

# Performance Indicators: Q4 2007/8

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# Q4 2007/8

BT Group Results - P&L	2007/8 Q4 Actual BT Group	2006/07 Q4 Restated BT Group	Better / (worse) %	2007/8 Q3 Actual BT Group	2006/07 Q3 Restated BT Group	Better / (worse) %	2007/8 Q2 Restated BT Group	2006/7 Q2 Restated BT Group	Better / (worse) %	2007/8 Q1 Restated BT Group	2006/07 Q1 Restated BT Group	Better / (worse) %	2007/8 FY Actual BT Group	2006/7 FY Restated BT Group	Better (worse) %
<b>Revenue</b>															
BT Global Services	2,226	2,025	9.9	1,965	1,848	6.3	1,883	1,725	9.2	1,815	1,714	5.9	7,889	7,312	7.9
BT Retail	2,158	2,123	1.6	2,146	2,108	1.8	2,126	2,061	3.2	2,047	2,054	(0.3)	8,477	8,346	1.6
BT Wholesale	1,180	1,335	(11.6)	1,205	1,361	(11.5)	1,256	1,362	(7.8)	1,318	1,328	(0.8)	4,959	5,386	(7.9)
Openreach	1,320	1,336	(1.2)	1,318	1,326	(0.6)	1,307	1,290	1.3	1,321	1,271	3.9	5,266	5,223	0.8
Other	9	5	80.0	7	2	250.0	5	4	25.0	7	6	16.7	28	17	64.7
Eliminations	(1,471)	(1,532)	4.0	(1,487)	(1,519)	2.1	(1,482)	(1,501)	1.3	(1,475)	(1,509)	2.3	(5,915)	(6,061)	2.4
<b>Group Revenue</b>	<b>5,422</b>	<b>5,292</b>	<b>2.5</b>	<b>5,154</b>	<b>5,126</b>	<b>0.5</b>	<b>5,095</b>	<b>4,941</b>	<b>3.1</b>	<b>5,033</b>	<b>4,864</b>	<b>3.5</b>	<b>20,704</b>	<b>20,223</b>	<b>2.4</b>
Leaver costs	56	63	-	20	27	-	43	33	-	8	24	-	127	147	
<b>EBITDA before leavers</b>															
BT Global Services	304	270	12.6	215	175	22.9	186	169	10.1	178	162	9.9	883	776	13.8
BT Retail	391	363	7.7	402	360	11.7	387	358	8.1	331	300	10.3	1,511	1,381	9.4
BT Wholesale	320	373	(14.2)	344	379	(9.2)	362	376	(3.7)	375	383	(2.1)	1,401	1,511	(7.3)
Openreach	496	497	(0.2)	489	480	1.9	471	470	0.2	482	484	(0.4)	1,938	1,931	0.4
Other	58	34	70.6	19	45	(57.8)	42	45	(6.7)	59	57	3.5	178	181	(1.7)
<b>Group EBITDA before leavers</b>	<b>1,569</b>	<b>1,537</b>	<b>2.1</b>	<b>1,469</b>	<b>1,439</b>	<b>2.1</b>	<b>1,448</b>	<b>1,418</b>	<b>2.1</b>	<b>1,425</b>	<b>1,386</b>	<b>2.8</b>	<b>5,911</b>	<b>5,780</b>	<b>2.3</b>
Group EBITDA post leavers	1,513	1,474	2.6	1,449	1,412	2.6	1,405	1,385	1.4	1,417	1,362	4.0	5,784	5,633	2.7
<b>Depreciation &amp; amortisation of intangibles</b>															
BT Global Services	201	191	(5.2)	193	172	(12.2)	179	155	(15.5)	171	147	(16.3)	744	665	(11.9)
BT Retail	119	121	1.7	111	115	3.5	106	105	(1.0)	109	104	(4.8)	445	445	0.0
BT Wholesale	250	232	(7.8)	224	229	2.2	210	225	6.7	209	222	5.9	893	908	1.7
Openreach	172	177	2.8	166	177	6.2	170	178	4.5	181	175	(3.4)	689	707	2.5
Other	13	52	75.0	38	48	20.8	28	40	30.0	39	55	29.1	118	195	39.5
<b>Group Depreciation</b>	<b>755</b>	<b>773</b>	<b>2.3</b>	<b>732</b>	<b>741</b>	<b>1.2</b>	<b>693</b>	<b>703</b>	<b>1.4</b>	<b>709</b>	<b>703</b>	<b>(0.9)</b>	<b>2,889</b>	<b>2,920</b>	<b>1.1</b>
<b>Op Profit before leavers</b>															
BT Global Services	103	79	30.4	22	3	633.3	7	14	(50.0)	7	15	(53.3)	139	111	25.2
BT Retail	272	242	12.4	291	245	18.8	281	253	11.1	222	196	13.3	1,066	936	13.9
BT Wholesale	70	141	(50.4)	120	150	(20.0)	152	151	0.7	166	161	3.1	508	603	(15.8)
Openreach	324	320	1.3	323	303	6.6	301	292	3.1	301	309	(2.6)	1,249	1,224	2.0
Other	45	(18)	(350.0)	(19)	(3)	533.3	14	5	180.0	20	2	900.0	60	(14)	(528.6)
<b>Group Op Profit before leavers</b>	<b>814</b>	<b>764</b>	<b>6.5</b>	<b>737</b>	<b>698</b>	<b>5.6</b>	<b>755</b>	<b>715</b>	<b>5.6</b>	<b>716</b>	<b>683</b>	<b>4.8</b>	<b>3,022</b>	<b>2,860</b>	<b>5.7</b>
Group Op Profit post leavers	758	701	8.1	717	671	6.9	712	682	4.4	708	659	7.4	2,895	2,713	6.7
Net Finance Costs	(97)	(70)	(38.6)	(134)	(62)	(116.1)	(92)	(55)	(67.3)	(55)	(46)	(19.6)	(378)	(233)	62.2
Share of post tax profits/losses of associates and joint ventures	(3)	1	(400.0)	(2)	7	(128.6)	(3)	5	(160.0)	(3)	2	(250.0)	(11)	15	(173.3)
<b>Underlying PBT</b>	<b>658</b>	<b>632</b>	<b>4.1</b>	<b>581</b>	<b>616</b>	<b>(5.7)</b>	<b>617</b>	<b>632</b>	<b>(2.4)</b>	<b>650</b>	<b>615</b>	<b>5.7</b>	<b>2,506</b>	<b>2,495</b>	<b>0.4</b>
Specific Items : Net gains (losses)	(164)	(31)	-	(134)	23	-	(182)	(3)	-	(50)	-	-	(530)	(11)	
<b>Reported PBT</b>	<b>494</b>	<b>601</b>	<b>(17.8)</b>	<b>447</b>	<b>639</b>	<b>(30.0)</b>	<b>435</b>	<b>629</b>	<b>(30.8)</b>	<b>600</b>	<b>615</b>	<b>(2.4)</b>	<b>1,976</b>	<b>2,484</b>	<b>(20.5)</b>
Tax - Underlying	(147)	(155)	5.2	(120)	(150)	20.0	(153)	(155)	1.3	(161)	(151)	(6.6)	(581)	(611)	4.9
Tax on specific items	79	9		38	969		57	1		169			343	979	
Tax rate	22.3%	24.5%		20.7%	24.4%		24.8%	24.5%		24.8%	24.6%		23.2%	24.5%	
<b>Net Income</b>	<b>426</b>	<b>455</b>	<b>(6.4)</b>	<b>365</b>	<b>1,458</b>	<b>(75.0)</b>	<b>339</b>	<b>475</b>	<b>(28.6)</b>	<b>608</b>	<b>464</b>	<b>31.0</b>	<b>1,738</b>	<b>2,852</b>	<b>(39.1)</b>
<i>Memo: Minority Interest</i>	1	1		1	1		1	1		1	1		1	2	
EPS before specific items and leavers costs (p)	7.0	6.3	11.1	5.9	5.8	1.7	6.1	6.0	1.7	6.0	5.8	3.4	25.0	23.9	4.6
EPS before specific items (p)	6.5	5.8	12.1	5.7	5.6	1.8	5.7	5.7	0.0	5.9	5.6	5.4	23.9	22.7	5.3
EPS after specific items (p)	5.4	5.5	(1.8)	4.5	17.6	(74.4)	4.2	5.7	(26.3)	7.4	5.6	32.1	21.5	34.4	(37.5)
Proposed Dividend (p)	10.40	10.00					5.40	5.10	5.9	-	-		15.80	15.10	4.6
Average Number of Shares in Issue	7,904	8,265		8,037	8,284		8,108	8,308		8,216	8,314		8,066	8,293	
Capital Expenditure	774	905	14.5	863	815	(5.9)	799	812	1.6	903	715	(26.3)	3,339	3,247	(2.8)
Free Cash Flow	1,705	1,558		(221)	(525)		171	338		(152)	(17)		1,503	1,354	
Net Debt	9,460	7,914	(19.5)	10,175	8,796	(15.7)	9,618	8,079	(19.0)	8,631	7,727	(11.7)	9,460	7,914	(19.5)

EXTERNAL REVENUE BY SEGMENT	2004/5					2005/6					2006/7					2007/8				
	Q1	Q2	Q3	Q4	Total	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	£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	1,659	1,665	1,796	1,969	7,089	1,747	1,793	1,882	2,151	7,573
Business	617	624	600	601	2,442	586	583	568	587	2,324	616	618	607	615	2,456	628	639	647	676	2,590
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	1,231	1,289	1,292	1,259	5,071
Wholesale / Global Carrier	1,088	1,102	1,090	1,147	4,427	1,218	1,215	1,255	1,308	4,996	1,331	1,397	1,411	1,398	5,537	1,420	1,369	1,326	1,327	5,442
Other	7	6	6	6	25	6	4	3	5	18	6	4	2	5	17	7	5	7	9	28
<b>Total</b>	<b>4,519</b>	<b>4,554</b>	<b>4,536</b>	<b>4,820</b>	<b>18,429</b>	<b>4,731</b>	<b>4,767</b>	<b>4,882</b>	<b>5,134</b>	<b>19,514</b>	<b>4,864</b>	<b>4,941</b>	<b>5,126</b>	<b>5,292</b>	<b>20,223</b>	<b>5,033</b>	<b>5,095</b>	<b>5,154</b>	<b>5,422</b>	<b>20,704</b>

EXTERNAL REVENUE BY SEGMENT YEAR-ON-YEAR GROWTH	2005/6					2006/7					2007/8				
	Q1	Q2	Q3	Q4	Total	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%	5.3%	7.7%	4.8%	9.2%	6.8%
Business	(5.0%)	(6.6%)	(5.3%)	(2.3%)	(4.8%)	0.3%	1.7%	2.8%	0.2%	1.2%	1.9%	3.4%	6.6%	9.9%	5.5%
Consumer	(6.5%)	(5.2%)	(5.4%)	(4.4%)	(5.4%)	(5.4%)	(5.9%)	(1.1%)	(0.5%)	(3.2%)	(1.7%)	2.5%	(1.4%)	(3.5%)	(1.0%)
Wholesale / Global Carrier	11.9%	10.3%	15.1%	14.0%	12.9%	8.3%	13.9%	11.3%	5.9%	9.8%	6.7%	(2.0%)	(6.0%)	(5.1%)	(1.7%)
Other	n/m	n/m	n/m	n/m	n/m	n/m	n/m	n/m	n/m	n/m	n/m	n/m	n/m	n/m	n/m
<b>Total Headline growth</b>	<b>4.7%</b>	<b>4.7%</b>	<b>7.6%</b>	<b>6.5%</b>	<b>5.9%</b>	<b>2.8%</b>	<b>3.7%</b>	<b>5.0%</b>	<b>3.1%</b>	<b>3.6%</b>	<b>3.5%</b>	<b>3.1%</b>	<b>0.5%</b>	<b>2.5%</b>	<b>2.4%</b>
Total excluding the impact of mobile termination and revenues from Infonet and Albacom	3.4%	2.5%	3.2%	4.7%	3.4%	2.8%	3.7%	5.0%	3.1%	3.6%	3.5%	3.1%	0.5%	2.5%	2.4%

EXTERNAL REVENUE ANALYSIS - BT Group	2005/6					2006/7					2007/8									
	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	1,061	1,120	1,222	1,438	4,841
Broadband and LLU	186	199	253	292	930	314	350	374	421	1,459	454	486	520	556	2,016	540	543	550	586	2,219
Mobility	43	49	55	58	205	66	69	75	82	292	71	72	73	78	294	75	93	89	91	348
Other	73	86	89	101	349	106	106	120	134	466	135	177	170	196	678	139	158	153	185	635
<b>Total New Wave</b>	<b>936</b>	<b>1,033</b>	<b>1,135</b>	<b>1,446</b>	<b>4,550</b>	<b>1,385</b>	<b>1,439</b>	<b>1,607</b>	<b>1,851</b>	<b>6,282</b>	<b>1,641</b>	<b>1,736</b>	<b>1,880</b>	<b>2,117</b>	<b>7,374</b>	<b>1,815</b>	<b>1,914</b>	<b>2,014</b>	<b>2,300</b>	<b>8,043</b>
Exchange lines/ISDN - connection and rental	918	959	952	934	3,763	921	912	889	881	3,603	876	851	844	820	3,391	841	830	837	813	3,321
Calls	982	888	820	799	3,489	764	749	730	713	2,956	685	655	692	677	2,709	641	641	629	595	2,506
Private Circuits	326	325	325	316	1,292	314	302	322	302	1,240	309	317	291	275	1,192	312	310	274	266	1,162
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	702	653	627	606	2,588
Other	700	699	685	726	2,810	717	731	698	732	2,878	692	693	715	715	2,815	722	747	773	842	3,084
<b>Total Traditional</b>	<b>3,583</b>	<b>3,521</b>	<b>3,401</b>	<b>3,374</b>	<b>13,879</b>	<b>3,346</b>	<b>3,328</b>	<b>3,275</b>	<b>3,283</b>	<b>13,232</b>	<b>3,223</b>	<b>3,205</b>	<b>3,246</b>	<b>3,175</b>	<b>12,849</b>	<b>3,218</b>	<b>3,181</b>	<b>3,140</b>	<b>3,122</b>	<b>12,661</b>
<b>Total Revenue</b>	<b>4,519</b>	<b>4,554</b>	<b>4,536</b>	<b>4,820</b>	<b>18,429</b>	<b>4,731</b>	<b>4,767</b>	<b>4,882</b>	<b>5,134</b>	<b>19,514</b>	<b>4,864</b>	<b>4,941</b>	<b>5,126</b>	<b>5,292</b>	<b>20,223</b>	<b>5,033</b>	<b>5,095</b>	<b>5,154</b>	<b>5,422</b>	<b>20,704</b>

EXTERNAL REVENUE ANALYSIS - Year-on-year growth	2005/6					2006/7					2007/8				
	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	17.8%	10.7%	19.2%	15.2%	15.7%	9.1%	9.5%	7.6%	6.0%	7.9%	8.2%	11.9%	9.4%	11.7%	10.4%
Broadband and LLU	68.8%	76.1%	47.8%	44.2%	56.9%	44.6%	38.9%	39.0%	32.1%	38.2%	18.9%	11.7%	5.8%	5.4%	10.1%
Mobility	39.5%	29.6%	25.5%	34.5%	32.0%	7.6%	4.3%	(2.7%)	(4.9%)	0.7%	5.6%	29.2%	21.9%	16.7%	18.4%
Other	45.2%	23.3%	34.8%	32.7%	33.5%	27.4%	67.0%	41.7%	46.3%	45.5%	3.0%	(10.7%)	(10.0%)	(5.6%)	(6.3%)
<b>Total New Wave</b>	<b>31.1%</b>	<b>25.2%</b>	<b>27.1%</b>	<b>23.5%</b>	<b>26.4%</b>	<b>18.5%</b>	<b>20.6%</b>	<b>17.0%</b>	<b>14.4%</b>	<b>17.4%</b>	<b>10.6%</b>	<b>10.3%</b>	<b>7.1%</b>	<b>8.6%</b>	<b>9.1%</b>
Exchange lines/ISDN - connection and rental	0.3%	(4.9%)	(6.6%)	(5.7%)	(4.3%)	(4.9%)	(6.7%)	(5.1%)	(6.9%)	(5.9%)	(4.0%)	(2.5%)	(0.8%)	(0.9%)	(2.1%)
Calls	(17.5%)	(12.3%)	(11.0%)	(10.8%)	(13.1%)	(10.3%)	(12.6%)	(5.2%)	(5.0%)	(8.4%)	(6.4%)	(2.1%)	(9.1%)	(12.1%)	(7.5%)
Private Circuits	(3.7%)	(7.1%)	(0.9%)	(4.4%)	(4.0%)	(1.6%)	5.0%	(9.6%)	(8.9%)	(3.9%)	1.0%	(2.2%)	(5.8%)	(3.3%)	(2.5%)
Transit, conveyance, interconnect circuits, WLR and other wholesale (incl. FRIACO)	10.2%	6.3%	2.7%	9.3%	7.2%	4.9%	8.7%	10.7%	5.0%	7.3%	6.2%	(5.2%)	(10.9%)	(11.9%)	(5.6%)
Other	(3.4%)	(1.4%)	(3.8%)	(0.6%)	(2.3%)	(3.5%)	(5.2%)	2.4%	(2.3%)	(2.2%)	4.3%	7.8%	8.1%	17.8%	9.6%
<b>Total Traditional</b>	<b>(3.9%)</b>	<b>(4.2%)</b>	<b>(4.9%)</b>	<b>(3.0%)</b>	<b>(4.0%)</b>	<b>(3.7%)</b>	<b>(3.7%)</b>	<b>(0.9%)</b>	<b>(3.3%)</b>	<b>(2.9%)</b>	<b>(0.2%)</b>	<b>(0.7%)</b>	<b>(3.3%)</b>	<b>(1.7%)</b>	<b>(1.5%)</b>
<b>Total Revenue</b>	<b>3.4%</b>	<b>2.5%</b>	<b>3.2%</b>	<b>4.7%</b>	<b>3.4%</b>	<b>2.8%</b>	<b>3.7%</b>	<b>5.0%</b>	<b>3.1%</b>	<b>3.6%</b>	<b>3.5%</b>	<b>3.1%</b>	<b>0.5%</b>	<b>2.5%</b>	<b>2.4%</b>

Year on year growth rate excludes the impact of mobile termination rate cuts and the acquisition of Infonet and Albacom

EXTERNAL REVENUE ANALYSIS - Global Services	2004/5					2005/6					2006/7					2007/8				
	Q1	Q2	Q3	Q4	Total	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	£m	£m	£m	£m	£m
Networked IT Services	578	626	666	912	2,782	824	841	955	1,112	3,732	892	917	1,020	1,196	4,025	968	1,018	1,101	1,298	4,385
Broadband	7	9	12	14	42	14	14	15	15	58	12	13	15	18	58	15	16	15	17	63
Mobility	26	26	25	26	103	39	39	44	55	177	44	45	48	50	187	46	64	64	68	242
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total New Wave</b>	<b>611</b>	<b>661</b>	<b>703</b>	<b>952</b>	<b>2,927</b>	<b>877</b>	<b>894</b>	<b>1,014</b>	<b>1,182</b>	<b>3,967</b>	<b>948</b>	<b>975</b>	<b>1,083</b>	<b>1,264</b>	<b>4,270</b>	<b>1,029</b>	<b>1,098</b>	<b>1,180</b>	<b>1,383</b>	<b>4,690</b>
Exchange lines/ISDN - connection and rental	166	158	157	154	635	155	158	148	145	606	144	140	140	132	556	141	134	138	139	552
Calls	107	101	91	89	388	86	85	80	82	333	75	68	66	58	267	63	59	58	57	237
Private Circuits	129	123	122	114	488	112	111	112	109	444	114	111	105	108	438	118	105	94	83	400
Transit, conveyance, interconnect circuits, WLR and other wholesale (incl. FRIACO)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other UK	-	-	-	-	-	72	53	59	56	240	51	46	47	50	194	48	39	47	48	182
Other Non UK	427	416	407	466	1,716	379	402	379	418	1,578	382	385	407	413	1,587	416	448	448	516	1,828
<b>Total Traditional</b>	<b>829</b>	<b>798</b>	<b>777</b>	<b>823</b>	<b>3,227</b>	<b>804</b>	<b>809</b>	<b>778</b>	<b>810</b>	<b>3,201</b>	<b>766</b>	<b>750</b>	<b>765</b>	<b>761</b>	<b>3,042</b>	<b>786</b>	<b>785</b>	<b>785</b>	<b>843</b>	<b>3,199</b>
<b>Total Revenue</b>	<b>1,440</b>	<b>1,459</b>	<b>1,480</b>	<b>1,775</b>	<b>6,154</b>	<b>1,681</b>	<b>1,703</b>	<b>1,792</b>	<b>1,992</b>	<b>7,168</b>	<b>1,714</b>	<b>1,725</b>	<b>1,848</b>	<b>2,025</b>	<b>7,312</b>	<b>1,815</b>	<b>1,883</b>	<b>1,965</b>	<b>2,226</b>	<b>7,889</b>
Memo: Internal Revenue	287	332	330	385	1,334	386	399	405	414	1,604	-	-	-	-	-	-	-	-	-	-
<b>Total Global Services Reported Revenue</b>	<b>1,727</b>	<b>1,791</b>	<b>1,810</b>	<b>2,160</b>	<b>7,488</b>	<b>2,067</b>	<b>2,102</b>	<b>2,197</b>	<b>2,406</b>	<b>8,772</b>	<b>1,714</b>	<b>1,725</b>	<b>1,848</b>	<b>2,025</b>	<b>7,312</b>	<b>1,815</b>	<b>1,883</b>	<b>1,965</b>	<b>2,226</b>	<b>7,889</b>
Shading = not restated for proforma Openreach																				

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

2007/8			
Q1	Q2	Q3	Q4
102	128	136	259

Global Services ORDER VALUE	2004/5				2005/6				2006/7			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£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
<b>Total Global Services order intake</b>	<b>1,847</b>	<b>1,329</b>	<b>2,161</b>	<b>4,289</b>	<b>2,825</b>	<b>1,458</b>	<b>2,397</b>	<b>2,318</b>	<b>1,780</b>	<b>1,617</b>	<b>2,502</b>	<b>3,400</b>

2007/8			
Q1	Q2	Q3	Q4
£m	£m	£m	£m
918	875	1,339	1,853
776	748	552	964
<b>1,694</b>	<b>1,623</b>	<b>1,891</b>	<b>2,817</b>

ROLLING 12 MONTHS Global Services ORDER VALUE	2005/6				2006/7			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	£m	£m	£m	£m	£m	£m	£m	£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
<b>Total Global Services Rolling 12 month order intake</b>	<b>10,604</b>	<b>10,733</b>	<b>10,969</b>	<b>8,998</b>	<b>7,953</b>	<b>8,112</b>	<b>8,217</b>	<b>9,299</b>

2007/8			
Q1	Q2	Q3	Q4
£m	£m	£m	£m
5,086	5,259	5,082	4,985
4,127	3,960	3,526	3,040
<b>9,213</b>	<b>9,219</b>	<b>8,608</b>	<b>8,025</b>

EXTERNAL REVENUE ANALYSIS - Retail	2004/5					2005/6					2006/7					2007/8				
	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	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m
Networked IT Services	56	73	72	83	284	75	73	83	102	333	89	84	97	91	361	93	102	121	140	456
Broadband	108	111	131	146	496	159	176	185	198	718	207	213	219	239	878	247	265	273	298	1,083
Mobility	17	23	30	32	102	27	30	31	27	115	27	27	25	28	107	29	29	25	23	106
Other	14	18	19	26	77	17	26	29	44	116	48	89	83	97	317	61	92	82	103	338
<b>Total New Wave</b>	<b>195</b>	<b>225</b>	<b>252</b>	<b>287</b>	<b>959</b>	<b>278</b>	<b>305</b>	<b>328</b>	<b>371</b>	<b>1,282</b>	<b>371</b>	<b>413</b>	<b>424</b>	<b>455</b>	<b>1,663</b>	<b>430</b>	<b>488</b>	<b>501</b>	<b>564</b>	<b>1,983</b>
Exchange lines/ISDN - connection and rental	752	801	795	780	3,128	766	754	741	736	2,997	732	711	704	687	2,834	700	696	699	674	2,769
Calls	875	787	729	710	3,101	678	664	650	631	2,623	610	587	626	618	2,441	578	582	571	538	2,269
Private Circuits	43	47	48	35	173	41	41	41	35	158	34	36	33	31	134	32	32	32	33	129
Transit, conveyance, interconnect circuits, WLR and other wholesale (incl. FRIACO)	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	266	277	272	254	1,069	260	272	257	253	1,042	258	260	259	251	1,028	250	254	271	269	1,044
<b>Total Traditional</b>	<b>1,936</b>	<b>1,912</b>	<b>1,844</b>	<b>1,779</b>	<b>7,471</b>	<b>1,745</b>	<b>1,731</b>	<b>1,689</b>	<b>1,655</b>	<b>6,820</b>	<b>1,634</b>	<b>1,594</b>	<b>1,622</b>	<b>1,587</b>	<b>6,437</b>	<b>1,560</b>	<b>1,564</b>	<b>1,573</b>	<b>1,514</b>	<b>6,211</b>
<b>Total External Revenue</b>	<b>2,131</b>	<b>2,137</b>	<b>2,096</b>	<b>2,066</b>	<b>8,430</b>	<b>2,023</b>	<b>2,036</b>	<b>2,017</b>	<b>2,026</b>	<b>8,102</b>	<b>2,005</b>	<b>2,007</b>	<b>2,046</b>	<b>2,042</b>	<b>8,100</b>	<b>1,990</b>	<b>2,052</b>	<b>2,074</b>	<b>2,078</b>	<b>8,194</b>
Memo: Internal Revenue	53	68	64	83	268	97	100	99	109	405	49	54	62	81	246	57	74	72	80	283
<b>Total Retail Reported Revenue</b>	<b>2,184</b>	<b>2,205</b>	<b>2,160</b>	<b>2,149</b>	<b>8,698</b>	<b>2,120</b>	<b>2,136</b>	<b>2,116</b>	<b>2,135</b>	<b>8,507</b>	<b>2,054</b>	<b>2,061</b>	<b>2,108</b>	<b>2,123</b>	<b>8,346</b>	<b>2,047</b>	<b>2,126</b>	<b>2,146</b>	<b>2,158</b>	<b>8,477</b>

Shading = not restated for proforma Openreach

EXTERNAL REVENUE ANALYSIS - Wholesale	2004/5					2005/6					2006/7					2007/8				
	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	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m
Networked IT Services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Broadband	71	79	110	132	392	130	147	152	159	588	186	189	200	196	771	175	158	149	142	624
Mobility	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	59	68	70	75	272	89	80	91	90	350	87	88	87	99	361	78	66	71	82	297
<b>Total New Wave</b>	<b>130</b>	<b>147</b>	<b>180</b>	<b>207</b>	<b>664</b>	<b>219</b>	<b>227</b>	<b>243</b>	<b>249</b>	<b>938</b>	<b>273</b>	<b>277</b>	<b>287</b>	<b>295</b>	<b>1,132</b>	<b>253</b>	<b>224</b>	<b>220</b>	<b>224</b>	<b>921</b>
Exchange lines/ISDN - connection and rental	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Private Circuits	154	155	155	167	631	161	150	169	158	638	161	170	153	136	620	162	173	148	150	633
Transit, conveyance, interconnect circuits, WLR and other wholesale (incl. FRIACO)	657	650	619	599	2,525	588	587	575	582	2,332	575	596	601	585	2,357	595	550	522	486	2,153
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total Traditional</b>	<b>811</b>	<b>805</b>	<b>774</b>	<b>766</b>	<b>3,156</b>	<b>749</b>	<b>737</b>	<b>744</b>	<b>740</b>	<b>2,970</b>	<b>736</b>	<b>766</b>	<b>754</b>	<b>721</b>	<b>2,977</b>	<b>757</b>	<b>723</b>	<b>670</b>	<b>636</b>	<b>2,786</b>
<b>Total External Revenue</b>	<b>941</b>	<b>952</b>	<b>954</b>	<b>973</b>	<b>3,820</b>	<b>968</b>	<b>964</b>	<b>987</b>	<b>989</b>	<b>3,908</b>	<b>1,009</b>	<b>1,043</b>	<b>1,041</b>	<b>1,016</b>	<b>4,109</b>	<b>1,010</b>	<b>947</b>	<b>890</b>	<b>860</b>	<b>3,707</b>
Memo: Internal Revenue	1,332	1,311	1,318	1,314	5,275	847	849	861	879	3,435	319	319	320	319	1,277	308	309	315	320	1,252
<b>Total Wholesale Reported Revenue</b>	<b>2,273</b>	<b>2,263</b>	<b>2,272</b>	<b>2,287</b>	<b>9,095</b>	<b>1,815</b>	<b>1,813</b>	<b>1,848</b>	<b>1,868</b>	<b>7,344</b>	<b>1,328</b>	<b>1,362</b>	<b>1,361</b>	<b>1,335</b>	<b>5,386</b>	<b>1,318</b>	<b>1,256</b>	<b>1,205</b>	<b>1,180</b>	<b>4,959</b>

Shading = not restated for proforma Openreach

EXTERNAL REVENUE ANALYSIS - Openreach	2005/6					2006/7					2007/8				
	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
LLU	11	13	22	49	95	49	71	86	103	309	103	104	113	129	449
Mobility	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total New Wave</b>	<b>11</b>	<b>13</b>	<b>22</b>	<b>49</b>	<b>95</b>	<b>49</b>	<b>71</b>	<b>86</b>	<b>103</b>	<b>309</b>	<b>103</b>	<b>104</b>	<b>113</b>	<b>129</b>	<b>449</b>
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	108	104	105	120	437
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total Traditional</b>	<b>42</b>	<b>47</b>	<b>61</b>	<b>73</b>	<b>223</b>	<b>81</b>	<b>91</b>	<b>103</b>	<b>101</b>	<b>376</b>	<b>108</b>	<b>104</b>	<b>105</b>	<b>120</b>	<b>437</b>
<b>Total Revenue</b>	<b>53</b>	<b>60</b>	<b>83</b>	<b>122</b>	<b>318</b>	<b>130</b>	<b>162</b>	<b>189</b>	<b>204</b>	<b>685</b>	<b>211</b>	<b>208</b>	<b>218</b>	<b>249</b>	<b>886</b>
Memo: Internal Revenue	1,241	1,211	1,195	1,177	4,824	1,141	1,128	1,137	1,132	4,538	1,110	1,099	1,100	1,071	4,380
<b>Total Openreach Reported Revenue</b>	<b>1,294</b>	<b>1,271</b>	<b>1,278</b>	<b>1,299</b>	<b>5,142</b>	<b>1,271</b>	<b>1,290</b>	<b>1,326</b>	<b>1,336</b>	<b>5,223</b>	<b>1,321</b>	<b>1,307</b>	<b>1,318</b>	<b>1,320</b>	<b>5,266</b>

Openreach only restated for 2005/6



Summary Cost Analysis	2004/5					2005/6					2006/7					2007/8				
	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	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	1,299	1,297	1,273	1,362	5,231
Leaver costs	102	8	12	44	166	6	37	23	67	133	24	33	27	63	147	8	43	20	56	127
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	1,307	1,340	1,293	1,418	5,358
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	1,501	1,561	1,649	1,697	6,408
Own work capitalised^	(172)	(206)	(169)	(175)	(722)	(161)	(159)	(179)	(175)	(674)	(171)	(175)	(186)	(186)	(718)	(187)	(192)	(177)	(168)	(724)
<b>Sub total</b>	<b>2,285</b>	<b>2,238</b>	<b>2,311</b>	<b>2,526</b>	<b>9,360</b>	<b>2,407</b>	<b>2,483</b>	<b>2,523</b>	<b>2,766</b>	<b>10,179</b>	<b>2,546</b>	<b>2,574</b>	<b>2,716</b>	<b>2,828</b>	<b>10,664</b>	<b>2,621</b>	<b>2,709</b>	<b>2,765</b>	<b>2,947</b>	<b>11,042</b>
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	1,062	1,054	1,023	1,098	4,237
Depreciation and amortisation	700	704	695	745	2,844	706	690	707	770	2,873	700	700	737	770	2,907	706	681	727	732	2,846
Amortisation of acquired intangibles	-	-	-	-	-	3	2	3	3	11	3	3	4	3	13	3	12	5	23	43
<b>Total costs*</b>	<b>3,973</b>	<b>3,906</b>	<b>3,886</b>	<b>4,164</b>	<b>15,929</b>	<b>4,125</b>	<b>4,164</b>	<b>4,265</b>	<b>4,554</b>	<b>17,108</b>	<b>4,255</b>	<b>4,311</b>	<b>4,508</b>	<b>4,672</b>	<b>17,746</b>	<b>4,392</b>	<b>4,456</b>	<b>4,520</b>	<b>4,800</b>	<b>18,168</b>

^ 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

FTE	2006/7				2007/8			
	Q1 k	Q2 k	Q3 k	Q4 k	Q1 k	Q2 k	Q3 k	Q4 k
Headline FTE	103.1	103.0	103.4	104.4	106.4	105.6	107.4	110.0
FTE increase in the quarter due to acquisitions	0.2	-	0.1	1.1	0.9	0.2	1.7	3.8

Capital Expenditure	2004/5					2005/6					2006/7					2007/8				
	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	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m
<b>By Category</b>																				
Transmission Equipmen	357	392	401	338	<b>1,488</b>	373	347	356	353	<b>1,429</b>	297	297	303	312	<b>1,209</b>	289	279	267	282	<b>1,117</b>
Exchange Equipmen	41	36	40	26	<b>143</b>	18	18	21	23	<b>80</b>	14	39	24	41	<b>118</b>	31	24	13	15	<b>83</b>
Other Network Equipment	141	155	159	193	<b>648</b>	162	148	134	283	<b>727</b>	160	229	214	251	<b>854</b>	260	306	304	190	<b>1,060</b>
Computers and Office Equipmen	27	28	25	13	<b>93</b>	22	18	26	72	<b>138</b>	28	22	30	69	<b>149</b>	34	21	71	55	<b>181</b>
Software	97	147	94	106	<b>444</b>	99	137	174	182	<b>592</b>	180	202	219	206	<b>807</b>	257	153	196	220	<b>826</b>
Motor Vehicles and Other	21	30	35	45	<b>131</b>	31	14	29	34	<b>108</b>	14	13	8	14	<b>49</b>	15	10	5	9	<b>39</b>
Land and Buildings	10	15	16	23	<b>64</b>	11	12	19	26	<b>68</b>	22	10	17	12	<b>61</b>	17	6	7	3	<b>33</b>
<b>Total</b>	<b>694</b>	<b>803</b>	<b>770</b>	<b>744</b>	<b>3,011</b>	<b>716</b>	<b>694</b>	<b>759</b>	<b>973</b>	<b>3,142</b>	<b>715</b>	<b>812</b>	<b>815</b>	<b>905</b>	<b>3,247</b>	<b>903</b>	<b>799</b>	<b>863</b>	<b>774</b>	<b>3,339</b>

<b>Total Fixed Network Calls</b>	<b>2004/5</b>				<b>2005/6</b>				<b>2006/7</b>				<b>2007/8</b>			
<b>Quarterly Minutes (billions)</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
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	3.38	3.15	2.88	2.73
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	1.84	1.80	1.72	1.66
<b>Total Non Geographic Calls</b>	<b>13.13</b>	<b>12.33</b>	<b>11.46</b>	<b>10.76</b>	<b>9.64</b>	<b>8.94</b>	<b>8.22</b>	<b>7.86</b>	<b>6.99</b>	<b>6.35</b>	<b>5.87</b>	<b>5.82</b>	<b>5.22</b>	<b>4.96</b>	<b>4.61</b>	<b>4.39</b>
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	7.41	7.14	7.16	7.01
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	4.15	4.10	4.02	4.00
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	0.46	0.46	0.47	0.48
<b>Total Geographic</b>	<b>16.66</b>	<b>16.37</b>	<b>16.40</b>	<b>15.98</b>	<b>15.11</b>	<b>14.40</b>	<b>14.49</b>	<b>14.35</b>	<b>13.12</b>	<b>12.80</b>	<b>13.01</b>	<b>12.99</b>	<b>12.02</b>	<b>11.70</b>	<b>11.64</b>	<b>11.48</b>
<b>Total Retail</b>	<b>29.79</b>	<b>28.70</b>	<b>27.86</b>	<b>26.74</b>	<b>24.75</b>	<b>23.34</b>	<b>22.71</b>	<b>22.21</b>	<b>20.11</b>	<b>19.15</b>	<b>18.88</b>	<b>18.81</b>	<b>17.24</b>	<b>16.65</b>	<b>16.25</b>	<b>15.87</b>
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	4.03	3.42	3.20	2.75	2.44
<b>BT Group Originating Calls*</b>	<b>50.67</b>	<b>47.25</b>	<b>44.57</b>	<b>42.58</b>	<b>37.58</b>	<b>33.24</b>	<b>31.09</b>	<b>29.37</b>	<b>26.07</b>	<b>23.90</b>	<b>24.10</b>	<b>22.84</b>	<b>20.65</b>	<b>19.85</b>	<b>19.00</b>	<b>18.31</b>
* Excluding Payphones and Directories (c0.3bn mins/qtr)																
<b>Total Fixed Network Calls</b>	<b>2004/5</b>				<b>2005/6</b>				<b>2006/7</b>				<b>2007/8</b>			
<b>Quarterly Year on Year Minutes Change</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Internet Related and Other Non Geo	(22)%	(22)%	(25)%	(30)%	(31)%	(32)%	(34)%	(32)%	(33)%	(36)%	(36)%	(33)%	(32)%	(28)%	(27)%	(30)%
Fixed to Mobile	(7)%	(7)%	(7)%	(8)%	(4)%	(6)%	(5)%	(4)%	(7)%	(5)%	(5)%	(5)%	(8)%	(9)%	(10)%	(12)%
<b>Total Non Geographic Calls</b>	<b>(19)%</b>	<b>(20)%</b>	<b>(23)%</b>	<b>(27)%</b>	<b>(27)%</b>	<b>(27)%</b>	<b>(28)%</b>	<b>(27)%</b>	<b>(28)%</b>	<b>(29)%</b>	<b>(29)%</b>	<b>(26)%</b>	<b>(25)%</b>	<b>(22)%</b>	<b>(22)%</b>	<b>(25)%</b>
Local	(12)%	(11)%	(12)%	(14)%	(10)%	(13)%	(12)%	(11)%	(14)%	(12)%	(11)%	(10)%	(10)%	(10)%	(12)%	(13)%
National	(10)%	(10)%	(10)%	(12)%	(8)%	(11)%	(11)%	(9)%	(12)%	(10)%	(9)%	(9)%	(7)%	(7)%	(10)%	(10)%
International	(7)%	(6)%	(7)%	(9)%	(6)%	(7)%	(9)%	(8)%	(8)%	(6)%	(2)%	0%	3%	3%	2%	1%
<b>Total Geographic</b>	<b>(11)%</b>	<b>(11)%</b>	<b>(11)%</b>	<b>(13)%</b>	<b>(9)%</b>	<b>(12)%</b>	<b>(12)%</b>	<b>(10)%</b>	<b>(13)%</b>	<b>(11)%</b>	<b>(10)%</b>	<b>(9)%</b>	<b>(8)%</b>	<b>(9)%</b>	<b>(10)%</b>	<b>(12)%</b>
<b>Total Retail</b>	<b>(15)%</b>	<b>(15)%</b>	<b>(16)%</b>	<b>(19)%</b>	<b>(17)%</b>	<b>(19)%</b>	<b>(18)%</b>	<b>(17)%</b>	<b>(19)%</b>	<b>(18)%</b>	<b>(17)%</b>	<b>(15)%</b>	<b>(14)%</b>	<b>(13)%</b>	<b>(14)%</b>	<b>(16)%</b>
Freephone and FRIACO	(10)%	(16)%	(25)%	(33)%	(39)%	(47)%	(50)%	(55)%	(54)%	(52)%	(38)%	(44)%	(43)%	(33)%	(47)%	(39)%
<b>BT Group Originating Calls*</b>	<b>(13)%</b>	<b>(15)%</b>	<b>(20)%</b>	<b>(25)%</b>	<b>(26)%</b>	<b>(30)%</b>	<b>(30)%</b>	<b>(31)%</b>	<b>(31)%</b>	<b>(28)%</b>	<b>(22)%</b>	<b>(22)%</b>	<b>(21)%</b>	<b>(17)%</b>	<b>(21)%</b>	<b>(20)%</b>
<b>CPS Volumes ('000)</b>	<b>2004/5</b>				<b>2005/6</b>				<b>2006/7</b>				<b>2007/8</b>			
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
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	6,138	5,782	5,893	5,857
Net adds in quarter	424	446	402	338	382	263	225	288	268	62	(83)	(102)	(74)	(356)	111	(36)
* CPS numbers include those customers who have migrated from Indirect Access																

Broadband ('000)	2004/5				2005/6				2006/7				2007/8			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Product Group Summary</b>																
<b>Retail</b>																
Business Broadband (Incl. Major Corporates)	319	352	408	441	473	506	547	584	613	647	675	706	733	753	770	783
Residential Broadband	783	931	1,101	1,339	1,508	1,661	1,863	2,084	2,213	2,333	2,544	2,758	2,904	3,052	3,200	3,326
Plusnet and Brightview												195	196	269	282	292
<b>Total Broadband</b>	<b>1,102</b>	<b>1,283</b>	<b>1,509</b>	<b>1,780</b>	<b>1,981</b>	<b>2,167</b>	<b>2,410</b>	<b>2,668</b>	<b>2,826</b>	<b>2,980</b>	<b>3,219</b>	<b>3,659</b>	<b>3,834</b>	<b>4,074</b>	<b>4,251</b>	<b>4,402</b>
Broadband Net adds in quarter	135	181	226	271	201	186	243	258	158	154	239	245 <sup>1</sup>	175	178 <sup>2</sup>	177	150
<b>Retail Share of DSL + LLU Net Adds</b>	<b>28%</b>	<b>30%</b>	<b>25%</b>	<b>32%</b>	<b>28%</b>	<b>27%</b>	<b>30%</b>	<b>30%</b>	<b>30%</b>	<b>25%</b>	<b>34%</b>	<b>32%</b> <sup>1</sup>	<b>38%</b>	<b>37%</b> <sup>2</sup>	<b>35%</b>	<b>30%</b>
<b>Retail Share of DSL + LLU Installed Base</b>	<b>41%</b>	<b>39%</b>	<b>36%</b>	<b>35%</b>	<b>34%</b>	<b>33%</b>	<b>33%</b>	<b>33%</b>	<b>33%</b>	<b>32%</b>	<b>32%</b>	<b>34%</b>	<b>34%</b>	<b>35%</b>	<b>35%</b>	<b>35%</b>
<b>BT Wholesale</b>																
<b>Total Wholesale Broadband</b>	<b>2,687</b>	<b>3,294</b>	<b>4,182</b>	<b>5,023</b>	<b>5,713</b>	<b>6,348</b>	<b>7,078</b>	<b>7,760</b>	<b>8,071</b>	<b>8,439</b>	<b>8,679</b>	<b>8,827</b>	<b>8,772</b>	<b>8,480</b>	<b>8,457</b>	<b>8,385</b>
Net adds in quarter	472	607	888	841	690	635	730	682	311	368	240	148	(55)	(292)	(23)	(72)
External Wholesale	1585	2,011	2,673	3,243	3732	4,181	4,668	5,092	5245	5,459	5,460	5,168	4,938	4,405	4,205	3,983
Net adds in quarter	337	426	662	570	489	449	487	424	153	214	1	(97) <sup>3</sup>	(230)	(470) <sup>3</sup>	(200)	(222)
<b>Openreach</b>																
<b>External LLU Volumes ('000)</b>																
Full and Shared loops	14	20	28	41	72	122	192	356	580	838	1,295	1,910	2,424	3,195	3,729	4,300
Net adds in quarter	3	6	8	13	31	50	70	164	224	258	457	615	514	771	534	571
<b>BT Group</b>																
<b>Total DSL + LLU</b>	<b>2,701</b>	<b>3,314</b>	<b>4,210</b>	<b>5,064</b>	<b>5,785</b>	<b>6,470</b>	<b>7,270</b>	<b>8,116</b>	<b>8,651</b>	<b>9,277</b>	<b>9,974</b>	<b>10,737</b>	<b>11,195</b>	<b>11,674</b>	<b>12,186</b>	<b>12,684</b>
Net adds in quarter	475	613	896	854	721	685	800	846	535	626	697	763	459	479	511	499
<b>BT Vision</b>																
<b>Installed Base ('000)</b>													<b>15</b>	<b>46</b>	<b>120</b>	<b>214</b>

1 Net adds excludes the acquisition of Plusnet (195k customers)

2 Net adds excludes the acquisition of Brightview (63k customers)

3 Adjusted for the impact of Plusnet and Brightview acquisitions by Retail

Broadband numbers adjusted from Dec-04. This is due to all data now being sourced from equivalent BT Wholesale/Openreach systems and also from the inclusion of BT own use and test lines

Exchange Lines ('000)	2004/5				2005/6				2006/7				2007/8			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Product Group Summary</b>																
<b>BT Retail</b>																
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	4,271	4,190	4,136	4,065
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	2,887	2,828	2,762	2,685
<b>Total Business</b>	<b>8,736</b>	<b>8,600</b>	<b>8,456</b>	<b>8,358</b>	<b>8,206</b>	<b>8,043</b>	<b>7,942</b>	<b>7,797</b>	<b>7,658</b>	<b>7,513</b>	<b>7,377</b>	<b>7,264</b>	<b>7,158</b>	<b>7,018</b>	<b>6,898</b>	<b>6,750</b>
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	16,485	16,247	16,049	15,792
Residential ISDN	198	170	140	115	93	74	61	49	41	35	24	2	1	1	1	1
<b>Total Residential</b>	<b>19,752</b>	<b>19,667</b>	<b>19,607</b>	<b>19,520</b>	<b>19,179</b>	<b>18,775</b>	<b>18,421</b>	<b>17,912</b>	<b>17,260</b>	<b>16,871</b>	<b>16,753</b>	<b>16,636</b>	<b>16,486</b>	<b>16,248</b>	<b>16,050</b>	<b>15,793</b>
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	20,756	20,437	20,185	19,857
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	2,888	2,829	2,763	2,686
<b>Total Retail Lines</b>	<b>28,488</b>	<b>28,267</b>	<b>28,063</b>	<b>27,878</b>	<b>27,385</b>	<b>26,818</b>	<b>26,363</b>	<b>25,709</b>	<b>24,918</b>	<b>24,384</b>	<b>24,130</b>	<b>23,900</b>	<b>23,644</b>	<b>23,266</b>	<b>22,948</b>	<b>22,543</b>
<b>Openreach</b>																
<b>External WLR ('000)</b>																
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	4,285	4,366	4,528	4,666
Net adds in quarter	114	139	195	201	424	432	451	541	683	446	190	34	58	80	163	137
<b>Total Exchange Lines</b>	<b>28,979</b>	<b>28,897</b>	<b>28,888</b>	<b>28,904</b>	<b>28,835</b>	<b>28,700</b>	<b>28,696</b>	<b>28,583</b>	<b>28,475</b>	<b>28,387</b>	<b>28,323</b>	<b>28,127</b>	<b>27,929</b>	<b>27,632</b>	<b>27,476</b>	<b>27,209</b>

Average Revenue per Consumer Household *	2004/5				2005/6				2006/7				2007/8			
	Q1 £	Q2 £	Q3 £	Q4 £	Q1 £	Q2 £	Q3 £	Q4 £	Q1 £	Q2 £	Q3 £	Q4 £	Q1 £	Q2 £	Q3 £	Q4 £
Annual revenue	265	261	258	254	252	251	250	251	253	254	258	262	266	271	273	274
Contracted**	59%	60%	62%	64%	65%	66%	67%	67%	68%	69%	68%	68%	68%	68%	69%	70%
Non-contracted	41%	40%	38%	36%	35%	34%	33%	33%	32%	31%	32%	32%	32%	32%	31%	30%
* Rolling 12 month consumer revenue, less mobile polos, divided by average number of primary lines																
** Includes line rental, broadband, select services and packages.																

BT Calling Plans ('000) *	2004/5				2005/6				2006/7				2007/8			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Total</b>	<b>8,991</b>	<b>17,617</b>	<b>17,599</b>	<b>17,560</b>	<b>17,268</b>	<b>16,914</b>	<b>16,609</b>	<b>16,158</b>	<b>15,563</b>	<b>15,229</b>	<b>15,165</b>	<b>15,109</b>	<b>14,950</b>	<b>14,801</b>	<b>14,640</b>	<b>14,429</b>
Unlimited Weekend Plan (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	11,104	10,834	10,572	9,735
Unlimited Evening and Weekend Plan (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	2,382	2,467	2,559	3,131
Unlimited Anytime Plan (3)	433	515	556	582	582	575	573	586	598	681	774	835	884	961	1,006	1,103
BTT Local	1,699	1,563	1,439	1,335	1,223	1,116	1,027	938	857	766	701	626	580	539	503	460

Active Customers ('000)	2004/5				2005/6				2006/7				2007/8			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Total</b>	<b>15,408</b>	<b>15,128</b>	<b>14,878</b>	<b>14,712</b>	<b>14,398</b>	<b>14,144</b>	<b>13,970</b>	<b>13,685</b>	<b>13,382</b>	<b>13,272</b>	<b>13,309</b>	<b>13,209</b>	<b>13,044</b>	<b>12,821</b>	<b>12,557</b>	<b>12,246</b>
<b>Movement</b>	<b>(331)</b>	<b>(280)</b>	<b>(250)</b>	<b>(166)</b>	<b>(314)</b>	<b>(254)</b>	<b>(174)</b>	<b>(285)</b>	<b>(303)</b>	<b>(110)</b>	<b>37</b>	<b>(100)</b>	<b>(165)</b>	<b>(223)</b>	<b>(264)</b>	<b>(311)</b>

BT Mobility Connections ('000)	2004/5				2005/6				2006/7				2007/8			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>Total</b>	<b>215</b>	<b>305</b>	<b>341</b>	<b>372</b>	<b>370</b>	<b>350</b>	<b>334</b>	<b>341</b>	<b>337</b>	<b>329</b>	<b>313</b>	<b>314</b>	<b>314</b>	<b>326</b>	<b>332</b>	<b>360</b>
Business + Corporate	127	144	162	185	196	204	209	214	219	223	215	227	228	235	246	274
Consumer	88	161	179	187	174	146	125	127	118	106	98	87	87	91	86	86

\* Change of call package names on the 1st Feb 2008 from:

- (1) BTT Option 1
- (2) BTT Option 2
- (3) BTT Option 3