Key Performance Indicators (KPIs)



For the 2016/17 and 2017/18 financial years ended 31 March 2017 and 31 March 2018 respectively. Published 25 June 2018.

From Q1 2018/19, BT Group plans to provide information in the format of this document as part of its quarterly financial disclosures. We have therefore prepared pro forma restated results for the years ended 31 March 2017 and 31 March 2018. 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 the IFRS 15, including a comparison with information previously published under the IAS 18 accounting standard, please see an accompanying document published today.

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

Group: Income statement

Revenue	INCOME STATEMENT	2016/17	2016/17	2016/17	2016/17	2016/17	2017/18	2017/18	2017/18	2017/18	2017/18
Consumer 2,430 2,570 2,626 2,493 10,119 2,597 2,697 2,698 2,372 10,745 1,455 1,178 1,178 1,179 1,195 1,220 4,788 1,122 1,145 1,127 1,147 4,548 4,785 1,122 1,145 1,127 1,147 1,145 1,127 1,147 1,145 1,127 1,147 1,145 1,127 1,147 1,145 1,127 1,147 1,145 1,127 1,147 1,145 1,127 1,147 1,145 1,127 1,147 1,145 1,127 1,147 1,145									-		-
2,430 2,570 2,666 2,493 10,119 2,540 2,587 2,580 2,572 10,379					~ .						,
Business and Public Sector 1,165 1,178 1,195 1,220 4,788 1,133 1,147 1,147 4,549 Windesale and Ventures 5.00 5.02 5.25 5.39 2,106 497 5.10 5.09 5.33 2,029 Global Service 1,250 1,409 1,309 1,422 5,480 1,246 1,265 1,265 1,243 5,019 Oberreach 1,256 1,258 1,258 1,494 1,248 1,261 1,339 1,222 5,100 Oberre 3 3 1 4 4 2 10 2 4 2 2 2 10 Eliminators (5.05 1,658) (6.05 1,656) (6	Revenue	7									
Business and Public Sector 1,165 1,178 1,155 1,220 4,788 1,132 1,143 1,147 1,147 4,549 Minocisale and Workstures 520 522 525 539 2,166 497 501 509 509 531 2,029 2,000	Consumer	2,430	2,570	2,626	2,493	10,119	2,540	2,587	2,680	2,572	10,379
Woolesale and Ventures 5.00 5.22 5.55 5.99 2,106 4.97 5.10 5.09 5.13 2,029											
Slobal Services 1,250											
Openreach	Global Services	1,250	1,409	1,399	1,422		1,246	1,265	1,265	1,243	
Colter 3 1 4 2 10 2 4 2 30 2 4 2 2 2 2 3 3 3 3 3 3	Openreach	1,236	1,232	1,258	1,258	4,984	1,248	1,261	1,339	1,282	5,130
Total Group revenue 1	Other	3	1	4	2	10		4		2	10
BRITDA	Eliminations	(826)	(838)	(841)	(845)	(3,350)	(830)	(835)	(857)	(833)	(3,355)
EBITDA	Total Group revenue 1	5,778	6,074	6,166	6,089	24,107	5,835	5,935	6,065	5,926	23,761
Consumer	Underlying revenue YoY ²	-	-	-	-	-	(0.6)%	(2.7)%	(1.4)%	(2.1)%	(1.7)%
Consumer		7									
Business and Public Sector 354 388 399 401 1,542 342 354 355 349 1,400		ļ									
Wholesle and Ventures		. 🌉									
Global Services 121, 132 39 202 494 73 81, 141 135 430 Openreach 634 624 677 684 2,619 621 629 727 662 2,624 Other (7) 2 15 (16) (6) 19 (9) (22) 11 (1) Total Group EBITDA											
Openreach 634 624 677 684 2,619 621 629 722 652 2,624 Other (7) 2 15 (16) (6) 19 (9) (22) 11 (1) Total Group EBITDA¹ 1,985 1,945 1,942 2,042 7,783 1,785 1,920 1,936 2,036 7,577 YoY - - - - - - - 3,7% (6,4)% (0,3)% (2,6)% 7,577 YoY - - - - - - - - 3,7% (6,4)% (0,3)% (2,6)% 7,577 Margin 32,1% 33,5% 33,3% 30,6% 30,7% 31,9% 34,4% 31,9% 34,4% 31,9% 32,4% 30,6% 30,7% 31,9% 34,4% 31,9% 32,16 6,0 4,0 4,0 4,0 4,0 4,0 4,0 4,0 4,0 4,0 4,0<											
Other (7) 2 15 (16) (6) 19 (9) (22) 11 (1) Total Group EBITDA¹ 1,854 1,945 1,942 2,042 7,783 1,785 1,936 2,036 7,577 Yo' - - - - - 3,7% (6,4%) (0,3)% (0,3)% (2,6)% Margin 32.1% 32.0% 31.5% 33.5% 32.3% 30.6% 30.7% 31.9% 34.4% 31.9% Adjusted profit before tax 838 930 898 1,004 3,670 791 798 928 999 3,516 Reported net income 624 623 446 353 2,046 285 533 611 675 2,104 INCOME STATEMENT 2016/17 2016/17 2016/17 2016/17 2017/18 2017/18 2017/18 611/18 611/18 611/18 611/18 611/18 611/18 611/18 611/18 611/18 611/18				· · · · · · · · · · · · · · · · · · ·							
Total Group EBITDA 1,854 1,945 1,942 2,042 7,783 1,785 1,820 1,936 2,036 7,577											
Note		1 -		-					<u> </u>		
Margin 32.1% 32.0% 31.5% 33.5% 32.3% 30.6% 30.7% 31.9% 34.4% 31.9%		1,854	1,945	1,942	2,042	7,783					
Adjusted profit before tax 838 930 898 1,004 3,670 791 798 928 999 3,516 Reported net income 624 623 446 355 2,046 285 533 611 675 2,104 INCOMESTATEMENT Em unless otherwise stated 11,852 12,255 24,107 11,770 11,991 23,761 Operating costs before D&A and specific items (8,053) (8,271) (16,324) (8,165) (8,019) (16,184) Total Group revenue 1 Operating costs before D&A and specific items (8,053) (8,271) (16,324) (8,165) (8,019) (16,184) Total Group EBITDA 3,799 3,984 7,783 3,605 3,972 7,577 Opercelation and amortisation 1 (1,724) (1,786) (3,510) (1,757) (1,757) (3,514) Net finance expense 1 (300) (294) (594) (259) (287) (546) Share of post tax profits/losses of assoc. & IVs 1 (7) (2) (9) 0 (1) (1) Adjusted operating before tax 1,768 1,902 (3,670 1,589 1,922 3,516 Total specific items (287) (891) (1,178) (496) (332) (828) Of which empact operating profit (182) (786) (666) (337) (223) (610) Of which ment interest on pensions (105) (104) (209) (109) (109) (109) (109) Reported profit before tax 1,181 1,011 2,492 1,093 1,595 2,888 Total rax excluding tax on specific items (300) (363) (663) (321) (350) (671) Tax rate before specific items (1,247) 799 2,046 818 1,228 1,286 1,216 Dividend per share (pence) 4.85 10.55 15.40				-	-						
Reported net income 624 623 446 353 2,046 285 533 611 675 2,104 INCOME STATEMENT	Margin	32.1%	32.0%	31.5%	33.5%	32.3%	30.6%	30.7%	31.9%	34.4%	31.9%
NCOME STATEMENT 2016/17 2016/17 2016/17 2016/17 2017/18 2017/18 2017/18 Em unless otherwise stated H1	Adjusted profit before tax	838	930	898	1,004	3,670	791	798	928	999	3,516
Total Group revenue 1 11,852 12,255 24,107 11,770 11,991 23,761 Operating costs before D&A and specific items (8,053) (8,271) (16,324) (8,165) (8,019) (16,184) Total Group EBITDA 1 3,799 3,984 7,783 3,605 3,972 7,577 Operaciation and amortisation 1 (1,724) (1,786) (3,510) (1,757) (1,757) (3,514) Adjusted operating profit 2,075 2,198 4,273 1,848 2,215 4,063 Net finance expense 1 (300) (294) (594) (259) (287) (546) Net finance expense 1 (300) (294) (594) (259) (287) (546) Net finance expense 1 (300) (294) (594) (259) (332) (287) (546) Net finance expense 1 (300) (294) (300) (294) (300) (294) (300) (30	Reported net income	624	623	446	353	2,046	285	533	611	675	2,104
Total Group revenue 1 11,852 12,255 24,107 11,770 11,991 23,761 Operating costs before D&A and specific items (8,053) (8,271) (16,324) (8,165) (8,019) (16,184) Total Group EBITDA 1 3,799 3,984 7,783 3,605 3,972 7,577 Operaciation and amortisation 1 (1,724) (1,786) (3,510) (1,757) (1,757) (3,514) Adjusted operating profit 2,075 2,198 4,273 1,848 2,215 4,063 Net finance expense 1 (300) (294) (594) (259) (287) (546) Net finance expense 1 (300) (294) (594) (259) (287) (546) Net finance expense 1 (300) (294) (594) (259) (332) (287) (546) Net finance expense 1 (300) (294) (300) (294) (300) (294) (300) (30											
Total Group revenue 1 11,852 12,255 24,107 11,770 11,991 23,761 Operating costs before D&A and specific items (8,053) (8,271) (16,324) (8,165) (8,015) (16,184) Total Group EBITDA 1 3,799 3,984 7,783 3,605 3,972 7,577 Depreciation and amortisation 1 (1,724) (1,786) (3,510) (1,757) (1,757) (3,514) Adjusted operating profit 2,075 2,198 4,273 1,848 2,215 4,063 Net finance expense 1 (300) (294) (594) (259) (287) (546) Share of post tax profits/losses of assoc. & JVs 1 (7) (2) (9) 0 (1) (1) (1) Adjusted profit before tax 1,768 1,902 3,670 1,589 1,927 3,516 Total specific items (287) (891) (1,178) (496) (332) (828) Of which impact operating profit (182) (786) (968) (337) (223) (610) Of which net interest on pensions (105) (104) (209) (109) (109) (109) (218) Reported profit before tax 1,481 1,011 2,492 1,093 1,595 2,688 Tax excluding tax on specific items (300) (363) (663) (321) (350) (671) Tax rate before specific items (66 151 217 46 41 87 Reported net income 1,247 799 2,046 818 1,286 15.40 Dividend per share (pence) 4.85 10.55 15.40 Dividend per share (pence) 4.85 10.55 15.40		1									
Operating costs before D&A and specific items (8,053) (8,271) (16,324) (8,165) (8,019) (16,184) Total Group EBITDA 1 3,799 3,984 7,783 3,605 3,972 7,577 Depreciation and amortisation 1 (1,724) (1,786) (3,510) (1,757) (1,757) (3,514) Adjusted operating profit 2,075 2,198 4,273 1,848 2,215 4,063 Share of post tax profits/losses of assoc. & JVs 1 (7) (2) (9) 0 (1) (1) (1) Adjusted profit before tax 1,768 1,902 3,670 1,589 1,927 3,516 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) (203) (109) (204) (209) (109) (204) (209) (204)											-
Operating costs before D&A and specific items (8,053) (8,271) (16,324) (8,165) (8,019) (16,184) Total Group EBITDA 1 3,799 3,984 7,783 3,605 3,972 7,577 Depreciation and amortisation 1 (1,724) (1,786) (3,510) (1,757) (1,757) (3,514) Adjusted operating profit 2,075 2,198 4,273 1,848 2,215 4,063 Share of post tax profits/losses of assoc. & JVs 1 (7) (2) (9) 0 (1) (1) (1) Adjusted profit before tax 1,768 1,902 3,670 1,589 1,927 3,516 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) (203) (109) (204) (209) (109) (204) (209) (204)											-
Total Group EBITDA 3,799 3,984 7,783 3,605 3,972 7,577	£m unless otherwise stated		H1		H2	Full year		H1		H2	Full year
Depreciation and amortisation 1 (1,724) (1,786) (3,510) (1,757) (1,757) (3,514) Adjusted operating profit 2,075 2,198 4,273 1,848 2,215 4,063 Net finance expense 1 (300) (294) (594) (259) (287) (546) Share of post tax profits/losses of assoc. & JVs 1 (7) (2) (9) 0 (1) (1) Adjusted profit before tax 1,768 1,902 3,670 1,589 1,927 3,516 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) Reported profit before tax 1,481 1,011 2,492 1,093 1,595 2,688 Tax excluding tax on specific items (300) (363) (663) (321) (350) (671) Tax rate before specific items (300) (363) (663) (321) (350) (671) Tax rate before specific items (66) 151 217 466 41 87 Reported net income 1,247 799 2,046 818 1,286 2,104 Dividend per share (pence) 4.85 10.55 15.40 4.85 10.55 15.40	£m unless otherwise stated Total Group revenue ¹		H1 11,852		H2 12,255	Full year 24,107		H1 11,770		H2 11,991	Full year 23,761
Adjusted operating profit 2,075 2,198 4,273 1,848 2,215 4,063 Net finance expense 1 (300) (294) (594) (259) (287) (546) Share of post tax profits/losses of assoc. & JVs 1 (7) (2) (9) 0 (1) (1) Adjusted profit before tax 1,768 1,902 3,670 1,589 1,927 3,516 Total specific items (287) (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) Reported profit before tax 1,481 1,011 2,492 1,093 1,595 2,688 Tax excluding tax on specific items (300) (363) (363) (363) (363) (321) (350) (671) Tax rate before specific items (66 151 217 46 41 87 Reported net income 1,247 799 2,046 818 1,286 2,104 Dividend per share (pence) 4.85 10.55 15.40 4.85 10.55 15.40	£m unless otherwise stated Total Group revenue ¹ Operating costs before D&A and specific items		H1 11,852		H2 12,255	Full year 24,107		H1 11,770		H2 11,991	Full year 23,761
Net finance expense ¹ (300) (294) (594) (259) (287) (546)	£m unless otherwise stated Total Group revenue ¹ Operating costs before D&A and specific items		11,852 (8,053)		12,255 (8,271)	24,107 (16,324)		11,770 (8,165)		11,991 (8,019)	23,761 (16,184)
Share of post tax profits/losses of assoc. & JVs¹ (7) (2) (9) 0 (1) (1) Adjusted profit before tax 1,768 1,902 3,670 1,589 1,927 3,516 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) Reported profit before tax 1,481 1,011 2,492 1,093 1,595 2,688 Tax excluding tax on specific items (300) (363) (663) (321) (350) (671) Tax on specific items 17.0% 19.1% 18.1% 20.2% 18.2% 19.1% Tax on specific items 66 151 217 46 41 87 Reported net income 1,247 799 2,046 818 1,286 2,104 Adjusted basic earnings	Em unless otherwise stated Total Group revenue Operating costs before D&A and specific items Total Group EBITDA Depreciation and amortisation		11,852 (8,053) 3,799		12,255 (8,271) 3,984	24,107 (16,324) 7,783		11,770 (8,165) 3,605		11,991 (8,019) 3,972	23,761 (16,184) 7,577
Adjusted profit before tax 1,768 1,902 3,670 1,589 1,927 3,516 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) Reported profit before tax 1,481 1,011 2,492 1,093 1,595 2,688 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 Reported net income 1,247 799 2,046 818 1,286 2,104 Adjusted basic earnings per share (pence) 14.8 15.5 30.3 12.8 15.9 28.6 Reported basic earnings per share (pence) 14.8 15.5 15.40 Dividend per share (pence) 4.85 10.55 15.40	Em unless otherwise stated Total Group revenue Operating costs before D&A and specific items Total Group EBITDA Depreciation and amortisation		11,852 (8,053) 3,799 (1,724)		12,255 (8,271) 3,984 (1,786)	24,107 (16,324) 7,783 (3,510)		11,770 (8,165) 3,605 (1,757)		11,991 (8,019) 3,972 (1,757)	23,761 (16,184) 7,577 (3,514)
Adjusted profit before tax 1,768 1,902 3,670 1,589 1,927 3,516 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) Reported profit before tax 1,481 1,011 2,492 1,093 1,595 2,688 Tax excluding tax on specific items (300) (363) (663) (363) (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 Reported net income 1,247 799 2,046 818 1,286 2,104 Adjusted basic earnings per share (pence) 14.8 15.5 30.3 12.8 15.9 28.6 Reported basic earnings per share (pence) 14.8 15.5 15.40 Dividend per share (pence) 4.85 10.55 15.40	Em unless otherwise stated Total Group revenue Operating costs before D&A and specific items Total Group EBITDA Depreciation and amortisation Adjusted operating profit		11,852 (8,053) 3,799 (1,724) 2,075		12,255 (8,271) 3,984 (1,786) 2,198	24,107 (16,324) 7,783 (3,510) 4,273		11,770 (8,165) 3,605 (1,757) 1,848		11,991 (8,019) 3,972 (1,757) 2,215	23,761 (16,184) 7,577 (3,514) 4,063
Of which impact operating profit (182) (786) (968) (387) (223) (610) Of which net interest on pensions (105) (104) (209) (109) (109) (218) Reported profit before tax 1,481 1,011 2,492 1,093 1,595 2,688 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 Reported net income 1,247 799 2,046 818 1,286 2,104 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	Total Group revenue ¹ Operating costs before D&A and specific items Total Group EBITDA ¹ Depreciation and amortisation ¹ Adjusted operating profit Net finance expense ¹		11,852 (8,053) 3,799 (1,724) 2,075 (300)		12,255 (8,271) 3,984 (1,786) 2,198 (294)	24,107 (16,324) 7,783 (3,510) 4,273 (594)		11,770 (8,165) 3,605 (1,757) 1,848 (259)		11,991 (8,019) 3,972 (1,757) 2,215 (287)	23,761 (16,184) 7,577 (3,514) 4,063 (546)
Of which net interest on pensions (105) (104) (209) (109) (109) (218) Reported profit before tax 1,481 1,011 2,492 1,093 1,595 2,688 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 Reported net income 1,247 799 2,046 818 1,286 2,104 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	Total Group revenue ¹ Operating costs before D&A and specific items Total Group EBITDA ¹ Depreciation and amortisation ¹ Adjusted operating profit Net finance expense ¹ Share of post tax profits/losses of assoc. & JVs ¹		11,852 (8,053) 3,799 (1,724) 2,075 (300) (7)		12,255 (8,271) 3,984 (1,786) 2,198 (294) (2)	24,107 (16,324) 7,783 (3,510) 4,273 (594) (9)		11,770 (8,165) 3,605 (1,757) 1,848 (259) 0		11,991 (8,019) 3,972 (1,757) 2,215 (287) (1)	23,761 (16,184) 7,577 (3,514) 4,063 (546) (1)
Reported profit before tax 1,481 1,011 2,492 1,093 1,595 2,688 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 Reported net income 1,247 799 2,046 818 1,286 2,104 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	Em unless otherwise stated Total Group revenue Operating costs before D&A and specific items Total Group EBITDA Depreciation and amortisation Adjusted operating profit Net finance expense Share of post tax profits/losses of assoc. & JVs Adjusted profit before tax		11,852 (8,053) 3,799 (1,724) 2,075 (300) (7) 1,768		12,255 (8,271) 3,984 (1,786) 2,198 (294) (2) 1,902	24,107 (16,324) 7,783 (3,510) 4,273 (594) (9) 3,670		11,770 (8,165) 3,605 (1,757) 1,848 (259) 0 1,589		11,991 (8,019) 3,972 (1,757) 2,215 (287) (1) 1,927	23,761 (16,184) 7,577 (3,514) 4,063 (546) (1) 3,516
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 Reported net income 1,247 799 2,046 818 1,286 2,104 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	Em unless otherwise stated Total Group revenue ¹ Operating costs before D&A and specific items Total Group EBITDA ¹ Depreciation and amortisation ¹ Adjusted operating profit Net finance expense ¹ Share of post tax profits/losses of assoc. & JVs ¹ Adjusted profit before tax Total specific items		11,852 (8,053) 3,799 (1,724) 2,075 (300) (7) 1,768 (287)		12,255 (8,271) 3,984 (1,786) 2,198 (294) (2) 1,902 (891)	24,107 (16,324) 7,783 (3,510) 4,273 (594) (9) 3,670 (1,178)		11,770 (8,165) 3,605 (1,757) 1,848 (259) 0 1,589 (496)		11,991 (8,019) 3,972 (1,757) 2,215 (287) (1) 1,927 (332)	23,761 (16,184) 7,577 (3,514) 4,063 (546) (1) 3,516 (828)
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 Reported net income 1,247 799 2,046 818 1,286 2,104 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	Em unless otherwise stated Total Group revenue Operating costs before D&A and specific items Total Group EBITDA Depreciation and amortisation Adjusted operating profit Net finance expense Share of post tax profits/losses of assoc. & JVs Adjusted profit before tax Total specific items Of which impact operating profit		11,852 (8,053) 3,799 (1,724) 2,075 (300) (7) 1,768 (287) (182)		12,255 (8,271) 3,984 (1,786) 2,198 (294) (2) 1,902 (891) (786)	24,107 (16,324) 7,783 (3,510) 4,273 (594) (9) 3,670 (1,178) (968)		11,770 (8,165) 3,605 (1,757) 1,848 (259) 0 1,589 (496) (387)		11,991 (8,019) 3,972 (1,757) 2,215 (287) (1) 1,927 (332) (223)	23,761 (16,184) 7,577 (3,514) 4,063 (546) (1) 3,516 (828) (610)
Tax on specific items 66 151 217 46 41 87 Reported net income 1,247 799 2,046 818 1,286 2,104 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	Total Group revenue ¹ Operating costs before D&A and specific items Total Group EBITDA ¹ Depreciation and amortisation ¹ Adjusted operating profit Net finance expense ¹ Share of post tax profits/losses of assoc. & JVs ¹ Adjusted profit before tax Total specific items Of which impact operating profit Of which net interest on pensions		11,852 (8,053) 3,799 (1,724) 2,075 (300) (7) 1,768 (287) (182) (105)		12,255 (8,271) 3,984 (1,786) 2,198 (294) (2) 1,902 (891) (786) (104)	24,107 (16,324) 7,783 (3,510) 4,273 (594) (9) 3,670 (1,178) (968) (209)		11,770 (8,165) 3,605 (1,757) 1,848 (259) 0 1,589 (496) (387) (109)		11,991 (8,019) 3,972 (1,757) 2,215 (287) (1) 1,927 (332) (223) (109)	23,761 (16,184) 7,577 (3,514) 4,063 (546) (1) 3,516 (828) (610) (218)
Reported net income 1,247 799 2,046 818 1,286 2,104 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	Em unless otherwise stated Total Group revenue Operating costs before D&A and specific items Total Group EBITDA Depreciation and amortisation Adjusted operating profit Net finance expense Share of post tax profits/losses of assoc. & JVs Adjusted profit before tax Total specific items Of which impact operating profit Of which net interest on pensions Reported profit before tax		11,852 (8,053) 3,799 (1,724) 2,075 (300) (7) 1,768 (287) (182) (105) 1,481		12,255 (8,271) 3,984 (1,786) 2,198 (294) (2) 1,902 (891) (786) (104) 1,011	24,107 (16,324) 7,783 (3,510) 4,273 (594) (9) 3,670 (1,178) (968) (209) 2,492		11,770 (8,165) 3,605 (1,757) 1,848 (259) 0 1,589 (496) (387) (109) 1,093		11,991 (8,019) 3,972 (1,757) 2,215 (287) (1) 1,927 (332) (223) (109) 1,595	23,761 (16,184) 7,577 (3,514) 4,063 (546) (1) 3,516 (828) (610) (218) 2,688
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	Em unless otherwise stated Total Group revenue Operating costs before D&A and specific items Total Group EBITDA Depreciation and amortisation Adjusted operating profit Net finance expense Share of post tax profits/losses of assoc. & JVs Adjusted profit before tax Total specific items Of which impact operating profit Of which net interest on pensions Reported profit before tax Tax excluding tax on specific items		11,852 (8,053) 3,799 (1,724) 2,075 (300) (7) 1,768 (287) (182) (105) 1,481 (300)		12,255 (8,271) 3,984 (1,786) 2,198 (294) (2) 1,902 (891) (786) (104) 1,011 (363)	24,107 (16,324) 7,783 (3,510) 4,273 (594) (9) 3,670 (1,178) (968) (209) 2,492 (663)		11,770 (8,165) 3,605 (1,757) 1,848 (259) 0 1,589 (496) (387) (109) 1,093		11,991 (8,019) 3,972 (1,757) 2,215 (287) (1) 1,927 (332) (223) (109) 1,595 (350)	23,761 (16,184) 7,577 (3,514) 4,063 (546) (1) 3,516 (828) (610) (218) 2,688 (671)
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	Total Group revenue ¹ Operating costs before D&A and specific items Total Group EBITDA ¹ Depreciation and amortisation ¹ Adjusted operating profit Net finance expense ¹ Share of post tax profits/losses of assoc. & JVs ¹ Adjusted profit before tax Total specific items Of which impact operating profit Of which net interest on pensions Reported profit before tax Tax excluding tax on specific items Tax rate before specific items Tax on specific items		11,852 (8,053) 3,799 (1,724) 2,075 (300) (7) 1,768 (287) (182) (105) 1,481 (300) 17.0% 66		12,255 (8,271) 3,984 (1,786) 2,198 (294) (2) 1,902 (891) (786) (104) 1,011 (363) 19,1%	24,107 (16,324) 7,783 (3,510) 4,273 (594) (9) 3,670 (1,178) (968) (209) 2,492 (663) 18,1% 217		11,770 (8,165) 3,605 (1,757) 1,848 (259) 0 1,589 (496) (387) (109) 1,093 (321) 20.2% 46		11,991 (8,019) 3,972 (1,757) 2,215 (287) (1) 1,927 (332) (223) (109) 1,595 (350) 18.2%	23,761 (16,184) 7,577 (3,514) 4,063 (546) (1) 3,516 (828) (610) (218) 2,688 (671) 19.1%
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	Em unless otherwise stated Total Group revenue ¹ Operating costs before D&A and specific items Total Group EBITDA ¹ Depreciation and amortisation ¹ Adjusted operating profit Net finance expense ¹ Share of post tax profits/losses of assoc. & JVs ¹ Adjusted profit before tax Total specific items Of which impact operating profit Of which net interest on pensions Reported profit before tax Tax excluding tax on specific items Tax rate before specific items Tax on specific items		11,852 (8,053) 3,799 (1,724) 2,075 (300) (7) 1,768 (287) (182) (105) 1,481 (300) 17.0% 66		12,255 (8,271) 3,984 (1,786) 2,198 (294) (2) 1,902 (891) (786) (104) 1,011 (363) 19,1%	24,107 (16,324) 7,783 (3,510) 4,273 (594) (9) 3,670 (1,178) (968) (209) 2,492 (663) 18,1% 217		11,770 (8,165) 3,605 (1,757) 1,848 (259) 0 1,589 (496) (387) (109) 1,093 (321) 20.2% 46		11,991 (8,019) 3,972 (1,757) 2,215 (287) (1) 1,927 (332) (223) (109) 1,595 (350) 18.2%	23,761 (16,184) 7,577 (3,514) 4,063 (546) (1) 3,516 (828) (610) (218) 2,688 (671) 19.1%
Dividend per share (pence) 4.85 10.55 15.40 4.85 10.55 15.40	Total Group revenue ¹ Operating costs before D&A and specific items Total Group EBITDA ¹ Depreciation and amortisation ¹ Adjusted operating profit Net finance expense ¹ Share of post tax profits/losses of assoc. & JVs ¹ Adjusted profit before tax Total specific items Of which impact operating profit Of which net interest on pensions Reported profit before tax Tax excluding tax on specific items Tax rate before specific items Tax on specific items Reported net income		11,852 (8,053) 3,799 (1,724) 2,075 (300) (7) 1,768 (287) (182) (105) 1,481 (300) 17.0% 66 1,247		12,255 (8,271) 3,984 (1,786) 2,198 (294) (2) 1,902 (891) (786) (104) 1,011 (363) 19.1% 151 799	24,107 (16,324) 7,783 (3,510) 4,273 (594) (9) 3,670 (1,178) (968) (209) 2,492 (663) 18.1% 217 2,046		11,770 (8,165) 3,605 (1,757) 1,848 (259) 0 1,589 (496) (387) (109) 1,093 (321) 20.2% 46 818		11,991 (8,019) 3,972 (1,757) 2,215 (287) (1) 1,927 (332) (223) (109) 1,595 (350) 18.2% 41	23,761 (16,184) 7,577 (3,514) 4,063 (546) (1) 3,516 (828) (610) (218) 2,688 (671) 19,1% 87 2,104
	Total Group revenue 1 Operating costs before D&A and specific items Total Group EBITDA 1 Depreciation and amortisation 1 Adjusted operating profit Net finance expense 1 Share of post tax profits/losses of assoc. & JVs 1 Adjusted profit before tax Total specific items Of which impact operating profit Of which net interest on pensions Reported profit before tax Tax excluding tax on specific items Tax rate before specific items Tax on specific items Reported net income Adjusted basic earnings per share (pence)		11,852 (8,053) 3,799 (1,724) 2,075 (300) (7) 1,768 (287) (182) (105) 1,481 (300) 17.0% 66 1,247		12,255 (8,271) 3,984 (1,786) 2,198 (294) (2) 1,902 (891) (786) (104) 1,011 (363) 19.1% 19.1 799	24,107 (16,324) 7,783 (3,510) 4,273 (594) (9) 3,670 (1,178) (968) (209) 2,492 (663) 18.1% 217 2,046		11,770 (8,165) 3,605 (1,757) 1,848 (259) 0 1,589 (496) (387) (109) 1,093 (321) 20.2% 46 818		11,991 (8,019) 3,972 (1,757) 2,215 (287) (1) 1,927 (332) (223) (109) 1,595 (350) 18.2% 41 1,286	23,761 (16,184) 7,577 (3,514) 4,063 (546) (1) 3,516 (828) (610) (218) 2,688 (671) 19.1% 87 2,104
	Total Group revenue 1 Operating costs before D&A and specific items Total Group EBITDA 1 Depreciation and amortisation 1 Adjusted operating profit Net finance expense 1 Share of post tax profits/losses of assoc. & JVs 1 Adjusted profit before tax Total specific items Of which impact operating profit Of which net interest on pensions Reported profit before tax Tax excluding tax on specific items Tax rate before specific items Tax on specific items Reported net income Adjusted basic earnings per share (pence)		11,852 (8,053) 3,799 (1,724) 2,075 (300) (7) 1,768 (287) (182) (105) 1,481 (300) 17.0% 66 1,247		12,255 (8,271) 3,984 (1,786) 2,198 (294) (2) 1,902 (891) (786) (104) 1,011 (363) 19.1% 19.17 799	24,107 (16,324) 7,783 (3,510) 4,273 (594) (9) 3,670 (1,178) (968) (209) 2,492 (663) 18.1% 217 2,046		11,770 (8,165) 3,605 (1,757) 1,848 (259) 0 1,589 (496) (387) (109) 1,093 (321) 20.2% 46 818		11,991 (8,019) 3,972 (1,757) 2,215 (287) (1) 1,927 (332) (223) (109) 1,595 (350) 18.2% 41 1,286	23,761 (16,184) 7,577 (3,514) 4,063 (546) (1) 3,516 (828) (610) (218) 2,688 (671) 19.1% 87 2,104
Average number of shares in issue (m) 9 933 9 944 9 938 9 915 9 906 9 911	Total Group revenue 1 Operating costs before D&A and specific items Total Group EBITDA 1 Depreciation and amortisation 1 Adjusted operating profit Net finance expense 1 Share of post tax profits/losses of assoc. & JVs 1 Adjusted profit before tax Total specific items Of which impact operating profit Of which net interest on pensions Reported profit before tax Tax excluding tax on specific items Tax rate before specific items Tax on specific items Reported net income Adjusted basic earnings per share (pence)		11,852 (8,053) 3,799 (1,724) 2,075 (300) (7) 1,768 (287) (182) (105) 1,481 (300) 17.0% 66 1,247		12,255 (8,271) 3,984 (1,786) 2,198 (294) (2) 1,902 (891) (786) (104) 1,011 (363) 19.1% 151 799	24,107 (16,324) 7,783 (3,510) 4,273 (594) (9) 3,670 (1,178) (968) (209) 2,492 (663) 18.1% 217 2,046		11,770 (8,165) 3,605 (1,757) 1,848 (259) 0 1,589 (496) (387) (109) 1,093 (321) 20.2% 46 818		11,991 (8,019) 3,972 (1,757) 2,215 (287) (1) 1,927 (332) (223) (109) 1,595 (350) 18.2% 41 1,286	23,761 (16,184) 7,577 (3,514) 4,063 (546) (1) 3,516 (828) (610) (218) 2,688 (671) 19.1% 87 2,104
5,550 5,510 5,511	Total Group revenue Operating costs before D&A and specific items Total Group EBITDA Depreciation and amortisation Adjusted operating profit Net finance expense Share of post tax profits/losses of assoc. & JVs Adjusted profit before tax Total specific items Of which impact operating profit Of which net interest on pensions Reported profit before tax Tax excluding tax on specific items Tax on specific items Tax on specific items Reported net income Adjusted basic earnings per share (pence) Reported basic earnings per share (pence)		11,852 (8,053) 3,799 (1,724) 2,075 (300) (7) 1,768 (287) (182) (105) 1,481 (300) 17.0% 66 1,247		12,255 (8,271) 3,984 (1,786) 2,198 (294) (2) 1,902 (891) (786) (104) 1,011 (363) 19.1% 151 799	24,107 (16,324) 7,783 (3,510) 4,273 (594) (9) 3,670 (1,178) (968) (209) 2,492 (663) 18.1% 217 2,046		11,770 (8,165) 3,605 (1,757) 1,848 (259) 0 1,589 (496) (387) (109) 1,093 (321) 20.2% 46 818		11,991 (8,019) 3,972 (1,757) 2,215 (287) (1) 1,927 (332) (223) (109) 1,595 (350) 18.2% 41 1,286	23,761 (16,184) 7,577 (3,514) 4,063 (546) (1) 3,516 (828) (610) (218) 2,688 (671) 19.1% 87 2,104

¹ Adjusted, i.e. before specific items

 $^{^{2}}$ 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	2016/17	2016/17	2016/17	2016/17	2016/17	2017/18	2017/18	2017/18	2017/18	2017/18
£m unless otherwise stated	Q1	Q2	Q3	Q4	Full year	Q1	Q2	Q3	Q4	Full year
Cash capital expenditure	(711)	(751)	(751)	(906)	(3,119)	(784)	(870)	(843)	(844)	(3,341)
Normalised free cash flow	448	894	606	834	2,782	556	689	702	1,026	2,973
Net (debt)/cash	(9,572)	(9,567)	(8,981)	(8,932)	(8,932)	(8,810)	(9,520)	(8,923)	(9,627)	(9,627)
CASH FLOW & NET DEBT		2016/17		2016/17	2016/17		2017/18		2017/18	2017/18
£m unless otherwise stated		H1		H2	Full year		H1		H2	Full year
Total Group EBITDA ¹		3,799		3,984	7,783		3,605		3,972	7,577
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
Cash available for investment and distribution		2,804		3,097	5,901		2,899		3,415	6,314
Cash capital expenditure		(1,462)		(1,657)	(3,119)		(1,654)		(1,687)	(3,341)
Normalised free cash flow		1,342		1,440	2,782		1,245		1,728	2,973
Payments for the acquisition of spectrum		0		0	0		0		(325)	(325)
Net cash flow from specific items		(114)		(91)	(205)		(589)		(239)	(828)
Reported free cash flow		1,228		1,349	2,577		656		1,164	1,820
Equity dividends paid		(951)		(484)	(1,435)		(1,038)		(485)	(1,523)
Repurchase of ordinary share capital		(206)		0	(206)		(221)		0	(221)
Residual free cash flow		71		865	936		(603)		679	76
Cash tax benefit of pension deficit payments		88		22	110		28		81	109
Gross pension deficit payment		(13)		(261)	(274)		(10)		(862)	(872)
Free cash flow post pension deficit payments		146		626	772		(585)		(102)	(687)
Other		125		9	134		(3)		(5)	(8)
Change in net (debt)/cash		271		635	906		(588)		(107)	(695)
Net (debt)/cash		(9,567)		(8,932)	(8,932)		(9,520)		(9,627)	(9,627)

¹ Adjusted, i.e. before specific items

Please see the Glossary pages for relevant definitions

Group: Costs

Direct labour costs before leaver costs 2,581 2,522 5,103 2,690 2,658 Indirect labour costs 402 460 862 451 476	OPERATING COSTS	2016/17	2016/17	2016/17	2017/18	2017/18	2017/18
Indirect Labour costs	£m unless otherwise stated	H1	H2	Full year	H1	H2	Full year
Indirect labour costs		·					
Leaver costs	Direct labour costs before leaver costs	2,581	2,522	5,103	2,690	2,658	5,348
Capitalised labour (588) (688) (1,276) (668) (742)	Indirect labour costs	402	460	862	451	476	927
Capitalised labour (588) (688) (1,276) (668) (742) Net labour costs 2,449 2,326 4,775 2,503 2,412 Payments to telecommunications operators 1,327 1,326 2,653 1,207 1,099 Property and energy costs 600 602 1,202 649 636 Network operating and IT costs 455 528 983 476 487 Programme rights charges 340 374 714 377 386 Other costs 2,882 3,115 5,997 2,953 2,999 Operating costs before D&A and specific items 8,053 8,271 16,224 8,165 8,019 Depreciation and amortisation (D&A) 1,724 1,786 3,510 1,757 1,757 Total operating costs before specific items 9,777 10,057 19,834 9,922 9,776 Specific items 136 782 918 373 214 Total operating costs before specific items 9,913 10,839 20,752 10,295 9,990 REPORTED CAPITAL EXPENDITURE 2016/17 2016/17 2016/17 2017/18 2017/18 Emunless otherwise stated H1 H2 Full year H1 H2 Consumer 410 443 853 461 458 Business and Public Sector 112 163 275 152 152 India operation 1,580 1,574 1,573 1,573 7,573 India Operatory 1,580 1,574 1,575 1,575 Total Operatory 1,580 1,574 1,575 1,575 1,575 Total Operatory 1,580 1,574 1,575 1,575 1,575 Total Operatory 1,580 1,574 1,575 1,575 1,575 India Operatory 1,580 1,574 1,575 1,575 1,575 1,575 India Operatory 1,580 1,580 1,580 1,580 India Operatory 1,580 1,580 1,580 1,580 I	Leaver costs	54	32	86	30	20	50
Net labour costs	Gross labour costs	3,037	3,014	6,051	3,171	3,154	6,325
Payments to telecommunications operators 1,327 1,326 2,653 1,207 1,099 Property and energy costs 600 602 1,202 649 636 636 636 636 637 648 636 636 637 648 636 636 637 648 636 636 637 648 637 648 636 636 637 648 638 648 648 648 648 648 658 658 699 699 699 699 699 699 699 699 699 69	Capitalised labour	(588)	(688)	(1,276)	(668)	(742)	(1,410)
Property and energy costs 600 602 1,202 649 636 Network operating and IT costs 455 528 983 476 487 Programmer lights charges 340 374 714 377 386 Other costs 2,882 3,115 5,997 2,953 2,999 Operating costs before D&A and specific items 8,053 8,271 16,324 8,165 8,019 Operating costs before specific items 9,777 10,557 19,834 9,922 9,776 Total operating costs before specific items 9,777 10,057 19,834 9,922 9,776 Specific items 136 782 918 373 214 Total operating costs 9,913 10,839 20,752 10,295 9,990 REPORTED CAPITAL EXPENDITURE 2016/17 2016/17 2016/17 2017/18 2017/18 Fun unless otherwise stated H1 H2 Full year H1 H2 Consumer 410 443 853 461 458 Business and Public Sector 112 163 275 152 152 Global Services 191 170 361 128 150 Operacach 694 879 1,573 787 871 Total Group 1,580 1,874 3,454 1,693 1,829 Of which capacity/network 742 908 1,650 856 872 Of which customer driven 538 532 1,070 493 487 Of which outsomer driven 538 532 1,070 493 487 Of which non-network Infrastructure 47 87 134 49 78 Consumer 16,544 17,848 17,868 Business and Public Sector 9,987 10,300 10,242 Consumer 16,544 17,548 17,538 17,299 Older 9,9987 10,300 10,242 10,300 10,242 Wholesale and Ventures 3,809 3,834 3,823 Global Services 17,543 1,758 17,299	Net labour costs	2,449	2,326	4,775	2,503	2,412	4,915
Network operating and IT costs	Payments to telecommunications operators	1,327	1,326	2,653	1,207	1,099	2,306
Programme rights charges 340 374 714 377 386 Other costs 2,882 3,115 5,997 2,953 2,999 Operating costs before D&A and specific items 8,053 8,271 16,324 8,165 8,019 Depreciation and amortisation (D&A) 1,724 1,786 3,510 1,757 1,757 Total operating costs before specific items 9,777 10,057 19,834 9,922 9,776 Specific items 136 782 918 373 214 Total operating costs before specific items 9,913 10,839 20,752 10,295 9,990 REPORTED CAPITAL EXPENDITURE 2016/17 2016/17 2016/17 2017/18 112 Fm unless otherwise stated H1 H2 Full year H1 H2 Consumer 410 443 853 461 458 Business and Public Sector 112 163 275 152 152 Hold Ventures 101 125 226 106 123 Global Services 191 170 351 128 150 Openracin 594 679 1,573 787 871 Other 72 94 166 59 75 Total Group 1,580 1,874 3,454 1,693 1,829 Of which capacity/network 742 908 1,650 856 872 Of which customer driven 538 532 1,070 493 487 Of which systems/IT 253 347 600 295 392 Of which non-network infrastructure 47 87 134 49 78 Full time equivalent H1 Full year H1 Full year H1 Full year H2 Consumer 16,544 17,848 17,868 8 Business and Public Sector 9,987 10,300 10,242 Wholesale and Ventures 3,809 3,834 3,823 1,739 Global Services 17,543 17,538 17,399 0 Openracin 11,540 30,008 30,749 10	Property and energy costs	600	602	1,202	649	636	1,285
Other costs 2,882 3,115 5,997 2,953 2,999 Operating costs before D&A and specific items 8,053 8,271 16,324 8,165 8,019 Depreciation and amortisation (D&A) 1,724 1,786 3,510 1,757 1,757 Total operating costs before specific items 9,777 10,057 19,834 9,922 9,776 Specific items 136 782 918 373 214 Total operating costs 9,913 10,839 20,752 10,295 9,990 REPORTED CAPITAL EXPENDITURE multiples 2016/17 2016/17 2016/17 2016/17 2017/18 2017/18 Exposurer 410 443 853 461 458 458 Business and Public Sector 112 163 275 152 152 Wholesale and Ventures 101 125 226 106 123 Global Services 191 170 361 128 150 Openreach 694 879	Network operating and IT costs	455	528	983	476	487	963
Depreciating costs before D&A and specific items 8,053 8,271 16,324 8,165 8,019 Depreciation and amortisation (D&A) 1,724 1,786 3,510 1,757 1,757 Total operating costs before specific items 9,777 10,057 19,834 9,922 9,776 Specific items 136 782 918 373 214 Total operating costs 9,913 10,839 20,752 10,295 9,990 REPORTED CAPITAL EXPENDITURE 2016/17 2016/17 2016/17 2017/18 2017/18 Em unless otherwise stated H1 H2 Full year H1 H2 Consumer 410 443 853 461 458 Business and Public Sector 112 163 275 152 152 Wholesale and Ventures 101 125 226 106 123 Global Services 191 170 361 128 150 Openeach 694 879 1,573 787 871 Other 72 94 166 59 75 Total operating costs before stated 1,580 1,874 3,454 1,693 1,829 Of which capacity/network 742 908 1,650 856 872 Of which capacity/network 742 908 1,550 856 872 Of which capacity/network 742 908 1,550 856 872 Of which customer driven 538 532 1,070 493 487 Of which customer driven 538 532 1,070 493 487 Of which customer driven 538 532 1,070 493 487 Of which customer driven 538 532 1,070 493 487 Of which customer driven 47 87 134 49 78 ROLES 2016/17 2016/17 2017/18 Full-time equivalent H1 Full year H1 Consumer 16,544 17,848 17,868 Business and Public Sector 9,987 10,300 10,242 Wholesale and Ventures 3,809 3,834 3,823 Global Services 17,543 17,538 17,399 Openreach 31,206 30,208 30,749	Programme rights charges	340	374	714	377	386	763
Depreciation and amortisation (D&A)	Other costs	2,882	3,115	5,997	2,953	2,999	5,952
Total operating costs before specific items 9,777 10,057 19,834 9,922 9,776	Operating costs before D&A and specific items	8,053	8,271	16,324	8,165	8,019	16,184
Specific items 136	Depreciation and amortisation (D&A)	1,724	1,786	3,510	1,757	1,757	3,514
Total operating costs 9,913 10,839 20,752 10,295 9,990	Total operating costs before specific items	9,777	10,057	19,834	9,922	9,776	19,698
REPORTED CAPITAL EXPENDITURE 2016/17 2016/17 2016/17 2017/18 2017/18 Em unless otherwise stated H1 H2 H2 H1 H2 H2 H2 H2	Specific items	136	782	918	373	214	587
Consumer	Total operating costs	9,913	10,839	20,752	10,295	9,990	20,285
Consumer							
Consumer	REPORTED CAPITAL EXPENDITURE	2016/17	2016/17	2016/17	2017/18	2017/18	2017/18
Business and Public Sector	£m unless otherwise stated	H1	H2	Full year	H1	H2	Full year
Business and Public Sector		·					
Wholesale and Ventures 101 125 226 106 123	Consumer	410	443	853	461	458	919
Solution Services 191 170 361 128 150	Business and Public Sector	112	163	275	152	152	304
Openreach 694 879 1,573 787 871 Other 72 94 166 59 75 Total Group 1,580 1,874 3,454 1,693 1,829 Of which capacity/network 742 908 1,650 856 872 Of which customer driven 538 532 1,070 493 487 Of which systems/IT 253 347 600 295 392 Of which non-network Infrastructure 47 87 134 49 78 ROLES Full-time equivalent 16,544 17,848 17,868 17,868 Business and Public Sector 9,987 10,300 10,242 10,242 Wholesale and Ventures 3,809 3,834 3,823 3,823 Global Services 17,543 17,538 17,399 17,399 30,749	Wholesale and Ventures	101	125	226	106	123	229
Other 72 94 166 59 75 Total Group 1,580 1,874 3,454 1,693 1,829 Of which capacity/network 742 908 1,650 856 872 Of which customer driven 538 532 1,070 493 487 Of which systems/IT 253 347 600 295 392 Of which non-network Infrastructure 47 87 134 49 78 ROLES Full-time equivalent H1 Full year H1 Consumer 16,544 17,848 17,868 Business and Public Sector 9,987 10,300 10,242 Wholesale and Ventures 3,809 3,834 3,823 Global Services 17,543 17,538 17,399 Openreach 31,206 30,208 30,749	Global Services	191	170	361	128	150	278
1,580	Openreach	694	879	1,573	787	871	1,658
Of which capacity/network 742 908 1,650 856 872 Of which customer driven 538 532 1,070 493 487 Of which systems/IT 253 347 600 295 392 Of which non-network Infrastructure 47 87 134 49 78 ROLES 2016/17 2016/17 2017/18 Full-time equivalent H1 Full year H1 Consumer 16,544 17,848 17,868 Business and Public Sector 9,987 10,300 10,242 Wholesale and Ventures 3,809 3,834 3,823 Global Services 17,543 17,538 17,399 Openreach 31,206 30,208 30,749	Other	72	94	166	59	75	134
Of which customer driven 538 532 1,070 493 487 Of which systems/IT 253 347 600 295 392 Of which non-network Infrastructure 47 87 134 49 78 ROLES 2016/17 2016/17 2017/18 11 Full year H1 Full year H1 H1 Full year H1 Full year H1 H1 Full year H1 H1 Full year H1 H1 Full year H2	Total Group	1,580	1,874	3,454	1,693	1,829	3,522
Of which systems/IT Of which non-network Infrastructure 253 347 600 295 392 392 392 392 392 395 392 395 395 395 395 395 395 395 395 395 395	Of which capacity/network	742	908	1,650	856	872	1,728
ROLES 2016/17 2016/17 2017/18 Full-time equivalent H1 Full year H1 Consumer 16,544 17,848 17,868 Business and Public Sector 9,987 10,300 10,242 Wholesale and Ventures 3,809 3,834 3,823 Global Services 17,543 17,538 17,399 Openreach 31,206 30,208 30,749	Of which customer driven	538	532	1,070	493	487	980
ROLES 2016/17 2016/17 2017/18 Full-time equivalent H1 Full year H1 Consumer 16,544 17,848 17,868 Business and Public Sector 9,987 10,300 10,242 Wholesale and Ventures 3,809 3,834 3,823 Global Services 17,543 17,538 17,399 Openreach 31,206 30,208 30,749	Of which systems/IT	253	347	600	295	392	687
Full-time equivalent H1 Full year H1 Consumer 16,544 17,848 17,868 Business and Public Sector 9,987 10,300 10,242 Wholesale and Ventures 3,809 3,834 3,823 Global Services 17,543 17,538 17,399 Openreach 31,206 30,208 30,749	Of which non-network Infrastructure	47	87	134	49	78	127
Full-time equivalent H1 Full year H1 Consumer 16,544 17,848 17,868 Business and Public Sector 9,987 10,300 10,242 Wholesale and Ventures 3,809 3,834 3,823 Global Services 17,543 17,538 17,399 Openreach 31,206 30,208 30,749							
Consumer 16,544 17,848 17,868 Business and Public Sector 9,987 10,300 10,242 Wholesale and Ventures 3,809 3,834 3,823 Global Services 17,543 17,538 17,399 Openreach 31,206 30,208 30,749	ROLES	2016/17		2016/17	2017/18		2017/18
Business and Public Sector 9,987 10,300 10,242 Wholesale and Ventures 3,809 3,834 3,823 Global Services 17,543 17,538 17,399 Openreach 31,206 30,208 30,749	Full-time equivalent	H1		Full year	H1		Full year
Business and Public Sector 9,987 10,300 10,242 Wholesale and Ventures 3,809 3,834 3,823 Global Services 17,543 17,538 17,399 Openreach 31,206 30,208 30,749						· · · · · · · · · · · · · · · · · · ·	
Business and Public Sector 9,987 10,300 10,242 Wholesale and Ventures 3,809 3,834 3,823 Global Services 17,543 17,538 17,399 Openreach 31,206 30,208 30,749	Consumer	16.544		17.848	17.868		18,204
Wholesale and Ventures 3,809 3,834 3,823 Global Services 17,543 17,538 17,399 Openreach 31,206 30,208 30,749						•	10,093
Global Services 17,543 17,538 17,399 Openreach 31,206 30,208 30,749		······································					3,799
Openreach 31,206 30,208 30,749		.					16,945
							30,522
CUE 20.000 70.7301	Other	25,926		26,688	26,230		26,224
							105,787

Consumer

FINANCIAL	2016/17	2016/17	2016/17	2016/17	2016/17	2017/18	2017/18	2017/18	2017/18	2017/18
£m unless otherwise stated	Q1	Q2	Q3	Q4	Full year	Q1	Q2	Q3	Q4	Full year
	_									
Revenue										
Fixed	1,094	1,164	1,161	1,142	4,561	1,158	1,159	1,154	1,187	4,658
YoY	-	-	-	-	-	5.9%	(0.4)%	(0.6)%	3.9%	2.1%
Mobile	942	963	967	943	3,815	978	1,007	1,016	994	3,995
YoY	-	-	-	-	-	3.8%	4.6%	5.1%	5.4%	4.7%
Of which postpaid mobile	825	838	840	836	3,339	865	882	876	864	3,487
YoY	-	-	-	-	-	4.8%	5.3%	4.3%	3.3%	4.4%
Equipment	310	355	403	309	1,377	315	331	416	296	1,358
YoY	-	-	-	-	-	1.6%	(6.8)%	3.2%	(4.2)%	(1.4)%
Other	84	88	95	99	366	89	90	94	95	368
Total	2,430	2,570	2,626	2,493	10,119	2,540	2,587	2,680	2,572	10,379
Underlying YoY	-	-	-	-	_	4.5%	0.7%	2.1%	3.2%	2.6%
Of which Internal	16	16	15	16	63	16	16	16	18	66
							<u> </u>	<u> </u>		
EBITDA	548	589	603	557	2,297	556	575	558	680	2,369
Underlying YoY			-		,	1.5%	(2.4)%	(7.5)%	22.1%	3.1%
Margin	22.6%	22.9%	23.0%	22.3%	22.7%	21.9%	22.2%	20.8%	26.4%	22.8%
OPERATIONAL	2016/17	2016/17	2016/17	2016/17	2016/17	2017/18	2017/18	2017/18	2017/18	2017/18
or Environme	Q1	Q2	Q3	Q4	Full year	Q1	Q2	Q3	Q4	Full year
	42	42	Q3	4.	run yeur	4-	4-	Q3	4.	r an year
Average revenue per customer (£ per month)	1									
Fixed	35.0	37.4	37.3	36.7	36.6	37.6	37.8	37.7	38.9	38.0
YoY	33.0	37.4	37.3	30.7	30.0	7.4%	1.1%	1.1%	6.0%	3.8%
	22.1	22.1	21.8	21.4	21.8	22.0	22.1		21.1	3.8% 21.7
Postpaid mobile YoY	22.1	22.1	21.8	21.4	21.8		0.0%	21.6 (0.9)%		(0.5)%
	7.	- 0.0	0.2		7.0	(0.5)%			(1.4)%	
Prepaid mobile	7.5	8.0	8.3	7.7	7.8	8.0	8.2	8.3 0.0%	8.2	8.1
YoY	-	-	-	- 1	-	6.7%	2.5%	0.0%	6.5%	3.8%
An all the co	1									
Monthly churn	4 20/	4 50/	4.50/	4.50/	4 40/	4 20/	4 40/	4 40/	4.40/	4.20/
Fixed	1.2%	1.5%	1.5%	1.5%	1.4%	1.3%	1.4%	1.4%	1.4%	1.3%
Postpaid mobile	1.1%	1.1%	1.2%	1.2%	1.1%	1.2%	1.1%	1.2%	1.2%	1.2%
	7									
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%
Ultrafast	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.2%	0.2%	0.2%	0.2%
							2047/40			2017/10
FINANCIAL		2016/17		2016/17	2016/17		2017/18		2017/18	2017/18
		2016/17 H1		2016/17 H2	2016/17 Full year		2017/18 H1		2017/18 H2	Full year
FINANCIAL £m unless otherwise stated					-		-			
					-		-			Full year
£m unless otherwise stated		H1		H2	Full year		H1		H2	10,379
Em unless otherwise stated Revenue		H1		H2	Full year		H1 5,127		H2 5,252	10,379 2.6%
Em unless otherwise stated Revenue YOY		5,000		5,119 -	Full year 10,119		5,127 2.5%		5,252 2.6%	10,379 2.6% 2,369
Em unless otherwise stated Revenue YOY EBITDA		5,000		5,119 -	Full year 10,119		5,127 2.5% 1,131		5,252 2.6% 1,238	10,379 2.6% 2,369 3.1%
Revenue YoY EBITDA YoY		5,000 - 1,137		5,119 - 1,160	10,119 - 2,297		5,127 2.5% 1,131 (0.5)%		5,252 2.6% 1,238 6.7%	10,379 2.6% 2,369 3.1% 22.8%
Revenue YoY EBITDA YoY Margin		5,000 - 1,137 - 22.7%		5,119 - 1,160 - 22.7%	10,119 - 2,297 - 22.7%		5,127 2.5% 1,131 (0.5)% 22.1%		5,252 2.6% 1,238 6.7% 23.6%	10,379 2.6% 2,369 3.1% 22.8% 1,377
Revenue YoY EBITDA YoY Margin Operating profit YoY		5,000 - 1,137 - 22.7%		5,119 - 1,160 - 22.7%	10,119 - 2,297 - 22.7%		5,127 2.5% 1,131 (0.5)% 22.1% 646		5,252 2.6% 1,238 6.7% 23.6%	10,379 2.6% 2,369 3.1% 22.8% 1,377 5.3%
Revenue YoY EBITDA YoY Margin Operating profit		5,000 - 1,137 - 22.7% 637		5,119 - 1,160 - 22.7% 671	10,119 - 2,297 - 22.7% 1,308		5,127 2.5% 1,131 (0.5)% 22.1% 646 1.4%		5,252 2.6% 1,238 6.7% 23.6% 731 8.9%	10,379 2.6% 2,369 3.1% 22.8% 1,377 5.3%
Revenue YoY EBITDA YoY Margin Operating profit YoY Reported capex		5,000 - 1,137 - 22.7% 637		5,119 - 1,160 - 22.7% 671	10,119 - 2,297 - 22.7% 1,308		5,127 2.5% 1,131 (0.5)% 22.1% 646 1.4% 461		5,252 2.6% 1,238 6.7% 23.6% 731 8.9% 458	10,379 2.6% 2,369 3.1% 22.8% 1,377 5.3% 919

Business and Public Sector

Em unless otherwise stated Revenue Fixed YoY		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
Fixed	Q1	ŲZ	ŲЗ	Q4	ruii year	ŲΙ	Ųź	Ųs	Q4	ruii year
YOY	436	440	429	437	1,742	424	421	408	409	1,662
Of which voice	272	266	256	262	1,056	(2.8)% 252	(4.3)% 247	(4.9)% 237	(6.4)% 237	(4.6)% 973
YoY		-	-	-	-	(7.4)%	(7.1)%	(7.4)%	(9.5)%	(7.9)%
Of which broadband	78	78	82	82	320	82	82	81	81	326
YoY Of which WAN	- 55	- 59	- 59	- 61	234	5.1%	5.1%	(1.2)%	(1.2)%	1.9%
Of which WAN YoY	-	-	-	61	- 234	59 7.3%	61 3.4%	61 3.4%	64 4.9%	245 4.7%
Mobile	242	244	262	257	1,005	255	255	263	248	1,021
YoY	-	-	-	-	-	5.4%	4.5%	0.4%	(3.5)%	1.6%
Managed services YoY	248	225	235	263	971	(6.5)%	243 8.0%	238 1.3%	244 (7.2)%	957 (1.4)%
Republic of Ireland	86	97	102	97	382	87	89	93	101	370
YoY	-	-	-	-	-	1.2%	(8.2)%	(8.8)%	4.1%	(3.1)%
Northern Ireland Networks	37	37	38	40	152	38	38	40	39	155
YoY Other	116	135	- 129	126	- 506	2.7% 96	2.7% 97	5.3% 85	(2.5)% 106	2.0% 384
Total	1,165	1,178	1,195	1,220	4,758	1,132	1,143	1,127	1,147	4,549
Underlying YoY	-	-,	-,	-	-	(1.7)%	(2.1)%	(5.7)%	(5.9)%	(3.9)%
Of which Internal	37	24	28	33	122	28	29	29	29	115
Revenue by channel	_									
Public Sector & Major Business (ex Rol)	486	486	472	517	1,961	451	460	445	467	1,823
YoY	-	-	-	-	-,	(7.2)%	(5.3)%	(5.7)%	(9.7)%	(7.0)%
Corporate	191	186	192	186	755	179	181	174	175	709
YoY		-	-	-	1.600	(6.3)%	(2.7)%	(9.4)%	(5.9)%	(6.1)%
SME YoY	414	423	437	424	1,698	417 0.7%	420 (0.7)%	422 (3.4)%	413 (2.6)%	1,672 (1.5)%
101						0.770	(0.770	(3.1/10	(2.0)70	(2.5)/0
EBITDA	354	388	399	401	1,542	342	354	355	349	1,400
Underlying YoY		- 22.00/			-	(2.9)%	(8.5)%	(11.0)%	(13.0)%	(9.0)%
Margin	30.4%	32.9%	33.4%	32.9%	32.4%	30.2%	31.0%	31.5%	30.4%	30.8%
Orders	_									
Total orders	652	847	856	1,014	3,369	1,180	732	665	814	3,391
YoY	-	-	-	-	-	81.0%	(13.6)%	(22.3)%	(19.7)%	0.7%
Of which new business	466	517	577	661	2,221	872	470			
						97 19/		435	518	2,295
YoY	185	- 329	- 279	353	- 1.146	87.1% 308	(9.1)%	(24.6)%	(21.6)%	3.3%
	185 -	329 -	- 279 -	- 353 -	- 1,146 -	87.1% 308 66.5%				
YoY Of which renewals YoY		-	-	-	-	308 66.5%	(9.1)% 262 (20.4)%	(24.6)% 230 (17.6)%	(21.6)% 296 (16.1)%	3.3% 1,096 (4.4)%
YoY Of which renewals	2016/17	2016/17	2016/17	2016/17	2016/17	308 66.5% 2017/18	(9.1)% 262 (20.4)% 2017/18	(24.6)% 230 (17.6)% 2017/18	(21.6)% 296 (16.1)% 2017/18	3.3% 1,096 (4.4)% 2017/18
YoY Of which renewals YoY		-	-	-	-	308 66.5%	(9.1)% 262 (20.4)%	(24.6)% 230 (17.6)%	(21.6)% 296 (16.1)%	3.3% 1,096 (4.4)%
YoY Of which renewals YoY	2016/17	2016/17	2016/17	2016/17	2016/17	308 66.5% 2017/18	(9.1)% 262 (20.4)% 2017/18	(24.6)% 230 (17.6)% 2017/18	(21.6)% 296 (16.1)% 2017/18	3.3% 1,096 (4.4)% 2017/18
YoY Of which renewals YoY OPERATIONAL Number of products/customers ('000) Voice lines	2016/17	2016/17	2016/17	2016/17	2016/17	308 66.5% 2017/18	(9.1)% 262 (20.4)% 2017/18	(24.6)% 230 (17.6)% 2017/18	(21.6)% 296 (16.1)% 2017/18	3.3% 1,096 (4.4)% 2017/18
YoY Of which renewals YoY OPERATIONAL Number of products/customers ('000) Voice lines VoIP seats	2016/17 Q1 2,631 120	2016/17 Q2 2,570 157	2016/17 Q3 2,516 173	2016/17 Q4 2,463	2016/17 Full year 2,463 195	308 66.5% 2017/18 Q1 2,408 218	(9.1)% 262 (20.4)% 2017/18 Q2 2,353 243	(24.6)% 230 (17.6)% 2017/18 Q3 2,290 268	(21.6)% 296 (16.1)% 2017/18 Q4 2,222 276	3.3% 1,096 (4.4)% 2017/18 Full year 2,222 276
YoY Of which renewals YoY OPERATIONAL Number of products/customers ('000) Voice lines VoIP seats Broadband lines	2016/17 Q1 2,631 120 820	2016/17 Q2 2,570 157 824	2016/17 Q3 2,516 173 828	2016/17 Q4 2,463 195 830	2016/17 Full year 2,463 195 830	308 66.5% 2017/18 Q1 2,408 218 817	(9.1)% 262 (20.4)% 2017/18 Q2 2,353 243 814	(24.6)% 230 (17.6)% 2017/18 Q3 2,290 268 810	(21.6)% 296 (16.1)% 2017/18 Q4 2,222 276 805	3.3% 1,096 (4.4)% 2017/18 Full year 2,222 276 805
YoY Of which renewals YoY OPERATIONAL Number of products/customers ('000) Voice lines VoIP seats Broadband lines WAN	2016/17 Q1 2,631 120 820 72.4	2016/17 Q2 2,570 157 824 73.6	2016/17 Q3 2,516 173 828 74.5	2016/17 Q4 2,463 195 830 74.5	2016/17 Full year 2,463 195 830 74.5	308 66.5% 2017/18 Q1 2,408 218 817 74.0	(9.1)% 262 (20.4)% 2017/18 Q2 2,353 243 814 74.3	(24.6)% 230 (17.6)% 2017/18 Q3 2,290 268 810 67.8	(21.6)% 296 (16.1)% 2017/18 Q4 2,222 276 805 68.7	3.3% 1,096 (4.4)% 2017/18 Full year 2,222 276 805 68.7
YoY Of which renewals YoY OPERATIONAL Number of products/customers ('000) Voice lines VoIP seats Broadband lines WAN	2016/17 Q1 2,631 120 820	2016/17 Q2 2,570 157 824	2016/17 Q3 2,516 173 828	2016/17 Q4 2,463 195 830	2016/17 Full year 2,463 195 830	308 66.5% 2017/18 Q1 2,408 218 817	(9.1)% 262 (20.4)% 2017/18 Q2 2,353 243 814	(24.6)% 230 (17.6)% 2017/18 Q3 2,290 268 810	(21.6)% 296 (16.1)% 2017/18 Q4 2,222 276 805	3.3% 1,096 (4.4)% 2017/18 Full year 2,222 276 805
YoY Of which renewals YoY OPERATIONAL Number of products/customers ('000) Voice lines VoiP seats Broadband lines WAN Mobile customers Fibre share of broadband base	2016/17 Q1 2,631 120 820 72.4 3,224	2016/17 Q2 2,570 157 824 73.6 3,286	2016/17 Q3 2,516 173 828 74.5 3,335	2016/17 Q4 2,463 195 830 74.5 3,381	2016/17 Full year 2,463 195 830 74.5 3,381	2017/18 Q1 2,408 218 817 74.0 3,449	(9.1)% 262 (20.4)% 2017/18 Q2 2,353 243 814 74.3 3,507	(24.6)% 230 (17.6)% 2017/18 Q3 2,290 268 810 67.8 3,538	(21.6)% 296 (16.1)% 2017/18 Q4 2,222 276 805 68.7 3,577	3.3% 1,096 (4.4)% 2017/18 Full year 2,222 276 805 68.7 3,577
YoY Of which renewals YoY OPERATIONAL Number of products/customers ('000) Voice lines VoIP seats Broadband lines WAN Mobile customers Fibre share of broadband base Superfast	2016/17 Q1 2,631 120 820 72.4 3,224	2016/17 Q2 2,570 157 824 73.6 3,286	2016/17 Q3 2,516 173 828 74.5 3,335	2,463 195 830 74.5 3,381	2016/17 Full year 2,463 195 830 74.5 3,381	308 66.5% 2017/18 01 2,408 218 817 74.0 3,449	(9.1)% 262 (20.4)% 2017/18 Q2 2,353 243 814 74.3 3,507	(24.6)% 230 (17.6)% 2017/18 Q3 2,290 2,68 810 67.8 3,538	(21.6)% 296 (16.1)% 2017/18 Q4 2,222 276 805 68.7 3,577	3.3% 1,096 (4.4)% 2017/18 Full year 2,222 276 805 68.7 3,577
YoY Of which renewals YoY OPERATIONAL Number of products/customers ('000) Voice lines VoiP seats Broadband lines WAN Mobile customers Fibre share of broadband base	2016/17 Q1 2,631 120 820 72.4 3,224	2016/17 Q2 2,570 157 824 73.6 3,286	2016/17 Q3 2,516 173 828 74.5 3,335	2016/17 Q4 2,463 195 830 74.5 3,381	2016/17 Full year 2,463 195 830 74.5 3,381	2017/18 Q1 2,408 218 817 74.0 3,449	(9.1)% 262 (20.4)% 2017/18 Q2 2,353 243 814 74.3 3,507	(24.6)% 230 (17.6)% 2017/18 Q3 2,290 268 810 67.8 3,538	(21.6)% 296 (16.1)% 2017/18 Q4 2,222 276 805 68.7 3,577	3.3% 1,096 (4.4)% 2017/18 Full year 2,222 276 805 68.7 3,577
YoY Of which renewals YoY OPERATIONAL Number of products/customers ('000) Voice lines VoiP seats Broadband lines WAN Mobile customers Fibre share of broadband base Superfast Ultrafast	2016/17 Q1 2,631 120 820 72.4 3,224	2016/17 Q2 2,570 157 824 73.6 3,286	2016/17 Q3 2,516 173 828 74.5 3,335	2,463 195 830 74.5 3,381	2016/17 Full year 2,463 195 830 74.5 3,381	308 66.5% 2017/18 01 2,408 218 817 74.0 3,449	(9.1)% 262 (20.4)% 2017/18 Q2 2,353 243 814 74.3 3,507	(24.6)% 230 (17.6)% 2017/18 Q3 2,290 2,68 810 67.8 3,538	(21.6)% 296 (16.1)% 2017/18 Q4 2,222 276 805 68.7 3,577	3.3% 1,096 (4.4)% 2017/18 Full year 2,222 276 805 68.7 3,577
YoY Of which renewals YoY OPERATIONAL Number of products/customers ('000) Voice lines VoiP seats Broadband lines WAN Mobile customers Fibre share of broadband base Superfast Ultrafast FINANCIAL	2016/17 Q1 2,631 120 820 72.4 3,224	2016/17 Q2 2,570 157 824 73.6 3,286	2016/17 Q3 2,516 173 828 74.5 3,335	2,463 195 195 3,381 39.5% 0.0%	2016/17 Full year 2,463 195 830 74.5 3,381	308 66.5% 2017/18 01 2,408 218 817 74.0 3,449	(9.1)% 262 (20.4)% 2017/18 Q2 2,353 243 814 74.3 3,507 44.1% 0.0%	(24.6)% 230 (17.6)% 2017/18 Q3 2,290 2,68 810 67.8 3,538	(21.6)% 296 (16.1)% 2017/18 Q4 2,222 2,76 805 68.7 3,577 48.7% 0.0%	3.3% 1,096 (4.4)% 2017/18 Full year 2,222 276 805 68.7 3,577 48.7% 0.0%
YoY Of which renewals YoY OPERATIONAL Number of products/customers ('000) Voice lines Voll's eats Broadband lines WAN Mobile customers Fibre share of broadband base Superfast Ultrafast FINANCIAL Em unless otherwise stated	2016/17 Q1 2,631 120 820 72.4 3,224	2016/17 Q2 2,570 157 824 73.6 3,286 34.1% 0.0%	2016/17 Q3 2,516 173 828 74.5 3,335	2016/17 Q4 2,463 195 830 74.5 3,381 39.5% 0.0%	2016/17 Full year 2,463 195 830. 74.5 3,381 39.5% 0.0%	308 66.5% 2017/18 01 2,408 218 817 74.0 3,449	(9.1)% 262 (20.4)% 2017/18 Q2 2,353 243 814 74.3 3,507 44.1% 0.0% 2017/18 H1	(24.6)% 230 (17.6)% 2017/18 Q3 2,290 2,68 810 67.8 3,538	(21.6)% 296 (16.1)% 2017/18 Q4 2017/18 805 68.7 3,577 48.7% 0.0%	3.3% 1,096 (4.4)% 2017/18 Full year 2,222 276 805 68.7 3,577 48.7% 0.0%
YoY Of which renewals YoY OPERATIONAL Number of products/customers ('000) Voice lines VoiP seats Broadband lines WAN Mobile customers Fibre share of broadband base Superfast Ultrafast FINANCIAL Em unless otherwise stated Revenue	2016/17 Q1 2,631 120 820 72.4 3,224	2016/17 Q2 2,570 157 824 73.6 3,286 34.1% 0.0%	2016/17 Q3 2,516 173 828 74.5 3,335	2,463 195 830 74.5 3,381 39.5% 0.0%	2,16/17 Full year 2,463 195 830 74.5 3,381 39.5% 0.0%	308 66.5% 2017/18 01 2,408 218 817 74.0 3,449	(9.1)% 262 (20.4)% 2017/18 Q2 2,353 243 814 7-3 3,507 44.1% 0.0% 2017/18 H1	(24.6)% 230 (17.6)% 2017/18 Q3 2,290 2,68 810 67.8 3,538	(21.6)% 296 (16.1)% 2017/18 Q4 2,222 276 805 68.7 3,577 48.7% 0.0%	3.3% 1,096 (4.4)% 2017/18 Full year 2,222 276 805 68.7 3,577 48.7% 0.0%
YoY Of which renewals YoY OPERATIONAL Number of products/customers ('000) Voice lines VoIP seats Broadband lines WAN Mobile customers Fibre share of broadband base Superfast Ultrafast FINANCIAL Em unless otherwise stated Revenue YoY	2016/17 Q1 2,631 120 820 72.4 3,224	2016/17 Q2 2,570 157 824 73.6 3,286 34.1% 0.0% 2016/17 H1	2016/17 Q3 2,516 173 828 74.5 3,335	2016/17 Q4 2,463 195 830 74.5 3,381 39.5% 0.0% 2016/17 H2	2016/17 Full year 2,463 195 830 74.5 3,381 39.5% 0.0% 2016/17 Full year	308 66.5% 2017/18 01 2,408 218 817 74.0 3,449	(9.1)% 262 (20.4)% 2017/18 Q2 2,353 243 814 74.3 3,507 44.1% 0.0% 2017/18 H1	(24.6)% 230 (17.6)% 2017/18 Q3 2,290 2,68 810 67.8 3,538	(21.6)% 296 (16.1)% 2017/18 Q4 2017/18 805 66.7 3,577 48.7% 0.0% 2017/18 H2 2,274 (5.8)%	3.3% 1,096 (4.4)% 2017/18 Full year 2,222 276 805, 68.7 3,577 48.7% 0.0% 2017/18 Full year
YoY Of which renewals YoY OPERATIONAL Number of products/customers ('000) Voice lines VoiP seats Broadband lines WAN Mobile customers Fibre share of broadband base Superfast Ultrafast FINANCIAL Em unless otherwise stated Revenue	2016/17 Q1 2,631 120 820 72.4 3,224	2016/17 Q2 2,570 157 824 73.6 3,286 34.1% 0.0%	2016/17 Q3 2,516 173 828 74.5 3,335	2016/17 Q4 2,463 195 830 74.5 3,381 39.5% 0.0%	2016/17 Full year 2,463 195 830. 74.5 3,381 39.5% 0.0%	308 66.5% 2017/18 01 2,408 218 817 74.0 3,449	(9.1)% 262 (20.4)% 2017/18 Q2 2,353 243 814 74.3 3,507 44.1% 0.0% 2017/18 H1	(24.6)% 230 (17.6)% 2017/18 Q3 2,290 2,68 810 67.8 3,538	(21.6)% 296 (16.1)% 2017/18 Q4 2,222 276 805 68.7 3,577 48.7% 0.0%	3.3% 1,096 (4.4)% 2017/18 Full year 2,222 276 805 68.7 3,577 48.7% 0.0%
YoY Of which renewals YoY OPERATIONAL Number of products/customers ('000) Voice lines VoIP seats Broadband lines WAN Mobile customers Fibre share of broadband base Superfast Ultrafast FINANCIAL Em unless otherwise stated Revenue YoY BITDA YOY Margin	2016/17 Q1 2,631 120 820 72.4 3,224	2016/17 Q2 2,570 157 824 73.6 3,286 34.1% 0.0% 2016/17 H1 2,343 - 742 31.7%	2016/17 Q3 2,516 173 828 74.5 3,335	2016/17 Q4 2,463 195 830 74.5 3,381 39.5% 0.0% 2016/17 H2 2,415 800 33.1%	2016/17 Full year 2,463 195 830 74.5 3,381 39.5% 0.0% 2016/17 Full year 4,758	308 66.5% 2017/18 01 2,408 218 817 74.0 3,449	(9.1)% 262 (20.4)% 2017/18 Q2 2,353 243 814 74.3 3,507 44.1% 0.0% 2017/18 H1 2,275 (2.9)% 696 (5.2)% 30.6%	(24.6)% 230 (17.6)% 2017/18 Q3 2,290 2,68 810 67.8 3,538	(21.6)% 296 (16.1)% 2017/18 Q4 2017/18 805 68.7 3,577 48.7% 0.0% 2017/18 H2 2,274 (5.8)% 704 (12.0)%	3.3% 1,096 (4.4)% 2017/18 Full year 2,222 276 805. 68.7 3,577 48.7% 0.0% 2017/18 Full year 4,549 (4.4)% 1,400 (9.2)% 30.8%
YoY Of which renewals YoY OPERATIONAL Number of products/customers ('000) Voice lines VoyIP seats Broadband lines WAN Mobile customers Fibre share of broadband base Superfast Ultrafast Ultrafast FINANCIAL Em unless otherwise stated Revenue YoY EBITDA YoY Margin Operating profit	2016/17 Q1 2,631 120 820 72.4 3,224	2016/17 Q2 2,570 157 824 73.6 3,286 34.1% 0.0% 2016/17 H1 2,343 - 742	2016/17 Q3 2,516 173 828 74.5 3,335	2,463 195 830 74.5 3,381 39.5% 0.0% 2016/17 H2 2,415	2,463 195 830 74.5 3,381 39.5% 0.0% 2016/17 Full year 1,542	308 66.5% 2017/18 01 2,408 218 817 74.0 3,449	(9.1)% 262 (20.4)% 2017/18 Q2 2,353 243 3,507 44.1% 0.0% 2017/18 44.1% (2.9)% 666 (6.2)% 30.6% 511	(24.6)% 230 (17.6)% 2017/18 Q3 2,290 2,68 810 67.8 3,538	(21.6)% 296 (16.1)% 2017/18 Q4 2017/18 04 2017/18 805 68.7 3.577 48.7% 0.0% 2017/18 22.74 (5.8)% 704 (12.0)% 31.0%	3.3% 1,096 (4.4)% 2017/18 Full year 2,222 276 805 68.7 3,577 48.7% 0.0% 2017/18 Full year 4,549 (4.4)% 1,400 (9.2)% 3.0,35
YoY Of which renewals YoY OPERATIONAL Number of products/customers ('000) Voice lines VoIP seats Broadband lines WAN Mobile customers Fibre share of broadband base Superfast Ultrafast FINANCIAL Em unless otherwise stated Revenue YoY Regin Operating profit YoY Operating profit YoY	2016/17 Q1 2,631 120 820 72.4 3,224	2016/17 Q2 2,570 157 824 73.6 3,286 34.1% 0.0% 2016/17 H1 2,343 - 742 - 31.7% 566	2016/17 Q3 2,516 173 828 74.5 3,335	2,463 195 830 74.5 3,381 39.5% 0.0% 2016/17 H2 2,415 800 33.1% 624	2,463 195 830 74.5 3,381 39.5% 0.0% 2016/17 Full year 1,542 1,190	308 66.5% 2017/18 01 2,408 218 817 74.0 3,449	(9.1)% 262 (20.4)% 2017/18 Q2 2,353 243 814 74.3 3,507 44.1% 0.0% 2017/18 H1 2,275 (2.9)% (6.2)% 30.6% 511 (9.7)%	(24.6)% 230 (17.6)% 2017/18 Q3 2,290 2,68 810 67.8 3,538	(21.6)% 296 (16.1)% 2017/18 Q4 2,222 276 805 68.7 3,577 48.7% 0.0% 2017/18 42,274 (5.8)% 10.0% 31.0% 524 (16.0)%	3.3% 1,096 (4.4)% 2017/18 Full year 2,222 276 805 68.7 3,577 48.7% 0.0% 2017/18 Full year 4,549 (4.4)% 1,400 9.2)% 30.8% 1,03% 1,03% 1,03%
YoY Of which renewals YoY Of which renewals YoY OPERATIONAL Number of products/customers ('000) Voice lines Voil' seats Broadband lines WAN Mobile customers Fibre share of broadband base Superfast Ultrafast FINANCIAL Em unless otherwise stated Revenue YoY EBITDA YoY Margin Operating profit	2016/17 Q1 2,631 120 820 72.4 3,224	2016/17 Q2 2,570 157 824 73.6 3,286 34.1% 0.0% 2016/17 H1 2,343 - 742 31.7%	2016/17 Q3 2,516 173 828 74.5 3,335	2016/17 Q4 2,463 195 830 74.5 3,381 39.5% 0.0% 2016/17 H2 2,415 800 33.1%	2016/17 Full year 2,463 195 830 74.5 3,381 39.5% 0.0% 2016/17 Full year 4,758	2017/18 01 2,408 218 817 74.0 3,449	(9.1)% 262 (20.4)% 2017/18 Q2 2,353 243 3,507 44.1% 0.0% 2017/18 44.1% (2.9)% 666 (6.2)% 30.6% 511	(24.6)% 230 (17.6)% 2017/18 Q3 2,290 2,68 810 67.8 3,538	(21.6)% 296 (16.1)% 2017/18 Q4 2017/18 04 2017/18 805 68.7 3.577 48.7% 0.0% 2017/18 22.74 (5.8)% 704 (12.0)% 31.0%	3.3% 1,096 (4.4)% 2017/18 Full year 2,222 276 805. 68.7 3,577 48.7% 0.0% 2017/18 Full year 4,549 (4.4)% 1,400 (9.2)% 30.8% 1,035 (13.0)%
YoY Of which renewals YoY Of which renewals YoY OPERATIONAL Number of products/customers ('000) Voice lines Voip seats Broadband lines WAN Mobile customers Fibre share of broadband base Superfast Ultrafast FINANCIAL Em unless otherwise stated Revenue YoY EBITDA YOY Margin Operating profit YOY Reported capex	2016/17 Q1 2,631 120 820 72.4 3,224	2016/17 Q2 2,570 157 824 73.6 3,286 34.1% 0.0% 2016/17 H1 2,343 - 742 - 31.7% 566	2016/17 Q3 2,516 173 828 74.5 3,335	2,463 195 830 74.5 3,381 39.5% 0.0% 2016/17 H2 2,415 800 33.1% 624	2,463 195 830 74.5 3,381 39.5% 0.0% 2016/17 Full year 1,542 1,190	2017/18 01 2,408 218 817 74.0 3,449	(9.1)% 262 (20.4)% 2017/18 Q2 2,353 243 814 74.3 3,507 44.1% 0.0% 2017/18 H1 2,275 (2.9)% 696 (6.2)% 30.6% 511 (9.7)%	(24.6)% 230 (17.6)% 2017/18 Q3 2,290 2,68 810 67.8 3,538	(21.6)% 296 (16.1)% 2017/18 Q4 2017/18 805 68.7 3,577 48.7% 0.0% 2017/18 H2 2,274 (18.8)% 704 (12.0)% 524 (16.0)%	3.3% 1,096 (4.4)% 2017/18 Full year 2,222 276 805 68.7 3,577 48.7% 0.0% 2017/18 Full year 4,549 (4.4)% 1,400 9.2)% 30.8% 1,03% 1,03% 1,03%

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	2017/1 Full yea
Wholesale (including IoT)		4-	٩	ζ.	run yeur	4-	42	ري	ζ.	r un yeu
Fixed	352	341	342	349	1,384	326	326	323	320	1,295
YoY	-	-	-	-	-	(7.4)%	(4.4)%	(5.6)%	(8.3)%	(6.4)%
Of which voice	118	115	118	122	473	116	115	116	112	459
YoY	-	-	-	-	-	(1.7)%	0.0%	(1.7)%	(8.2)%	(3.0)%
Of which broadband	46	46	45	46	183	44	43	43	43	173
YoY	-	-	-	-	-	(4.3)%	(6.5)%	(4.4)%	(6.5)%	(5.5)%
Of which Ethernet	47	50	49	49	195	49	53	50	50	202
YoY	- 55	- 54	-		224	4.3%	6.0%	2.0%	2.0% 56	3.6% 228
Mobile YoY	55	54	58	57	224	57 3.6%	60 11.1%	55 (5.2)%		1.8%
Managed services	46	45	48	48	187	46	44	47	(1.8)% 48	185
YoY	-	-	-	-		0.0%	(2.2)%	(2.1)%	0.0%	(1.1)%
Total revenue	453	440	448	454	1,795	429	430	425	424	1,708
YoY	-	-	-	-	-	(5.3)%	(2.3)%	(5.1)%	(6.6)%	(4.8)%
EBITDA	158	150	151	150	609	131	137	128	141	537
YoY	-	-	-	-	-	(17.1)%	(8.7)%	(15.2)%	(6.0)%	(11.8)%
Margin	34.9%	34.1%	33.7%	33.0%	33.9%	30.5%	31.9%	30.1%	33.3%	31.4%
Orders (excluding IoT)	317	296	705	318	1,636	167	348	322	475	1,312
YoY	-	-	-	-	-	(47.3)%	17.6%	(54.3)%	49.4%	(19.8)%
Ventures										
Total revenue	67	82	77	85	311	68	80	84	89	321
YoY	-	-	-	-	-	1.5%	(2.4)%	9.1%	4.7%	3.2%
EBITDA	47	60	57	64	228	43	52	54	69	218
YoY	-	-	-	-	-	(8.5)%	(13.3)%	(5.3)%	7.8%	(4.4)%
Margin	70.1%	73.2%	74.0%	75.3%	73.3%	63.2%	65.0%	64.3%	77.5%	67.9%
1	1									
Wholesale and Ventures 1	500			500	2.400	407				2,029
Total revenue	520	522	525	539	2,106	497	510	509 (4.9)%	513 (6.0)%	(4.2)%
Underlying YoY Of which Internal	27	40	35	36	138	(4.1)% 35	(1.6)% 36	(4.9)%	(6.0)%	134
EBITDA	204	210	209	214	837	174	190	182	209	755
Underlying YoY	-	-	-		-	(14.8)%	(10.1)%	(13.5)%	(2.4)%	(10.1)%
Margin	39.2%	40.2%	39.8%	39.7%	39.7%	35.0%	37.3%	35.8%	40.7%	37.2%
				-					,	
OPERATIONAL	2016/17	2016/17	2016/17	2016/17	2016/17	2017/18	2017/18	2017/18	2017/18	2017/1
	Q1	Q2	Q3	Q4	Full year	Q1	Q2	Q3	Q4	Full yea
Number of products/customers										
Wholesale call minutes (millions)	1,284	1,232	1,196	1,203	4,915	1,131	1,105	1,092	1,065	4,393
External broadband lines ('000)	825	833	813	795	795	789	780	766	747	747
Ethernet circuits ('000)	40.3	41.5	42.8	43.8	43.8	44.7	45.5	46.1	46.6	46.6
Partial Private Circuits ('000)	28.9	27.5	25.4	24.1	24.1	23.0	20.9	18.6	16.8	16.8
MVNO customers ('000)	3,773	3,808	3,760	3,769	3,769	3,636	3,651	3,689	3,716	3,716
Fibre share of broadband base										
Superfast	20.0%	23.3%	25.0%	26.2%	26.2%	27.7%	28.9%	30.1%	30.9%	30.9%
Ultrafast	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%
FINANCIAL		2016/17		2016/17	2016/17		2017/18		2017/18	2017/1
£m unless otherwise stated		H1		H2	Full year		H1		H2	Full yea
Wholesale and Ventures										
Revenue		1,042		1,064	2,106		1,007		1,022	2,029
YoY		1,042		1,004	2,100		(3,4)%		(3.9)%	(3.7)%
EBITDA		414		423	837		364		391	755
YoY		-		-			(12.1)%		(7.6)%	(9.8)%
Margin		39.7%		39.8%	39.7%		36.1%		38.3%	37.2%
Operating profit		263		268	531		210		234	444
YoY							(20.2)%		(12.7)%	(16.4)%
Reported capex		101		125	226		106	1	123	229
YoY		-		-	-		5.0%		(1.6)%	1.3%
Normalised free cash flow	1	298		295	593		212	l	276	488
YoY							(28.9)%		(6.4)%	(17.7)%

¹ 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.

Please see the Glossary pages for relevant definitions

Global Services

FINANCIAL	2016/17	2016/17	2016/17	2016/17	2016/17	2017/18	2017/18	2017/18	2017/18	2017/18
£m unless otherwise stated	Q1	Q2	Q3	Q4	Full year	Q1	Q2	Q3	Q4	Full year
Revenue	_									
UK	363	419	419	416	1,617	368	382	380	381	1,511
YoY	-	-	-	-	-,0	1.4%	(8.8)%	(9.3)%	(8.4)%	(6.6)%
Continental Europe	479	530	503	520	2,032	459	469	470	455	1,853
YoY	-	-	-	-	-	(4.2)%	(11.5)%	(6.6)%	(12.5)%	(8.8)%
United States, Canada, and Latin America	263	294	298	302	1,157	263	255	255	243	1,016
YoY	-	-	-	-	-	0.0%	(13.3)%	(14.4)%	(19.5)%	(12.2)%
Asia Pacific, the Middle East, and Africa	145	166	179	184	674	156	159	160	164	639
YoY	-	-	-	-	-	7.6%	(4.2)%	(10.6)%	(10.9)%	(5.2)%
Total	1,250	1,409	1,399	1,422	5,480	1,246	1,265	1,265	1,243	5,019
Underlying YoY	-	-	-	-	-	(7.8)%	(12.6)%	(8.3)%	(10.1)%	(9.7)%
										_
EBITDA	121	132	39	202	494	73	81	141	135	430
Underlying YoY	-	-	-	-	-	(51.2)%	(39.4)%	276.9%	(30.2)%	(13.4)%
Margin	9.7%	9.4%	2.8%	14.2%	9.0%	5.9%	6.4%	11.1%	10.9%	8.6%
Orders	960	1,501	1,230	913	4,604	804	924	1,091	1,026	3,845
YoY	-	-	-	-	-	(16.3)%	(38.4)%	(11.3)%	12.4%	(16.5)%
FINANCIAL		2016/17		2016/17	2016/17		2017/10		2017/10	2017/18
£m unless otherwise stated		2016/17 H1		2016/17 H2	Full year		2017/18 H1		2017/18 H2	Full year
Elli ulliess otherwise stateu		пт		П	ruii yeai		пт		П	ruli yeai
Revenue		2,659		2,821	5,480		2,511		2,508	5,019
YoY		_,555		_,=	-		(5.6)%		(11.1)%	(8.4)%
EBITDA		253		241	494		154		276	430
YoY		-		_	_		(39.1)%		14.5%	(13.0)%
Margin		9.5%		8.5%	9.0%		6.1%		11.0%	8.6%
Operating profit		39		16	55		(67)		73	6
YoY		-		-	-		(271.8)%		356.3%	(89.1)%
Reported capex		191		170	361		128		150	278
YoY		-		-	-		(33.0)%		(11.8)%	(23.0)%
Normalised free cash flow		(226)		(19)	(245)		(133)		248	115
YoY		-		-	-		41.2%		1,405.3%	146.9%

Please see the Glossary pages for relevant definitions

Openreach

FINANCIAL	2016/17	2016/17	2016/17	2016/17	2016/17	2017/18	2017/18	2017/18	2017/18	2017/1
£m unless otherwise stated	Q1	Q2	Q3	Q4	Full year	Q1	Q2	Q3	Q4	Full yea
	_									
Revenue						1				
Wholesale Line Rental (WLR)	458	463	462	454	1,837	454	447	441	438	1,78
YoY	-			- 270	- 1 124	(0.9)%	(3.5)%	(4.5)%	(3.5)%	(3.1)9
Local Loop Unbundling (LLU) YoY	285	278	283	278	1,124	(3.9)%	(0.4)%	(2.5)%	272 (2.2)%	1,099 (2.2)9
Fibre to the Cabinet (FTTC)	173	186	196	207	- 762	217	227	326	259	1,02
YoY		100	-	-	,02	25.4%	22.0%	66.3%	25.1%	35.09
Gfast	0	0	0	0	0	0	0	0.570	0	
YoY		-	-	-		-	-	_	-	
Fibre to the Premise (FTTP)	3	4	3	5	15	5	6	7	9	2
YoY	-	-	-	-	-	66.7%	50.0%	133.3%	80.0%	80.09
Ethernet	192	175	184	188	739	184	191	184	196	75
YoY	-	-	-	-	-	(4.2)%	9.1%	0.0%	4.3%	2.29
Other	125	126	130	126	507	114	113	105	108	44
Total	1,236	1,232	1,258	1,258	4,984	1,248	1,261	1,339	1,282	5,13
Underlying YoY	-	-	-	-	-	0.9%	2.4%	6.4%	1.9%	2.99
Of which Internal	738	747	753	751	2,989	743	746	770	743	3,00
YoY	-	-	-	-	-	0.7%	(0.1)%	2.3%	(1.1)%	0.49
EDITO A	624	604			2 542	604	520	700	650	2.52
EBITDA	634	624	677	684	2,619	621	629	722	652	2,62
Underlying YoY	- E1 39/	FO 69/	F2 00/	- FA 40/		(2.1)%	1.0%	6.6%	(4.8)%	0.29
Margin	51.3%	50.6%	53.8%	54.4%	52.5%	49.8%	49.9%	53.9%	50.9%	51.29
OPERATIONAL	2016/17	2016/17	2016/17	2016/17	2016/17	2017/18	2017/18	2017/18	2017/18	2017/1
	Q1	Q2	Q3	Q4	Full year	Q1	Q2	Q3	Q4	Full yea
	Q1									
	QI	4-								
Network deployment ('000 premises passed)	Q.									
Network deployment ('000 premises passed) Superfast	25,095	25,381	25,629	25,852	25,852	26,114	26,382	26,749	26,944	26,94
			25,629 0	25,852 44	25,852 44	26,114 84	26,382 214	26,749 393	26,944 1,015	
Superfast	25,095	25,381			-		-			1,01
Superfast Ultrafast Gfast Ultrafast FTTP	25,095 0	25,381 0	0	44	44	84	214	393	1,015	1,01
Superfast Ultrafast Gfast Ultrafast FTTP Network usage ('000 premises connected)	25,095 0 314	25,381 0 328	0 345	44 369	44 369	84 398	214 431	393 493	1,015 567	1,01 56
Superfast Ultrafast Gfast Ultrafast FTTP Network usage ('000 premises connected) Total physical lines	25,095 0 314	25,381 0 328 24,585	0 345 24,632	44 369 24,531	44 369 24,531	84 398 24,440	214 431 24,394	393 493 24,436	1,015 567 24,417	1,01 56 24,41
Superfast Ultrafast Gfast Ultrafast FTTP Network usage ('000 premises connected) Total physical lines Of which WLR	25,095 0 314 24,627 15,850	25,381 0 328 24,585 15,783	0 345 24,632 15,749	44 369 24,531 15,614	24,531 15,614	84 398 24,440 15,510	214 431 24,394 15,434	393 493 24,436 15,368	1,015 567 24,417 15,290	1,01 56 24,41 15,29
Superfast Ultrafast Gfast Ultrafast FTTP Network usage ('000 premises connected) Total physical lines Of which WLR Of which LLU	25,095 0 314 24,627 15,850 8,713	25,381 0 328 24,585 15,783 8,727	24,632 15,749 8,797	24,531 15,614 8,819	24,531 15,614 8,819	24,440 15,510 8,820	214 431 24,394 15,434 8,834	393 493 24,436 15,368 8,924	1,015 567 24,417 15,290 8,960	24,41 15,29 8,96
Superfast Ultrafast Gfast Ultrafast FTTP Network usage ('000 premises connected) Total physical lines Of which WLR Of which LLU Of which FTTP	25,095 0 314 24,627 15,850 8,713 64	25,381 0 328 24,585 15,783 8,727 75	24,632 15,749 8,797 86	24,531 15,614 8,819 98	24,531 15,614 8,819 98	24,440 15,510 8,820 110	214 431 24,394 15,434 8,834 126	393 493 24,436 15,368 8,924 144	1,015 567 24,417 15,290 8,960 167	24,41 15,29 8,96 16
Superfast Ultrafast Gfast Ultrafast FTTP Network usage ('000 premises connected) Total physical lines Of which WLR Of which LLU Of which FTTP Of which other	25,095 0 314 24,627 15,850 8,713 64 0	25,381 0 328 24,585 15,783 8,727 75 0	24,632 15,749 8,797 86 0	24,531 15,614 8,819 98 0	24,531 15,614 8,819 98 0	24,440 15,510 8,820 110 0	214 431 24,394 15,434 8,834 126 0	24,436 15,368 8,924 144 0	1,015 567 24,417 15,290 8,960 167 0	24,41 15,29 8,96 16
Superfast Ultrafast Gfast Ultrafast FTTP Network usage ('000 premises connected) Total physical lines Of which WLR Of which LUU Of which FTTP Of which other Total broadband connections	25,095 0 314 24,627 15,850 8,713 64 0 19,449	25,381 0 328 24,585 15,783 8,727 75 0 19,566	24,632 15,749 8,797 86 0 19,746	24,531 15,614 8,819 98 0 19,825	24,531 15,614 8,819 98 0 19,825	24,440 15,510 8,820 110 0 19,859	214 431 24,394 15,434 8,834 126 0 19,923	24,436 15,368 8,924 144 0 20,072	1,015 567 24,417 15,290 8,960 167 0 20,169	24,41 15,29 8,96 16
Superfast Ultrafast Gfast Ultrafast FTTP Network usage ('000 premises connected) Total physical lines Of which WLR Of which LLU Of which FTTP Of which other Total broadband connections Of which non-fibre	25,095 0 314 24,627 15,850 8,713 64 0 19,449 13,464	25,381 0 328 24,585 15,783 8,727 75 0 19,566 13,151	24,632 15,749 8,797 86 0 19,746 12,843	24,531 15,614 8,819 98 0 19,825 12,412	24,531 15,614 8,819 98 0 19,825 12,412	24,440 15,510 8,820 110 0 19,859 12,018	214 431 24,394 15,434 8,834 126 0 19,923 11,588	24,436 15,368 8,924 144 0 20,072	1,015 567 24,417 15,290 8,960 167 0 20,169 10,704	24,41 15,29 8,96 16 20,16
Superfast Ultrafast Gfast Ultrafast FTTP Network usage ('000 premises connected) Total physical lines Of which WLR Of which LLU Of which FTTP Of which other Total broadband connections Of which non-fibre Of which FTTC	25,095 0 314 24,627 15,850 8,713 64 0 19,449	25,381 0 328 24,585 15,783 8,727 75 0 19,566	24,632 15,749 8,797 86 0 19,746	24,531 15,614 8,819 98 0 19,825	24,531 15,614 8,819 98 0 19,825	24,440 15,510 8,820 110 0 19,859 12,018 7,730	214 431 24,394 15,434 8,834 126 0 19,923	24,436 15,368 8,924 144 0 20,072	1,015 567 24,417 15,290 8,960 167 0 20,169 10,704 9,295	24,41 15,29 8,96 16 20,16 10,70 9,29
Superfast Ultrafast Gfast Ultrafast FTTP Network usage ('000 premises connected) Total physical lines Of which WLR Of which LLU Of which FTTP Of which other Total broadband connections Of which non-fibre	25,095 0 314 24,627 15,850 8,713 64 0 0 19,449 13,464 5,921 0	25,381 0 328 24,585 15,783 8,727 75 0 19,566 13,151 6,340	24,632 15,749 8,797 86 0 19,746 12,843 6,817 0	24,531 15,614 8,819 98 0 19,825 12,412 7,315	24,531 15,614 8,819 98 0 19,825 12,412 7,315	24,440 15,510 8,820 110 0 19,859 12,018 7,730 1	214 431 24,394 15,434 8,834 126 0 19,923 11,588 8,208 1	24,436 15,368 8,924 144 0 20,072 11,150 8,776	1,015 567 24,417 15,290 8,960 167 0 20,169 10,704	1,01 56 24,41 15,29 8,96 16 20,16 10,70 9,29
Superfast Ultrafast Gfast Ultrafast FTTP Network usage ('000 premises connected) Total physical lines Of which WLR Of which LLU Of which FTTP Of which other Total broadband connections Of which non-fibre Of which FTTC Of which Gfast	25,095 0 314 24,627 15,850 8,713 64 0 19,449 13,464 5,921	25,381 0 328 24,585 15,783 8,727 75 0 19,566 13,151 6,340 0	24,632 15,749 8,797 86 0 19,746 12,843 6,817	24,531 15,614 8,819 98 0 19,825 12,412 7,315 0	24,531 15,614 8,819 98 0 19,825 12,412 7,315 0	24,440 15,510 8,820 110 0 19,859 12,018 7,730	24,394 15,434 8,834 126 0 19,923 11,588 8,208	24,436 15,368 8,924 144 0 20,072 11,150 8,776 2	1,015 567 24,417 15,290 8,960 167 0 20,169 10,704 9,295 3	1,01 56 24,41 15,29 8,96 16 20,16 10,70 9,29
Superfast Ultrafast Gfast Ultrafast FTTP Network usage ('000 premises connected) Total physical lines Of which WLR Of which LLU Of which FTTP Of which other Total broadband connections Of which non-fibre Of which FTTC Of which Gfast Of which Gfast	25,095 0 314 24,627 15,850 8,713 64 0 19,449 13,464 5,921 0 64	25,381 0 328 24,585 15,783 8,727 75 0 19,566 13,151 6,340 0 75	24,632 15,749 8,797 86 0 19,746 12,843 6,817 0 86	24,531 15,614 8,819 98 0 19,825 12,412 7,315 0 98	24,531 15,614 8,819 98 0 19,825 12,412 7,315 0 98	24,440 15,510 8,820 110 0 19,859 12,018 7,730 1	214 431 24,394 15,434 8,834 126 0 19,923 11,588 8,208 1 126	24,436 15,368 8,924 144 0 20,072 11,150 8,776 2 144	1,015 567 24,417 15,290 8,960 167 0 20,169 10,704 9,295 3 167	1,01 56 24,41 15,29 8,96 16 20,16 10,70 9,29
Superfast Ultrafast Gfast Ultrafast FTTP Network usage ('000 premises connected) Total physical lines Of which WLR Of which LUU Of which FTTP Of which other Total broadband connections Of which FTTC	25,095 0 314 24,627 15,850 8,713 64 0 19,449 13,464 5,921 0 64	25,381 0 328 24,585 15,783 8,727 75 0 19,566 13,151 6,340 0 75 0	24,632 15,749 8,797 86 0 19,746 12,843 6,817 0 86 0	24,531 15,614 8,819 98 0 19,825 12,412 7,315 0 98 0	24,531 15,614 8,819 98 0 19,825 12,412 7,315 0 98 0	24,440 15,510 8,820 110 0 19,859 12,018 7,730 1 110	214 431 24,394 15,434 8,834 126 0 19,923 11,588 8,208 1 126 0	393 493 24,436 15,368 8,924 144 0 20,072 11,150 8,776 2 144	1,015 567 24,417 15,290 8,960 167 0 20,169 10,704 9,295 3 167 0	1,01 56 24,41 15,29 8,96 16 20,16 10,70 9,29
Superfast Ultrafast Gfast Ultrafast FTTP Network usage ('000 premises connected) Total physical lines Of which WLR Of which LUU Of which FTTP Of which other Total broadband connections Of which FTTC	25,095 0 314 24,627 15,850 8,713 64 0 19,449 13,464 5,921 0 64	25,381 0 328 24,585 15,783 8,727 75 0 19,566 13,151 6,340 0 75 0	24,632 15,749 8,797 86 0 19,746 12,843 6,817 0 86 0	24,531 15,614 8,819 98 0 19,825 12,412 7,315 0 98 0	24,531 15,614 8,819 98 0 19,825 12,412 7,315 0 98 0	24,440 15,510 8,820 110 0 19,859 12,018 7,730 1 110	214 431 24,394 15,434 8,834 126 0 19,923 11,588 8,208 1 126 0	393 493 24,436 15,368 8,924 144 0 20,072 11,150 8,776 2 144	1,015 567 24,417 15,290 8,960 167 0 20,169 10,704 9,295 3 167 0	1,01 56 24,41 15,29 8,96 16 20,16 10,70 9,29 16
Superfast Ultrafast Gfast Ultrafast FTTP Network usage ('000 premises connected) Total physical lines Of which WLR Of which LLU Of which FTTP Of which other Total broadband connections Of which FTTC Of which FTTC Of which FTTC Of which FTTP Of which other	25,095 0 314 24,627 15,850 8,713 64 0 19,449 13,464 5,921 0 64	25,381 0 328 24,585 15,783 8,727 75 0 19,566 13,151 6,340 0 75 0	24,632 15,749 8,797 86 0 19,746 12,843 6,817 0 86 0	24,531 15,614 8,819 98 0 19,825 12,412 7,315 0 98 0	24,531 15,614 8,819 98 0 19,825 12,412 7,315 0 98 0	24,440 15,510 8,820 110 0 19,859 12,018 7,730 1 110	214 431 24,394 15,434 8,834 126 0 19,923 11,588 8,208 1 126 0 256	393 493 24,436 15,368 8,924 144 0 20,072 11,150 8,776 2 144	1,015 567 24,417 15,290 8,960 167 0 20,169 10,704 9,295 3 167 0 270	1,01 56 24,41 15,29 8,96 16 20,16 10,70 9,29 16 27
Superfast Ultrafast Gfast Ultrafast FTTP Network usage ('000 premises connected) Total physical lines Of which WLR Of which LUU Of which FTTP Of which other Total broadband connections Of which non-fibre Of which FTTC Of which Gfast Of which FTTP Of which other TEthernet FINANCIAL Em unless otherwise stated	25,095 0 314 24,627 15,850 8,713 64 0 19,449 13,464 5,921 0 64	25,381 0 328 24,585 15,783 8,727 75 0 19,566 13,151 6,340 0 75 0 227	24,632 15,749 8,797 86 0 19,746 12,843 6,817 0 86 0	24,531 15,614 8,819 98 0 19,825 12,412 7,315 0 98 0 241	24,531 15,614 8,819 98 0 19,825 12,412 7,315 0 98 0 241	24,440 15,510 8,820 110 0 19,859 12,018 7,730 1 110	214 431 24,394 15,434 8,834 126 0 19,923 11,588 8,208 1 126 0 256	393 493 24,436 15,368 8,924 144 0 20,072 11,150 8,776 2 144	1,015 567 24,417 15,290 8,960 167 0 20,169 10,704 9,295 3 167 0 270 2017/18 H2	1,01 56 24,41 15,29 8,96 16 20,16 10,70 9,29 16 27 2017/1 Full yes
Superfast Ultrafast Gfast Ultrafast FTTP Network usage ('000 premises connected) Total physical lines Of which WLR Of which LUU Of which FTTP Of which other Total broadband connections Of which non-fibre Of which FTTC Of which Gfast Of which FTTP Of which FTTP Of which FTTP Of which Other Ethernet FINANCIAL Em unless otherwise stated Revenue	25,095 0 314 24,627 15,850 8,713 64 0 19,449 13,464 5,921 0 64	25,381 0 328 24,585 15,783 8,727 75 0 19,566 13,151 6,340 0 75 0 227	24,632 15,749 8,797 86 0 19,746 12,843 6,817 0 86 0	24,531 15,614 8,819 98 0 19,825 12,412 7,315 0 98 0 241	24,531 15,614 8,819 98 0 19,825 12,412 7,315 0 98 0 241	24,440 15,510 8,820 110 0 19,859 12,018 7,730 1 110	214 431 24,394 15,434 8,834 126 0 19,923 11,588 8,208 1 126 0 256 2017/18 H1	393 493 24,436 15,368 8,924 144 0 20,072 11,150 8,776 2 144	1,015 567 24,417 15,290 8,960 167 0 20,169 10,704 9,295 3 167 0 270 2017/18 H2	1,01 56 24,41 15,29 8,96 16 20,16 10,70 9,29 16 27 2017/1 Full yes
Superfast Ultrafast Gfast Ultrafast FTTP Network usage ('000 premises connected) Total physical lines Of which WLR Of which LLU Of which FTTP Of which other Total broadband connections Of which non-fibre Of which FTTC Of which Gfast Of which FTTP Of which other Ethernet FINANCIAL Em unless otherwise stated Revenue YoY	25,095 0 314 24,627 15,850 8,713 64 0 19,449 13,464 5,921 0 64	25,381 0 328 24,585 15,783 8,727 75 0 19,566 13,151 6,340 0 75 0 227	24,632 15,749 8,797 86 0 19,746 12,843 6,817 0 86 0	24,531 15,614 8,819 98 0 19,825 12,412 7,315 0 98 0 241 2016/17 H2	24,531 15,614 8,819 98 0 19,825 12,412 7,315 0 98 0 241 2016/17 Full year	24,440 15,510 8,820 110 0 19,859 12,018 7,730 1 110	214 431 24,394 15,434 8,834 126 0 19,923 11,588 8,208 1 126 0 256 2017/18 H1	393 493 24,436 15,368 8,924 144 0 20,072 11,150 8,776 2 144	1,015 567 24,417 15,290 8,960 167 0 20,169 10,704 9,295 3 167 0 270 2017/18 H2	1,01 56 24,41 15,29 8,96 16 20,16 10,70 9,29 16 27 2017/3 Full yes
Superfast Ultrafast Gfast Ultrafast FTTP Network usage ('000 premises connected) Total physical lines Of which WLR Of which LLU Of which FTTP Of which other Total broadband connections Of which non-fibre Of which FTTC Of which Gfast Of which FTTP Of which other Ethernet Ethernet FINANCIAL Em unless otherwise stated Revenue YOY EBITDA	25,095 0 314 24,627 15,850 8,713 64 0 19,449 13,464 5,921 0 64	25,381 0 328 24,585 15,783 8,727 75 0 19,566 13,151 6,340 0 75 0 227	24,632 15,749 8,797 86 0 19,746 12,843 6,817 0 86 0	24,531 15,614 8,819 98 0 19,825 12,412 7,315 0 98 0 241	24,531 15,614 8,819 98 0 19,825 12,412 7,315 0 98 0 241	24,440 15,510 8,820 110 0 19,859 12,018 7,730 1 110	214 431 24,394 15,434 8,834 126 0 19,923 11,588 8,208 1 256 2017/18 H1 2,509 1.7% 1,250	393 493 24,436 15,368 8,924 144 0 20,072 11,150 8,776 2 144	1,015 567 24,417 15,290 8,960 167 0 20,169 10,704 9,295 3 167 0 270 2017/18 H2	1,01 56 24,41 15,29 8,96 16 20,16 10,70 9,29 16 27 2017/: Full ye 5,13 2,99 2,62
Superfast Ultrafast Gfast Ultrafast FTTP Network usage ('000 premises connected) Total physical lines Of which WLR Of which LLU Of which FTTP Of which other Total broadband connections Of which non-fibre Of which FTTC Of which Gfast Of which FTTP Of which other Ethernet FINANCIAL Em unless otherwise stated Revenue YOY EBITDA YOY	25,095 0 314 24,627 15,850 8,713 64 0 19,449 13,464 5,921 0 64	25,381 0 328 24,585 15,783 8,727 75 0 19,566 13,151 6,340 0 75 0 227 2016/17 H1	24,632 15,749 8,797 86 0 19,746 12,843 6,817 0 86 0	24,531 15,614 8,819 98 0 19,825 12,412 7,315 0 98 0 241 2016/17 H2 2,516	24,531 15,614 8,819 98 0 19,825 12,412 7,315 0 98 0 241 2016/17 Full year 4,984	24,440 15,510 8,820 110 0 19,859 12,018 7,730 1 110	214 431 24,394 15,434 8,834 126 0 19,923 11,588 8,208 1 226 0 256 2017/18 H1 2,509 1,7% 1,250 (0.6)%	393 493 24,436 15,368 8,924 144 0 20,072 11,150 8,776 2 144	1,015 567 24,417 15,290 8,960 167 0 20,169 10,704 9,295 3 167 0 270 2017/18 H2 2,621 4.2% 1,374 1.0%	1,01 56 24,41 15,29 8,96 16 20,16 10,70 9,29 16 27 2017/2 Full ye 5,13 2.99 2,62 0.29
Superfast Ultrafast Gfast Ultrafast FTTP Network usage ('000 premises connected) Total physical lines Of which WLR Of which LUU Of which FTTP Of which other Total broadband connections Of which non-fibre Of which FTTC Of which FTTC Of which FTTP FINANCIAL FIN	25,095 0 314 24,627 15,850 8,713 64 0 19,449 13,464 5,921 0 64	25,381 0 328 24,585 15,783 8,727 75 0 19,566 13,151 6,340 0 75 0 227 2016/17 H1	24,632 15,749 8,797 86 0 19,746 12,843 6,817 0 86 0	24,531 15,614 8,819 98 0 19,825 12,412 7,315 0 98 0 241 2016/17 H2 2,516 - 1,361 - 54.1%	24,531 15,614 8,819 98 0 19,825 12,412 7,315 0 98 0 241 2016/17 Full year 4,984 - 2,619 52.5%	24,440 15,510 8,820 110 0 19,859 12,018 7,730 1 110	214 431 24,394 15,434 8,834 126 0 19,923 11,588 8,208 1 126 0 256 2017/18 H1 2,509 1.7% 1,250 (0.6)% 49.8%	393 493 24,436 15,368 8,924 144 0 20,072 11,150 8,776 2 144	1,015 567 24,417 15,290 8,960 167 0 20,169 10,704 9,295 3 167 0 270 2017/18 H2 2,621 4,2% 1,374 1,0% 52,4%	1,01 56 24,41 15,29 8,96 16 20,16 10,70 9,29 16 27 2017/2 Full ye 5,13 2,99 2,62 0,22 51,22
Superfast Ultrafast Gfast Ultrafast FTTP Network usage ('000 premises connected) Total physical lines Of which WLR Of which LLU Of which FTTP Of which other Total broadband connections Of which non-fibre Of which FTTC Of which Gfast Of which FTTP Of which other Ethernet FINANCIAL Em unless otherwise stated Revenue YoY BBITDA YoY Margin Operating profit	25,095 0 314 24,627 15,850 8,713 64 0 19,449 13,464 5,921 0 64	25,381 0 328 24,585 15,783 8,727 75 0 19,566 13,151 6,340 0 75 0 227 2016/17 H1	24,632 15,749 8,797 86 0 19,746 12,843 6,817 0 86 0	24,531 15,614 8,819 98 0 19,825 12,412 7,315 0 98 0 241 2016/17 H2 2,516	24,531 15,614 8,819 98 0 19,825 12,412 7,315 0 98 0 241 2016/17 Full year 4,984	24,440 15,510 8,820 110 0 19,859 12,018 7,730 1 110	214 431 24,394 15,434 8,834 126 0 19,923 11,588 8,208 1 126 0 256 2017/18 H1 2,509 1.7% 1,250 (0.6)% 49.8% 560	393 493 24,436 15,368 8,924 144 0 20,072 11,150 8,776 2 144	1,015 567 24,417 15,290 8,960 167 0 20,169 10,704 9,295 3 167 0 270 2017/18 H2 2,621 4,2% 1,374 1.0% 52,4% 704	1,01 56 24,41 15,29 8,96 16 20,16 10,70 9,29 16 27 2017/2 Full ye 5,13 2,92 2,62 0,22 5,12,20
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Superfast Ultrafast Gfast Ultrafast FTTP Network usage ('000 premises connected) Total physical lines Of which WLR Of which LLU Of which FTTP Of which other Total broadband connections Of which non-fibre Of which FTTC Of which Gfast Of which FTTP Of which other Ethernet FINANCIAL Em unless otherwise stated Revenue YoY EBITDA YoY Margin Operating profit YoY Reported capex	25,095 0 314 24,627 15,850 8,713 64 0 19,449 13,464 5,921 0 64	25,381 0 328 24,585 15,783 8,727 75 0 19,566 13,151 6,340 0 75 0 227 2016/17 H1	24,632 15,749 8,797 86 0 19,746 12,843 6,817 0 86 0	24,531 15,614 8,819 98 0 19,825 12,412 7,315 0 98 0 241 2016/17 H2 2,516 - 1,361 - 54.1%	24,531 15,614 8,819 98 0 19,825 12,412 7,315 0 98 0 241 2016/17 Full year 4,984 - 2,619 52.5%	24,440 15,510 8,820 110 0 19,859 12,018 7,730 1 110	214 431 24,394 15,434 8,834 126 0 19,923 11,588 8,208 1 256 2017/18 H1 2,509 1.7% 1,250 (0.6)% 49.8% 560 (5.6)%	393 493 24,436 15,368 8,924 144 0 20,072 11,150 8,776 2 144	1,015 567 24,417 15,290 8,960 167 0 20,169 10,704 9,295 3 167 0 270 2017/18 H2 2,621 4,2% 1,374 1,0% 52,4% 704 7,2% 871	24,41 15,29 8,96 16 20,16 10,70 9,29 16 27 2017/1 Full yes 5,13 2,99 2,62 0,29 5,129 1,129
Superfast Ultrafast Gfast Ultrafast FTTP Network usage ('000 premises connected) Total physical lines Of which WLR Of which LLU Of which FTTP Of which other Total broadband connections Of which FTTC Of which FTTC Of which FTTC Of which FTTP Of which other Ethernet FINANCIAL Em unless otherwise stated Revenue YOY EBITDA YOY Margin Operating profit YOY	25,095 0 314 24,627 15,850 8,713 64 0 19,449 13,464 5,921 0 64	25,381 0 328 24,585 15,783 8,727 75 0 19,566 13,151 6,340 0 75 0 227 2016/17 H1 2,468 - 1,258 - 51.0%	24,632 15,749 8,797 86 0 19,746 12,843 6,817 0 86 0	24,531 15,614 8,819 98 0 19,825 12,412 7,315 0 98 0 241 2016/17 H2 2,516 - 1,361 - 54.1% 657	24,531 15,614 8,819 98 0 19,825 12,412 7,315 0 98 0 241 2016/17 Full year 4,984 - 2,619 - 52.5% 1,250	24,440 15,510 8,820 110 0 19,859 12,018 7,730 1 110	214 431 24,394 15,434 8,834 126 0 19,923 11,588 8,208 1 126 0 256 2017/18 H1 2,509 1,7% 1,250 (0.6)% 49.8%	393 493 24,436 15,368 8,924 144 0 20,072 11,150 8,776 2 144	1,015 567 24,417 15,290 8,960 167 0 20,169 10,704 9,295 3 167 0 270 2017/18 H2 2,621 4,2% 1,374 1,0% 52,4% 704 7,2%	26,944 1,01! 56: 24,41: 15,29! 8,960 16: (0 20,165: 16: (1) 27: 2017/1 Full year 5,13: 2.99 2,62: 0.29 51,29: 1,26: 1,19:

GROUP: COSTS

Operating costs	
Direct lebeur ceste	Total gross costs associated with wages and salaries, social security costs, pension costs, employee profit share and share based
Direct labour costs	payments.
Indirect labour costs	Labour costs that relate to agency and subcontracted employees.
	Also called 'Termination benefits'. Costs payable when, in the normal course of business, employment is terminated before an
Laguaraata	employee's normal retirement date, or when an employee accepts voluntary redundancy in exchange for these benefits. The Group
Leaver costs	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	Costs typically including payments to other communications providers (CPs) when terminating voice traffic on its network to carry a
operators	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.
	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
Specific items	as the frequency or predictability of occurrence.
Specific items	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	
	Investment in our integrated network to improve the coverage and reliability of our superfast broadband network, increase the
Of which capacity/network	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.
	Investment that directly generates revenue from continued development of customer contract-specific infrastructure for our UK and
Of which customer driven	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
Of which systems/11	transformation initiatives to drive cost savings.
Of which was not work infrastructure	Investment that covers, for example, investment in our property estate, power and cooling investments to drive energy savings,
Of which non-network Infrastructure	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
ruii-tiirie equivalent	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.
	As above, excluding the impact of acquisitions or disposals, foreign exchange movements and specific items. This measure includes
Underlying YoY	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.

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	Postpaid mobile revenue (defined above) during the period divided by the average number of postpaid mobile customers during the
customer	period, and presented as a monthly amount.
Duonoid mobile overess revenue nor	Prepaid mobile revenue (not disclosed but earned from customers pre-paying for mobile connectivity) during the period divided by
Prepaid mobile average revenue per	the average number of prepaid mobile customers during the period, and presented as a monthly amount. Prepaid customers at any
customer	point in time are counted as those which have used their connection during the preceding 30 days.
Fixed monthly shurp	Number of line rental customers who disconnect from the network, voluntarily or involuntarily, during the period, divided by the
Fixed monthly churn	average number of line rental customers during the period, presented as a monthly figure.
	Number of postpaid mobile customers who disconnect from the network, voluntarily or involuntarily (excluding money-back return,
Postpaid mobile monthly churn	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.
Superfact fibre chare of breadband bace	The proportion of broadband lines purchasing a superfast connection i.e. with a maximum download speed of up to 76Mbps. These
Superfast fibre share of broadband base	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
Offrarast fibre share of broadband base	connections are supplied to customers by Consumer purchasing a Gfast/FTTP wholesale product from Openreach.

BUSINESS AND PUBLIC SECTOR

Revenue	
	Earned from customers (i.e. excluding those of Northern Ireland Networks) for products/services across our brands that use only
Fixed	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
Of which wan	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	
	Revenue from large corporations that are UK focused, including a significant proportion of Public sector, from products under the BT
Dublic Sector & Major Dusiness (av Bol)	and EE brands, including, but not exclusively, calls, lines, broadband, mobile, ICT, and managed network services. In Northern Ireland,
Public Sector & Major Business (ex Rol)	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	
	Orders of products and services sold in the period to the unit's customers in Great Britain, Northern Ireland, and the Republic of
Total orders	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-
Of which new business	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
Of which renewals	with a current customer in the period.

Operational	7
	The total number of revenue-generating voice connections on our fixed network excluding NIN that use legacy analogue technology,
Voice lines	across all customers, measured at the end of the period. The revenue generated by these connections is included within 'Fixed –
	Voice' revenue.
	The total number of revenue-generating voice connections on our fixed network excluding NIN that use Voice over Internet Protocol
VoIP seats	(VoIP) technology, across all customers, measured at the end of the period. The revenue generated by these connections is included
	within 'Fixed – Voice' revenue.
	The total number of revenue-generating broadband internet data connections on our fixed network excluding NIN, across all
Broadband lines	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
WAN	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
Mobile customers	at the end of the period. The revenue generated by these connections is included within Mobile revenue.
	The proportion of measurable broadband lines (>90% of the figure defined above) purchasing a superfast connection i.e. with a
Superfast fibre share of broadband base	maximum download speed of up to 76Mbps. These connections are supplied to customers by BPS purchasing an FTTC/FTTP
	wholesale product from Openreach.
	The proportion of measurable broadband lines (>90% of the figure defined above) purchasing an ultrafast connection i.e. with a
Ultrafast fibre share of broadband base	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)	
e:	Earned from customers (Communications Providers) for products/services that use our fixed network. Wholesale products/services
Fixed revenue	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
Of which Ethernet revenue	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
Mobile revenue	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	
	Revenue earned from the Ventures portfolio of standalone businesses that include Tikit, Redcare, Cables, Fleet Solutions, Pelipod,
Total revenue	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	7
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.
Estamal broadband lines	The closing base of broadband live circuits (including copper & fibre) sold to external CP customers on our fixed network, across all
External broadband lines	external customers. The revenue earned by these connections is included within 'Fixed – Broadband' revenue.
Eth ann at ainsuita	The closing base of Wholesale Ethernet circuits sold to external customers that are not Mobile Network Operators (MNOs). The
Ethernet circuits	revenue earned by these connections is included within 'Fixed – Ethernet' revenue.
Destin Driverte Circuite (DDC)	The closing base of PPCs sold to external customers. The revenue earned by these connections is included within Fixed revenue
Partial Private Circuits (PPC)	excluding voice, broadband, and Ethernet (i.e. it is not explicitly separately disclosed).
NAVANO avertamente	The closing base of billable subscribers (reported a quarter in arrears) who use the BT/EE mobile network through mobile virtual
MVNO customers	network operators (MVNO) purchasing access from Wholesale and Ventures.
	The proportion of external broadband lines (as defined above) purchasing a superfast connection i.e. one with a maximum download
Superfast fibre share of broadband base	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.
	The proportion of external broadband lines (as defined above) purchasing an ultrafast connection i.e. one with a maximum download
Ultrafast fibre share of broadband base	speed above 100Mbps. These connections can be supplied to customers by the Wholesale business purchasing a Gfast/FTTP
	wholesale product from Openreach.

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
Revenue	adjusted for the effect of acquisitions, disposals or foreign exchange movements.
	Orders for all business types including new business, growth, renewals and extensions. Measured on an incremental contract value
Orders	(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, without having to route through
	Openreach's main network.
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	7
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.
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 which non-tibre	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.