

Additional information on the change to our segmental results



Background

On 1 April 2020, Supply Chain and Pelipod, which serve several parts of BT, have been transferred to the central procurement team and as a result will now be reported in Group 'Other' financial results and operational key performance indicators ('KPIs'). As a result of this transfer Enterprise internal revenue and Group eliminations are lower. As a Group function we will also account for internal revenues generated by Supply Chain and Pelipod as cost recoveries, rather than internal revenue. The new structure also reflects separate revenue and volume disclosures for Openreach Single Order products, which have previously been reported in Openreach 'other' revenue.

These changes impact operating unit financials only and have no impact on the reported Group financials.

This document

This document has been issued to clearly explain the changes we have made to our historical financial results and KPIs to reflect our new organisational structure for the financial years ended 31 March 2020 and 31 March 2019.

Our revised historical financial information has been restated to reflect the impact of these changes had they always been effective for the year ended 31 March 2020. We have also restated the pro forma financial information for the year ended 31 March 2019. All pro forma financial information in this document has been prepared under the IFRS 16 accounting standard. From 1 April 2019 BT adopted IFRS 16 on a modified retrospective basis. For further information about the impact of IFRS 16, including a comparison with information previously published under the IAS 18 accounting standard, please see pro forma document published on 3 July 2019. **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.**

Pro forma KPIs have been prepared to reflect the group's new reporting structure. The new structure reflects the reorganisation of Ventures in Enterprise, effective from 1 April 2020. BT will no longer retain a separate Ventures unit within Enterprise. The new structure also reflects separate revenue and volume disclosures for Openreach Single Order products, which have previously been reported in Openreach 'other' revenue.

Disclaimer

All pro forma financial information contained in this document is unaudited. The pro forma results are presented to investors and analysts as an indication of trend only. The financial statements do not constitute statutory accounts within the meaning of Section 434 of the Companies Act 2006 and have not been audited by BT Group's independent auditors. BT Group does not warrant the accuracy, completeness or validity of the information, figures or calculations in this document and shall not be liable in any way for any loss or damage arising out of the use of this information, or any errors or omissions in its content.

For more information please contact BT Group Investor Relations

Phone: +44 (0)207 356 4909

Email: ir@bt.com

Website: www.bt.com/ir

About BT Group

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. BT consists of four customer-facing units: Consumer, Enterprise, Global and Openreach.

For the year ended 31 March 2020, BT Group's reported revenue was £22,905m with reported profit before taxation of £2,353m.

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 the London stock exchange.

BT Group plc

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

Registered in England and Wales no. 4190816

www.btplc.com

Unaudited

2018/19 restated pro forma segmental financial information

All numbers are in £m.	Previously reported ²					Movement of Supply Chain & Pelipod from Enterprise to Other					Restated segmental results				
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY
	Adjusted¹ revenue														
Consumer	2,570	2,654	2,757	2,610	10,591						2,570	2,654	2,757	2,610	10,591
Enterprise	1,588	1,633	1,583	1,592	6,396	(27)	(30)	(31)	(33)	(121)	1,561	1,603	1,552	1,559	6,275
Global	1,147	1,185	1,202	1,201	4,735						1,147	1,185	1,202	1,201	4,735
Openreach	1,255	1,293	1,256	1,271	5,075						1,255	1,293	1,256	1,271	5,075
Other	1	1	2	(1)	3	3	4	6	5	18	4	5	8	4	21
Eliminations	(845)	(858)	(818)	(820)	(3,341)	24	26	25	28	103	(821)	(832)	(793)	(792)	(3,238)
Total Group	5,716	5,908	5,982	5,853	23,459	0	0	0	0	0	5,716	5,908	5,982	5,853	23,459
Adjusted¹ EBITDA															
Consumer	620	617	646	675	2,558						620	617	646	675	2,558
Enterprise	486	517	513	516	2,032	(4)	(5)	(7)	(8)	(24)	482	512	506	508	2,008
Global	119	136	173	176	604						119	136	173	176	604
Openreach	717	761	731	725	2,934						717	761	731	725	2,934
Other	38	27	(1)	(66)	(2)	4	5	7	8	24	42	32	6	(58)	22
Total Group	1,980	2,058	2,062	2,026	8,126	0	0	0	0	0	1,980	2,058	2,062	2,026	8,126

¹ Before specific items

² Pro forma information including the effects of IFRS 16 as reported on 3 July 2019 'BT provides historical pro forma disclosures and updated outlook for 2019/20 under IFRS 16' and as reported in the Q4 2019/20 KPIs

Unaudited

2019/20 restated segmental financial information

All numbers are in £m.	Previously reported ²					Movement of Supply Chain & Pelipod from Enterprise to Other					Restated segmental results				
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY
	Adjusted¹ revenue														
Consumer	2,550	2,644	2,701	2,493	10,388						2,550	2,644	2,701	2,493	10,388
Enterprise	1,516	1,539	1,495	1,543	6,093	(33)	(35)	(37)	(36)	(141)	1,483	1,504	1,458	1,507	5,952
Global	1,085	1,111	1,084	1,081	4,361						1,085	1,111	1,084	1,081	4,361
Openreach	1,268	1,268	1,281	1,295	5,112						1,268	1,268	1,281	1,295	5,112
Other	1	(1)	0	1	1	7	7	7	7	28	8	6	7	8	29
Eliminations	(787)	(781)	(782)	(781)	(3,131)	26	28	30	29	113	(761)	(753)	(752)	(752)	(3,018)
Total Group	5,633	5,780	5,779	5,632	22,824	0	0	0	0	0	5,633	5,780	5,779	5,632	22,824
Adjusted¹ EBITDA															
Consumer	588	592	620	626	2,426						588	592	620	626	2,426
Enterprise	471	497	490	507	1,965	(6)	(7)	(9)	(8)	(30)	465	490	481	499	1,935
Global	140	164	155	175	634						140	164	155	175	634
Openreach	717	700	722	719	2,858						717	700	722	719	2,858
Other	42	12	(10)	(20)	24	6	7	9	8	30	48	19	(1)	(12)	54
Total Group	1,958	1,965	1,977	2,007	7,907	0	0	0	0	0	1,958	1,965	1,977	2,007	7,907

¹ Before specific items

² Reported segmental information as published in the Q4 2019/20 KPIs

Unaudited

Restated segmental information and restated pro forma segmental information

	Previously reported ¹						Movement of Supply Chain & Pelipod from Enterprise to Other						Restated results					
	18/19 H1	18/19 H2	18/19 Full year	19/20 H1	19/20 H2	19/20 Full year	18/19 H1	18/19 H2	18/19 Full year	19/20 H1	19/20 H2	19/20 Full year	18/19 H1	18/19 H2	18/19 Full year	19/20 H1	19/20 H2	19/20 Full year
Capex																		
Consumer	373	571	944	455	493	948							373	571	944	455	493	948
Enterprise	246	305	551	233	268	501	(4)	(6)	(10)	(4)	(1)	(5)	242	299	541	229	267	496
Global	99	146	245	96	127	223							99	146	245	96	127	223
Openreach	1,055	1,026	2,081	1,015	1,093	2,108							1,055	1,026	2,081	1,015	1,093	2,108
Other	60	82	142	83	97	180	4	6	10	4	1	5	64	88	152	87	98	185
Total Group	1,833	2,130	3,963	1,882	2,078	3,960	0	0	0	0	0	0	1,833	2,130	3,963	1,882	2,078	3,960
Normalised free cash flow																		
Consumer	617	549	1,166	534	531	1,065							617	549	1,166	534	531	1,065
Enterprise	564	792	1,356	630	767	1,397	(8)	(6)	(14)	(8)	(26)	(34)	556	786	1,342	622	741	1,363
Global	(74)	309	235	40	215	255							(74)	309	235	40	215	255
Openreach	448	558	1,006	197	473	670							448	558	1,006	197	473	670
Other	(581)	(742)	(1,323)	(797)	(579)	(1,376)	8	6	14	8	26	34	(573)	(736)	(1,309)	(789)	(553)	(1,342)
Total Group	974	1,466	2,440	604	1,407	2,011	0	0	0	0	0	0	974	1,466	2,440	604	1,407	2,011

¹ Reported segmental information as published in the Q4 2019/20 KPIs

All numbers are in £m	Previously reported ¹					Removal of separate Ventures disclosure and movement of Pelipod and Supply Chain to Group					Restated Enterprise results				
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY
	Revenue														
Fixed	697	687	676	652	2,712	-	-	-	-	-	697	687	676	652	2,712
YoY	(7.1)%	(8.0)%	(7.5)%	(10.6)%	(8.3)%	-	-	-	-	-	(7.1)%	(8.0)%	(7.5)%	(10.6)%	(8.3)%
Of which voice	331	319	313	296	1,259	-	-	-	-	-	331	319	313	296	1,259
YoY	(10.1)%	(11.9)%	(11.3)%	(15.2)%	(12.1)%	-	-	-	-	-	(10.1)%	(11.9)%	(11.3)%	(15.2)%	(12.1)%
Of which broadband	121	115	123	119	478	-	-	-	-	-	121	115	123	119	478
YoY	(4.0)%	(8.0)%	(0.8)%	(4.0)%	(4.2)%	-	-	-	-	-	(4.0)%	(8.0)%	(0.8)%	(4.0)%	(4.2)%
Of which WAN and Ethernet	116	118	116	116	466	-	-	-	-	-	116	118	116	116	466
YoY	7.4%	3.5%	4.5%	1.8%	4.3%	-	-	-	-	-	7.4%	3.5%	4.5%	1.8%	4.3%
Mobile	303	321	323	321	1,268	-	-	-	-	-	303	321	323	321	1,268
YoY	(2.9)%	1.9%	1.6%	5.6%	1.5%	-	-	-	-	-	(2.9)%	1.9%	1.6%	5.6%	1.5%
Of which retail mobile	252	267	267	263	1,049	-	-	-	-	-	252	267	267	263	1,049
YoY	(1.2)%	4.7%	1.5%	6.0%	2.7%	-	-	-	-	-	(1.2)%	4.7%	1.5%	6.0%	2.7%
Of which wholesale mobile	51	54	56	58	219	-	-	-	-	-	51	54	56	58	219
YoY	(10.5)%	(10.0)%	1.8%	3.6%	(3.9)%	-	-	-	-	-	(10.5)%	(10.0)%	1.8%	3.6%	(3.9)%
Managed services	285	296	288	297	1,166	-	-	-	-	-	285	296	288	297	1,166
YoY	2.2%	0.7%	(7.7)%	(7.5)%	(3.3)%	-	-	-	-	-	2.2%	0.7%	(7.7)%	(7.5)%	(3.3)%
Republic of Ireland	88	104	91	86	369	-	-	-	-	-	88	104	91	86	369
YoY	1.1%	16.9%	(2.2)%	(14.9)%	(0.3)%	-	-	-	-	-	1.1%	16.9%	(2.2)%	(14.9)%	(0.3)%
Ventures	136	145	141	145	567	(136)	(145)	(141)	(145)	(567)	-	-	-	-	-
YoY	10.6%	6.6%	2.2%	0.0%	4.0%	-	-	-	-	-	-	-	-	-	-
Other	79	80	64	91	314	109	115	110	112	446	188	195	174	203	760
Total	1,588	1,633	1,583	1,592	6,396	(27)	(30)	(31)	(33)	(121)	1,561	1,603	1,552	1,559	6,275
YoY	(3.6)%	(2.8)%	(5.8)%	(6.8)%	(4.8)%	-	-	-	-	-	-	-	-	-	-
Of which Internal	94	94	85	86	359	(24)	(26)	(25)	(28)	(103)	70	68	60	58	256

EBITDA	486	517	513	516	2,032	(4)	(5)	(7)	(8)	(24)	482	512	506	508	2,008
YoY	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Margin	30.6%	31.7%	32.4%	32.4%	31.8%	0.3%	0.2%	0.2%	0.2%	0.2%	30.9%	31.9%	32.6%	32.6%	32.0%
Of which Ventures	45	55	54	61	215	(45)	(55)	(54)	(61)	(215)	-	-	-	-	-
YoY	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Margin	33.1%	37.9%	38.3%	42.1%	37.9%	(33.1)%	(37.9)%	(38.3)%	(42.1)%	(37.9)%	-	-	-	-	-

All numbers are in £m	Previously reported ¹			Removal of separate Ventures disclosure and movement of Pelipod and Supply Chain to Group			Restated Enterprise results		
	H1	H2	FY	H1	H2	FY	H1	H2	FY
Revenue	3,221	3,175	6,396	(57)	(64)	(121)	3,164	3,111	6,275
YoY	(3.2)%	(6.3)%	(4.8)%	-	-	-	-	-	-
EBITDA	1,003	1,029	2,032	(9)	(15)	(24)	994	1,014	2,008
YoY	-	-	-	-	-	-	-	-	-
Margin	31.1%	32.4%	31.8%	0.3%	0.2%	0.2%	31.4%	32.6%	32.0%
Operating profit	-	-	-	-	-	-	-	-	-
YoY	-	-	-	-	-	-	-	-	-
Reported capex	246	305	551	(4)	(6)	(10)	242	299	541
YoY	(17.4)%	2.0%	(7.7)%	-	-	-	-	-	-
Normalised free cash flow	564	792	1,356	(8)	(6)	(14)	556	786	1,342
YoY	5.4%	(6.6)%	(2.0)%	-	-	-	-	-	-

All numbers are in £m	Previously reported ¹					Removal of separate Ventures disclosure and movement of Pelipod and Supply Chain to Group					Restated Enterprise results				
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY
	Revenue														
Fixed	643	643	630	630	2,546	-	-	-	-	-	643	643	630	630	2,546
YoY	(7.7)%	(6.4)%	(6.8)%	(3.4)%	(6.1)%	-	-	-	-	-	(7.7)%	(6.4)%	(6.8)%	(3.4)%	(6.1)%
Of which voice	289	287	269	265	1,110	-	-	-	-	-	289	287	269	265	1,110
YoY	(12.7)%	(10.0)%	(14.1)%	(10.5)%	(11.8)%	-	-	-	-	-	(12.7)%	(10.0)%	(14.1)%	(10.5)%	(11.8)%
Of which broadband	117	117	119	122	475	-	-	-	-	-	117	117	119	122	475
YoY	(3.3)%	1.7%	(3.3)%	2.5%	(0.6)%	-	-	-	-	-	(3.3)%	1.7%	(3.3)%	2.5%	(0.6)%
Of which WAN and Ethernet	120	124	125	121	490	-	-	-	-	-	120	124	125	121	490
YoY	3.4%	5.1%	7.8%	4.3%	5.2%	-	-	-	-	-	3.4%	5.1%	7.8%	4.3%	5.2%
Mobile	309	325	325	322	1,281	-	-	-	-	-	309	325	325	322	1,281
YoY	2.0%	1.2%	0.6%	0.3%	1.0%	-	-	-	-	-	2.0%	1.2%	0.6%	0.3%	1.0%
Of which retail mobile	254	267	264	251	1,036	-	-	-	-	-	254	267	264	251	1,036
YoY	0.8%	0.0%	(1.1)%	(4.6)%	(1.2)%	-	-	-	-	-	0.8%	0.0%	(1.1)%	(4.6)%	(1.2)%
Of which wholesale mobile	55	58	61	71	245	-	-	-	-	-	55	58	61	71	245
YoY	7.8%	7.4%	8.9%	22.4%	11.9%	-	-	-	-	-	7.8%	7.4%	8.9%	22.4%	11.9%
Managed services	289	281	293	305	1,168	-	-	-	-	-	289	281	293	305	1,168
YoY	1.4%	(5.1)%	1.7%	2.7%	0.2%	-	-	-	-	-	1.4%	(5.1)%	1.7%	2.7%	0.2%
Republic of Ireland	81	85	81	78	325	-	-	-	-	-	81	85	81	78	325
YoY	(8.0)%	(18.3)%	(11.0)%	(9.3)%	(11.9)%	-	-	-	-	-	(8.0)%	(18.3)%	(11.0)%	(9.3)%	(11.9)%
Ventures	118	127	95	98	438	(118)	(127)	(95)	(98)	(438)	-	-	-	-	-
YoY	(13.2)%	(12.4)%	(32.6)%	(32.4)%	(22.8)%	-	-	-	-	-	-	-	-	-	-
Other	76	78	71	110	335	85	92	58	62	297	161	170	129	172	632
Total	1,516	1,539	1,495	1,543	6,093	(33)	(35)	(37)	(36)	(141)	1,483	1,504	1,458	1,507	5,952
YoY	(4.5)%	(5.8)%	(5.6)%	(3.1)%	(4.7)%	-	-	-	-	-	(5.0)%	(6.2)%	(6.1)%	(3.3)%	(5.1)%
Of which Internal	73	73	66	64	276	(26)	(28)	(30)	(29)	(113)	47	45	36	35	163
EBITDA															
YoY	471	497	490	507	1,965	(6)	(7)	(9)	(8)	(30)	465	490	481	499	1,935
Margin	(3.1)%	(3.9)%	(4.5)%	(1.7)%	(3.3)%	-	-	-	-	-	(3.5)%	(4.3)%	(4.9)%	(1.8)%	(3.6)%
Of which Ventures	38	49	46	48	181	(38)	(49)	(46)	(48)	(181)	-	-	-	-	-
YoY	(15.6)%	(10.9)%	(14.8)%	(21.3)%	(15.8)%	-	-	-	-	-	-	-	-	-	-
Margin	32.2%	38.6%	48.4%	49.0%	41.3%	(32.2)%	(38.6)%	(48.4)%	(49.0)%	(41.3)%	-	-	-	-	-

All numbers are in £m	Previously reported ¹			Removal of separate Ventures disclosure and movement of Pelipod and Supply Chain to Group			Restated Enterprise results		
	H1	H2	FY	H1	H2	FY	H1	H2	FY
	Revenue								
YoY	3,055	3,038	6,093	(68)	(73)	(141)	2,987	2,965	5,952
YoY	(5.2)%	(4.3)%	(4.7)%	-	-	-	(5.6)%	(4.7)%	(5.1)%
EBITDA									
YoY	968	997	1,965	(13)	(17)	(30)	955	980	1,935
YoY	(3.5)%	(3.1)%	(3.3)%	-	-	-	(3.9)%	(3.4)%	(3.6)%
Margin	31.7%	32.8%	32.3%	0.3%	0.3%	0.2%	32.0%	33.1%	32.5%
Operating profit									
YoY	613	633	1,246	(10)	(13)	(23)	603	620	1,223
YoY	-	-	-	-	-	-	-	-	-
Reported capex									
YoY	233	268	501	(4)	(1)	(5)	229	267	496
YoY	(5.3)%	(12.1)%	(9.1)%	-	-	-	(5.4)%	(10.7)%	(8.3)%
Normalised free cash flow									
YoY	630	767	1,397	(8)	(26)	(34)	622	741	1,363
YoY	11.7%	(3.2)%	3.0%	-	-	-	11.9%	(5.7)%	1.6%

N.B. All operational metrics refer to Enterprise and exclude UK customers served by Global

¹ Pro forma information including the effects of IFRS 16 as reported on 3 July 2019 'BT provides historical pro forma disclosures and updated outlook for 2019/20 under IFRS 16' and as reported in the Q4 2019/20 KPIs

Unaudited

2018/19 pro forma restated Openreach financial information

All numbers are in £m	Previously reported ¹					Product reclassification (chargeable repair, fibre ancillaries and Ethernet ancillaries)					Additional disclosure of Single Order products					Restated Openreach results				
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY
Revenue																				
Wholesale Line Rental (WLR) YoY	445 (5.1)%	455 (1.5)%	449 (1.5)%	442 (2.2)%	1,791 (2.4)%	-	-	-	-	-	-	-	-	-	-	445 (5.1)%	455 (1.5)%	449 (1.5)%	442 (2.2)%	1,791 (2.4)%
Local Loop Unbundling (LLU) YoY	276 (1.8)%	287 1.1%	290 2.5%	292 4.7%	1,145 1.6%	(5)	(7)	(5)	(6)	(23)	-	-	-	-	-	271 0.0%	280 2.2%	285 3.6%	286 5.1%	1,122 2.7%
Single Order Transitional Access Product (SOTAP) YoY	Not previously reported separately (included within 'Other' revenue)										0	0	0	0	0	0	0	0	0	0
Superfast YoY	New sub-total line, not previously reported																			
Of which FTTC generic ethernet access (GEA) ² YoY	251 10.6%	271 14.3%	237 (29.7)%	248 (8.1)%	1,007 (6.0)%	3	3	3	(1)	8						254 7.6%	274 10.9%	240 (29.8)%	247 (10.2)%	1,015 (7.7)%
Of which FTTC single order generic ethernet access (SOGEA) YoY	Not previously reported separately (included within 'Other' revenue)										0	0	0	0	0	0	0	0	0	0
Ultrafast YoY	New sub-total line, not previously reported																			
Of which Gfast generic ethernet access (GEA) ³ YoY	0	0	1	1	2											9	12	17	18	56
Of which Gfast single order generic ethernet access (SOGfast) YoY	Not previously reported separately (included within 'Other' revenue)										0	0	0	0	0	0	0	0	0	0
Of which Fibre to the Premises (FTTP) YoY	9 80.0%	12 100.0%	16 128.6%	17 88.9%	54 100.0%											9 80.0%	12 100.0%	16 100.0%	17 88.9%	54 92.9%
Ethernet YoY	179 (4.8)%	183 (5.7)%	184 (1.6)%	179 (10.5)%	725 (5.7)%	3	3	3	3	12						182 (5.2)%	186 (6.1)%	187 (1.6)%	182 (10.3)%	737 (5.9)%
Other YoY	95 (2.5)%	85 (0.5)%	79 (8.9)%	92 (3.7)%	351 (4.0)%	(1)	1	(1)	4	3	0	0	0	0	0	94 (2.5)%	86 (0.5)%	78 (8.9)%	96 (3.7)%	354 (4.0)%
Total Openreach YoY	1,255 (2.5)%	1,293 (0.5)%	1,256 (8.9)%	1,271 (3.7)%	5,075 (4.0)%	0	0	0	0	0	0	0	0	0	0	1,255 (2.5)%	1,293 (0.5)%	1,256 (8.9)%	1,271 (3.7)%	5,075 (4.0)%
Of which Internal YoY	727 (5.2)%	736 (4.4)%	706 (11.3)%	706 (8.1)%	2,875 (7.3)%	-	-	-	-	-	-	-	-	-	-	727 (5.2)%	736 (4.4)%	706 (11.3)%	706 (8.1)%	2,875 (7.3)%

¹ Pro forma information including the effects of IFRS 16 as reported on 3 July 2019. BT provides historical pro forma disclosures and updated outlook for 2019/20 under IFRS 16 and as reported in the Q4 2019/20 KPIs

² Previously named 'Fibre to the Cabinet (FTTC)' in KPIs

³ Previously named 'Gfast' in KPIs

Unaudited

2019/20 restated pro forma Openreach financial information

All numbers are in £m	Previously reported ¹					Product reclassification (chargeable repair, fibre ancillaries and Ethernet ancillaries)					Additional disclosure of Single Order products ⁴					Restated Openreach results				
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY
Revenue																				
Wholesale Line Rental (WLR) YoY	435 (2.2)%	421 (7.5)%	416 (7.3)%	414 (6.3)%	1,684 (5.9)%											435 (2.2)%	421 (7.5)%	416 (7.3)%	414 (6.3)%	1,684 (5.9)%
Local Loop Unbundling (LLU) YoY	289 4.7%	288 0.3%	286 (1.4)%	277 (5.1)%	1,140 (0.4)%	(5)	(5)	(5)	(4)	(19)						284 4.8%	283 1.1%	281 (1.4)%	273 (4.5)%	1,121 (0.1)%
Single Order Transitional Access Product (SOTAP) YoY	Not previously reported separately (included within 'Other' revenue)										0	0	0	0	0	0	0	0	0	0
Superfast YoY	New sub-total line, not previously reported																			
Of which FTTC generic ethernet access (GEA) ² YoY	251 0.0%	258 (4.8)%	263 11.0%	280 12.9%	1,052 4.5%	3	3	3	4	13						254 0.0%	262 (4.4)%	268 11.7%	284 15.0%	1,068 5.2%
Of which FTTC single order generic ethernet access (SOGEA) YoY	Not previously reported separately (included within 'Other' revenue)										0	1	2	8	11	0	1	2	8	11
Ultrafast YoY	New sub-total line, not previously reported																			
Of which Gfast generic ethernet access (GEA) ³ YoY	2	2	3	4	11											19	21	31	27	98
Of which Gfast single order generic ethernet access (SOGfast) YoY	Not previously reported separately (included within 'Other' revenue)										0	0	0	0	0	0	0	0	0	0
Of which Fibre to the Premises (FTTP) YoY	16 77.8%	18 50.0%	27 68.8%	23 35.3%	84 55.6%	1	1	1	1	4						17 88.9%	19 58.3%	28 75.0%	24 41.2%	88 63.0%
Ethernet YoY	190 6.1%	198 8.2%	201 9.2%	209 16.8%	798 10.1%	2	2	3	3	10						192 5.5%	200 7.5%	204 9.1%	212 16.5%	808 9.6%
Other YoY	85 (1.0)%	83 (1.9)%	85 2.0%	88 1.9%	341 0.7%	(1)	(1)	(2)	(4)	(8)	0	(1)	(2)	1	(2)	84 (5.4)%	81 (7.1)%	81 (2.4)%	85 (2.0)%	331 (4.2)%
Total Openreach YoY	1,268 1.0%	1,268 (1.9)%	1,281 2.0%	1,295 1.9%	5,112 0.7%	0	0	0	0	0	0	0	0	0	0	1,268 1.0%	1,268 (1.9)%	1,281 2.0%	1,295 1.9%	5,112 0.7%
Of which Internal YoY	688 (5.4)%	684 (7.1)%	689 (2.4)%	692 (2.0)%	2,753 (4.2)%	-	-	-	-	-	-	-	-	-	-	688 (5.4)%	684 (7.1)%	689 (2.4)%	692 (2.0)%	2,753 (4.2)%

¹ Pro forma information including the effects of IFRS 16 as reported on 3 July 2019. BT provides historical pro forma disclosures and updated outlook for 2019/20 under IFRS 16 and as reported in the Q4 2019/20 KPIs

² Previously named 'Fibre to the Cabinet (FTTC)' in KPIs

³ Previously named 'Gfast' in KPIs

⁴ Includes restatement of Q4 2019/20 FTTC (GEA) and Gfast (GEA) following review