>2,343</b>	<b>2,415</b>	<b>4,758</b>	<b>2,275</b>	<b>2,274</b>	<b>4,549</b>
YoY	-	-	-	(2.9)%	(5.8)%	(4.4)%
<b>EBITDA</b>	<b>742</b>	<b>800</b>	<b>1,542</b>	<b>696</b>	<b>704</b>	<b>1,400</b>
YoY	-	-	-	(6.2)%	(12.0)%	(9.2)%
Margin	31.7%	33.1%	32.4%	30.6%	31.0%	30.8%
<b>Operating profit</b>	<b>566</b>	<b>624</b>	<b>1,190</b>	<b>511</b>	<b>524</b>	<b>1,035</b>
YoY	-	-	-	(9.7)%	(16.0)%	(13.0)%
<b>Reported capex</b>	<b>112</b>	<b>163</b>	<b>275</b>	<b>152</b>	<b>152</b>	<b>304</b>
YoY	-	-	-	35.7%	(6.7)%	10.5%
<b>Normalised free cash flow</b>	<b>559</b>	<b>735</b>	<b>1,294</b>	<b>479</b>	<b>654</b>	<b>1,133</b>
YoY	-	-	-	(14.3)%	(11.0)%	(12.4)%

N.B. All operational metrics refer to Business and Public Sector and exclude UK customers served by Global Services

Please see the Glossary pages for relevant definitions

## Wholesale and Ventures

FINANCIAL £m unless otherwise stated	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2016/17 Full year	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	2017/18 Full year	2018/19 Q1
<b>Wholesale (including IoT)</b>											
Fixed	352	341	342	349	1,384	326	326	323	320	1,295	290
YoY	-	-	-	-	-	(7.4)%	(4.4)%	(5.6)%	(8.3)%	(6.4)%	(11.0)%
Of which voice	118	115	118	122	473	116	115	116	112	459	100
YoY	-	-	-	-	-	(1.7)%	0.0%	(1.7)%	(8.2)%	(3.0)%	(13.8)%
Of which broadband	46	46	45	46	183	44	43	43	43	173	38
YoY	-	-	-	-	-	(4.3)%	(6.5)%	(4.4)%	(6.5)%	(5.5)%	(13.6)%
Of which Ethernet	47	50	49	49	195	49	53	50	50	202	49
YoY	-	-	-	-	-	4.3%	6.0%	2.0%	2.0%	3.6%	0.0%
Mobile	55	54	58	57	224	57	60	55	56	228	51
YoY	-	-	-	-	-	3.6%	11.1%	(5.2)%	(1.8)%	1.8%	(10.5)%
Managed services	46	45	48	48	187	46	44	47	48	185	39
YoY	-	-	-	-	-	0.0%	(2.2)%	(2.1)%	0.0%	(1.1)%	(15.2)%
<b>Total revenue</b>	<b>453</b>	<b>440</b>	<b>448</b>	<b>454</b>	<b>1,795</b>	<b>429</b>	<b>430</b>	<b>425</b>	<b>424</b>	<b>1,708</b>	<b>380</b>
YoY	-	-	-	-	-	(5.3)%	(2.3)%	(5.1)%	(6.6)%	(4.8)%	(11.4)%
<b>EBITDA</b>	<b>158</b>	<b>150</b>	<b>151</b>	<b>150</b>	<b>609</b>	<b>131</b>	<b>137</b>	<b>128</b>	<b>141</b>	<b>537</b>	<b>109</b>
YoY	-	-	-	-	-	(17.1)%	(8.7)%	(15.2)%	(6.0)%	(11.8)%	(16.8)%
Margin	34.9%	34.1%	33.7%	33.0%	33.9%	30.5%	31.9%	30.1%	33.3%	31.4%	28.7%
<b>Orders (excluding IoT)</b>	<b>317</b>	<b>296</b>	<b>705</b>	<b>318</b>	<b>1,636</b>	<b>167</b>	<b>348</b>	<b>322</b>	<b>475</b>	<b>1,312</b>	<b>139</b>
YoY	-	-	-	-	-	(47.3)%	17.6%	(54.3)%	49.4%	(19.8)%	(16.8)%

<b>Ventures<sup>1</sup></b>											
<b>Total revenue</b>	<b>67</b>	<b>82</b>	<b>77</b>	<b>85</b>	<b>311</b>	<b>68</b>	<b>80</b>	<b>84</b>	<b>89</b>	<b>321</b>	<b>79</b>
YoY	-	-	-	-	-	1.5%	(2.4)%	9.1%	4.7%	3.2%	16.2%
<b>EBITDA</b>	<b>47</b>	<b>60</b>	<b>57</b>	<b>64</b>	<b>228</b>	<b>43</b>	<b>52</b>	<b>54</b>	<b>69</b>	<b>218</b>	<b>45</b>
YoY	-	-	-	-	-	(8.5)%	(13.3)%	(5.3)%	7.8%	(4.4)%	4.7%
Margin	70.1%	73.2%	74.0%	75.3%	73.3%	63.2%	65.0%	64.3%	77.5%	67.9%	57.0%

<b>Wholesale and Ventures<sup>1</sup></b>											
<b>Total revenue</b>	<b>520</b>	<b>522</b>	<b>525</b>	<b>539</b>	<b>2,106</b>	<b>497</b>	<b>510</b>	<b>509</b>	<b>513</b>	<b>2,029</b>	<b>459</b>
Underlying YoY	-	-	-	-	-	(4.1)%	(1.6)%	(4.9)%	(6.0)%	(4.2)%	(7.7)%
Of which Internal	27	40	35	36	138	35	36	29	34	134	28
<b>EBITDA</b>	<b>204</b>	<b>210</b>	<b>209</b>	<b>214</b>	<b>837</b>	<b>174</b>	<b>190</b>	<b>182</b>	<b>209</b>	<b>755</b>	<b>154</b>
Underlying YoY	-	-	-	-	-	(14.8)%	(10.1)%	(13.5)%	(2.4)%	(10.1)%	(11.5)%
Margin	39.2%	40.2%	39.8%	39.7%	39.7%	35.0%	37.3%	35.8%	40.7%	37.2%	33.6%

OPERATIONAL	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2016/17 Full year	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	2017/18 Full year	2018/19 Q1
<b>Number of products/customers</b>											
Wholesale call minutes (millions)	1,284	1,232	1,196	1,203	4,915	1,131	1,105	1,092	1,065	4,393	973
External broadband lines ('000)	825	833	813	795	795	789	780	766	747	747	744
Ethernet circuits ('000)	40.3	41.5	42.8	43.8	43.8	44.7	45.5	46.1	46.6	46.6	47.4
Partial Private Circuits ('000)	28.9	27.5	25.4	24.1	24.1	23.0	20.9	18.6	16.8	16.8	15.5
MVNO customers ('000) <sup>2</sup>	4,462	3,779	3,810	3,764	3,764	3,737	3,684	3,668	3,731	3,731	3,716
<b>Fibre share of broadband base</b>											
Superfast	20.0%	23.3%	25.0%	26.2%	26.2%	27.7%	28.9%	30.1%	30.9%	30.9%	32.7%
Ultrafast	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%	0.1%

FINANCIAL £m unless otherwise stated	2016/17 H1	2016/17 H2	2016/17 Full year	2017/18 H1	2017/18 H2	2017/18 Full year
<b>Wholesale and Ventures</b>						
<b>Revenue</b>	<b>1,042</b>	<b>1,064</b>	<b>2,106</b>	<b>1,007</b>	<b>1,022</b>	<b>2,029</b>
YoY	-	-	-	(3.4)%	(3.9)%	(3.7)%
<b>EBITDA</b>	<b>414</b>	<b>423</b>	<b>837</b>	<b>364</b>	<b>391</b>	<b>755</b>
YoY	-	-	-	(12.1)%	(7.6)%	(9.8)%
Margin	39.7%	39.8%	39.7%	36.1%	38.3%	37.2%
<b>Operating profit</b>	<b>263</b>	<b>268</b>	<b>531</b>	<b>210</b>	<b>234</b>	<b>444</b>
YoY	-	-	-	(20.2)%	(12.7)%	(16.4)%
<b>Reported capex</b>	<b>101</b>	<b>125</b>	<b>226</b>	<b>106</b>	<b>123</b>	<b>229</b>
YoY	-	-	-	5.0%	(1.6)%	1.3%
<b>Normalised free cash flow</b>	<b>298</b>	<b>295</b>	<b>593</b>	<b>212</b>	<b>276</b>	<b>488</b>
YoY	-	-	-	(28.9)%	(6.4)%	(17.7)%

<sup>1</sup> Internal revenue generated by Ventures businesses is mainly accounted for as an internal recovery of cost, rather than revenue.

If accounted for as revenue, Ventures annual revenue would be c.£300m higher, with no impact on EBITDA.

<sup>2</sup> 2016/17 and 2017/18 MVNO customers have been restated following review.

# Global Services

FINANCIAL £m unless otherwise stated	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2016/17 Full year	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	2017/18 Full year	2018/19 Q1
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Revenue											
UK	363	419	419	416	1,617	368	382	380	381	1,511	369
YoY	-	-	-	-	-	1.4%	(8.8)%	(9.3)%	(8.4)%	(6.6)%	0.3%
Continental Europe	479	530	503	520	2,032	459	469	470	455	1,853	408
YoY	-	-	-	-	-	(4.2)%	(11.5)%	(6.6)%	(12.5)%	(8.8)%	(11.1)%
United States, Canada, and Latin America	263	294	298	302	1,157	263	255	255	243	1,016	228
YoY	-	-	-	-	-	0.0%	(13.3)%	(14.4)%	(19.5)%	(12.2)%	(13.3)%
Asia Pacific, the Middle East, and Africa	145	166	179	184	674	156	159	160	164	639	142
YoY	-	-	-	-	-	7.6%	(4.2)%	(10.6)%	(10.9)%	(5.2)%	(9.0)%
<b>Total</b>	<b>1,250</b>	<b>1,409</b>	<b>1,399</b>	<b>1,422</b>	<b>5,480</b>	<b>1,246</b>	<b>1,265</b>	<b>1,265</b>	<b>1,243</b>	<b>5,019</b>	<b>1,147</b>
Underlying YoY	-	-	-	-	-	(7.8)%	(12.6)%	(8.3)%	(10.1)%	(9.7)%	(6.1)%

<b>EBITDA</b>	<b>121</b>	<b>132</b>	<b>39</b>	<b>202</b>	<b>494</b>	<b>73</b>	<b>81</b>	<b>141</b>	<b>135</b>	<b>430</b>	<b>95</b>
Underlying YoY	-	-	-	-	-	(51.2)%	(39.4)%	276.9%	(30.2)%	(13.4)%	38.4%
Margin	9.7%	9.4%	2.8%	14.2%	9.0%	5.9%	6.4%	11.1%	10.9%	8.6%	8.3%

<b>Orders</b>	<b>960</b>	<b>1,501</b>	<b>1,230</b>	<b>913</b>	<b>4,604</b>	<b>804</b>	<b>924</b>	<b>1,091</b>	<b>1,026</b>	<b>3,845</b>	<b>628</b>
YoY	-	-	-	-	-	(16.3)%	(38.4)%	(11.3)%	12.4%	(16.5)%	(21.9)%

FINANCIAL £m unless otherwise stated	2016/17 H1	2016/17 H2	2016/17 Full year	2017/18 H1	2017/18 H2	2017/18 Full year
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<b>Revenue</b>	<b>2,659</b>	<b>2,821</b>	<b>5,480</b>	<b>2,511</b>	<b>2,508</b>	<b>5,019</b>
YoY	-	-	-	(5.6)%	(11.1)%	(8.4)%
<b>EBITDA</b>	<b>253</b>	<b>241</b>	<b>494</b>	<b>154</b>	<b>276</b>	<b>430</b>
YoY	-	-	-	(39.1)%	14.5%	(13.0)%
Margin	9.5%	8.5%	9.0%	6.1%	11.0%	8.6%
<b>Operating profit</b>	<b>39</b>	<b>16</b>	<b>55</b>	<b>(67)</b>	<b>73</b>	<b>6</b>
YoY	-	-	-	(271.8)%	356.3%	(89.1)%
<b>Reported capex</b>	<b>191</b>	<b>170</b>	<b>361</b>	<b>128</b>	<b>150</b>	<b>278</b>
YoY	-	-	-	(33.0)%	(11.8)%	(23.0)%
<b>Normalised free cash flow</b>	<b>(226)</b>	<b>(19)</b>	<b>(245)</b>	<b>(133)</b>	<b>248</b>	<b>115</b>
YoY	-	-	-	41.2%	1,405.3%	146.9%

Please see the Glossary pages for relevant definitions



FINANCIAL £m unless otherwise stated	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2016/17 Full year	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	2017/18 Full year	2018/19 Q1
<b>Revenue</b>											
Wholesale Line Rental (WLR)	458	463	462	454	1,837	454	447	441	438	1,780	431
YoY	-	-	-	-	-	(0.9)%	(3.5)%	(4.5)%	(3.5)%	(3.1)%	(5.1)%
Local Loop Unbundling (LLU)	285	278	283	278	1,124	274	277	276	272	1,099	269
YoY	-	-	-	-	-	(3.9)%	(0.4)%	(2.5)%	(2.2)%	(2.2)%	(1.8)%
Fibre to the Cabinet (FTTC)	173	186	196	207	762	217	227	326	259	1,029	241
YoY	-	-	-	-	-	25.4%	22.0%	66.3%	25.1%	35.0%	11.1%
Gfast	0	0	0	0	0	0	0	0	0	0	0
YoY	-	-	-	-	-	-	-	-	-	-	-
Fibre to the Premise (FTTP)	3	4	3	5	15	5	6	7	9	27	9
YoY	-	-	-	-	-	66.7%	50.0%	133.3%	80.0%	80.0%	80.0%
Ethernet	192	175	184	188	739	184	191	184	196	755	176
YoY	-	-	-	-	-	(4.2)%	9.1%	0.0%	4.3%	2.2%	(4.3)%
Other	125	126	130	126	507	114	113	105	108	440	91
<b>Total</b>	<b>1,236</b>	<b>1,232</b>	<b>1,258</b>	<b>1,258</b>	<b>4,984</b>	<b>1,248</b>	<b>1,261</b>	<b>1,339</b>	<b>1,282</b>	<b>5,130</b>	<b>1,217</b>
Underlying YoY	-	-	-	-	-	0.9%	2.4%	6.4%	1.9%	2.9%	(2.5)%
Of which Internal	738	747	753	751	2,989	743	746	770	743	3,002	703
YoY	-	-	-	-	-	0.7%	(0.1)%	2.3%	(1.1)%	0.4%	(5.4)%

<b>EBITDA</b>	<b>634</b>	<b>624</b>	<b>677</b>	<b>684</b>	<b>2,619</b>	<b>621</b>	<b>629</b>	<b>722</b>	<b>652</b>	<b>2,624</b>	<b>567</b>
Underlying YoY	-	-	-	-	-	(2.1)%	1.0%	6.6%	(4.8)%	0.2%	(8.7)%
Margin	51.3%	50.6%	53.8%	54.4%	52.5%	49.8%	49.9%	53.9%	50.9%	51.2%	46.6%

OPERATIONAL	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2016/17 Full year	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	2017/18 Full year	2018/19 Q1
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<b>Network deployment ('000 premises passed)</b>											
Superfast	25,095	25,381	25,629	25,852	25,852	26,114	26,382	26,749	26,944	26,944	27,087
Ultrafast Gfast	0	0	0	44	44	84	214	393	1,015	1,015	1,117
Ultrafast FTTP	314	328	345	369	369	398	431	493	567	567	631

<b>Network usage ('000 premises connected)</b>											
<b>Total physical lines</b>	<b>24,627</b>	<b>24,585</b>	<b>24,632</b>	<b>24,531</b>	<b>24,531</b>	<b>24,440</b>	<b>24,394</b>	<b>24,436</b>	<b>24,417</b>	<b>24,417</b>	<b>24,321</b>
Of which WLR	15,850	15,783	15,749	15,614	15,614	15,510	15,434	15,368	15,290	15,290	15,024
Of which LLU	8,713	8,727	8,797	8,819	8,819	8,820	8,834	8,924	8,960	8,960	9,101
Of which FTTP	64	75	86	98	98	110	126	144	167	167	194
Of which other	0	0	0	0	0	0	0	0	0	0	2
<b>Total broadband connections</b>	<b>19,449</b>	<b>19,566</b>	<b>19,746</b>	<b>19,825</b>	<b>19,825</b>	<b>19,859</b>	<b>19,923</b>	<b>20,072</b>	<b>20,169</b>	<b>20,169</b>	<b>20,306</b>
Of which non-fibre	13,464	13,151	12,843	12,412	12,412	12,018	11,588	11,150	10,704	10,704	10,403
Of which FTTC	5,921	6,340	6,817	7,315	7,315	7,730	8,208	8,776	9,295	9,295	9,703
Of which Gfast	0	0	0	0	0	1	1	2	3	3	4
Of which FTTP	64	75	86	98	98	110	126	144	167	167	194
Of which other	0	0	0	0	0	0	0	0	0	0	2
<b>Ethernet</b>	<b>220</b>	<b>227</b>	<b>233</b>	<b>241</b>	<b>241</b>	<b>249</b>	<b>256</b>	<b>262</b>	<b>270</b>	<b>270</b>	<b>277</b>

FINANCIAL £m unless otherwise stated	2016/17 H1	2016/17 H2	2016/17 Full year	2017/18 H1	2017/18 H2	2017/18 Full year
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<b>Revenue</b>	<b>2,468</b>	<b>2,516</b>	<b>4,984</b>	<b>2,509</b>	<b>2,621</b>	<b>5,130</b>
YoY	-	-	-	1.7%	4.2%	2.9%
<b>EBITDA</b>	<b>1,258</b>	<b>1,361</b>	<b>2,619</b>	<b>1,250</b>	<b>1,374</b>	<b>2,624</b>
YoY	-	-	-	(0.6)%	1.0%	0.2%
Margin	51.0%	54.1%	52.5%	49.8%	52.4%	51.2%
<b>Operating profit</b>	<b>593</b>	<b>657</b>	<b>1,250</b>	<b>560</b>	<b>704</b>	<b>1,264</b>
YoY	-	-	-	(5.6)%	7.2%	1.1%
<b>Reported capex</b>	<b>694</b>	<b>879</b>	<b>1,573</b>	<b>787</b>	<b>871</b>	<b>1,658</b>
YoY	-	-	-	13.4%	(0.9)%	5.4%
<b>Normalised free cash flow</b>	<b>682</b>	<b>661</b>	<b>1,343</b>	<b>501</b>	<b>609</b>	<b>1,110</b>
YoY	-	-	-	(26.5)%	(7.9)%	(17.3)%

# 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).
Payments to telecommunications operators	Costs typically including payments to other communications providers (CPs) when terminating voice traffic on its network to carry a call to the customer receiving the call. Also called 'payments to other licensed operators' (POLOs).
Programme rights charges	The cost of TV programme rights, mainly relating to sport (particularly football) broadcast rights.
Other costs	Includes costs relating to products, provision and installation, and marketing & commissions.
Specific items	Costs separately disclosed to improve the relevance of other costs to understanding the Group's financial performance. Specific items are identified by virtue of their size, nature or incidence with management considering quantitative as well as qualitative factors such as the frequency or predictability of occurrence. Examples include acquisitions/disposals of businesses and investments, regulatory settlements, historical insurance or litigation claims, business restructuring programmes, asset impairment charges, property rationalisation programmes, net interest on pensions and the settlement of multiple tax years.

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

Roles	
Full-time equivalent	The number of full time equivalent (FTE) roles at the end of the period, directly employed by the company rather than by agencies or subcontractors. FTE counts all full and part-time employees expressed as if every role was full-time.

## UNITS

General terms	
YoY	An abbreviation of 'year on year' i.e. the change compared to the equivalent period in the previous year.
Underlying YoY	As above, excluding the impact of acquisitions or disposals, foreign exchange movements and specific items. This measure includes transit traffic which now has an immaterial impact. The underlying measure seeks to reflect performance that will contribute to long-term sustainable profitable growth.

Financial	
Internal revenue	Intra-group revenue generated from the sale of regulated products and services, based on market price. Intra-group revenue from the sale of other products and services is agreed between the relevant customer-facing units (CFUs) and therefore CFU profitability may be impacted by transfer pricing levels.
Reported capex	Capital expenditure recorded in accounts but for which cash has not necessarily yet been paid.
Normalised free cash flow	The net increase in cash and cash equivalents less cash flows from financing activities (except net interest paid), the acquisition/disposal of group undertakings and the net sale of short-term investments, and excluding the cash impact of specific items, purchases of telecommunications licences, and the cash tax benefit of pension deficit payments. Non-tax related adjustments are made on a pre-tax basis.

# Glossary

## CONSUMER

Revenue	
Fixed	Earned from products/services delivered using only fixed network connectivity, including broadband, calls, line rental, TV, and residential BT Sport subscriptions.
Mobile	Earned from products/services delivered using only mobile network connectivity, including data connectivity, incoming and outgoing calls, roaming by customers of overseas networks, and the Emergency Services Network (ESN).
Of which postpaid mobile	Earned from customers paying monthly subscriptions for mobile network connectivity.
Equipment	Earned from mobile and fixed equipment sales, such as mobile handsets or TV set top boxes.
Other	Earned from advertising, commercial and wholesale BT Sport customers, and Wi-fi services.
Of which internal	Mainly BT Wi-fi revenue from services sold by Global Services on certain contracts, and services and applications sold by Plusnet to Global Services.

Operational	
Fixed average revenue per customer	Fixed revenue (defined above) during the period divided by the average number of line rental customers during the period, and presented as a monthly amount.
Postpaid mobile average revenue per customer	Postpaid mobile revenue (defined above) during the period divided by the average number of postpaid mobile customers during the period, and presented as a monthly amount.
Prepaid mobile average revenue per customer	Prepaid mobile revenue (not disclosed but earned from customers pre-paying for mobile connectivity) during the period divided by the average number of prepaid mobile customers during the period, and presented as a monthly amount. Prepaid customers at any point in time are counted as those which have used their connection during the preceding 30 days.
Fixed monthly churn	Number of line rental customers who disconnect from the network, voluntarily or involuntarily, during the period, divided by the average number of line rental customers during the period, presented as a monthly figure.
Postpaid mobile monthly churn	Number of postpaid mobile customers who disconnect from the network, voluntarily or involuntarily (excluding money-back return, fraudulent connections and inter-brand migrations) during the period, divided by the average number of postpaid customers during the period, presented as a monthly figure.
Superfast fibre share of broadband base	The proportion of broadband lines purchasing a superfast connection i.e. with a maximum download speed of up to 76Mbps. These connections are supplied to customers by Consumer purchasing an FTTC/FTTP wholesale product from Openreach.
Ultrafast fibre share of broadband base	The proportion of broadband lines purchasing a ultrafast connection i.e. with a maximum download speed above 100Mbps. These connections are supplied to customers by Consumer purchasing a Gfast/FTTP wholesale product from Openreach.

## BUSINESS AND PUBLIC SECTOR

Revenue	
Fixed	Earned from customers (i.e. excluding those of Northern Ireland Networks) for products/services across our brands that use only fixed network connectivity.
Of which voice	Earned from products/services that provide our customers with voice connectivity.
Of which broadband	Earned from products/services that provide our customers with broadband internet connectivity.
Of which WAN	Earned from products/services that provide our customers Wide Area Network (WAN) connectivity i.e. network connections linking a number of sites.
Mobile	Earned from customers for products/services across our brands that use only our mobile network connectivity.
Managed services	Earned from bespoke contracts that is not directly apportioned to either fixed or mobile connectivity.
Republic of Ireland	All revenue of any type earned from customers in the Republic of Ireland, received in euros but reported in sterling.
Northern Ireland Networks (NIN)	All revenue of any type earned from customers of NIN, our regulated fixed network business in Northern Ireland that is similar to Openreach.
Other	Any revenue not included within any of the above categories, e.g. revenue from converged products/services such as BT One Phone.
Of which Internal	Contains internal charges to other parts of BT relating to usage of the network in Northern Ireland.

Revenue by channel	
Public Sector & Major Business (ex RoI)	Revenue from large corporations that are UK focused, including a significant proportion of Public sector, from products under the BT and EE brands, including, but not exclusively, calls, lines, broadband, mobile, ICT, and managed network services. In Northern Ireland, includes revenue from the corporate sector, the public sector, Northern Ireland Networks, and internal charges related to usage of the network.
Corporate	Revenue from products sold to mid-tier corporations in Great Britain under the BT and EE brands, including, but not exclusively, calls, lines, broadband, mobile, ICT, and managed network services. Also includes revenue from BT Business Direct.
SME	Revenue from products sold to small/medium enterprises (SMEs) in the UK under the BT, Plusnet, and EE brands, including, but not exclusively, calls, lines, broadband, mobile, ICT, and managed network services.

Orders	
Total orders	Orders of products and services sold in the period to the unit's customers in Great Britain, Northern Ireland, and the Republic of Ireland, including all one-off charges and all recurring charges expected over the term of the contract. Orders are recorded on a sales order value (SOV) basis, i.e. the total amount of revenue expected from the 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 order 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.

## Glossary

Operational	
Voice lines	The total number of revenue-generating voice connections on our fixed network excluding NIN that use legacy analogue technology, across all customers, measured at the end of the period. The revenue generated by these connections is included within 'Fixed – Voice' revenue.
VoIP seats	The total number of revenue-generating voice connections on our fixed network excluding NIN that use Voice over Internet Protocol (VoIP) technology, across all customers, measured at the end of the period. The revenue generated by these connections is included within 'Fixed – Voice' revenue.
Broadband lines	The total number of revenue-generating broadband internet data connections on our fixed network excluding NIN, across all customers, measured at the end of the period. The revenue generated by these connections is included within 'Fixed – Broadband' revenue.
WAN	The total number of active circuit connections on Wide Area Networks (WAN) across all customers, measured at the end of the period. The revenue generated by these networks is included within 'Fixed – WAN' revenue.
Mobile customers	The total number of revenue-generating connections on our mobile network, across all BPS customers and all our brands, measured at the end of the period. The revenue generated by these connections is included within Mobile revenue.
Superfast fibre share of broadband base	The proportion of measurable broadband lines (>90% of the figure defined above) purchasing a superfast connection i.e. with a maximum download speed of up to 76Mbps. These connections are supplied to customers by BPS purchasing an FTTC/FTTP wholesale product from Openreach.
Ultrafast fibre share of broadband base	The proportion of measurable broadband lines (>90% of the figure defined above) purchasing an ultrafast connection i.e. with a maximum download speed above 100Mbps. These connections are supplied to customers by BPS purchasing a Gfast/FTTP wholesale product from Openreach.

### WHOLESALE AND VENTURES

Wholesale (including IoT)	
Fixed revenue	Earned from customers (Communications Providers) for products/services that use our fixed network. Wholesale products/services are sold to communications providers (CPs) which use them to provide products/services to their end customers.
Of which voice revenue	Earned from fixed network products/services that provide voice connectivity.
Of which broadband revenue	Earned from fixed network products/services that provide broadband internet connectivity.
Of which Ethernet revenue	Earned from fixed network products/services that provide Ethernet internet connectivity, i.e. a dedicated high bandwidth connection to the internet using a local area network to interconnect computers and carry data and voice internally.
Mobile revenue	Earned from products/services predominantly sold to Mobile Virtual Network Operators (MVNOs) for mobile network connectivity which they use to provide products/services to their end customers. Includes mobile data analytics, and M2M (i.e. IoT).
Managed services revenue	Earned from bespoke customer contracts and not directly apportioned to either fixed or mobile connectivity.
Orders (excluding IoT)	Wholesale orders in the period for all business types including new business, growth, renewals and extensions. Where a renewal or extension overlaps with a previous contract value reported as Order intake, only the incremental contract value (ICV) increase is included. This includes all one-off charges, plus all recurring charges for the term of the contract. Wholesale orders only relate to orders that have been contracted for future periods.

Ventures	
Total revenue	Revenue earned from the Ventures portfolio of standalone businesses that include Tikit, Redcare, Cables, Fleet Solutions, Pelipod, Phone Book, Payphones, and Supply Chain. N.B. Internal revenue earned by Ventures businesses (other than Cables) is mainly accounted for as an internal recovery of cost, rather than revenue. If accounted for as revenue, Ventures annual revenue would be c.£300m higher, with no impact on EBITDA.

Wholesale and Ventures	
Total revenue and EBITDA	The sum of totals disclosed for Wholesale (including IoT) and Ventures.
Of which internal revenue	Mainly revenue arising from Consumer for mobile Ethernet access and BT Technology unit for transmission planning services, but may include other internal revenue.

Operational	
Wholesale call minutes (millions)	The number of calling minutes used during the period by customers using the Wholesale Calls product. The revenue earned by these connections is included within 'Fixed – Voice' revenue.
External broadband lines	The closing base of broadband live circuits (including copper & fibre) sold to external CP customers on our fixed network, across all external customers. The revenue earned by these connections is included within 'Fixed – Broadband' revenue.
Ethernet circuits	The closing base of Wholesale Ethernet circuits sold to external customers that are not Mobile Network Operators (MNOs). The revenue earned by these connections is included within 'Fixed – Ethernet' revenue.
Partial Private Circuits (PPC)	The closing base of PPCs sold to external customers. The revenue earned by these connections is included within Fixed revenue excluding voice, broadband, and Ethernet (i.e. it is not explicitly separately disclosed).
MVNO customers	The closing base of billable subscribers (reported a quarter in arrears) who use the BT/EE mobile network through mobile virtual network operators (MVNO) purchasing access from Wholesale and Ventures.
Superfast fibre share of broadband base	The proportion of external broadband lines (as defined above) purchasing a superfast connection i.e. one with a maximum download speed of up to and including 100Mbps. These connections can be supplied to customers by the Wholesale business purchasing an FTTC/FTTP wholesale product from Openreach.
Ultrafast fibre share of broadband base	The proportion of external broadband lines (as defined above) purchasing an ultrafast connection i.e. one with a maximum download speed above 100Mbps. These connections can be supplied to customers by the Wholesale business purchasing a Gfast/FTTP wholesale product from Openreach.

# Glossary

## GLOBAL SERVICES

Financial	
Revenue	The geographic analysis of revenue is based on the country of origin in which the customer is invoiced. Reported growth rates are not adjusted for the effect of acquisitions, disposals or foreign exchange movements.
Orders	Orders for all business types including new business, growth, renewals and extensions. Measured on an incremental contract value (ICV) basis, such that if a contract renewal or extension overlaps with a previous contract value reported as Order intake, only the incremental increase is included.

## OPENREACH

Fixed access network technologies	
Wholesale Line Rental (WLR)	Openreach's copper access product, predominantly used for delivering voice services.
Local Loop Unbundling (LLU)	Enables communications providers (CPs) to offer the full range of voice and broadband services.
Fibre to the Cabinet (FTTC)	The supply of data services over a fibre optic cable running between the local exchange and the local street cabinet, then using existing copper cable to deliver the data to the end customer's premises. In FTTC, the device which translates the data into a signal that can be carried over copper wire, the DSLAM, sits in a local street cabinet, rather than in the local exchange.
Gfast	The supply of data services by building on existing FTTC infrastructure to change the way broadband signals are transmitted to make achieve ultrafast bandwidths without the need to install fibre all the way to a property.
Fibre to the Premise (FTTP)	The supply of data services over a fibre optic cable running between the local exchange and the end customer's premises. This technology completely replaces the need for copper cabling within the Openreach network.

Revenue	
Wholesale Line Rental (WLR)	Internal and external WLR connection and rental revenue.
Local Loop Unbundling (LLU)	Internal and external shared metallic path facility (SMPF) and metallic path facility (MPF) connection and rental revenue, co-location connection and rental revenue, copper port build, tie cables, and test access matrices (TAM).
Fibre to the Cabinet (FTTC)	Internal and external connection and rental revenue for FTTC products.
Gfast	Internal and external connection and rental revenue for Gfast products.
Fibre to the Premise (FTTP)	Internal and external connection and rental revenue for FTTP products.
Ethernet	Internal and external Ethernet connection and rental revenue.
Other	Primarily revenue from service-based activity and some legacy connectivity products, plus other fibre (e.g. Single Order GEA (SOGEA) and Single Order Gfast (SOGFast)).
Of which internal	Primarily rental and connection revenue related to WLR, SMPF, Ethernet and fibre supplied to BT's other customer-facing units.

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