

Key Performance Indicators (KPIs)



For the financial years ended 31 March 2020 and 31 March 2021, and the quarter ended 30 September 2021.

From Q1 FY21, BT has been reporting information in the format of this document as part of its quarterly financial disclosures. Results for the year ending 31 March 2020 have therefore been prepared on a pro forma basis. **These financial statements do not constitute statutory accounts within the meaning of Section 434 of the Companies Act 2006 and have not been audited or reviewed by the independent auditors.**

The pro forma financial information in these KPIs has been prepared to reflect the Group's revised reporting structure. The revised 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. In Openreach there are also minor changes to the classification of previously reported product revenues to improve consistency of reporting. Also in Openreach there are new KPIs to enhance visibility of Openreach's capital expenditure in value-enhancing investment programmes.

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 17 accounting standard, please see pro forma document published on 3 July 2019.

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.

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.

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About BT Group

BT Group is the UK's leading telecommunications and network provider and a leading provider of global communications services and solutions, serving customers in 180 countries. Its principal activities in the UK include the provision of fixed voice, mobile, broadband and TV (including Sport) and a range of products and services over converged fixed and mobile networks to consumer, business and public sector customers. For its global customers, BT provides managed services, security and network and IT infrastructure services to support their operations all over the world. BT consists of four customer-facing units: Consumer, Enterprise, Global and its wholly-owned subsidiary, Openreach, which provides access network services to over 650 communications provider customers who sell phone, broadband and Ethernet services to homes and businesses across the UK.

For the year ended 31 March 2021, BT Group's reported revenue was £21,331m with reported profit before taxation of £1,804m.

British Telecommunications plc 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.bt.com/about

Group: Income statement

INCOME STATEMENT £m unless otherwise stated	FY20 Q1	FY20 Q2	FY20 Q3	FY20 Q4	FY20 Full year	FY21 Q1	FY21 Q2	FY21 Q3	FY21 Q4	FY21 Full year	FY22 Q1	FY22 Q2
Revenue												
Consumer	2,550	2,644	2,701	2,493	10,388	2,362	2,511	2,621	2,391	9,885	2,382	2,475
Enterprise	1,483	1,504	1,458	1,507	5,952	1,352	1,358	1,376	1,363	5,449	1,287	1,285
Global	1,085	1,111	1,084	1,081	4,361	990	926	907	908	3,731	785	869
Openreach	1,268	1,268	1,281	1,295	5,112	1,286	1,299	1,313	1,346	5,244	1,347	1,360
Other	8	6	7	8	29	4	8	6	5	23	8	6
Intra-group items	(761)	(753)	(752)	(752)	(3,018)	(744)	(745)	(746)	(727)	(2,962)	(739)	(757)
Total Group revenue¹	5,633	5,780	5,779	5,632	22,824	5,250	5,357	5,477	5,286	21,370	5,070	5,238
YoY	(1.5)%	(2.2)%	(3.4)%	(3.8)%	(2.7)%	(6.8)%	(7.3)%	(5.2)%	(6.1)%	(6.4)%	(3.4)%	(2.2)%

EBITDA												
Consumer	588	592	620	626	2,426	501	574	535	518	2,128	523	554
Enterprise	465	490	481	499	1,935	406	427	435	436	1,704	429	423
Global	140	164	155	175	634	141	148	151	156	596	102	105
Openreach	717	700	722	719	2,858	729	724	758	726	2,937	773	788
Other	48	19	(1)	(12)	54	36	35	3	(24)	50	39	12
Total Group EBITDA¹	1,958	1,965	1,977	2,007	7,907	1,813	1,908	1,882	1,812	7,415	1,866	1,882
YoY	(1.1)%	(4.5)%	(4.1)%	(0.9)%	(2.7)%	(7.4)%	(2.9)%	(4.8)%	(9.7)%	(6.2)%	2.9%	(1.4)%
Margin	34.8%	34.0%	34.2%	35.6%	34.6%	34.5%	35.6%	34.4%	34.3%	34.7%	36.8%	35.9%

Adjusted profit before tax	749	696	691	724	2,860	550	636	584	533	2,303	622	575
Reported profit before tax	642	691	578	442	2,353	561	501	529	213	1,804	536	473
Profit after tax	505	563	458	208	1,734	448	408	420	196	1,472	2	429

INCOME STATEMENT £m unless otherwise stated	FY20 H1	FY20 H2	FY20 Full year	FY21 H1	FY21 H2	FY21 Full year	FY22 H1
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Total Group revenue¹	11,413	11,411	22,824	10,607	10,763	21,370	10,308
Operating costs before D&A and specific items	(7,490)	(7,427)	(14,917)	(6,886)	(7,069)	(13,955)	(6,560)
Total Group EBITDA¹	3,923	3,984	7,907	3,721	3,694	7,415	3,748
Depreciation and amortisation ¹	(2,121)	(2,175)	(4,296)	(2,152)	(2,195)	(4,347)	(2,169)
Of which lease depreciation	(336)	(335)	(671)	(344)	(346)	(690)	(349)
Adjusted operating profit	1,802	1,809	3,611	1,569	1,499	3,068	1,579
Net finance expense ¹	(359)	(398)	(757)	(384)	(389)	(773)	(382)
Of which lease interest	(69)	(71)	(140)	(72)	(70)	(142)	(68)
Share of post tax profits/losses of assoc. & JVs ¹	2	4	6	1	7	8	0
Adjusted profit before tax	1,445	1,415	2,860	1,186	1,117	2,303	1,197
Total specific items	(112)	(395)	(507)	(124)	(375)	(499)	(188)
Of which impact operating profit	(40)	(288)	(328)	(115)	(366)	(481)	(141)
Of which net interest on pensions	(72)	(73)	(145)	(9)	(9)	(18)	(47)
Reported profit before tax	1,333	1,020	2,353	1,062	742	1,804	1,009
Tax excluding tax on specific items	(289)	(247)	(536)	(236)	(192)	(428)	(183)
Tax rate before specific items	20.0%	17.5%	18.7%	19.9%	17.2%	18.6%	15.3%
Tax on specific items	24	(107)	(83)	30	66	96	(395)
Profit after tax	1,068	666	1,734	856	616	1,472	431

Adjusted basic earnings per share (pence)	11.7	11.8	23.5	9.6	9.3	18.9	10.2
Reported basic earnings per share (pence)	10.8	6.7	17.5	8.6	6.2	14.8	4.4

Dividend per share (pence)	4.62	0.00	4.62	0.00	0.00	0.00	2.31
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Average number of shares in issue (m)	9,895	9,875	9,885	9,896	9,913	9,905	9,884
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¹ Adjusted, i.e. before specific items

Please see the Glossary pages for relevant definitions

Group: Cash flow & net debt

CASH FLOW & NET DEBT £m unless otherwise stated	FY20 Q1	FY20 Q2	FY20 Q3	FY20 Q4	FY20 Full year	FY21 Q1	FY21 Q2	FY21 Q3	FY21 Q4	FY21 Full year	FY22 Q1	FY22 Q2
Cash capital expenditure	(1,067)	(996)	(1,053)	(983)	(4,099)	(1,045)	(1,040)	(1,117)	(998)	(4,200)	(1,175)	(1,099)
Normalised free cash flow	323	281	396	1,011	2,011	(49)	471	408	629	1,459	(43)	403
Net (debt)/cash (reported)	(17,805)	(18,347)	(18,234)	(17,969)	(17,969)	(18,157)	(17,627)	(17,294)	(17,802)	(17,802)	(18,566)	(18,241)
Lease liabilities	(6,163)	(6,112)	(6,337)	(6,622)	(6,622)	(6,442)	(6,294)	(6,336)	(6,152)	(6,152)	(6,032)	(5,988)
Net financial (debt)/cash (excluding lease liabilities)	(11,642)	(12,235)	(11,897)	(11,347)	(11,347)	(11,715)	(11,333)	(10,958)	(11,650)	(11,650)	(12,534)	(12,253)

CASH FLOW & NET DEBT £m unless otherwise stated	FY20 H1	FY20 H2	FY20 Full year	FY21 H1	FY21 H2	FY21 Full year	FY22 H1
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Total Group EBITDA¹	3,923	3,984	7,907	3,721	3,694	7,415	3,748
Interest (includes notional cash interest on leases)	(354)	(352)	(706)	(403)	(361)	(764)	(396)
Tax (ex cash tax benefit of pension deficit payments)	(397)	(247)	(644)	(167)	(302)	(469)	(20)
Lease payments	(311)	(340)	(651)	(363)	(419)	(782)	(319)
Change in working capital and other	(194)	398	204	(281)	540	259	(379)
Cash available for investment and distribution	2,667	3,443	6,110	2,507	3,152	5,659	2,634
Cash capital expenditure	(2,063)	(2,036)	(4,099)	(2,085)	(2,115)	(4,200)	(2,274)
Normalised free cash flow	604	1,407	2,011	422	1,037	1,459	360
Payments/refund for the acquisition of spectrum	0	0	0	0	(702)	(702)	227
Net cash flow from specific items	67	(179)	(112)	(221)	(169)	(390)	(359)
Reported free cash flow	671	1,228	1,899	201	166	367	228
Equity dividends paid	(1,048)	(472)	(1,520)	(2)	(1)	(3)	(1)
Repurchase of ordinary share capital	(86)	0	(86)	(3)	(11)	(14)	(152)
Residual free cash flow	(463)	756	293	196	154	350	75
Cash tax benefit of pension deficit payments	314	120	434	90	91	181	0
Gross pension deficit payment	(1,261)	(13)	(1,274)	(425)	(530)	(955)	(600)
Free cash flow post pension deficit payments	(1,410)	863	(547)	(139)	(285)	(424)	(525)
Other	4	25	29	153	(32)	121	(78)
Net change in lease liabilities	157	(510)	(353)	328	142	470	164
Change in net (debt)/cash	(1,249)	378	(871)	342	(175)	167	(439)

Net (debt)/cash (reported)¹	(18,347)	(17,969)	(17,969)	(17,627)	(17,802)	(17,802)	(18,241)
Lease liabilities ¹	(6,112)	(6,622)	(6,622)	(6,294)	(6,152)	(6,152)	(5,988)
Net financial (debt)/cash (excluding lease liabilities)²	(12,235)	(11,347)	(11,347)	(11,333)	(11,650)	(11,650)	(12,253)

¹ Adjusted, i.e. before specific items

Please see the Glossary pages for relevant definitions

Group: Costs

OPERATING COSTS	FY20	FY20	FY20	FY21	FY21	FY21	FY22
£m unless otherwise stated	H1	H2	Full year	H1	H2	Full year	H1
Direct labour costs before leaver costs	2,638	2,674	5,312	2,568	2,583	5,151	2,459
Indirect labour costs	500	528	1,028	509	533	1,042	515
Leaver costs	8	7	15	5	6	11	7
Gross labour costs	3,146	3,209	6,355	3,082	3,122	6,204	2,981
Capitalised labour	(751)	(826)	(1,577)	(797)	(846)	(1,643)	(831)
Net labour costs	2,395	2,383	4,778	2,285	2,276	4,561	2,150
Product costs and sales commissions	2,154	2,286	4,440	1,977	2,093	4,070	1,853
Payments to telecommunications operators	927	822	1,749	793	724	1,517	654
Property and energy costs	493	511	1,004	505	520	1,025	513
Network operating and IT costs	440	458	898	453	463	916	450
TV programme rights charges	437	433	870	335	451	786	452
Provision and Installation	306	298	604	267	291	558	243
Marketing and sales	147	156	303	127	128	255	116
Other operating costs	297	197	494	253	240	493	239
Other operating income	(106)	(117)	(223)	(109)	(117)	(226)	(110)
Operating costs before D&A and specific items	7,490	7,427	14,917	6,886	7,069	13,955	6,560
Depreciation and amortisation (D&A)	2,121	2,175	4,296	2,152	2,195	4,347	2,169
Of which lease depreciation	336	335	671	344	346	690	349
Total operating costs before specific items	9,611	9,602	19,213	9,038	9,264	18,302	8,729
Specific items	94	315	409	98	344	442	138
Total operating costs	9,705	9,917	19,622	9,136	9,608	18,744	8,867

REPORTED CAPITAL EXPENDITURE	FY20	FY20	FY20	FY21	FY21	FY21	FY22
£m unless otherwise stated	H1	H2	Full year	H1	H2	Full year	H1

Consumer	455	493	948	505	577	1,082	518
Enterprise	229	267	496	229	263	492	254
Global	96	127	223	81	107	188	86
Openreach	1,015	1,093	2,108	1,072	1,177	2,249	1,094
Other	87	98	185	82	123	205	115
Total Group¹	1,882	2,078	3,960	1,969	2,247	4,216	2,067
Of which capacity/network	1,005	1,065	2,070	1,098	1,220	2,318	1,082
Of which customer driven	448	524	972	455	529	984	508
Of which systems/IT	353	402	755	364	401	765	379
Of which non-network infrastructure	76	87	163	52	97	149	98

ROLES	FY20	FY20	FY20	FY21	FY21	FY21	FY22
Full-time equivalent	H1	Full year	Full year	H1	Full year	Full year	H1

Consumer	19,415	19,613	19,613	19,369	18,535	18,535	16,999
Enterprise	11,546	11,348	11,348	10,975	11,313	11,313	11,544
Global	16,680	16,288	16,288	14,425	12,832	12,832	13,940
Openreach	34,116	35,031	35,031	34,249	35,421	35,421	36,611
Other	23,269	23,064	23,064	22,734	21,640	21,640	20,124
Total Group	105,026	105,344	105,344	101,752	99,741	99,741	99,218

¹ Gross BDUK grant funding deferral (clawback) included in capacity/network: FY20: £17m; FY21: £37m

Please see the Glossary pages for relevant definitions

End

Consumer

FINANCIAL	FY20	FY20	FY20	FY20	FY20	FY21	FY21	FY21	FY21	FY21	FY22	FY22
£m unless otherwise stated	Q1	Q2	Q3	Q4	Full year	Q1	Q2	Q3	Q4	Full year	Q1	Q2
Revenue												
Fixed	1,115	1,126	1,114	1,103	4,458	1,047	1,037	1,035	1,004	4,123	1,001	1,005
YoY	(3.0)%	(2.2)%	(5.4)%	(4.1)%	(3.7)%	(6.1)%	(7.9)%	(7.1)%	(9.0)%	(7.5)%	(4.4)%	(3.1)%
Of which Broadband customers	1,008	1,024	1,014	1,008	4,054	957	952	953	926	3,788	929	938
YoY	(2.0)%	(1.0)%	(4.5)%	(3.0)%	(2.6)%	(5.1)%	(7.0)%	(6.0)%	(8.1)%	(6.6)%	(2.9)%	(1.5)%
Mobile	965	981	954	955	3,855	901	915	882	841	3,539	824	839
YoY	(2.4)%	(3.6)%	(4.1)%	(1.4)%	(2.9)%	(6.6)%	(6.7)%	(7.5)%	(11.9)%	(8.2)%	(8.5)%	(8.3)%
Of which postpaid mobile	873	881	863	869	3,486	833	834	806	771	3,244	766	759
YoY	(1.9)%	(3.0)%	(3.5)%	(0.9)%	(2.3)%	(4.6)%	(5.3)%	(6.6)%	(11.3)%	(6.9)%	(8.0)%	(9.0)%
Equipment	376	446	538	338	1,698	353	466	583	416	1,818	418	479
YoY	8.7%	13.5%	13.0%	(12.7)%	6.0%	(6.1)%	4.5%	8.4%	23.1%	7.1%	18.4%	2.8%
Other	94	91	95	97	377	61	93	121	130	405	139	152
YoY	9.3%	(1.1)%	(12.0)%	(6.7)%	(3.3)%	(35.1)%	2.2%	27.4%	34.0%	7.4%	127.9%	63.4%
Total	2,550	2,644	2,701	2,493	10,388	2,362	2,511	2,621	2,391	9,885	2,382	2,475
YoY	(0.8)%	(0.4)%	(2.0)%	(4.5)%	(1.9)%	(7.4)%	(5.0)%	(3.0)%	(4.1)%	(4.8)%	0.8%	(1.4)%
Of which Internal	26	24	27	25	102	25	24	25	23	97	21	20

EBITDA	588	592	620	626	2,426	501	574	535	518	2,128	523	554
YoY	(5.2)%	(4.1)%	(4.0)%	(7.3)%	(5.2)%	(14.8)%	(3.0)%	(13.7)%	(17.3)%	(12.3)%	4.4%	(3.5)%
Margin	23.1%	22.4%	23.0%	25.1%	23.4%	21.2%	22.9%	20.4%	21.7%	21.5%	22.0%	22.4%

OPERATIONAL	FY20	FY20	FY20	FY20	FY20	FY21	FY21	FY21	FY21	FY21	FY22	FY22
	Q1	Q2	Q3	Q4	Full year	Q1	Q2	Q3	Q4	Full year	Q1	Q2

Average revenue per customer (£ per month)												
Broadband customers	40.7	41.4	41.0	40.8	41.0	38.8	38.5	38.3	37.0	38.2	36.8	37.1
YoY	(0.6)%	0.0%	(4.1)%	(2.5)%	(1.6)%	(4.7)%	(7.0)%	(6.6)%	(9.3)%	(6.9)%	(5.2)%	(3.6)%
Fixed	37.9	38.5	38.2	38.1	38.2	36.4	36.1	36.0	35.0	35.9	34.9	35.4
YoY	0.0%	0.5%	(3.5)%	(1.8)%	(1.0)%	(4.0)%	(6.2)%	(5.8)%	(8.1)%	(6.0)%	(4.1)%	(1.9)%
Postpaid mobile	20.7	20.8	20.3	20.4	20.6	19.6	19.6	18.9	18.1	19.1	18.0	17.7
YoY	(4.6)%	(5.5)%	(5.1)%	(2.4)%	(4.2)%	(5.3)%	(5.8)%	(6.9)%	(11.3)%	(7.3)%	(8.2)%	(9.7)%
Prepaid mobile	7.7	8.1	8.6	8.8	8.3	7.5	7.9	8.2	7.7	7.8	7.8	8.4
YoY	(4.9)%	(2.4)%	2.4%	11.4%	1.2%	(2.6)%	(2.5)%	(4.7)%	(12.5)%	(6.0)%	4.0%	6.3%

Monthly churn												
Broadband	1.2%	1.2%	1.2%	1.3%	1.2%	0.9%	1.1%	1.2%	1.0%	1.1%	0.9%	0.9%
Fixed	1.1%	1.1%	1.1%	1.2%	1.1%	0.9%	1.0%	1.2%	1.1%	1.0%	0.9%	1.0%
Postpaid mobile	1.1%	1.2%	1.3%	1.1%	1.2%	1.0%	1.1%	1.1%	1.0%	1.1%	0.9%	1.0%

Fibre share of broadband base												
Superfast	74.3%	75.8%	77.1%	79.7%	79.7%	81.8%	82.4%	82.3%	82.4%	82.4%	82.0%	81.9%
Ultrafast ¹	1.1%	1.6%	2.1%	2.4%	2.4%	2.5%	3.8%	4.8%	5.5%	5.5%	6.6%	7.3%

Best Network ('000)												
FTTP connections	324	373	430	484	484	512	598	686	753	753	860	945
5G ready ²	2	15	27	53	53	374	1,233	2,473	3,261	3,261	4,088	5,279

Convergence												
Fixed & Mobile convergence	20.2%	20.7%	20.9%	21.0%	21.0%	21.2%	21.4%	21.4%	21.5%	21.5%	21.5%	21.7%
Revenue generating units per address	2.38	2.39	2.40	2.41	2.41	2.41	2.42	2.42	2.41	2.41	2.42	2.42

FINANCIAL	FY20	FY20	FY20	FY21	FY21	FY21	FY22
£m unless otherwise stated	H1	H2	Full year	H1	H2	Full year	H1
Revenue	5,194	5,194	10,388	4,873	5,012	9,885	4,857
YoY	(0.6)%	(3.2)%	(1.9)%	(6.2)%	(3.5)%	(4.8)%	(0.3)%
EBITDA	1,180	1,246	2,426	1,075	1,053	2,128	1,077
YoY	(4.6)%	(5.7)%	(5.2)%	(8.9)%	(15.5)%	(12.3)%	0.2%
Margin	22.7%	24.0%	23.4%	22.1%	21.0%	21.5%	22.2%
Operating profit	549	599	1,148	440	407	847	376
YoY	-	-	-	(19.9)%	(32.1)%	(26.2)%	(14.5)%
Reported capex	455	493	948	505	577	1,082	518
YoY	22.0%	(13.7)%	0.4%	11.0%	17.0%	14.1%	2.6%
Normalised free cash flow	534	531	1,065	315	399	714	525
YoY	(13.5)%	(3.3)%	(8.7)%	(41.0)%	(24.9)%	(33.0)%	66.7%

¹ Q2 FY21 restated in Q3 FY21 following review to include previously excluded ultrafast connections

² Q3 FY21 5G ready base restated in Q4 FY21 to also include 5G SIM-Only customers

FINANCIAL £m unless otherwise stated	FY20 Q1	FY20 Q2	FY20 Q3	FY20 Q4	FY20 Full year	FY21 Q1	FY21 Q2	FY21 Q3	FY21 Q4	FY21 Full year	FY22 Q1	FY22 Q2
Revenue												
Fixed ¹	643	643	630	630	2,546	598	592	580	563	2,333	559	550
YoY	(7.7)%	(6.4)%	(6.8)%	(3.4)%	(6.1)%	(7.0)%	(7.9)%	(7.9)%	(10.6)%	(8.4)%	(6.5)%	(7.1)%
Of which voice	289	287	269	265	1,110	250	247	243	227	967	231	222
YoY	(12.7)%	(10.0)%	(14.1)%	(10.5)%	(11.8)%	(13.5)%	(13.9)%	(9.7)%	(14.3)%	(12.9)%	(7.6)%	(10.1)%
Of which broadband	117	117	119	122	475	108	111	105	107	431	105	105
YoY	(3.3)%	1.7%	(3.3)%	2.5%	(0.6)%	(7.7)%	(5.1)%	(11.8)%	(12.3)%	(9.3)%	(2.8)%	(5.4)%
Of which WAN and Ethernet	120	124	125	121	490	125	121	120	119	485	117	121
YoY	3.4%	5.1%	7.8%	4.3%	5.2%	4.2%	(2.4)%	(4.0)%	(1.7)%	(1.0)%	(6.4)%	0.0%
Mobile	309	325	325	322	1,281	286	300	310	293	1,189	287	290
YoY	2.0%	1.2%	0.6%	0.3%	1.0%	(7.4)%	(7.7)%	(4.6)%	(9.0)%	(7.2)%	0.3%	(3.3)%
Of which retail mobile	254	267	264	251	1,036	222	233	246	233	934	228	238
YoY	0.8%	0.0%	(1.1)%	(4.6)%	(1.2)%	(12.6)%	(12.7)%	(6.8)%	(7.2)%	(9.8)%	2.7%	2.1%
Of which wholesale mobile	55	58	61	71	245	64	67	64	60	255	59	52
YoY	7.8%	7.4%	8.9%	22.4%	11.9%	16.4%	15.5%	4.9%	(15.5)%	4.1%	(7.8)%	(22.4)%
Managed services ²	289	281	293	305	1,168	278	273	282	308	1,141	261	261
YoY	1.4%	(5.1)%	1.7%	2.7%	0.2%	(3.8)%	(2.8)%	(3.8)%	1.0%	(2.3)%	(6.1)%	(4.4)%
Republic of Ireland	81	85	81	78	325	80	74	81	77	312	72	68
YoY	(8.0)%	(18.3)%	(11.0)%	(9.3)%	(11.9)%	(1.2)%	(12.9)%	0.0%	(1.3)%	(4.0)%	(10.0)%	(8.1)%
Other	161	170	129	172	632	110	119	123	122	474	108	116
Total	1,483	1,504	1,458	1,507	5,952	1,352	1,358	1,376	1,363	5,449	1,287	1,285
YoY	(5.0)%	(6.2)%	(6.1)%	(3.3)%	(5.1)%	(8.8)%	(9.7)%	(5.6)%	(9.6)%	(8.5)%	(4.8)%	(5.4)%
Of which Internal	47	45	36	35	163	30	31	34	14	109	26	27

Revenue by channel												
Retail (ex Rol)	954	954	946	975	3,829	876	876	887	892	3,531	838	843
YoY	(3.3)%	(4.8)%	(3.9)%	(1.3)%	(3.3)%	(8.2)%	(8.2)%	(6.2)%	(8.5)%	(7.8)%	(4.3)%	(3.8)%
Wholesale	364	372	373	392	1,501	357	358	353	352	1,420	329	317
YoY	(4.2)%	(3.1)%	(2.6)%	4.3%	(1.4)%	(1.9)%	(3.8)%	(5.4)%	(10.2)%	(5.4)%	(7.8)%	(11.5)%

EBITDA	465	490	481	499	1,935	406	427	435	436	1,704	429	423
YoY	(3.5)%	(4.3)%	(4.9)%	(1.8)%	(3.6)%	(12.7)%	(12.9)%	(9.6)%	(12.6)%	(11.9)%	5.7%	(0.9)%
Margin	31.4%	32.6%	33.0%	33.1%	32.5%	30.0%	31.4%	31.6%	32.0%	31.3%	33.3%	32.9%

Orders												
Total retail orders	713	807	675	1,359	3,554	515	650	712	708	2,585	734	562
YoY	8.5%	24.2%	(13.1)%	68.8%	23.0%	(27.8)%	(19.5)%	5.5%	(47.9)%	(27.3)%	42.5%	(13.5)%
Of which new business	401	500	474	1,019	2,394	325	428	478	476	1,707	426	392
YoY	1.5%	16.3%	(7.8)%	84.3%	26.5%	(19.0)%	(14.4)%	0.8%	(53.3)%	(28.7)%	31.1%	(8.4)%
Of which renewals	312	307	201	340	1,160	190	223	234	232	879	308	170
YoY	19.1%	39.5%	(23.6)%	34.4%	16.2%	(39.1)%	(27.4)%	16.4%	(31.8)%	(24.2)%	62.1%	(23.8)%
Total wholesale orders (excluding IoT)²	291	160	196	527	1,174	111	291	250	207	859	169	297
YoY	109.4%	(18.8)%	(3.0)%	10.0%	15.4%	(61.9)%	81.9%	27.6%	(60.7)%	(26.8)%	52.3%	2.1%

N.B. All operational metrics refer to Enterprise and exclude UK customers served by Global
Please see the Glossary pages for relevant definitions

Enterprise

OPERATIONAL	FY20	FY20	FY20	FY20	FY20	FY21	FY21	FY21	FY21	FY21	FY22	FY22
	Q1	Q2	Q3	Q4	Full year	Q1	Q2	Q3	Q4	Full year	Q1	Q2

Number of products/customers ('000 except noted)

Voice lines	2,638	2,624	2,599	2,601	2,601	2,583	2,574	2,549	2,504	2,504	2,501	2,483
Of which traditional voice lines	1,939	1,876	1,811	1,759	1,759	1,723	1,669	1,607	1,554	1,554	1,506	1,459
Of which VoIP seats	699	748	788	842	842	860	905	942	950	950	995	1,024
Call minutes (millions)	1,668	1,633	1,497	1,555	6,353	1,385	1,488	1,441	1,337	5,651	1,254	1,181
Of which retail call minutes (millions)	827	803	779	799	3,208	676	787	769	714	2,946	703	677
Of which wholesale call minutes (millions)	841	830	718	756	3,145	709	701	672	623	2,705	551	504
External broadband lines	1,521	1,523	1,510	1,465	1,465	1,451	1,433	1,423	1,400	1,400	1,398	1,386
Of which retail broadband lines	756	749	741	738	738	735	737	733	729	729	729	730
Of which wholesale broadband lines	765	774	769	727	727	716	696	690	671	671	669	656
WAN and Ethernet	134.8	137.2	138.2	138.5	138.5	137.7	136.9	136.4	137.9	137.9	138.2	135.7
Of which wholesale Ethernet circuits	51.2	52.0	52.7	53.0	53.0	52.5	51.9	51.6	51.4	51.4	51.8	52.3
Of which WAN circuits ³	83.6	85.2	85.5	85.5	85.5	85.2	85.0	84.8	86.5	86.5	86.4	83.4
Mobile customers⁴	3,623	3,619	3,673	3,733	3,733	3,803	3,807	3,863	3,886	3,886	3,884	3,900
MVNO customers	3,701	3,730	3,847	3,882	3,882	3,919	3,988	4,079	4,114	4,114	3,399	3,167

Fibre share of broadband base

Superfast	47.0%	48.3%	49.1%	49.6%	49.6%	48.8%	50.3%	51.4%	52.1%	52.1%	53.0%	54.0%
Ultrafast	0.4%	0.5%	0.6%	0.8%	0.8%	0.9%	1.1%	1.4%	1.5%	1.5%	1.9%	2.4%

FINANCIAL	FY20	FY20	FY20	FY21	FY21	FY21	FY22
£m unless otherwise stated	H1	H2	Full year	H1	H2	Full year	H1

Revenue	2,987	2,965	5,952	2,710	2,739	5,449	2,572
YoY	(5.6)%	(4.7)%	(5.1)%	(9.3)%	(7.6)%	(8.5)%	(5.1)%
EBITDA	955	980	1,935	833	871	1,704	852
YoY	(3.9)%	(3.4)%	(3.6)%	(12.8)%	(11.1)%	(11.9)%	2.3%
Margin	32.0%	33.1%	32.5%	30.7%	31.8%	31.3%	33.1%
Operating profit	603	620	1,223	466	498	964	496
YoY	-	-	-	(22.7)%	(19.7)%	(21.2)%	6.4%
Reported capex	229	267	496	229	263	492	254
YoY	(5.4)%	(10.7)%	(8.3)%	0.0%	(1.5)%	(0.8)%	10.9%
Normalised free cash flow	622	741	1,363	474	878	1,352	327
YoY	11.9%	(5.7)%	1.6%	(23.8)%	18.5%	(0.8)%	(31.0)%

¹ In Q2 FY22, £5m of Q1 FY22 Managed Services revenue was reclassified to Q1 FY22 Fixed Other revenue

² In Q2 FY22, Q1 FY22 Total wholesale orders (excluding IoT) were revised up by £27m to £169m to reflect previously excluded renewal orders

³ In Q2 FY22 c.3k WAN circuits were transferred from Enterprise to Global

⁴ In Q2 FY21 c.20k mobile customers were transferred from Enterprise to Global

N.B. All operational metrics refer to Enterprise and exclude UK customers served by Global
Please see the Glossary pages for relevant definitions

Global

FINANCIAL	FY20	FY20	FY20	FY20	FY20	FY21	FY21	FY21	FY21	FY21	FY22	FY22
£m unless otherwise stated	Q1	Q2	Q3	Q4	Full year	Q1	Q2	Q3	Q4	Full year	Q1	Q2

Revenue by industry segmentation

Banking and Financial Services	307	319	315	322	1,263	325	308	288	315	1,236	268	263
YoY	(0.6)%	(3.9)%	(5.7)%	(0.9)%	(2.8)%	5.9%	(3.4)%	(8.6)%	(2.2)%	(2.1)%	(17.5)%	(14.6)%
Resources, Manufacturing and Logistics	317	337	330	303	1,287	288	284	276	254	1,102	223	241
YoY	(2.5)%	0.6%	(5.7)%	(7.6)%	(3.8)%	(9.1)%	(15.7)%	(16.4)%	(16.2)%	(14.4)%	(22.6)%	(15.1)%
Technology, Life Sciences and Business Services	314	302	287	305	1,208	269	244	267	276	1,056	236	319
YoY	(4.0)%	(9.9)%	(13.0)%	(15.7)%	(10.8)%	(14.3)%	(19.2)%	(7.0)%	(9.5)%	(12.6)%	(12.3)%	30.7%
Regional Enterprise	147	153	152	151	603	108	90	76	63	337	58	46
YoY	(21.0)%	(16.4)%	(19.1)%	(18.8)%	(18.8)%	(26.5)%	(41.2)%	(50.0)%	(58.3)%	(44.1)%	(46.3)%	(48.9)%
Total	1,085	1,111	1,084	1,081	4,361	990	926	907	908	3,731	785	869
YoY	(5.4)%	(6.2)%	(9.8)%	(10.0)%	(7.9)%	(8.8)%	(16.7)%	(16.3)%	(16.0)%	(14.4)%	(20.7)%	(6.2)%

Revenue by product group

Growth	225	221	226	271	943	228	204	241	274	947	205	228
YoY	14.2%	9.4%	(10.0)%	6.3%	4.2%	1.3%	(7.7)%	6.6%	1.1%	0.4%	(10.1)%	11.8%
Mature	657	686	659	616	2,618	575	560	514	510	2,159	442	530
YoY	(1.4)%	(3.5)%	(6.4)%	(12.7)%	(6.1)%	(12.5)%	(18.4)%	(22.0)%	(17.2)%	(17.5)%	(23.1)%	(5.4)%
Legacy	203	204	199	194	800	187	162	152	124	625	138	111
YoY	(28.5)%	(25.0)%	(19.4)%	(19.2)%	(23.3)%	(7.9)%	(20.6)%	(23.6)%	(36.1)%	(21.9)%	(26.2)%	(31.5)%

EBITDA	140	164	155	175	634	141	148	151	156	596	102	105
YoY	17.6%	20.6%	(10.4)%	(0.6)%	5.0%	0.7%	(9.8)%	(2.6)%	(10.9)%	(6.0)%	(27.7)%	(29.1)%
Margin	12.9%	14.8%	14.3%	16.2%	14.5%	14.2%	16.0%	16.6%	17.2%	16.0%	13.0%	12.1%

Orders	506	1,327	1,187	1,317	4,337	793	760	1,198	915	3,666	556	981
YoY	(19.4)%	66.5%	37.1%	32.4%	32.0%	56.7%	(42.7)%	0.9%	(30.5)%	(15.5)%	(29.9)%	29.1%

FINANCIAL	FY20	FY20	FY20	FY21	FY21	FY21	FY21
£m unless otherwise stated	H1	H2	Full year	H1	H2	Full year	H1

Revenue	2,196	2,165	4,361	1,916	1,815	3,731	1,654
YoY	(5.8)%	(9.9)%	(7.9)%	(12.8)%	(16.2)%	(14.4)%	(13.7)%
EBITDA	304	330	634	289	307	596	207
YoY	19.2%	(5.4)%	5.0%	(4.9)%	(7.0)%	(6.0)%	(28.4)%
Margin	13.8%	15.2%	14.5%	15.1%	16.9%	16.0%	12.5%
Operating profit	57	98	155	94	97	191	22
YoY	-	-	-	64.9%	(1.0)%	23.2%	(76.6)%
Reported capex	96	127	223	81	107	188	86
YoY	(3.0)%	(13.0)%	(9.0)%	(15.6)%	(15.7)%	(15.7)%	6.2%
Normalised free cash flow	40	215	255	57	130	187	(63)
YoY	154.1%	(30.4)%	8.5%	42.5%	(39.5)%	(26.7)%	(210.5)%

Please see the Glossary pages for relevant definitions

FINANCIAL	FY20	FY20	FY20	FY20	FY20	FY21	FY21	FY21	FY21	FY21	FY22	FY22
£m unless otherwise stated	Q1	Q2	Q3	Q4	Full year	Q1	Q2	Q3	Q4	Full year	Q1	Q2
Revenue												
Wholesale Line Rental (WLR)	435	421	416	414	1,684	412	406	400	394	1,612	387	390
YoY	(2.2)%	(7.5)%	(7.3)%	(6.3)%	(5.9)%	(5.3)%	(3.6)%	(3.8)%	(4.8)%	(4.4)%	(6.1)%	(3.9)%
Local Loop Unbundling (LLU)	284	283	281	273	1,121	264	257	255	256	1,032	252	251
YoY	4.8%	1.1%	(1.4)%	(4.5)%	(0.1)%	(7.0)%	(9.2)%	(9.3)%	(6.2)%	(7.9)%	(4.5)%	(2.3)%
Single Order Transitional Access Product (SOTAP)	0	0	0	0	0	0	0	0	0	0	0	0
YoY	-	-	-	-	-	-	-	-	-	-	-	-
Superfast	254	262	268	284	1,068	298	300	312	320	1,230	329	329
YoY	0.0%	(4.4)%	11.7%	15.0%	5.2%	17.3%	14.5%	16.4%	12.7%	15.2%	10.4%	9.7%
Of which FTTC generic ethernet access (GEA)	254	261	266	276	1,057	285	284	287	288	1,144	295	292
YoY	0.0%	(4.7)%	10.8%	11.7%	4.1%	12.2%	8.8%	7.9%	4.3%	8.2%	3.5%	2.8%
Of which FTTC single order generic ethernet access (SOGEA)	0	1	2	8	11	13	16	25	33	87	34	37
YoY	-	-	-	-	-	-	1500.0%	1150.0%	312.5%	690.9%	161.5%	131.3%
Ultrafast	19	21	31	27	98	33	36	42	48	159	59	75
YoY	111.1%	75.0%	82.4%	50.0%	75.0%	73.7%	71.4%	35.5%	77.8%	62.2%	78.8%	108.3%
Of which Gfast generic ethernet access (GEA)	2	2	3	3	10	3	3	5	5	16	6	7
YoY	-	-	-	-	-	50.0%	50.0%	66.7%	66.7%	60.0%	100.0%	133.3%
Of which Gfast single order generic ethernet access (SOGfast)	0	0	0	0	0	1	2	2	3	8	3	4
YoY	-	-	-	-	-	-	-	-	-	-	200.0%	100.0%
Of which Fibre to the Premises (FTTP)	17	19	28	24	88	29	31	35	40	135	50	64
YoY	88.9%	58.3%	75.0%	41.2%	63.0%	70.6%	63.2%	25.0%	66.7%	53.4%	72.4%	106.5%
Ethernet	192	200	204	212	808	219	225	228	234	906	243	240
YoY	5.5%	7.5%	9.1%	16.5%	9.6%	14.1%	12.5%	11.8%	10.4%	12.1%	11.0%	6.7%
Other	84	81	81	85	331	60	75	76	94	305	77	75
Total	1,268	1,268	1,281	1,295	5,112	1,286	1,299	1,313	1,346	5,244	1,347	1,360
YoY	1.0%	(1.9)%	2.0%	1.9%	0.7%	1.4%	2.4%	2.5%	3.9%	2.6%	4.7%	4.7%
Of which Internal	688	684	689	692	2,753	689	690	687	691	2,757	693	709
YoY	(5.4)%	(7.1)%	(2.4)%	(2.0)%	(4.2)%	0.1%	0.9%	(0.3)%	(0.1)%	0.1%	0.6%	2.8%

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EBITDA	717	700	719	719	2,858	729	724	758	726	2,937	773	788
YoY	0.0%	(8.0)%	(1.2)%	(0.8)%	(2.4)%	1.7%	3.4%	5.0%	1.0%	2.8%	6.0%	8.8%
Margin	56.5%	55.2%	56.4%	55.5%	55.9%	56.7%	55.7%	57.7%	53.9%	56.0%	57.4%	57.9%

OPERATIONAL	FY20	FY20	FY20	FY20	FY20	FY21	FY21	FY21	FY21	FY21	FY22	FY22
	Q1	Q2	Q3	Q4	Full year	Q1	Q2	Q3	Q4	Full year	Q1	Q2

Network deployment ('000 premises passed)												
Superfast ¹	27,600	27,695	28,330	28,422	28,422	28,512	28,584	28,653	28,731	28,731	28,801	28,873
Ultrafast Gfast	2,166	2,417	2,725	2,814	2,814	2,831	2,831	2,831	2,831	2,831	2,831	2,831
Ultrafast FTTP	1,514	1,810	2,156	2,575	2,575	2,979	3,500	4,050	4,610	4,610	5,165	5,780

Network usage ('000 premises connected)												
Total physical lines	24,977	24,973	24,988	24,969	24,969	24,896	24,927	24,914	24,881	24,881	24,722	24,587
Of which WLR	15,089	15,033	14,927	14,807	14,807	14,781	14,704	14,504	14,324	14,324	14,029	13,608
Of which LLU	9,531	9,518	9,511	9,428	9,428	9,281	9,125	8,943	8,857	8,857	8,761	8,645
Of which single order (SOTAP, SOGEA, SOGfast)	5	18	85	210	210	280	443	677	795	795	846	1,070
Of which FTTP	352	404	465	524	524	554	655	790	905	905	1,086	1,264
Total broadband connections	21,126	21,186	21,262	21,328	21,328	21,340	21,397	21,468	21,511	21,511	21,551	21,580
Of which non-fibre	8,403	7,859	7,334	6,704	6,704	6,240	5,687	5,232	4,671	4,671	4,358	3,991
Of which FTTC	12,335	12,872	13,393	14,013	14,013	14,448	14,917	15,269	15,744	15,744	15,873	16,058
Of which GEA	12,330	12,854	13,310	13,810	13,810	14,179	14,500	14,633	14,996	14,996	15,084	15,050
Of which SOGEA	5	18	83	203	203	269	417	636	748	748	789	1,008
Of which Gfast	36	51	70	87	87	98	138	177	192	192	234	267
Of which GEA	36	51	68	80	80	87	112	136	146	146	177	204
Of which SOGfast	0	0	2	7	7	11	26	41	46	46	57	63
Of which FTTP	352	404	465	524	524	554	655	790	905	905	1,086	1,264
Ethernet	306	314	324	332	332	336	343	349	354	354	358	363

¹ Q3 FY20 includes a refreshed premises database, uplifting the total number of premises passed by 553k

Please see the Glossary pages for relevant definitions

FINANCIAL £m unless otherwise stated	FY20 H1	FY20 H2	FY20 Full year	FY21 H1	FY21 H2	FY21 Full year	FY22 H1
Revenue	2,536	2,576	5,112	2,585	2,659	5,244	2,707
YoY	(0.5)%	1.9%	0.7%	1.9%	3.2%	2.6%	4.7%
EBITDA	1,417	1,441	2,858	1,453	1,484	2,937	1,561
YoY	(4.1)%	(1.0)%	(2.6)%	2.5%	3.0%	2.8%	7.4%
Margin	55.9%	55.9%	55.9%	56.2%	55.8%	56.0%	57.7%
Operating profit	579	567	1,146	621	609	1,230	669
YoY	-	-	-	7.3%	7.4%	7.3%	7.7%
Reported capex	1,015	1,093	2,108	1,072	1,177	2,249	1,094
YoY	(3.8)%	6.5%	1.3%	5.6%	7.7%	6.7%	2.1%
Normalised free cash flow	197	473	670	20	466	486	8
YoY	(56.0)%	(15.2)%	(33.4)%	(89.8)%	(1.5)%	(27.5)%	(60.0)%
Reported capital expenditure							
WLR, LLU, FTTC & Gfast (including single order variants)	404	346	750	268	291	559	225
YoY	-	-	-	(33.7)%	(15.9)%	(25.5)%	(16.0)%
FTTP	308	411	719	502	581	1,083	589
YoY	-	-	-	63.0%	41.4%	50.6%	17.3%
Ethernet	173	181	354	157	159	316	155
YoY	-	-	-	(9.2)%	(12.2)%	(10.7)%	(1.3)%
Other	130	155	285	145	146	291	125
YoY	-	-	-	11.5%	(5.8)%	2.1%	(13.8)%
Total	1,015	1,093	2,108	1,072	1,177	2,249	1,094
YoY	(3.8)%	6.5%	1.3%	5.6%	7.7%	6.7%	2.1%

Please see the Glossary pages for relevant definitions

Glossary

GROUP: COSTS

Operating costs	
Direct labour costs	Total gross costs associated with wages and salaries, social security costs, pension costs, employee profit share and share based payments.
Indirect labour costs	Labour costs that relate to agency and subcontracted employees.
Leaver costs	Also called 'Termination benefits'. Costs payable when, in the normal course of business, employment is terminated before an employee's normal retirement date, or when an employee accepts voluntary redundancy in exchange for these benefits. The Group recognises termination benefits when it is demonstrably committed to the affected employees leaving the Group. Leavers costs related to a major restructuring programme are treated as a specific item (defined below).
Capitalised labour	Labour costs associated with the construction, modification, or installation of capital expenditure programmes (defined below).
Product costs and sales commissions	Costs incurred in the creation of products, including the purchase of equipment and services for resale, and commission paid to third parties for selling the Group's products and services.
Payments to telecommunications operators	Costs typically including payments to other communications providers (CPs) when terminating voice traffic on their networks to carry a call to the customer receiving the call. Also called 'payments to other licensed operators' (POLOs).
TV programme rights charges	The cost of TV programme rights, mainly relating to sport (particularly football) broadcast rights.
Provision and Installation	Costs incurred in providing the products and network services to customers. Includes the cost of installation, equipment stock level changes and valuation adjustments, and equipment consumed by the Group for its own use.
Marketing & sales	Costs incurred for publicising and presenting products and services to customers, and to secure potential orders for products and services.
Other operating costs	Costs not included in any other category, such as those relating to travel and subsistence, transport, consultancy and bad debts.
Other operating income	Income that the Group generates from activities outside the provision of communication services and equipment sales. Includes income from repayment works, profits and losses on the disposals of businesses, property, plant and equipment.
Specific items	Costs separately disclosed to improve the relevance of other costs to understanding the Group's financial performance. Specific items are identified by virtue of their size, nature or incidence with management considering quantitative as well as qualitative factors such as the frequency or predictability of occurrence. Examples include acquisitions/disposals of businesses and investments, regulatory settlements, historical insurance or litigation claims, business restructuring programmes, asset impairment charges, property rationalisation programmes, net interest on pensions and the settlement of multiple tax years.

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

Roles	
Full-time equivalent	The number of full time equivalent (FTE) roles at the end of the period, directly employed by the company rather than by agencies or subcontractors.

UNITS

General terms	
YoY	An abbreviation of 'year on year' i.e. the change compared to the equivalent period in the previous year.

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

Glossary

CONSUMER

Revenue	
Fixed	Earned from products/services delivered using only fixed network connectivity, including broadband, calls, line rental, TV, and residential BT Sport subscriptions.
Of which broadband	Earned from products/services delivered using only fixed network connectivity, including broadband, calls, line rental, TV, and residential BT Sport subscriptions, but excludes revenue earned from customers only taking fixed voice product.
Mobile	Earned from products/services delivered using only mobile network connectivity, including data connectivity, incoming and outgoing calls and roaming by customers of overseas networks.
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 on certain contracts, and services and applications sold by Plusnet to Global.

Operational	
Broadband average revenue per customer	Broadband revenue (defined above) during the period divided by the average number of broadband customers during the period, and presented as a monthly amount.
Fixed average revenue per customer	Fixed revenue (defined above) during the period divided by the average number of line rental customers during the period, and presented as a monthly amount.
Postpaid mobile average revenue per customer	Postpaid mobile revenue (defined above) during the period divided by the average number of postpaid mobile customers during the period, and presented as a monthly amount.
Prepaid mobile average revenue per customer	Prepaid mobile revenue (not disclosed but earned from customers pre-paying for mobile connectivity) during the period divided by the average number of prepaid mobile customers during the period, and presented as a monthly amount. Prepaid customers at any point in time are counted as those which have used their connection during the preceding 30 days.
Fixed monthly churn	Number of line rental customers who disconnect from the network, voluntarily or involuntarily, during the period – excluding those who join another BT group brand, divided by the average number of line rental customers during the period, presented as a monthly figure.
Broadband monthly churn	Number of fixed broadband customers who disconnect from the network, voluntarily or involuntarily, during the period – excluding those who join another BT group brand, divided by the average number of broadband customers during the period, presented as a monthly figure.
Postpaid mobile monthly churn	Number of postpaid mobile customers who disconnect from the network, voluntarily or involuntarily (excluding money-back return, fraudulent connections and inter-brand migrations) during the period, divided by the average number of postpaid customers during the period, presented as a monthly figure.
Superfast fibre share of broadband base	The proportion of broadband lines purchasing a superfast connection i.e. with a maximum download speed of up to 76Mbps. These connections are supplied to customers by Consumer purchasing an FTTC/FTTP wholesale product from Openreach.
Ultrafast fibre share of broadband base	The proportion of broadband lines purchasing an ultrafast connection i.e. with a maximum download speed above 100Mbps. These connections are supplied to customers by Consumer purchasing a Gfast/FTTP wholesale product from Openreach.
FTTP connections	The number of customers taking a fibre-to-the-premises broadband plan.
5G ready connections	The number of EE customers receiving or capable of receiving 5G network connection from a 5G enabled SIM.
Fixed and mobile convergence	Total households served by Consumer which have both a BT Group (any brand) fixed broadband and PAYM mobile connection present divided by total number of Consumer households (i.e. taking at least PAYM or fixed line rental).
Revenue Generating Units per address	Number of chargeable products, including BT Sport only customers, per separate address measured across the BT, EE and Plusnet brands, aggregated to give a total for the Consumer CFU.

Glossary

ENTERPRISE

Revenue	
Fixed	Earned from products/services across our brands that use only fixed network connectivity.
Of which voice	Earned from products/services that provide our customers with voice connectivity.
Of which broadband	Earned from products/services that provide our customers with broadband internet connectivity.
Of which WAN and Ethernet	Earned from products/services that provide our customers Wide Area Network (WAN) connectivity i.e. network connections linking a number of sites, including BT Net sales, and Ethernet connectivity, i.e. a dedicated high bandwidth connection.
Mobile	Earned from products/services across our brands that use only our mobile network connectivity.
Of which retail mobile	Earned from products/services sold to retail customers for mobile network connectivity.
Of which wholesale mobile	Earned from products/services predominantly sold to Mobile Virtual Network Operators (MVNOs) for mobile network connectivity which they use to provide products/services to their end customers. Includes mobile data analytics, and M2M (i.e. IoT).
Managed services	Earned from bespoke contracts that is not directly apportioned to either fixed or mobile connectivity, including that from the Emergency Services Network (ESN).
Republic of Ireland	All revenue of any type earned from customers in the Republic of Ireland, received in euros but reported in sterling.
Other	Any revenue not included within any of the above categories, e.g. revenue from converged products/services such as BT One Phone, and revenue previously reported under Ventures including Redcare, Phone Book, and Payphones, and previously included Tikit (sold in Q4 19/20) and Fleet (sold in Q2 19/20)
Of which Internal	Contains internal charges to other parts of BT. Mainly revenue arising from Consumer for mobile Ethernet access and BT Technology unit for transmission planning services, but may include other internal revenue.

Revenue by channel	
Retail (ex Rol)	Revenue from corporations and small/medium enterprises (SMEs) that are UK focused, including from the Public Sector, from products under the BT and EE brands, including, but not exclusively, calls, lines, broadband, mobile, ICT, and managed network services.
Wholesale	Revenue from Wholesale products/services, sold to communications providers (CPs) which use them to provide products/services to their end customers.

Orders	
Total retail orders	Retail orders of products and services sold in the period to the unit's customers in Great Britain, Northern Ireland, and the Republic of Ireland, including all one-off charges and all recurring charges expected over the term of the contract. Orders are recorded on a sales order value (SOV) basis, i.e. the total amount of revenue expected from the contact over its life.
Of which new business	The amount of revenue expected to be earned over the life of a contract for new business contracts signed in the period e.g. a new 5-year contract worth £10m a year equates to a SOV of £50m.
Of which renewals	The amount of revenue expected to be earned over the life of a contract recorded on the renewal or extension of an existing contract with a current customer in the period.
Total wholesale orders (excluding IoT)	Wholesale orders in the period, sold to communications providers (CPs), 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.

Operational	
Voice lines	The total number of revenue-generating voice connections on our fixed network, across all external customers, measured at the end of the period. The revenue generated by these connections is included within 'Fixed of which voice' revenue.
Of which traditional voice lines	The total number of revenue-generating voice connections on our fixed network that use legacy analogue technology, across all external customers, measured at the end of the period. The revenue generated by these connections is included within 'Fixed of which voice' revenue.
Of which VoIP seats	The total number of revenue-generating voice connections on our fixed network that use Voice over Internet Protocol (VoIP) technology, across all external customers, measured at the end of the period. The revenue generated by these connections is included within 'Fixed of which voice' revenue.
Call minutes (millions)	The number of calling minutes used during the period by all external customers. The revenue earned by these connections is included within 'Fixed of which voice' revenue.
Of which retail call minutes (millions)	The number of calling minutes used during the period by external retail customers. The revenue earned by these connections is included within 'Fixed of which voice' revenue.
Of which wholesale call minutes (millions)	The number of calling minutes used during the period by external wholesale customers (communications providers (CPs)) using the Wholesale Calls product. The revenue earned by these connections is included within 'Fixed of which voice' revenue.
External broadband lines	The closing base of broadband live circuits (including copper & fibre) sold to external customers on our fixed network. The revenue generated by these connections is included within 'Fixed - Broadband' revenue.
Of which retail broadband lines	The closing base of broadband live circuits (including copper & fibre) sold to external retail customers on our fixed network. The revenue generated by these connections is included within 'Fixed - Broadband' revenue.
Of which wholesale broadband lines	The closing base of broadband live circuits (including copper & fibre) sold to external wholesale customers (communications providers (CPs)) on our fixed networks. The revenue earned by these connections is included within 'Fixed - Broadband' revenue.
WAN and Ethernet	The closing base of data circuits excluding broadband lines sold to all external customers. The revenue generated by these networks is included within 'Fixed of which WAN and Ethernet' revenue.
Of which wholesale Ethernet circuits	The closing base of Ethernet circuits sold to external wholesale customers (communications providers (CPs)) that are not Mobile Network Operators (MNOs). The revenue earned by these connections is included within 'Fixed of which WAN and Ethernet' revenue.
Of which WAN circuits	The closing base of active circuit connections on Wide Area Networks (WAN), including BT Net products, across all external customers. The revenue generated by these networks is included within 'Fixed of which WAN and Ethernet' revenue.
Mobile customers	The total number of revenue-generating connections on our mobile network, across external retail customers and all our brands, measured at the end of the period. The revenue generated by these connections is mainly included within 'Mobile - Retail mobile' revenue, with the remainder generated from BT One Phone reported in Other.
MVNO customers	The closing base of subscribers (reported a quarter in arrears) on our mobile network through mobile virtual network operators (MVNO) purchasing access from Enterprise. The revenue generated by these connections is included within 'Mobile - Wholesale mobile' revenue.
Superfast fibre share of broadband base	The proportion of measurable broadband lines (>90% of the figure defined above) purchasing a superfast connection i.e. with a maximum download speed of up to 76Mbps. These connections are supplied to external customers by Enterprise purchasing an FTTC/FTTP wholesale product from Openreach.
Ultrafast fibre share of broadband base	The proportion of measurable broadband lines (>90% of the figure defined above) purchasing an ultrafast connection i.e. with a maximum download speed above 100Mbps. These connections are supplied to external customers by Enterprise purchasing a Gfast/FTTP wholesale product from Openreach.

Glossary

GLOBAL

Revenue by industry segmentation	
Banking and Financial Services	Revenue from customers in the following industries: UK and International retail banking; insurance, wealth management and financial services; and wholesale banking and payments. Includes Radianz and Unified Trading products.
Resources, Manufacturing and Logistics	Revenue from customers in the following industries: manufacturing; retail and consumer goods; natural resources and utilities; and transport, logistics and automotive.
Technology, Life Sciences and Business Services	Revenue from customers in the following industries: healthcare and life services; media and technology; business services and international government; systems integration; telecommunications including our Global Wholesale Voice business; and Public Sector.
Regional Enterprise	Revenue from regional enterprise customers outside the UK.

Revenue by product group	
Growth	Revenue from recently launched technologies and high growth strategic products, including: Security; Cloud-based solutions; and software-defined capabilities.
Mature	Revenue from products which use well-established technologies, for which new alternatives are starting to emerge, including: MPLS services; and on-premise IP voice.
Legacy	Revenue from products that are approaching end-of-life or that have been strategically deprioritised, and which do not attract new customer sales, including: public switched telephony network (PSTN) services; and private leased lines.

Orders	
Orders	Orders for all business types including new business, growth, renewals and extensions. Measured on an incremental contract value (ICV) basis, such that if a contract renewal or extension overlaps with a previous contract value reported as Order intake, only the incremental increase is included.

OPENREACH

Fixed access network technologies	
Wholesale Line Rental (WLR)	Openreach's copper access product, predominantly used for delivering voice services.
Local Loop Unbundling (LLU)	Enables communications providers (CPs) to offer the full range of voice and broadband services.
Single Order Transitional Access Product (SOTAP)	A copper path between the end customer's premises and the CP's exchange infrastructure, enabling CPs to offer broadband and Internet Protocol (IP) voice services.
Fibre to the Cabinet (FTTC)	The supply of data services over a fibre optic cable running between the local exchange and the local street cabinet, then using existing copper cable to deliver the data to the end customer's premises. In FTTC, the device which translates the data into a signal that can be carried over copper wire, the DSLAM, sits in a local street cabinet, rather than in the local exchange. For FTTC Single Order GEA (SOGEA), voice services are also carried over the fibre optic cable between the exchange and cabinet.
Gfast	The supply of data services by building on existing FTTC infrastructure to change the way broadband signals are transmitted to achieve ultrafast bandwidths without the need to install fibre all the way to a property. For Single Order Gfast (SOGfast), voice services are also carried over the fibre optic cable between the exchange and cabinet.
Fibre to the Premises (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.
Ethernet	Fibre circuits offering end users network transport solutions including point-to-point connectivity between sites, backhaul of data traffic from unbundled exchanges and mobile base stations into the CP's own network, or to build data networks across the UK.

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).
Single Order Transitional Access Product (SOTAP)	Internal and external SOTAP connection and rental revenue.
Superfast	Internal and external Fibre to the Cabinet (FTTC) connection and rental revenue. This includes both FTTC GEA (Generic Ethernet Access) and FTTC Single Order GEA (SOGEA).
Ultrafast	Internal and external Fibre to the Premises (FTTP) and Gfast connection and rental revenue. This includes both Gfast GEA (Generic Ethernet Access) and Single Order Gfast GEA (SOGfast).
Ethernet	Internal and external Ethernet connection and rental revenue.
Other	Primarily revenue from service-based activity and some legacy connectivity products.
Of which internal	Primarily rental and connection revenue related to WLR, SMPF, Ethernet and fibre supplied to BT's other customer-facing units.

Operational	
Network deployment: Superfast	All premises in the UK that are able to place an order to access superfast fibre broadband speeds of >30Mbps delivered using FTTC, Gfast, or FTTP technology (subject to CP readiness).
Network deployment: Ultrafast Gfast	All premises in the UK that are able to place an order to access ultrafast fibre broadband speeds of >120Mbps delivered using Gfast technology (subject to CP readiness). Prior to Q1 FY20 the relevant broadband speed was >100Mbps.
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 (subject to CP readiness).
Physical lines	Internal and external bearers in the UK at the end of the reporting period for various products as defined above, with the following exceptions: Physical lines - Of which WLR' also includes WLR+SMPF lines, in addition to WLR-only lines Physical lines - Of which LLU' is MPF lines, does not include SMPF lines.
Total broadband connections	Total internal and external broadband connections in the UK at the end of the reporting period.
Of which non-fibre	Internal and external broadband connections in the UK delivered using non-fibre products (i.e. SMPF or MPF) alone at the end of the reporting period.
Of which FTTC	Internal and external broadband connections in the UK delivered using FTTC products at the end of the reporting period. For FTTC GEA, 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 the UK delivered using Gfast products at the end of the reporting period. For Gfast GEA, 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 the UK 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.
Ethernet	Total internal and external connections in the UK for Ethernet products at the end of the reporting period.

Reported capital expenditure	
WLR, LLU, FTTC & Gfast (including single order variants)	Investment in our copper-based fixed access network to improve the coverage and reliability of our network, and to connect homes and businesses to our network. Includes investment in passive infrastructure, for example in duct and pole networks, built primarily to support our copper-based network.
FTTP	Investment in our FTTP network to improve the coverage of our ultrafast, ultra-reliable FTTP broadband network, and connect homes and businesses to our network. Includes investment in passive infrastructure, for example in duct and pole networks, built primarily to support our FTTP network.
Ethernet	Investment in our Ethernet fixed access network, primarily customer-driven deployment. Includes investment in passive infrastructure, for example in duct and pole networks, built primarily to support our Ethernet network.
Other	Investment that covers systems and information technology, passive infrastructure built for other network providers, maintenance of existing passive infrastructure and tools used in improving coverage and reliability of our networks.