

Performance Indicators - Q4 2006/7

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Bringing it all together

Q4 06/07

BT Group Results - P&L	2006/07 Q4 Actual BT Group	2005/06 Q4 Actual Restated	Better / (worse) %	2006/07 Q3 Actual BT Group	2005/06 Q3 Actual Restated	Better / (worse) %	2006/07 Q2 Actual BT Group	2005/06 Q2 Restated BT Group	Better / (worse) %	2006/07 Q1 Actual BT Group	2005/06 Q1 Restated BT Group	Better / (worse) %	2006/07 FY Actual BT Group	2005/06 FY Restated BT Group	Better / (worse) %
£m unless stated															
Revenue															
BT Global Services	2,503	2,406	4.0	2,291	2,197	4.3	2,157	2,102	2.6	2,155	2,067	4.3	9,106	8,772	3.8
BT Retail	2,138	2,135	0.1	2,131	2,116	0.7	2,077	2,136	(2.8)	2,068	2,120	(2.5)	8,414	8,507	(1.1)
BT Wholesale	1,930	1,868	3.3	1,922	1,848	4.0	1,885	1,813	4.0	1,847	1,814	1.8	7,584	7,343	3.3
Openreach	1,325	1,299	2.0	1,314	1,278	2.8	1,279	1,271	0.6	1,259	1,294	(2.7)	5,177	5,142	0.7
Other	5	5	0.0	2	3	(33.3)	4	4	0.0	5	6	(16.7)	17	18	(5.6)
Eliminations	(2,609)	(2,579)	(1.2)	(2,534)	(2,560)	1.0	(2,461)	(2,559)	3.8	(2,470)	(2,570)	3.9	(10,075)	(10,268)	1.9
Group Revenue	5,292	5,134	3.1	5,126	4,882	5.0	4,941	4,767	3.7	4,864	4,731	2.8	20,223	19,514	3.6
Leaver costs	63	67	-	27	23	-	33	37	-	24	6	-	147	133	-
EBITDA Inc. leaver costs															
BT Global Services	301	286	5.2	232	223	4.0	224	198	13.1	211	219	(3.7)	968	926	4.5
BT Retail	218	197	10.7	219	175	25.1	228	189	20.6	180	155	16.1	845	716	18.0
BT Wholesale	479	448	6.9	497	481	3.3	469	464	1.1	477	468	1.9	1,922	1,861	3.3
Openreach	486	507	(4.1)	468	487	(3.9)	460	482	(4.6)	470	507	(7.3)	1,884	1,983	(5.0)
Other	(10)	(7)	(42.9)	(4)	15	(126.7)	4	15	(73.3)	24	8	200.0	14	31	(54.8)
Group EBITDA	1,474	1,431	3.0	1,412	1,381	2.2	1,385	1,348	2.7	1,362	1,357	0.4	5,633	5,517	2.1
Depreciation & amortisation of intangibles															
BT Global Services	190	168	(13.1)	180	160	(12.5)	157	158	0.6	148	152	2.6	675	638	(5.8)
BT Retail	49	38	(28.9)	43	36	(19.4)	39	39	0.0	40	34	(17.6)	171	147	(16.3)
BT Wholesale	329	286	(15.0)	293	271	(8.1)	291	274	(6.2)	285	271	(5.2)	1,198	1,102	(8.7)
Openreach	177	230	23.0	177	196	9.7	178	188	5.3	175	186	5.9	707	800	11.6
Other	28	51	45.1	48	47	(2.1)	38	33	(15.2)	55	66	16.7	169	197	14.2
Group Depreciation	773	773	0.0	741	710	(4.4)	703	692	(1.6)	703	709	0.8	2,920	2,884	(1.2)
Op Profit Inc. leaver costs															
BT Global Services	111	118	(5.9)	52	63	(17.5)	67	40	67.5	63	67	(6.0)	293	288	1.7
BT Retail	169	159	6.3	176	139	26.6	189	150	26.0	140	121	15.7	674	569	18.5
BT Wholesale	150	162	(7.4)	204	210	(2.9)	178	190	(6.3)	192	197	(2.5)	724	759	(4.6)
Openreach	309	277	(11.6)	291	291	0.0	282	294	4.1	295	321	8.1	1,177	1,183	0.5
Other	(38)	(58)	34.5	(52)	(32)	(62.5)	(34)	(18)	(88.9)	(31)	(58)	46.6	(155)	(166)	6.6
Underlying Group Op Profit	701	658	6.5	671	671	0.0	682	656	4.0	659	648	1.7	2,713	2,633	3.0
Net Finance Costs	(70)	(101)	30.7	(62)	(129)	51.9	(55)	(100)	45.0	(46)	(142)	67.6	(233)	(472)	50.6
Share of post tax profits/losses of associates and joint ventures	1	5	(80.0)	7	3	133.3	5	3	66.7	2	5	(60.0)	15	16	(6.3)
Underlying PBT	632	562	12.5	616	545	13.0	632	559	13.1	615	511	20.4	2,495	2,177	14.6
Specific Items : Net gains (losses)	(31)	(55)	-	23	0	-	(3)	(70)	-	0	(12)	-	(11)	(137)	-
Reported PBT	601	507	18.5	639	545	17.2	629	489	28.6	615	499	23.2	2,484	2,040	21.8
Tax - Underlying	(155)	(131)	(18.3)	(150)	(134)	(11.9)	(155)	(139)	(11.5)	(151)	(129)	(17.1)	(611)	(533)	(14.6)
Tax on specific items	9	16	-	969	0	-	1	21	-	0	4	-	979	41	-
Tax rate	24.5%	23.3%	-	24.4%	24.6%	-	24.5%	24.9%	-	24.6%	25.2%	-	24.5%	24.5%	-
Net Income	455	392	16.1	1,458	411	254.7	475	371	28.0	464	374	24.1	2,852	1,548	84.2
<i>Memo: Minority Interest</i>	1	1	-	-	-	-	-	-	-	-	-	-	2	1	-
EPS before specific items	5.8	5.1	13.7	5.6	4.9	14.3	5.7	5.0	14.0	5.6	4.5	24.4	22.7	19.5	16.4
EPS after specific items	5.5	4.7	17.0	5.6	4.9	259.2	5.7	4.4	29.5	5.6	4.4	27.3	34.4	18.4	87.0
Proposed Dividend							5.10	4.30	19%						
Average Number of Shares in Issue	8,265	8,354	-	8,284	8,407	-	8,308	8,456	-	8,314	8,471	-	8,293	8,422	-
Capital Expenditure	905	973	7.0	815	759	(7.4)	812	694	(17.0)	715	716	0.1	3,247	3,142	(3.3)
Net Debt	7,914	7,534	(5.0)	8,796	8,113	(8.4)	8,079	8,133	0.7	7,727	8,121	4.9	7,914	7,534	(5.0)

Q4 06/07 / FY 06/07

Revenue up 3% in the quarter and up 4% in the full year - 13th consecutive quarter of revenue growth

EBITDA before specific items and leavers up 3% - 5th consecutive quarter of EBITDA growth

EPS before specific items and leavers up 11% to 6.3p in the quarter and up 16% to 23.9p in the year - 20th consecutive quarter of year on year growth

Proposed full year dividend at 15.1p is 27% higher than last year and moving to a two thirds payout ratio a year earlier than guided

A new £2.5bn share buyback programme introduced and expected to be completed by March 31st 2009

EXTERNAL REVENUE BY SEGMENT	2004/5					2005/6					2006/7				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
Major Corporate	1,391	1,412	1,440	1,693	5,936	1,597	1,629	1,732	1,922	6,880	1,699	1,703	1,833	2,009	7,244
Business	617	624	600	601	2,442	586	583	568	587	2,324	588	593	584	588	2,353
Consumer	1,416	1,410	1,400	1,373	5,599	1,324	1,336	1,324	1,312	5,296	1,252	1,257	1,310	1,305	5,124
Wholesale / Global Carrier	1,088	1,102	1,090	1,147	4,427	1,218	1,215	1,255	1,308	4,996	1,319	1,384	1,397	1,385	5,485
Other	7	6	6	6	25	6	4	3	5	18	6	4	2	5	17
Total	4,519	4,554	4,536	4,820	18,429	4,731	4,767	4,882	5,134	19,514	4,864	4,941	5,126	5,292	20,223

EXTERNAL REVENUE BY SEGMENT HEADLINE YEAR-ON-YEAR GROWTH	2005/6					2006/7				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
Major Corporate	14.8%	15.4%	20.3%	13.5%	15.9%	6.4%	4.5%	5.8%	4.5%	5.3%
Business	(5.0%)	(6.6%)	(5.3%)	(2.3%)	(4.8%)	0.3%	1.7%	2.8%	0.2%	1.2%
Consumer	(6.5%)	(5.2%)	(5.4%)	(4.4%)	(5.4%)	(5.4%)	(5.9%)	(1.1%)	(0.5%)	(3.2%)
Wholesale / Global Carrier	11.9%	10.3%	15.1%	14.0%	12.9%	8.3%	13.9%	11.3%	5.9%	9.8%
Other	n/m	n/m	n/m	n/m	n/m	n/m	n/m	n/m	n/m	n/m
Total	4.7%	4.7%	7.6%	6.5%	5.9%	2.8%	3.7%	5.0%	3.1%	3.6%

EXTERNAL REVENUE ANALYSIS - BT Group	2004/5					2005/6					2006/7				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
Networked IT Services	634	699	738	995	3,066	899	914	1,038	1,214	4,065	981	1,001	1,117	1,287	4,386
Broadband and LLU	186	199	253	292	930	314	350	374	421	1,459	454	486	520	556	2,016
Mobility	43	49	55	58	205	66	69	75	82	292	71	72	73	78	294
Other	73	86	89	101	349	106	106	120	134	466	135	177	170	196	678
Total New Wave	936	1,033	1,135	1,446	4,550	1,385	1,439	1,607	1,851	6,282	1,641	1,736	1,880	2,117	7,374
Exchange lines/ISDN - connection and rental	918	959	952	934	3,763	921	912	889	881	3,603	876	851	844	820	3,391
Calls	982	888	820	799	3,489	764	749	730	713	2,956	685	655	692	677	2,709
Private Circuits	326	325	325	316	1,292	314	302	322	302	1,240	309	317	291	275	1,192
Transit, conveyance, interconnect circuits, WLR and other wholesale (incl. FRIACO)	657	650	619	599	2,525	630	634	636	655	2,555	661	689	704	688	2,742
Other	700	699	685	726	2,810	717	731	698	732	2,878	692	693	715	715	2,815
Total Traditional	3,583	3,521	3,401	3,374	13,879	3,346	3,328	3,275	3,283	13,232	3,223	3,205	3,246	3,175	12,849
Total Revenue	4,519	4,554	4,536	4,820	18,429	4,731	4,767	4,882	5,134	19,514	4,864	4,941	5,126	5,292	20,223

Key Highlights

Q4 06/07/ FY 06/07

New Wave revenue >£2bn for first ever quarter and accounts for 40% of Group revenue

Broadband revenue over £2bn in the year

Q3 06/07

Broadband revenue over £500m in the quarter

Call revenue increased sequentially for the first time in over 4 years

Q2 06/07

Broadband revenue now 10% of Group Revenue

Q1 06/07

New wave revenue grew c£250m in Q1, similar rate of growth for the last 9 quarters

Q4 05/06 and FY 05/06

Networked IT Services 65% of FY new wave revenue and over a fifth of Group Revenue

Q3 05/06

Networked IT Services now our largest revenue stream

Q2 05/06

Group Broadband revenue exceeds that of Private Circuits for the first time

Networked IT Services revenue exceeds that of Line Rental for the first time

EXTERNAL REVENUE ANALYSIS - Global Services	2004/5					2005/6					2006/7				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
Networked IT Services	578	626	666	912	2,782	824	841	955	1,112	3,732	898	923	1,026	1,201	4,048
Broadband and LLU	7	9	12	14	42	14	14	15	15	58	14	15	17	20	66
Mobility	26	26	25	26	103	39	39	44	55	177	45	46	49	52	192
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total New Wave	611	661	703	952	2,927	877	894	1,014	1,182	3,967	957	984	1,092	1,273	4,306
Exchange lines/ISDN - connection and rental	166	158	157	154	635	155	158	148	145	606	157	152	152	145	606
Calls	107	101	91	89	388	86	85	80	82	333	82	74	72	66	294
Private Circuits	129	123	122	114	488	112	111	112	109	444	117	114	108	110	449
Transit, conveyance, interconnect circuits, WLR and other wholesale (incl. FRIACO)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other (a)	427	416	407	466	1,716	451	455	438	474	1,818	441	439	461	471	1,812
Total Traditional	829	798	777	823	3,227	804	809	778	810	3,201	797	779	793	792	3,161
Total Revenue	1,440	1,459	1,480	1,775	6,154	1,681	1,703	1,792	1,992	7,168	1,754	1,763	1,885	2,065	7,467
Memo: Internal Revenue	287	332	330	385	1,334	386	399	405	414	1,604	401	394	406	438	1,639
Total Global Services Reported Revenue(b)	1,727	1,791	1,810	2,160	7,488	2,067	2,102	2,197	2,406	8,772	2,155	2,157	2,291	2,503	9,106

Shading = not restated for proforma Openreach
(a) and (b) - See Memo info on following page

Non-UK New Customers	2006/7			
	Q1	Q2	Q3	Q4
	223	200	228	207

Global Services ORDER VALUE	2004/5				2005/6				2006/7			
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m
Networked IT Services order intake	1,276	852	1,235	3,798	2,359	752	1,194	1,086	1,041	702	1,516	1,950
Other Order Intake	571	477	926	491	466	706	1,203	1,232	739	915	986	1,450
Total Global Services order intake	1,847	1,329	2,161	4,289	2,825	1,458	2,397	2,318	1,780	1,617	2,502	3,400

ROLLING 12 MONTHS Global Services ORDER VALUE	2005/6				2006/7			
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m
Networked IT Services order intake	8,244	8,144	8,103	5,391	4,073	4,023	4,345	5,209
Other Order Intake	2,360	2,589	2,866	3,607	3,880	4,089	3,872	4,090
Total Global Services Rolling 12 month order intake	10,604	10,733	10,969	8,998	7,953	8,112	8,217	9,299

Memo information - Global Services	2005/6					2006/7				
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	
(a) Other Traditional	UK	72	53	59	56	240	59	54	54	58
	Non-UK	379	402	379	418	1,578	382	385	407	413
	Total	451	455	438	474	1,818	441	439	461	471
(b) Reclassified total revenue	New wave (as reported)	877	894	1,014	1,182	3,967	957	984	1,092	1,273
	Non-UK (Included in Other)	379	402	379	418	1,578	382	385	407	413
	Internal	260	264	275	291	1,090	300	292	297	369
	GS New Wave	1,516	1,560	1,668	1,891	6,635	1,639	1,661	1,796	2,055
	Traditional (as reported excluding Other)	353	354	340	336	1,383	356	340	332	321
	UK Traditional (Included in Other)	72	53	59	56	240	59	54	54	58
	Internal	126	135	130	123	514	101	102	109	69
	GS Traditional	551	542	529	515	2,137	516	496	495	448
	Total GS Reported Revenue	2,067	2,102	2,197	2,406	8,772	2,155	2,157	2,291	2,503

Year on Year Change	2006/7			
	Q1	Q2	Q3	Q4
GS New Wave	8.1%	6.5%	7.7%	8.7%
GS Traditional	(6.4%)	(8.5%)	(6.4%)	(13.0%)
GS Total	4.3%	2.6%	4.3%	4.0%

Total £m
225
1,587
1,812
4,306
1,587
1,258
7,151
1,349
225
381
1,955
9,106

FY 06/07
7.8%
(8.5%)
3.8%

EXTERNAL REVENUE ANALYSIS - Retail	2004/5					2005/6					2006/7				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
Networked IT Services	56	73	72	83	284	75	73	83	102	333	83	78	91	86	338
Broadband	108	111	131	146	496	159	176	185	198	718	212	219	225	245	901
Mobility	17	23	30	32	102	27	30	31	27	115	26	26	24	26	102
Other	14	18	19	26	77	17	26	29	44	116	49	90	84	98	321
Total New Wave	195	225	252	287	959	278	305	328	371	1,282	370	413	424	455	1,662
Exchange lines/ISDN - connection and rental	752	801	795	780	3,128	766	754	741	736	2,997	719	699	692	675	2,785
Calls	875	787	729	710	3,101	678	664	650	631	2,623	603	581	620	611	2,415
Private Circuits	43	47	48	35	173	41	41	41	35	158	34	35	33	30	132
Transit, conveyance, interconnect circuits, WLR and other wholesale (incl. FRIACO)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	266	277	272	254	1,069	260	272	257	253	1,042	251	254	254	244	1,003
Total Traditional	1,936	1,912	1,844	1,779	7,471	1,745	1,731	1,689	1,655	6,820	1,607	1,569	1,599	1,560	6,335
Total External Revenue	2,131	2,137	2,096	2,066	8,430	2,023	2,036	2,017	2,026	8,102	1,977	1,982	2,023	2,015	7,997
Memo: Internal Revenue	53	68	64	83	268	97	100	99	109	405	91	95	108	123	417
Total Retail Reported Revenue	2,184	2,205	2,160	2,149	8,698	2,120	2,136	2,116	2,135	8,507	2,068	2,077	2,131	2,138	8,414

Shading = not restated for proforma Openreach

EXTERNAL REVENUE ANALYSIS - Wholesale	2004/5					2005/6					2006/7			
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m
Networked IT Services	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Broadband and LLU	71	79	110	132	392	130	147	152	159	588	179	181	192	188
Mobility	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	59	68	70	75	272	89	80	91	90	350	86	87	86	98
Total New Wave	130	147	180	207	664	219	227	243	249	938	265	268	278	286
Exchange lines/ISDN - connection and rental	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Private Circuits	154	155	155	167	631	161	150	169	158	638	158	168	150	135
Transit, conveyance, interconnect circuits, WLR and other wholesale (incl. FRIACO)	657	650	619	599	2,525	588	587	575	582	2,332	574	594	599	582
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Traditional	811	805	774	766	3,156	749	737	744	740	2,970	732	762	749	717
Total External Revenue	941	952	954	973	3,820	968	964	987	989	3,908	997	1,030	1,027	1,003
Memo: Internal Revenue	1,332	1,311	1,318	1,314	5,275	847	849	861	879	3,435	850	855	895	927
Total Wholesale Reported Revenue	2,273	2,263	2,272	2,287	9,095	1,815	1,813	1,848	1,868	7,344	1,847	1,885	1,922	1,930

Shading = not restated for proforma Openreach

Total £m
-
740
-
357
1,097
-
-
611
2,349
-
2,960
4,057
3,527
7,584

EXTERNAL REVENUE ANALYSIS - Openreach	2005/6					2006/7				
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m
Networked IT Services	-	-	-	-	-	-	-	-	-	-
Broadband and LLU	11	13	22	49	95	49	71	86	103	309
Mobility	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-
Total New Wave	11	13	22	49	95	49	71	86	103	309
Exchange lines/ISDN - connection and rental	-	-	-	-	-	-	-	-	-	-
Calls	-	-	-	-	-	-	-	-	-	-
Private Circuits	-	-	-	-	-	-	-	-	-	-
Transit, conveyance, interconnect circuits, WLR and other wholesale (incl. FRIACO)	42	47	61	73	223	81	91	103	101	376
Other	-	-	-	-	-	-	-	-	-	-
Total Traditional	42	47	61	73	223	81	91	103	101	376
Total Revenue	53	60	83	122	318	130	162	189	204	685
Memo: Internal Revenue	1,241	1,211	1,195	1,177	4,824	1,129	1,117	1,125	1,121	4,492
Total Openreach Reported Revenue	1,294	1,271	1,278	1,299	5,142	1,259	1,279	1,314	1,325	5,177

Openreach only restated for 2005/6

Summary Cost Analysis	2004/5					2005/6					2006/7				
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m
Staff costs before leaver costs	1,070	1,065	1,098	1,155	4,388	1,156	1,210	1,226	1,241	4,833	1,256	1,274	1,282	1,264	5,076
Leaver costs	102	8	12	44	166	6	37	23	67	133	24	33	27	63	147
Staff costs (including leaver costs)	1,172	1,073	1,110	1,199	4,554	1,162	1,247	1,249	1,308	4,966	1,280	1,307	1,309	1,327	5,223
Other operating costs [^]	1,285	1,371	1,370	1,502	5,528	1,406	1,395	1,453	1,633	5,887	1,437	1,442	1,593	1,687	6,159
Own work capitalised [^]	(172)	(206)	(169)	(175)	(722)	(161)	(159)	(179)	(175)	(674)	(171)	(175)	(186)	(186)	(718)
Sub total	2,285	2,238	2,311	2,526	9,360	2,407	2,483	2,523	2,766	10,179	2,546	2,574	2,716	2,828	10,664
POLO's	988	964	880	893	3,725	1,009	989	1,032	1,015	4,045	1,006	1,034	1,051	1,071	4,162
Depreciation and amortisation	700	704	695	745	2,844	706	690	707	770	2,873	700	700	737	770	2,907
Amortisation of acquired intangibles	-	-	-	-	-	3	2	3	3	11	3	3	4	3	13
Total costs*	3,973	3,906	3,886	4,164	15,929	4,125	4,164	4,265	4,554	17,108	4,255	4,311	4,508	4,672	17,746

[^] 2005/6 restated to exclude external software development related activity from both Other Operating Costs and Own Work Capitalised
* Under IFRS basis and before specific items
Shading = not restated

Capital Expenditure	2004/5					2005/6					2006/7				
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m
By Line of Business															
BT Global Services	144	161	141	159	605	142	171	169	220	702	149	176	186	184	695
BT Retail	31	41	44	54	170	35	33	32	53	153	40	40	34	52	166
BT Wholesale	477	548	514	442	1,981	230	198	221	326	975	200	266	237	314	1,017
Openreach						257	246	270	265	1,038	271	279	297	261	1,108
Others (includes Fleet and Property)	42	53	71	89	255	52	46	67	109	274	55	51	61	94	261
Total	694	803	770	744	3,011	716	694	759	973	3,142	715	812	815	905	3,247
By Category															
Transmission Equipment	357	392	401	338	1,488	373	347	356	353	1,429	297	297	303	312	1,209
Exchange Equipment	41	36	40	26	143	18	18	21	23	80	14	39	24	41	118
Other Network Equipment	141	155	159	193	648	162	148	134	283	727	160	229	214	251	854
Computers and Office Equipment	27	28	25	13	93	22	18	26	72	138	28	22	30	69	149
Software	97	147	94	106	444	99	137	174	182	592	180	202	219	206	807
Motor Vehicles and Other	21	30	35	45	131	31	14	29	34	108	14	13	8	14	49
Land and Buildings	10	15	16	23	64	11	12	19	26	68	22	10	17	12	61
Total	694	803	770	744	3,011	716	694	759	973	3,142	715	812	815	905	3,247
Shading = not restated for proforma Openreach															

Total Fixed Network Calls												
Quarterly Minutes (billions)	Jun-04	Sep-04	Dec-04	Mar-05	Jun-05	Sep-05	Dec-05	Mar-06	Jun-06	Sep-06	Dec-06	Mar-07
Internet Related and Other Non Geo	10.93	10.13	9.33	8.68	7.51	6.86	6.20	5.87	5.00	4.37	3.95	3.93
Fixed to Mobile	2.21	2.20	2.13	2.08	2.13	2.08	2.02	1.99	1.99	1.98	1.92	1.89
Total Non Geographic Calls	13.13	12.33	11.46	10.76	9.64	8.94	8.22	7.86	6.99	6.35	5.87	5.82
Local	10.61	10.34	10.42	10.15	9.53	9.02	9.15	9.01	8.20	7.93	8.10	8.07
National	5.53	5.51	5.46	5.33	5.09	4.90	4.87	4.87	4.47	4.42	4.45	4.45
International	0.52	0.52	0.52	0.50	0.49	0.48	0.47	0.47	0.45	0.45	0.46	0.47
Total Geographic	16.66	16.37	16.40	15.98	15.11	14.40	14.49	14.35	13.12	12.80	13.01	12.99
Total Retail	29.79	28.70	27.86	26.74	24.75	23.34	22.71	22.21	20.11	19.15	18.88	18.81
Freephone and FRIACO	20.88	18.55	16.71	15.84	12.83	9.90	8.38	7.16	5.96	4.75	5.22	6.32
BT Group Originating Calls'	50.67	47.25	44.57	42.58	37.58	33.24	31.09	29.37	26.07	23.90	24.10	25.13
* Excluding Payphones and Directories (c0.3bn mins/qtr)												
Total Fixed Network Calls												
Quarterly Year on Year Minutes Change	Jun-04	Sep-04	Dec-04	Mar-05	Jun-05	Sep-05	Dec-05	Mar-06	Jun-06	Sep-06	Dec-06	Mar-07
Internet Related and Other Non Geo	(22)%	(22)%	(25)%	(30)%	(31)%	(32)%	(34)%	(32)%	(33)%	(36)%	(36)%	(33)%
Fixed to Mobile	(7)%	(7)%	(7)%	(8)%	(4)%	(6)%	(5)%	(4)%	(7)%	(5)%	(5)%	(5)%
Total Non Geographic Calls	(19)%	(20)%	(23)%	(27)%	(27)%	(27)%	(28)%	(27)%	(28)%	(29)%	(29)%	(26)%
Local	(12)%	(11)%	(12)%	(14)%	(10)%	(13)%	(12)%	(11)%	(14)%	(12)%	(11)%	(10)%
National	(10)%	(10)%	(10)%	(12)%	(8)%	(11)%	(11)%	(9)%	(12)%	(10)%	(9)%	(9)%
International	(7)%	(6)%	(7)%	(9)%	(6)%	(7)%	(9)%	(8)%	(8)%	(6)%	(2)%	0%
Total Geographic	(11)%	(11)%	(11)%	(13)%	(9)%	(12)%	(12)%	(10)%	(13)%	(11)%	(10)%	(9)%
Total Retail	(15)%	(15)%	(16)%	(19)%	(17)%	(19)%	(18)%	(17)%	(19)%	(18)%	(17)%	(15)%
Freephone and FRIACO	(10)%	(16)%	(25)%	(33)%	(39)%	(47)%	(50)%	(55)%	(54)%	(52)%	(38)%	(12)%
BT Group Originating Calls'	(13)%	(15)%	(20)%	(25)%	(26)%	(30)%	(30)%	(31)%	(31)%	(28)%	(22)%	(14)%

CPS Volumes ('000)												
	Jun-04	Sep-04	Dec-04	Mar-05	Jun-05	Sep-05	Dec-05	Mar-06	Jun-06	Sep-06	Dec-06	Mar-07
Number of users*	3,723	4,169	4,571	4,909	5,291	5,554	5,779	6,067	6,335	6,397	6,314	6,212
Net adds in quarter	424	446	402	338	382	263	225	288	268	62	(83)	(102)
* CPS numbers include those customers who have migrated from Indirect Access												

Fixed to Fixed Voice Market Share *						
	Jun-05	Sep-05	Dec-05	Mar-06	Jun-06	Sep-06
Residential	59%	58%	59%	55%	53%	53%
Business	39%	39%	38%	38%	37%	38%
* Latest published Ofcom data : Local, national, international and non-geographic voice minute						

Broadband ('000)												
Product Group Summary	Jun-04	Sep-04	Dec-04	Mar-05	Jun-05	Sep-05	Dec-05	Mar-06	Jun-06	Sep-06	Dec-06	Mar-07
Retail												
Business Broadband (Incl. Major Corporates)	319	352	408	441	473	506	547	584	613	647	675	706
Residential Broadband	783	931	1,101	1,339	1,508	1,661	1,863	2,084	2,213	2,333	2,544	2,758
Total Broadband	1,102	1,283	1,509	1,780	1,981	2,167	2,410	2,668	2,826	2,980	3,219	3,464
Broadband Net adds in quarter	135	181	226	271	201	186	243	258	158	154	239	245
Retail Share of DSL + LLU Net Adds	28%	30%	25%	32%	28%	27%	30%	30%	30%	25%	34%	32%
Plusnet												195
Total Retail Broadband (Incl. Plusnet)												3,659
Retail Share of DSL + LLU Installed Base	41%	39%	36%	35%	34%	33%	33%	33%	33%	32%	32%	34%
BT Wholesale												
Total Wholesale Broadband	2,687	3,294	4,182	5,023	5,713	6,348	7,078	7,760	8,071	8,439	8,679	8,827
Net adds in quarter	472	607	888	841	690	635	730	682	311	368	240	148
BT Openreach												
External LLU Volumes ('000)												
Full and Shared loops	14	20	28	41	72	122	192	356	580	838	1,295	1,910
Net adds in quarter	3	6	8	13	31	50	70	164	224	258	457	615
BT Group												
Total DSL + LLU	2,701	3,314	4,210	5,064	5,785	6,470	7,270	8,116	8,651	9,277	9,974	10,737
Net adds in quarter	475	613	896	854	721	685	800	846	535	626	697	763
Broadband numbers adjusted from Dec-04. This is due to all data now being sourced from equivalent BT Wholesale systems and also from the inclusion of BT own use and test lines												

Exchange Lines ('000)												
Product Group Summary	Jun-04	Sep-04	Dec-04	Mar-05	Jun-05	Sep-05	Dec-05	Mar-06	Jun-06	Sep-06	Dec-06	Mar-07
BT Retail												
Business PSTN	5,260	5,148	5,043	4,976	4,895	4,789	4,735	4,645	4,558	4,473	4,390	4,330
Business ISDN	3,476	3,452	3,413	3,382	3,311	3,254	3,207	3,152	3,100	3,040	2,987	2,934
Total Business	8,736	8,600	8,456	8,358	8,206	8,043	7,942	7,797	7,658	7,513	7,377	7,264
Residential PSTN	19,554	19,497	19,467	19,405	19,086	18,701	18,360	17,863	17,219	16,836	16,729	16,634
Residential ISDN	198	170	140	115	93	74	61	49	41	35	24	2
Total Residential	19,752	19,667	19,607	19,520	19,179	18,775	18,421	17,912	17,260	16,871	16,753	16,636
Total PSTN	24,814	24,645	24,510	24,381	23,981	23,490	23,095	22,508	21,777	21,309	21,119	20,964
Total ISDN	3,674	3,622	3,553	3,497	3,404	3,328	3,268	3,201	3,141	3,075	3,011	2,936
Total Retail Lines	28,488	28,267	28,063	27,878	27,385	26,818	26,363	25,709	24,918	24,384	24,130	23,900
BT Openreach												
External WLR ('000)												
Analogue lines / ISDN Channels	491	630	825	1,026	1,450	1,882	2,333	2,874	3,557	4,003	4,193	4,227
Net adds in quarter	114	139	195	201	424	432	451	541	683	446	190	34
Total Exchange Lines	28,979	28,897	28,888	28,904	28,835	28,700	28,696	28,583	28,475	28,387	28,323	28,127

Average Revenue per Consumer Household *												
	Jun-04	Sep-04	Dec-04	Mar-05	Jun-05	Sep-05	Dec-05	Mar-06	Jun-06	Sep-06	Dec-06	Mar-07
	£	£	£	£	£	£	£	£	£	£	£	£
Annual revenue	265	261	258	254	252	251	250	251	253	254	258	262
Contracted**	59%	60%	62%	64%	65%	66%	67%	67%	68%	69%	68%	68%
Non-contracted	41%	40%	38%	36%	35%	34%	33%	33%	32%	31%	32%	32%
* Rolling 12 month consumer revenue, less mobile polos, divided by average number of primary lines												
** Includes line rental, broadband, select services and packages.												

BT Together Packages ('000)												
	Jun-04	Sep-04	Dec-04	Mar-05	Jun-05	Sep-05	Dec-05	Mar-06	Jun-06	Sep-06	Dec-06	Mar-07
Total	8,991	17,617	17,599	17,560	17,268	16,914	16,609	16,158	15,563	15,229	15,165	15,109
Option 1	5,609	14,270	14,314	14,326	14,119	13,836	13,600	13,192	12,630	11,997	11,665	11,391
Option 2	1,250	1,269	1,290	1,317	1,344	1,387	1,409	1,442	1,478	1,785	2,025	2,257
Option 3	433	515	556	582	582	575	573	586	598	681	774	835
BTT Local	1,699	1,563	1,439	1,335	1,223	1,116	1,027	938	857	766	701	626

Active Customers ('000)												
	Jun-04	Sep-04	Dec-04	Mar-05	Jun-05	Sep-05	Dec-05	Mar-06	Jun-06	Sep-06	Dec-06	Mar-07
Total	15,408	15,128	14,878	14,712	14,398	14,144	13,970	13,685	13,382	13,272	13,309	13,209
Movement	(331)	(280)	(250)	(166)	(314)	(254)	(174)	(285)	(303)	(110)	37	(100)

BT Mobility Connections ('000)												
	Jun-04	Sep-04	Dec-04	Mar-05	Jun-05	Sep-05	Dec-05	Mar-06	Jun-06	Sep-06	Dec-06	Mar-07
Total	215	305	341	372	370	350	334	341	337	329	313	314
Business	127	144	162	185	196	204	209	214	219	223	215	227
Consumer	88	161	179	187	174	146	125	127	118	106	98	87