Financial results

Results for the half year to 30 September 2021
BT Group plc
4 November 2021

Philip Jansen, Chief Executive, commenting on the results, said

"These results demonstrate an acceleration of pace in the transformation of BT. We are creating a better BT for our customers, the country and our shareholders. We're going further and faster on the UK's next generation connectivity; we're modernising BT and bringing down costs; and we're reinstating the dividend today, as planned.

"After a record six months, Openreach has now rolled out full fibre broadband to almost 6m premises and continues to lower its build cost. Its three largest customers are signed up to the new pricing offer as we see rapid adoption of what will be the UK's first nationwide full fibre network spanning 25m premises by 2026. Meanwhile, our 5G network now covers over 40% of the UK's population and we have over 5.2m 5G ready customers. Together, our networks provide our customers with an unrivalled level of connectivity.

"While we are serving our customers better than ever, BT is also changing rapidly internally. We have hit our £1bn cost savings target 18 months early, which allows us to bring forward our FY25 target for £2bn of savings to FY24. This is all part of creating a leaner BT with simplified processes and improved customer experiences.

"BT is on track and with results in-line with our expectations, we are today confirming our financial outlook for FY22 and FY23. Looking further out, as we pass the peak of our fibre build and move towards an all-fibre, all-IP network, we expect a reduction in capex of at least £1bn and lower operating costs of £500m. From these two factors alone, by the end of the decade we expect an expansion of at least £1.5bn in normalised free cash flow compared to FY22, and that's before any benefits from increased revenue and further transformation efficiencies. Our progressive dividend policy will be underpinned by these increased cash flows as we move to sustainable growth going forward."

BT Group plc (BT.L) today announced its results for the half year to 30 September 2021.

Key strategic developments - accelerating the pace of transformation:

- Adam Crozier joined the Board on 1 November, and will become Chairman with effect from 1 December
- Ten communication providers including Sky and TalkTalk signed up to Equinox, Openreach's national long-term FTTP pricing offer
- Launched Eagle-i, our flagship security platform that will predict and prevent cyber-attacks for enterprises
- Delivered £1bn of gross annualised savings 18 months early at a cost of £571m
- Brought forward FY25 target of £2bn gross annualised savings to FY24 with further savings in FY25, within the expected cost of £1.3bn; Group peak capex from FY23 now expected to be £4.8bn, down from £5bn previously
- FTTP joint venture: with FTTP build costs coming down and take-up ahead of expectations, decided to retain 100% of the project for shareholders and to remain fully focused on driving build and take-up
- Brought forward net zero targets to 2030 for operational emissions and 2040 for supply chain and customer emissions

Strong operational performance:

- Record Openreach FTTP build in Q2 and footprint now at almost 6m; expected average build costs lowered to £250-£350 per premises passed[1]
- Openreach delivered strongest ever H1 for repairs on time at 87.1%, with highest proportion of customers back in service within SLA
- Consumer and Enterprise have now connected over 1m homes and businesses to FTTP
- Growth in fixed and broadband ARPC from Q1 into Q2 due to our convergence strategy and CPI+ price rise
- 5G ready customer base over 5.2m
- Consumer churn remaining near record lows resulting from strong customer focus

Interim dividend of 2.31p per share declared; FY22 and FY23 financial outlook confirmed:

- Revenue £10,305m, down 3%; driven by revenue decline in Enterprise and Global, flat in Consumer, partially offset by growth in Openreach; adjusted[2] revenue down 3%
- Adjusted[2] EBITDA £3,748m, up 1%, with revenue decline more than offset by lower costs from our transformation programmes and tight cost management, and lower indirect commissions
- Reported profit before tax £1,009m, down 5%, primarily due to higher finance expenses partly offset by increased EBITDA
- Net cash inflow from operating activities £2,394m; normalised free cash flow[2] £360m, down 15%, primarily due to higher cash capital expenditure and adverse working capital movements, offset by lower tax payments
- Capital expenditure £2,563m, up 30%, primarily due to investment in spectrum
- Expect by the end of the decade at least £1.5bn expansion in normalised free cash flow compared to FY22, solely from lower capex and operating costs as we move towards an all-fibre, all-IP network, before any benefits of increased revenue and further transformation efficiencies, net of tax
- Now expect around £5bn of carried forward tax losses from FY23 as a greater proportion of capex qualify for Government's cash tax super-deduction
- Interim dividend of 2.31p per share declared

[1] Excludes new builds and net of subsidies.
[2] See Glossary on page 3.

BT Group plc
Registered Office:
81 Newgate Street London EC1A 7AJ
Registered in England and Wales no. 4190816
www.bt.com/about

Half year to 30 September	2021	2020	Change
	£m	£m	%
Reported measures			
Revenue	10,305	10,590	(3)
Profit before tax	1,009	1,062	(5)
Profit after tax	431	856	(50)
Basic earnings per share	4.4p	8.6p	(49)
Net cash inflow from operating activities	2,394	2,713	(12)
Half year dividend	2.31p	0p	N/A
Capital expenditure[1]	2,563	1,969	30
Adjusted measures			
Adjusted[2] Revenue	10,308	10,607	(3)
Adjusted[2] EBITDA	3,748	3,721	1
Adjusted[2] basic earnings per share	10.2p	9.6p	6
Normalised free cash flow[2]	360	422	(15)
Capital expenditure excluding spectrum	2,067	1,969	5
Net debt[2]	18,241	17,627	£614m

Customer-facing unit results for the half year to 30 September 2021

	Adjusted[2] revenue			Adjusted[2] EBITDA			Normalised free cash flow[2]		
Half year to 30 September	**2021 £m**	2020 £m	Change %	**2021 £m**	2020 £m	Change %	**2021 £m**	2020 £m	Change %
Consumer	**4,857**	4,873	—	**1,077**	1,075	—	**525**	315	67
Enterprise	**2,572**	2,710	(5)	**852**	833	2	**327**	474	(31)
Global	**1,654**	1,916	(14)	**207**	289	(28)	**(63)**	57	(211)
Openreach	**2,707**	2,585	5	**1,561**	1,453	7	**8**	20	(60)
Other	**14**	12	17	**51**	71	(28)	**(437)**	(444)	2
Intra-group items	**(1,496)**	(1,489)	—	**—**	—	—	**—**	—	—
Total	**10,308**	10,607	(3)	**3,748**	3,721	1	**360**	422	(15)
Second quarter to 30 September									
Consumer	**2,475**	2,511	(1)	**554**	574	(3)			
Enterprise	**1,285**	1,358	(5)	**423**	427	(1)			
Global	**869**	926	(6)	**105**	148	(29)			
Openreach	**1,360**	1,299	5	**788**	724	9			
Other	**6**	8	(25)	**12**	35	(66)			
Intra-group items	**(757)**	(745)	(2)	**—**	—	—			
Total	**5,238**	5,357	(2)	**1,882**	1,908	(1)	**403**	471	(14)

[1] Includes investment in spectrum of £496m.
[2] See Glossary on page 3.

Glossary of alternative performance measure

Adjusted	Before specific items. Adjusted results are consistent with the way that financial performance is measured by management and assist in providing an additional analysis of the reported trading results of the Group.
EBITDA	Earnings before interest, tax, depreciation and amortisation.
Adjusted EBITDA	EBITDA before specific items, share of post tax profits/losses of associates and joint ventures and net non-interest related finance expense.
Free cash flow	Net cash inflow from operating activities after net capital expenditure.
Capital expenditure	Additions to property, plant and equipment and intangible assets in the period.
Group NPS	Group NPS tracks changes in our customers' perceptions of BT. This is a combined measure of 'promoters' minus 'detractors' across our business units. Group NPS measures Net Promoter Score in our retail business and Net Satisfaction in our wholesale business.
Normalised free cash flow	Free cash flow (net cash inflow from operating activities after net capital expenditure) after net interest paid and payment of lease liabilities, before pension deficit payments (including cash tax benefit), payments relating to spectrum, and specific items. For non-tax related items the adjustments are made on a pre-tax basis. It excludes cash flows that are determined at a corporate level independently of ongoing trading operations such as dividends, share buybacks, acquisitions and disposals, and repayment and raising of debt.
Net debt	Loans and other borrowings and lease liabilities (both current and non-current), less current asset investments and cash and cash equivalents, including items which have been classified as held for sale on the balance sheet. Currency denominated balances within net debt are translated into sterling at swapped rates where hedged. Fair value adjustments and accrued interest applied to reflect the effective interest method are removed.
Specific items	Items that in management's judgement need to be disclosed separately by virtue of their size, nature or incidence. In the current period these relate to retrospective regulatory matters, restructuring charges, divestment-related items, Covid-19 related items, net interest expense on pensions and tax charge on specific items.

We assess the performance of the Group using a variety of alternative performance measures. Reconciliations from the most directly comparable IFRS measures are in Additional Information on pages 27 to 28.

BT Group plc

Overview of the half year and second quarter to 30 September 2021

Five clear priorities to drive value

We have a compelling opportunity for growth, operating in markets that are expected to grow, with increasing value ascribed to reliable, secure connectivity. We have the unique assets and ambition to win in these markets with a focus on five clear priorities:

1. Drive growth in Consumer through our converged propositions and services;
2. Capitalise on Enterprise and Global's unrivalled assets to restore growth;
3. Deliver Openreach growth and strong returns on FTTP;
4. Transform our cost base and improve productivity; and
5. Optimise our business portfolio and capital allocation.

Our significant progress to date, together with continued delivery against these five priorities, will deliver growth in value for all our stakeholders and underpin our reinstatement of our progressive dividend policy.

Building the strongest foundations

The best converged network

Our 'Fibre First' FTTP build programme rollout continued to accelerate, reaching record levels in the second quarter, building at an average run-rate of 47.3k premises passed per week. Openreach's FTTP network now reaches almost 6m premises. As a result of our improving build experience and continued innovation, we have lowered our expected average cost to build FTTP to 25m premises to £250 to £350 per premises passed. FTTP connections have nearly doubled year on year to 1.3m, and ten communication providers including Sky and TalkTalk have signed up to Openreach's Equinox long-term FTTP pricing offer.

As announced in May 2021, we have explored the creation of a joint venture to fund the roll-out of fibre to an additional 5m premises, but have decided not to proceed. We have conducted an extensive review and held discussions with prospective investors, however with FTTP build costs coming down and take-up ahead of expectations, we have decided to retain 100% of the project for shareholders and to remain fully focused on driving build and take-up.

In July, we outlined new mobile network ambitions. Our award-winning 4G network will expand to cover around 90% of the UK's geography by the mid-2020s. Our 5G network will also grow, covering more than half of the UK population by 2023, and with the ultimate goal of making connectivity solutions possible anywhere in the UK by 2028, through a combination of permanent or 'on demand' connectivity. Beneath this investment will sit a new converged core, launching next year, an important step to achieving full convergence across fibre, WiFi and mobile networks by the middle of this decade.

These foundations will support the UK's economic recovery and growth, providing the platform for innovative new experiences.

In November, we announced an agreement with OneWeb for Low Earth Orbit satellite network and connectivity services for consumers and businesses, with first customer trials expected in early 2022. These services form part of our vision to enable digital solutions anywhere in the UK by 2028.

A simpler, more dynamic BT

Our transformation is focused on simplifying our product portfolio, simplifying and automating our customer journeys, moving to a modern, modular IT architecture, and migrating customers from our legacy networks to our modern FTTP and 5G networks.

We achieved our three year target of £1bn of gross annualised savings 18 months early, with an associated cost of £571m, below the expected cost of £900m. We are therefore bringing forward our £2bn gross annualised savings target to FY24 from FY25, with further savings in FY25, within the expected cost of £1.3bn.

Our programme to create a simpler and more dynamic BT is improving customer propositions. We are simplifying our product portfolio. We have completed the retirement of all 25 legacy BT broadband propositions in Consumer, moving customers away from slower speed broadband and capped usage.

We are transforming our customer journeys. In Consumer, we have simplified the EE digital upgrade journey resulting in higher customer satisfaction and a 10% increase in the conversion rate. In Global, we reduced the time to deploy voice services for customers on cloud collaboration platforms by up to 90% through the launch of a new digital customer journey.

We are migrating our customers onto our strategic networks. In H1 FY22, c.1m BT customers were migrated off the legacy PSTN onto strategic fibre broadband, digital voice and converged product offerings.

A culture where people can be their best

Our Better Workplace programme will help to deliver working environments that are conducive to modern, agile ways of working, creating a digitally connected workforce with technology that enables easy collaboration, and allow us to attract and retain the best talent. We continue to make good progress, and in September, we opened our first new hub at Three Snowhill in Birmingham. In October, we opened our new London office at One Braham in Aldgate, with all colleagues scheduled to be moved in by early December. Our other strategic hubs are currently being built; our Bristol office is scheduled to open next year and our Manchester office by late 2023.

Creating standout customer experiences

We have demonstrated our progress in creating standout customer experiences across all our business segments, with all-time high net promoter scores (NPS) achieved for the BT brand in Consumer and SME Enterprise as well as for our multinational customers in Global.

Differentiated solutions and outcomes

Consumer's 5G ready customer base now stands at over 5.2m, and its FTTP customer base grew by 85k in Q2 to 945k. Supporting our 'best network' strategy, 50% of BT broadband customers are now subscribed to our converged BT Halo product.

In response to the escalating number and sophistication of cyber threats facing our business customers, we have continued to evolve our world leading managed security services.

In October, we launched Eagle-i, our flagship security platform, which combines our industry-leading network insight with advances in AI and automation to predict, detect and neutralise threats before they inflict damage.

In line with this strategy of continually improving the security capabilities we offer customers, Enterprise launched its new Managed Security Service in September, which incorporates a range of services that help customers proactively monitor for cyber threats and block attacks.

In September, we announced a new capability, Cisco ThousandEyes Cloud and Internet Intelligence platform, which helps multi-national customers' IT teams monitor end-to-end application performance.

In September, we announced our strategic partnership launch of 'BT Operator Connect for Microsoft Teams' with Microsoft. This is a global managed voice service delivered directly through Teams, securely integrating telephony, engineered for quality of service offering the latest in digital collaboration.

Outstanding experiences

In the latest available Ofcom telecoms and pay-TV complaints data publication covering January to March 2021, EE generated the equal lowest proportional volume of complaints for landlines, broadband and mobile. The BT brand volume of complaints was lower than the industry average for landlines and broadband and equal to the industry average for mobile.

BT has been appraised at maturity Level 3 of ISACA's Capability Maturity Model Integration (CMMI) for its Enterprise Managed Services offering. This marks BT as the only organisation in the UK to successfully publish an appraisal at this level.

Openreach delivered a best ever H1 performance for on-time repair for copper and fibre services at 87.1% against 83.5% for the same period last year, despite seasonal weather challenges and the impact of Covid-19 on resourcing capacity. Total H1 network fault volumes were 4.0% lower year-on-year. For provision of new copper and fibre services, Openreach was able to offer customers a First Appointment Date within 12 working days 99.5% of the time, up from 96.5% in the prior year. Missed appointments, attributable to Openreach, occurred just 2.3% of the time, a reduction on last year's H1 position of 2.7%.

Lead the way to a bright, sustainable future

We brought forward our carbon emissions net zero target from 2045 to 2030 for our own operational emissions and 2040 for our supply chain and customer emissions. We have led on climate action for 30 years and have pledged to cut the emissions intensity of our business by 87% by the end of March 2031. Our targets are in line with the most ambitious aim of the COP21 Paris Agreement. To meet these new ambitious targets, we will work closely with our customers and suppliers, and will press ahead with plans to retire legacy networks such as the 3G mobile network by 2023 and the public switched telephone network (PSTN) by the end of 2025. Any residual emissions will be covered by high quality carbon offsets.

Also, we will transition the majority of our 33,000 strong commercial fleet to electric or zero carbon emissions vehicles by 2030.

Regulation

Consumer switching

In September, Ofcom published its decision on an enhanced switching process, which will make it easier for customers to move between fixed voice and broadband providers. We support Ofcom's new process which will come into force in April 2023.

Broadband Universal Service Obligation (USO)

In October 2020, Ofcom opened an investigation into our compliance with our obligations as a Universal Service Provider. Ofcom has now paused its investigation and consulted on changes to the scheme to meet its policy objectives. We have supported Ofcom's proposals and are awaiting its final decision.

Openreach FTTP pricing offer

In September, Ofcom confirmed that it will take no action on Openreach's Equinox long-term FTTP pricing offer, having concluded that it will not have a material adverse impact on competition.

Financial outlook

Previous FY22 and FY23 outlook confirmed.

	FY22 outlook	FY23 outlook
Change in adjusted[1] revenue	**Broadly flat**	**-**
Adjusted[1] EBITDA	**£7.5bn-£7.7bn**	**> £7.9bn**
Capital expenditure[1]	**c.£4.9bn**	**-**
Normalised free cash flow[1]	**£1.1bn-£1.3bn**	**-**

[1] See Glossary on page 3.

Accelerated transformation has enabled us to achieve our three year target of £1bn of gross annualised savings 18 months early and therefore bring forward our £2bn gross annualised savings target to FY24 from FY25, with further savings in FY25, within the expected cost of £1.3bn. Our accelerated delivery of transformation efficiencies supports a reduction in Group capex, despite inflationary pressures and without impacting our ability to invest in next generation networks at unrivalled pace and scale. These efficiencies include lower expected average FTTP build costs of £250 to £350 per premises passed (down from our previous estimate of £300 to £400). As a result, we now expect Group peak capex of £4.8bn from FY23, down from £5bn previously.

Looking forward, after the peak of our FTTP rollout from December 2026, we expect a reduction in capex of at least £1bn resulting in a corresponding increase in normalised free cash flow. Beyond this, by the end of the decade, we expect a further c.£500m uplift to normalised free cash flow resulting from lower operating costs as we move towards an all-fibre, all-IP network. Based on these two factors alone, we therefore expect to deliver an expansion of at least £1.5bn in normalised free cash flow compared to FY22 by the end of the decade, before any benefits of increased revenue and further transformation efficiencies, net of tax.

Dividend

As communicated in May 2021, the Board expects to resume dividend payments in FY22 at 7.70 pence per share with 30% payable at the interim stage. In line with this, BT is declaring an interim dividend of 2.31 pence per share.

The Board expects to continue with a progressive dividend for future years, and to declare two dividends per year with the interim dividend being fixed at 30% of the prior year's full year dividend.

Principal risks and uncertainties

A summary of the Group's principal risks and uncertainties is provided in note 12.

Key operational metrics from our customer-facing units for the second quarter to 30 September 2021

Key operational metrics used by our customer-facing units are as follows:

Second quarter to 30 September	**2021**	2020
Consumer		
Average revenue per customer (ARPC) (£ per month)		
- Fixed	**35.4**	36.1
- Broadband	**37.1**	38.5
- Postpaid mobile	**17.7**	19.6
- Prepaid mobile	**8.4**	7.9
Monthly churn		
- Fixed	**1.0 %**	1.0 %
- Broadband	**0.9 %**	1.1 %
- Postpaid mobile	**1.0 %**	1.1 %
Best network ('000)		
- FTTP connections	**945**	598
- 5G ready	**5,279**	1,233
Convergence		
- Revenue generating units per address[1]	**2.42**	2.42
- Fixed & mobile convergence	**21.7 %**	21.4 %
Enterprise		
Number of products/customers ('000)		
- Voice lines	**1,459**	1,669
- VoIP seats	**1,024**	905
- Retail broadband lines	**730**	737
- Wholesale broadband lines	**656**	696
- WAN circuits	**83**	85
- Ethernet circuits	**52**	52
- Mobile customers	**3,900**	3,807
- MVNO customers	**3,167**	3,988
Call minutes (millions)		
- Retail	**677**	787
- Wholesale	**504**	701
Fibre enabled share of broadband base		
- Superfast	**54.0 %**	50.3 %
- Ultrafast	**2.4 %**	1.1 %
Rolling 12-month retail order intake (£m)	**2,716**	3,199
Rolling 12-month wholesale order intake (£m)	**923**	1,125
Global		
Rolling 12-month order intake (£m)	**3,650**	4,057
Openreach		
Network deployment ('000 premises passed)		
Superfast inc. ultrafast	**28,873**	28,584
- Ultrafast FTTP	**5,780**	3,500

Group results for the half year to 30 September 2021

Income statement

Reported revenue was £10,305m, down 3%, primarily due to ongoing legacy product declines, the impact of prior year divestments and foreign exchange. This was partially offset by stronger recurring BT Sport revenue as a result of the easing of lockdown restrictions, and higher rental bases in fibre-enabled products and Ethernet. Revenue has grown in Openreach, was flat in Consumer, but declined in Enterprise and Global as a result of challenging market conditions.

Reported operating costs were £8,867m, down 3%, primarily due to lower indirect commissions, savings from our modernisation programme and tight cost control, partly offset by higher Openreach repairs and provision costs and higher programme rights costs as the prior year benefited from sports rights rebates due to Covid-19. Adjusted[1] EBITDA of £3,748m was up 1%, or £27m. Reported profit before tax of £1,009m was down 5%, primarily due to higher finance expenses.

Specific items (Note 5 to the condensed consolidated financial statements)

Specific items resulted in a net charge after tax of £583m (FY21: £94m). The components include regulatory charges of £3m (FY21: £18m), restructuring charges of £135m (FY21: £155m), divestment-related charges of £5m (FY21: credit of £66m), Covid-19 related credit of £2m (FY21: £nil), interest expense on pensions of £47m (FY21: £9m), and a tax charge on specific items of £395m (FY21: credit of £30m).

Tax

The effective tax rate on reported profit was 57.3% (FY21: 19.4%), which mainly reflects the remeasurement of our deferred tax balances following the enactment of the new UK corporation tax rate of 25% from April 2023. The corresponding adjustment comprises a one-off tax charge of £439m in the income statement and a non-recurring tax credit of £298m in the statement of comprehensive income.

The effective tax rate on adjusted[1] profit was 15.3%, based on our current estimate of the full year effective tax rate. This is lower than last year (FY21: 19.9%) as we expect a large proportion of our capital spend on fibre roll-out to be eligible for Government's super-deduction regime, which allows tax relief for qualifying capital expenditure. This rate is also lower than the previous quarter (Q1 FY22: 18.2%), primarily due to an increase in the proportion of our capital expenditure that we now expect to qualify for the super-deduction. These enhanced deductions are available for FY22 and FY23, driving a projected UK tax loss and no UK tax payments for these periods, with around £5bn of tax losses expected to be carried forward from FY23.

A net UK deferred tax charge has been recorded, reflecting the deferred tax liability arising on qualifying capital expenditure, offset in part by a deferred tax asset on the current period tax loss.

Capital expenditure

Capital expenditure was £2,563m (FY21: £1,969m), with the increase primarily due to investment in spectrum of £496m, and increased FTTP and mobile network investment.

Net cash inflow from operating activities and normalised free cash flow

Net cash inflow from operating activities was £2,394m, down 12%, mainly driven by cash generated from operations as a result of working capital movements. Normalised free cash flow[1] was £360m, down 15% primarily due to primarily due to higher cash capital expenditure and higher working capital outflows, offset by lower tax payments. A reconciliation to our free cash flow is shown in Additional Information on page 28.

The net cash cost of specific items adjusted from normalised free cash flow was £359m (FY21: £221m), primarily relating to restructuring payments of £162m (FY21: £198m) and the Dixons Carphone settlement. In addition, net cash proceeds from divestments were £32m (FY21: £166m).

Net debt and liquidity

Net financial debt (which excludes lease liabilities) at 30 September 2021 was £12.3bn, £0.6bn higher than at 31 March 2021, with net capital expenditure (after spectrum refund), pension contributions, net interest payments, payments of lease liabilities and share purchases, more than offsetting net cash inflow from operating activities.

Net debt[1] (which includes lease liabilities) was £18.2bn at 30 September 2021, £0.4bn higher than at 31 March 2021. The difference to the movement in net financial debt reflects the lease payments.

At 30 September 2021 the Group held cash and current investment balances of £4.1bn. The current portion of loans and other borrowings is £1.4bn; we have no term debt maturities in FY22. Our £2.1bn revolving credit facility, which matures in March 2026, remains undrawn at 30 September 2021.

During the year, and following our recommitment to our credit rating target of BBB+ and minimum rating of BBB, all of the major agencies confirmed their ratings at BBB or equivalent.

Pensions (Note 6 to the condensed consolidated financial statements)

The gross IAS 19 deficit has increased from £5.1bn at 31 March 2021 to £5.3bn at 30 September 2021. This mainly reflects a 29bps fall in the real discount rate, partially offset by positive asset returns and deficit contributions over the period. Net of deferred tax, the deficit has increased from £4.2bn at 31 March 2021 to £4.3bn at 30 September 2021.

[1] See Glossary on page 3.

Operating review

Measures discussed in the operating review are on an adjusted basis.

Consumer: On track with solid trading and strong EBITDA performance

	Second quarter to 30 September				Half year to 30 September			
	2021	2020	Change		**2021**	2020	Change	
	£m	£m	£m	%	**£m**	£m	£m	%
Revenue[1]	**2,475**	2,511	(36)	(1)	**4,857**	4,873	(16)	—
Operating costs[1]	**1,921**	1,937	(16)	(1)	**3,780**	3,798	(18)	—
EBITDA[2]	**554**	574	(20)	(3)	**1,077**	1,075	2	—
Depreciation & amortisation					**701**	635	66	10
Operating profit[1]					**376**	440	(64)	(15)
Capital expenditure					**518**	505	13	3
Normalised free cash flow					**525**	315	210	67

Revenue was broadly flat for the half year helped by higher direct handset sales, although these were constrained by stock limitations with ongoing global supply chain issues. Additionally stronger year on year BT Sport revenue helped offset lower postpaid mobile revenue.

EBITDA last year benefited from one-off sports rights rebates (the majority of which were in Q2 FY21). In the current year lower indirect commissions and a strong underlying performance reflecting tight cost management more than offset the benefit of these prior year rebates.

Capital expenditure was up, due to higher mobile network and customer equipment investment. Normalised free cash flow was up due to working capital phasing and reduced sports rights payments in the current year.

Growth in fixed and broadband ARPC from Q1 into Q2 was a positive outcome resulting from our convergence strategy, aided by the CPI+ price rise.

Our FTTP base increased by 85k quarter on quarter to 945k and our 5G ready base now stands at over 5.2m helped by the new Apple and Samsung launches. Our strong customer focus has continued to result in churn nearing record lows.

In August, RootMetrics named EE's 5G network as delivering the best experience of any operator. This built upon EE's mobile network being confirmed as the UK's best for the eighth year running in July.

We are continuing discussions regarding the future of BT Sport.

[1] Adjusted (being before specific items). See glossary on page 3.
[2] Adjusted (being before specific items, share of post tax profits/losses of associates and joint ventures and net non-interest related finance expense). See glossary on page 3.

Enterprise: EBITDA growth driven by strong cost performance

	Second quarter to 30 September				Half year to 30 September			
	2021	2020	Change		**2021**	2020	Change	
	£m	£m	£m	%	**£m**	£m	£m	%
Revenue[1]	**1,285**	1,358	(73)	(5)	**2,572**	2,710	(138)	(5)
Operating costs[1]	**862**	931	(69)	(7)	**1,720**	1,877	(157)	(8)
EBITDA[2]	**423**	427	(4)	(1)	**852**	833	19	2
Depreciation & amortisation					**356**	367	(11)	(3)
Operating profit[1]					**496**	466	30	6
Capital expenditure					**254**	229	25	11
Normalised free cash flow					**327**	474	(147)	(31)

Revenue declined in the half year due to continued declines in legacy products and the ending of some legacy contracts. Revenue has shown an improved trend compared to the 9% decline in the prior year.

Retail mobile revenue was up 2%, reflecting a 2% growth in our postpaid mobile base. Wholesale mobile revenue declined by 15% primarily due to the ongoing migration of an MVNO customer. Total fixed revenue was down 7% due to declines in legacy calls and lines, partially offset by growth in new products.

EBITDA increased in the half year, driven by lower costs including the benefit of our cost transformation programme, strong delivery performance in our Emergency Services Network and a £10m gain on fixed asset disposals in Wholesale in Q1, partly offset by the impact of legacy declines. EBITDA in Q2 was down year on year reflecting the decline in Wholesale mobile revenue.

Operating profit increased in the half year, in line with EBITDA performance.

Capital expenditure was up due to increased investment in product development as well as in our transformation programme. Normalised free cash flow has declined, reflecting adverse working capital and increased capital expenditure, partially offset by the increase in EBITDA.

Retail order intake in H1 was £1.3bn, up 11%, helped by a major contract win in the corporate sector. On a 12-month rolling basis, Retail order intake fell 15% to £2.7bn and Wholesale order intake fell 18% to £0.9bn. The declines in both retail and wholesale orders are largely due to major contract extensions in Q4 FY20.

The implementation of the new operating model is in its final phase with the creation of Division X in October, which will focus on the solution selling of 5G, Edge, Internet of Things, our healthcare vertical and targeted investments in high growth potential initiatives. We have continued our support for small businesses and launched the Digital Marketing Hub in October, which gives SMEs the platform to access digital advertising. We have also extended our mentoring partnership with Google. This builds on our ongoing focus on the SoHo and SME segment and is reflected in our BT SME relationship Net Promoter Score reaching an all time high.

[1] Adjusted (being before specific items). See glossary on page 3.
[2] Adjusted (being before specific items, share of post tax profits/losses of associates and joint ventures and net non-interest related finance expense). See glossary on page 3.

Global: Continued challenging market conditions, partly offset by strong cost transformation

	Second quarter to 30 September				Half year to 30 September			
	2021	2020	Change		**2021**	2020	Change	
	£m	£m	£m	%	**£m**	£m	£m	%
Revenue[1]	**869**	926	(57)	(6)	**1,654**	1,916	(262)	(14)
Operating costs[1]	**764**	778	(14)	(2)	**1,447**	1,627	(180)	(11)
EBITDA[2]	**105**	148	(43)	(29)	**207**	289	(82)	(28)
Depreciation & amortisation					**185**	195	(10)	(5)
Operating profit[1]					**22**	94	(72)	(77)
Capital expenditure					**86**	81	5	6
Normalised free cash flow					**(63)**	57	(120)	(211)

Revenue decline was primarily due to the impact of prior year divestments, continued challenging market conditions resulting from Covid-19 and negative foreign exchange movements. Revenue excluding divestments and foreign exchange declined by 5% reflecting reduced customer business activity, resulting in delayed project-based spend and change control sales. The prior year also benefited from increased revenue, including high-margin conferencing minutes, as customers went into lockdown for the first time. Revenue for the quarter benefited from some relationship-driven lower margin equipment sales.

EBITDA decline reflected lower revenue and negative foreign exchange movements, partially offset by lower operating costs from ongoing transformation and rigorous cost control. EBITDA, excluding divestments, one-offs and foreign exchange was down by 21%.

Normalised free cash flow was down primarily reflecting lower EBITDA and higher working capital outflows.

Order intake for the quarter was £1.0bn, up 29%. During the quarter we signed a contract with ABB Information Systems for new communications infrastructure to connect operations in 60 countries. The new contract builds on the agreement signed in 2014. On a rolling 12-month basis order intake was £3.7bn, down 10%. This decline reflects a number of large renewals in the prior year, ongoing delays to purchasing processes and lower than expected levels of demand and non-contracted spend. However the proportion of order intake represented by our growth product portfolio has continued to increase versus the prior year. For the second consecutive quarter the growth product portfolio represented over half of the order intake.

During the quarter we launched a new managed voice service for global businesses based on Microsoft Operator Connect and delivered through its Teams collaboration platform. We also launched a new managed service, based on Cisco ThousandEyes technology.

In October we also launched Eagle-i, our new transformational cyber defence platform for enterprises.

[1] Adjusted (being before specific items). See glossary on page 3.
[2] Adjusted (being before specific items, share of post tax profits/losses of associates and joint ventures and net non-interest related finance expense). See glossary on page 3.

Openreach: FTTP build accelerating and strong service levels

	Second quarter to 30 September				Half year to 30 September			
	2021	2020	Change		**2021**	2020	Change	
	£m	£m	£m	%	**£m**	£m	£m	%
Revenue[1]	**1,360**	1,299	61	5	**2,707**	2,585	122	5
Operating costs[1]	**572**	575	(3)	(1)	**1,146**	1,132	14	1
EBITDA[2]	**788**	724	64	9	**1,561**	1,453	108	7
Depreciation & amortisation					**892**	832	60	7
Operating profit[1]					**669**	621	48	8
Capital expenditure					**1,094**	1,072	22	2
Normalised free cash flow					**8**	20	(12)	(60)

Revenue growth for the half year was driven by higher rental bases in fibre-enabled products[3], up 12%, and Ethernet, up 6%, and higher provisioning due to the Covid-19 impact of suppressed activity in the early part of the prior year. This was partially offset by declines in legacy copper products. Our FTTP base continues to grow; we now have c.1.3m end customers, a growth of 178k in the quarter. Over 50% of FTTP orders in Q2 were for ultrafast speeds, and 45% of all FTTP orders in Q2 were from communication providers external to the BT Group.

EBITDA growth was primarily driven by higher revenue and savings from our efficiency programmes, partially offset by higher recruitment, repair and provision costs. The net impact was EBITDA margin expansion to 58%, up from 56% in the prior year.

Depreciation and amortisation grew, driven by increased assets, including network and vehicles. We now have over 600 electric vehicles in our fleet.

Capital expenditure increased, driven by FTTP, with more customers connected and higher network build, partly offset by efficiency savings and lower non-FTTP spend. FTTP now accounts for over half of our capex.

We delivered record FTTP build in the quarter and our rollout has now reached a footprint of almost 6m.

Normalised free cash flow declined, driven by flow-through of EBITDA and capex, payment of one-off frontline bonus referenced in FY21 full year results, and timing of working capital.

[1] Adjusted (being before specific items). See glossary on page 3.
[2] Adjusted (being before specific items, share of post tax profits/losses of associates and joint ventures and net non-interest related finance expense). See glossary on page 3.
[3] FTTP, FTTC and Gfast (including Single Order migrations).

Condensed consolidated financial statements

Group income statement

For the half year to 30 September 2021

	Note	Before specific items ('Adjusted')	Specific items (note 5)	Total (Reported)
		£m	£m	£m
Revenue	2,3	10,308	(3)	**10,305**
Operating costs	4	(8,729)	(138)	**(8,867)**
Operating profit (loss)		1,579	(141)	**1,438**
Finance expense		(385)	(47)	**(432)**
Finance income		3	—	**3**
Net finance expense		(382)	(47)	**(429)**
Share of post tax profit (loss) of associates and joint ventures		—	—	**—**
Profit (loss) before tax		1,197	(188)	**1,009**
Taxation		(183)	(395)	**(578)**
Profit (loss) for the period		1,014	(583)	**431**
Earnings per share				
- basic		10.2p	(5.8)p	**4.4p**
- diluted		10.0p	(5.8)p	**4.2p**

For the half year to 30 September 2020

	Note	Before specific items ('Adjusted')	Specific items (note 5)	Total (Reported)
		£m	£m	£m
Revenue	2,3	10,607	(17)	10,590
Operating costs	4	(9,038)	(98)	(9,136)
Operating profit (loss)		1,569	(115)	1,454
Finance expense		(393)	(9)	(402)
Finance income		9	—	9
Net finance expense		(384)	(9)	(393)
Share of post tax profit (loss) of associates and joint ventures		1	—	1
Profit (loss) before tax		1,186	(124)	1,062
Taxation		(236)	30	(206)
Profit (loss) for the period		950	(94)	856
Earnings per share				
- basic		9.6p	(1.0)p	8.6p
- diluted		9.4p	(0.9)p	8.5p

Group statement of comprehensive income

	Half year to 30 September	
	2021	2020
	£m	£m
Profit for the period	**431**	856
Other comprehensive income (loss)		
Items that will not be reclassified to the income statement		
Remeasurements of the net pension obligation	**(700)**	(4,089)
Tax on pension remeasurements	**475**	777
Items that have been or may be reclassified subsequently to the income statement		
Exchange differences on translation of foreign operations	**37**	(9)
Fair value movements on assets at fair value through other comprehensive income	**7**	—
Movements in relation to cash flow hedges:		
– net fair value losses	**(128)**	(30)
– recognised in income and expense	**465**	(247)
Tax on components of other comprehensive income that have been or may be reclassified	**(78)**	55
Other comprehensive income (loss) for the period, net of tax	**78**	(3,543)
Total comprehensive income (loss) for the period	**509**	(2,687)

Group balance sheet

	30 September 2021	31 March 2021
	£m	£m
Non-current assets		
Intangible assets	13,865	13,357
Property, plant and equipment	19,745	19,397
Right-of-use assets	4,661	4,863
Derivative financial instruments	1,320	1,165
Investments	39	31
Associates and joint ventures	6	17
Trade and other receivables	316	314
Contract assets	333	344
Deferred tax assets	1,516	989
	41,801	40,477
Current assets		
Programme rights	686	328
Inventories	264	297
Trade and other receivables	2,833	3,257
Contract assets	1,548	1,515
Current tax receivable	281	281
Derivative financial instruments	103	70
Investments	3,673	3,652
Cash and cash equivalents[1]	393	1,000
	9,781	10,400
Current liabilities		
Loans and other borrowings[1]	1,386	911
Derivative financial instruments	93	88
Trade and other payables	5,926	5,980
Contract liabilities	839	925
Lease liabilities	790	730
Current tax liabilities	95	84
Provisions	295	288
	9,424	9,006
Total assets less current liabilities	**42,158**	41,871
Non-current liabilities		
Loans and other borrowings	15,455	15,774
Derivative financial instruments	857	1,195
Contract liabilities	156	167
Lease liabilities	5,198	5,422
Retirement benefit obligations	5,261	5,096
Other payables	648	682
Deferred tax liabilities	2,096	1,429
Provisions	422	427
	30,093	30,192
Equity		
Share capital	499	499
Share premium	1,051	1,051
Own shares	(259)	(143)
Merger reserve	998	998
Other reserves	739	436
Retained earnings	9,037	8,838
Total equity	**12,065**	11,679
	42,158	41,871

[1] Bank overdrafts of £73m at 31 March 2021 (31 March 2021: £104m) are included within loans and borrowings.

Group statement of changes in equity

For the half year to 30 September 2021

	Share Capital	Share Premium	Own Shares	Merger Reserve	Other Reserves	Retained earnings	Total Equity
	£m	£m	£m	£m	£m	£m	£m
At 1 April 2021	**499**	**1,051**	**(143)**	**998**	**436**	**8,838**	**11,679**
Profit for the period	—	—	—	—	—	431	431
Other comprehensive income (loss) before tax	—	—	—	—	(84)	(700)	(784)
Tax on other comprehensive (loss) income	—	—	—	—	(78)	475	397
Transferred to the income statement	—	—	—	—	465	—	465
Total comprehensive income (loss) for the period	—	—	—	—	303	206	509
Dividends to shareholders	—	—	—	—	—	—	—
Share-based payments	—	—	—	—	—	49	49
Tax on share-based payments	—	—	—	—	—	—	—
Net buyback of own shares	—	—	(116)	—	—	(57)	(173)
Transfer to realised profit	—	—	—	—	—	—	—
Other movements	—	—	—	—	—	1	1
At 30 September 2021	**499**	**1,051**	**(259)**	**998**	**739**	**9,037**	**12,065**

For the half year to 30 September 2020

	Share Capital	Share Premium	Own Shares	Merger Reserve	Other Reserves	Retained earnings	Total Equity
At 1 April 2020	499	1,051	(237)	2,572	1,119	9,759	14,763
Profit for the period	—	—	—	—	—	856	856
Other comprehensive income (loss) before tax	—	—	—	—	(39)	(4,089)	(4,128)
Tax on other comprehensive (loss) income	—	—	—	—	55	777	832
Transferred to the income statement	—	—	—	—	(247)	—	(247)
Total comprehensive income for the period	—	—	—	—	(231)	(2,456)	(2,687)
Dividends to shareholders	—	—	—	—	—	—	—
Share-based payments	—	—	—	—	—	(8)	(8)
Tax on share-based payments	—	—	—	—	—	—	—
Net buyback of own shares	—	—	103	—	—	(105)	(2)
Transfer to realised profit	—	—	—	(1,574)	—	1,574	—
Other movements	—	—	—	—	—	—	—
At 30 September 2020	499	1,051	(134)	998	888	8,764	12,066

Group cash flow statement

For the half year to 30 September

	Half year to 30 September	
	2021	2020
	£m	£m
Cash flow from operating activities		
Profit before taxation	1,009	1,062
Share of post tax (profit) loss of associates and joint ventures	—	(1)
Net finance expense	429	393
Operating profit	**1,438**	1,454
Other non-cash charges	67	25
Loss (profit) on disposal of businesses	7	(75)
Profit on disposal of property, plant and equipment and intangible assets	—	—
Depreciation and amortisation	2,169	2,152
Decrease (increase) in inventories	33	65
(Increase) decrease in programme rights	(4)	(85)
(Increase) decrease in trade and other receivables	(158)	(108)
(Increase) decrease in contract assets	(30)	(13)
(Decrease) increase in trade and other payables	(406)	(267)
(Decrease) increase in contract liabilities	(99)	(21)
(Decrease) increase in other liabilities[1]	(586)	(370)
(Decrease) increase in provisions	(17)	33
Cash generated from operations	**2,414**	2,790
Income taxes paid	(20)	(77)
Net cash inflow from operating activities	**2,394**	2,713
Cash flow from investing activities		
Interest received	—	6
Dividends received from associates and joint ventures	1	4
Acquisition of non-controlling interest in subsidiaries[2]	(96)	—
Proceeds on disposal of subsidiaries, associates and joint ventures	32	166
Proceeds on disposal of current financial assets[3]	4,478	5,973
Purchases of current financial assets[3]	(4,494)	(6,532)
Net (purchase) disposal of non-current asset investments[4]	(1)	—
Proceeds on disposal of property, plant and equipment and intangible assets	—	1
Purchases of property, plant and equipment and intangible assets	(2,051)	(2,086)
Net cash outflow from investing activities	**(2,131)**	(2,468)
Cash flow from financing activities		
Equity dividends paid	(1)	(2)
Interest paid	(396)	(409)
Repayment of borrowings[5]	(1)	—
Proceeds from bank loans and bonds	—	—
Payment of lease liabilities	(319)	(363)
Cash flows from derivatives related to net debt	26	(147)
Proceeds from issue of own shares	1	1
Repurchase of ordinary share capital	(152)	(3)
Net cash outflow from financing activities	**(842)**	(923)
Net decrease in cash and cash equivalents	**(579)**	(678)
Opening cash and cash equivalents[6]	896	1,409
Net decrease in cash and cash equivalents	(579)	(678)
Effect of exchange rate changes	3	(3)
Closing cash and cash equivalents[6]	**320**	728

[1] Includes pension deficit payments of £600m for the half year to 30 September 2021 (H1 FY21: £425m).
[2] Relates to the acquisition of the remaining 30% of the share capital of BT OnePhone Limited. As part of the accounting for the acquisition, we revisited our original assessment of control under IFRS 10 and concluded that it should have been classified as a subsidiary instead of a joint venture. The current period accounting reflects this assessment.
[3] Primarily consists of investment in and redemption of amounts held in liquidity funds.
[4] Relates to (purchase) disposal of fair value through equity investment.
[5] Repayment of borrowings includes the impact of hedging.
[6] Net of bank overdrafts of £73m (H1 FY21: £116m).

Notes to the condensed consolidated financial statements

1. Basis of preparation and accounting policies

These condensed consolidated financial statements (the "financial statements") comprise the financial results of BT Group plc for the half years to 30 September 2021 and 2020 together with the balance sheet at 31 March 2021. The financial statements for the half year to 30 September 2021 have been reviewed by the auditors and their review opinion is on page 26. The financial statements have been prepared in accordance with the Disclosure Guidance and Transparency Rules sourcebook (DTR) of the Financial Conduct Authority and with UK-adopted IAS 34 'Interim Financial Reporting'. The financial statements should be read in conjunction with the Annual Report 2021 which was prepared in accordance with UK-adopted International Financial Reporting Standards (IFRS).

The directors are satisfied that the Group has adequate resources to continue in operation for a period of at least twelve months from the date of this report. Consequently, the directors consider it appropriate to adopt the going concern basis of accounting in preparing the condensed consolidated financial statements for the half year to 30 September 2021. When reaching this conclusion, the directors took into account:

- The Group's overall financial position (including trading during the year and ability to repay term debt as it matures without recourse to refinancing);
- Exposure to principal risks (including severe but plausible downsides); and
- The ongoing impact of Covid-19 (which has affected trading but has not had a significant impact on the Group's ability to generate cash).

At 30 September 2021, the Group had cash and cash equivalents of £0.4bn and current asset investments of £3.7bn. The Group also had access to committed borrowing facilities of £2.1bn. These facilities were undrawn at period-end and are not subject to renewal until March 2026.

Other than income taxes which are accrued using the tax rate that is expected to be applicable for the full financial year, the financial statements have been prepared in accordance with the accounting policies as set out in the financial statements for the year to 31 March 2021 and have been prepared under the historical cost convention as modified by the revaluation of financial assets and liabilities (including derivative financial instruments) at fair value.

The information for the year ended 31 March 2021 does not constitute statutory accounts as defined in section 434 of the Companies Act 2006. A copy of the statutory accounts for that year has been delivered to the Registrar of Companies. The auditors reported on those accounts: their report was unqualified, did not draw attention to any matters by way of emphasis and did not contain a statement under section 498(2) or (3) of the Companies Act 2006.

New and amended accounting standards effective during the year

No new or amended accounting standards that became effective during the year have had a significant impact on the Group.

New and amended accounting standards that have been issued but are not yet effective

The assessment of the impact of the amendment to IAS 37 as issued by the IASB in May 2020 is in progress. We do not expect any other standards or interpretations that have been issued but are not yet effective to have a significant impact on the Group.

2. Operating results – by customer facing unit

	External revenue	Internal revenue	Group revenue	Adjusted EBITDA[1]	Operating profit
Half year to 30 September 2021	**£m**	**£m**	**£m**	**£m**	**£m**
Consumer	**4,816**	**41**	**4,857**	**1,077**	**376**
Enterprise	**2,519**	**53**	**2,572**	**852**	**496**
Global	**1,654**	**—**	**1,654**	**207**	**22**
Openreach	**1,305**	**1,402**	**2,707**	**1,561**	**669**
Other	**14**	**—**	**14**	**51**	**16**
Intra-group items	**—**	**(1,496)**	**(1,496)**	**—**	**—**
Total adjusted[2]	**10,308**	**—**	**10,308**	**3,748**	**1,579**
Specific items (note 5)			**(3)**		**(141)**
Total			**10,305**		**1,438**
Half year to 30 September 2020					
Consumer	4,824	49	4,873	1,075	440
Enterprise	2,649	61	2,710	833	466
Global	1,916	—	1,916	289	94
Openreach	1,206	1,379	2,585	1,453	621
Other	12	—	12	71	(52)
Intra-group items	—	(1,489)	(1,489)	—	—
Total adjusted[2]	10,607	—	10,607	3,721	1,569
Specific items (note 5)			(17)		(115)
Total			10,590		1,454

[1] For the reconciliation of adjusted EBITDA, see Additional Information on page 27.
[2] See Glossary on page 3.

3. Operating results - by type of revenue

Half year to 30 September 2021	**Consumer**	**Enterprise**	**Global**	**Openreach**	**Other**	**Total**
	£m	**£m**	**£m**	**£m**	**£m**	**£m**
ICT and managed networks	**—**	**880**	**860**	**—**	**—**	**1,740**
Fixed access subscription revenue	**1,990**	**823**	**135**	**1,270**	**—**	**4,218**
Mobile subscription revenue	**1,647**	**633**	**37**	**—**	**1**	**2,318**
Equipment and other services	**1,179**	**183**	**622**	**35**	**13**	**2,032**
Total adjusted[1] revenue	**4,816**	**2,519**	**1,654**	**1,305**	**14**	**10,308**
Specific items (note 5)						**(3)**
Total revenue						**10,305**
Half year to 30 September 2020						
ICT and managed networks	—	1,029	1,040	—	—	2,069
Fixed access subscription revenue	2,075	900	173	1,187	—	4,335
Mobile subscription revenue	1,790	577	43	—	—	2,410
Equipment and other services	959	143	660	19	12	1,793
Total adjusted[1] revenue	4,824	2,649	1,916	1,206	12	10,607
Specific items (note 5)						(17)
Total revenue						10,590

[1] See Glossary on page 3.

4. Operating costs

	Half year to 30 September	
	2021	2020
	£m	£m
Direct labour costs	**2,459**	2,568
Indirect labour costs	**515**	509
Leaver costs	**7**	5
Total labour costs	**2,981**	3,082
Capitalised labour	**(831)**	(797)
Net labour costs	**2,150**	2,285
Product costs and sales commissions	**1,853**	1,977
Payments to telecommunications operators	**654**	793
Property and energy costs	**513**	505
Network operating and IT costs	**450**	453
Programme rights charges	**452**	335
Other operating costs	**488**	538
Operating costs before depreciation, amortisation and specific items	**6,560**	6,886
Depreciation and amortisation	**2,169**	2,152
Total operating costs before specific items	**8,729**	9,038
Specific items (note 5)	**138**	98
Total operating costs	**8,867**	9,136

5. Specific items

Our income statement and segmental analysis separately identify trading results on an adjusted basis, being before specific items. The directors believe that presentation of the Group's results in this way is relevant to an understanding of the Group's financial performance as specific items are those that in management's judgement need to be disclosed by virtue of their size, nature or incidence.

This presentation is consistent with the way that financial performance is measured by management and reported to the Board and the Executive Committee and assists in providing an additional analysis of our reporting trading results. Specific items may not be comparable to similarly titled measures used by other companies.

In determining whether an event or transaction is specific, management considers quantitative as well as qualitative factors such as frequency or predictability of occurrence. Examples of charges or credits meeting the above definition and which have been presented as specific items in the current and/or prior years include acquisitions/ disposals of businesses and investments, retrospective regulatory matters, historical insurance or litigation claims, business restructuring programmes, asset impairment charges, property rationalisation programmes, net interest on pensions and the settlement of out of period tax matters. In the event that items meet the criteria, which are applied consistently from year to year, they are treated as specific items.

	Half year to 30 September	
	2021	2020
	£m	£m
Specific revenue		
Retrospective regulatory matters	**3**	17
Specific revenue	**3**	17
Specific operating costs		
Restructuring charges	**135**	155
Divestment-related items	**5**	(66)
Property rationalisation costs	**—**	8
Retrospective regulatory matters	**—**	1
Covid-19	**(2)**	—
Specific operating costs	**138**	98
Specific operating loss	**141**	115
Interest expense on retirement benefit obligation	**47**	9
Net specific items charge before tax	**188**	124
Tax charge (credit) on specific items	**395**	(30)
Net specific items charge after tax	**583**	94

Retrospective regulatory matters

We recognised a charge of £3m (H1 FY21: £18m) in relation to regulatory matters. The charge is recognised in revenue in the current year due to the nature of the regulatory items.

Restructuring charges

We incurred charges of £135m (H1 FY21: £155m), primarily relating to leaver and consultancy costs. These costs reflect projects within our Group-wide modernisation programme, which will deliver annualised gross benefits of £1bn by March 2023 and £2bn by FY24, with further savings in FY25, at an expected cost of £1.3bn. £571m costs have been incurred to date.

Divestment-related items

We recognised a charge of £5m (H1 FY21: credit of £66m). This primarily relates to the £8m loss on disposal of our business in Italy and true-up charges on previous transactions. In H1 FY21, we recognised a net credit of £66m in relation to the £81m gain on disposal of our Spanish operations, offset by £6m impairment charges in respect of the disposal of selected operations and infrastructure in 16 countries in Latin America and £9m of divestment-related costs.

Property rationalisation costs

In H1 FY21, we recognised costs of £8m relating to rationalisation of our property portfolio under our Better Workplace programme. In FY22, property rationalisation costs have been classified as restructuring charges where they fall under the previously announced transformation programme.

Covid-19

In FY20, we recognised one-off charges of £95m relating to the impact of Covid-19 on various balance sheet items. At 31 March 2021, we retained £55m of these provisions. In H1 FY22, we utilised £10m and released £2m of this provision. At 30 September 2021, we retain a provision of £43m.

Interest expense on retirement benefit obligation

We incurred charges of £47m (H1 FY21: £9m) of interest costs in relation to our defined benefit pension obligations.

Tax on specific items

A net tax charge of £395m (H1 FY21: credit of £30m) was recognised in relation to specific items. As at 30 September 2021, we have remeasured our deferred tax balances following the enactment of the new UK corporation tax rate of 25% from April 2023. The corresponding adjustment comprises a one-off tax charge of £439m in the income statement and a non-recurring tax credit of £298m in the statement of comprehensive income. As a result, the effective tax rate on reported profit increased to 57.3% (H1 FY21: 19.4%).

6. Pensions

	30 September 2021	31 March 2021
	£bn	£bn
IAS 19 liabilities – BTPS	**(60.1)**	(57.7)
Assets – BTPS	**55.4**	53.2
Other schemes	**(0.6)**	(0.6)
Total IAS 19 deficit, gross of tax	**(5.3)**	(5.1)
Total IAS 19 deficit, net of tax	**(4.3)**	(4.2)
Discount rate (nominal)	**2.00 %**	2.05 %
Discount rate (real)[1]	**(1.40)%**	(1.11)%
Future inflation – average increase in RPI (p.a.)	**3.45 %**	3.20 %
Future inflation – average increase in CPI (p.a.)	**3.04 %**	2.75 %

[1] The real rate is calculated relative to RPI inflation.

The gross IAS 19 deficit has increased from £5.1bn at 31 March 2021 to £5.3bn at 30 September 2021. Net of deferred tax, the deficit has increased from £4.2bn at 31 March 2021 to £4.3bn at 30 September 2021.

The increase in the gross deficit of £0.2bn since 31 March 2021 mainly reflects a 29bps fall in the real discount rate, partially offset by positive asset returns and deficit contributions over the period.

7. Financial instruments and risk management

Fair value of financial assets and liabilities measured at amortised cost

At 30 September 2021, the fair value of listed bonds was £18,661m (31 March 2021: £18,554m) and the carrying value was £16,150m (31 March 2021: £15,993m).

The fair value of the following financial assets and liabilities approximate to their carrying amount:

- Cash and cash equivalents
- Lease liabilities
- Trade and other receivables
- Trade and other payables
- Provisions
- Investments held at amortised cost
- Other short term borrowings
- Contract assets
- Contract liabilities

The Group's activities expose it to a variety of financial risks: market risk (including interest rate risk and foreign exchange risk); credit risk; and liquidity risk. There have been no changes to the risk management policies which cover these risks since 31 March 2021.

The current trade and other payables balance of £5,926m includes £163m (30 September 2020: £106m) of trade payables that have been factored by suppliers in a supply chain financing programme. These programmes are used with a limited number of suppliers with short payment terms to extend them to a more typical payment term.

Fair value estimation

Fair values of financial instruments are analysed by three levels of valuation methodology which are:

1. Level 1 – uses quoted prices in active markets for identical assets or liabilities
2. Level 2 – uses inputs for the asset or liability other than quoted prices, that are observable either directly or indirectly
3. Level 3 – uses inputs for the asset or liability that are not based on observable market data, such as internal models or other valuation methods.

Level 2 balances are the fair values of the Group's outstanding derivative financial assets and liabilities which were estimated using discounted cash flow models and market rates of interest and foreign exchange at the balance sheet date.

Level 3 balances consist of investments classified as fair value through other comprehensive income which represent investments in a number of private companies. In the absence of specific market data, these investments are held at cost, adjusted as necessary for impairments, which approximates to fair value.

	Level 1	Level 2	Level 3	Total held at fair value
30 September 2021	**£m**	**£m**	**£m**	**£m**
Investments				
Fair value through other comprehensive income	**—**	**—**	**27**	**27**
Fair value through profit and loss	**12**	**—**	**—**	**12**
Derivative assets				
Designated in a hedge	**—**	**1,198**	**—**	**1,198**
Fair value through profit and loss	**—**	**225**	**—**	**225**
Total assets	**12**	**1,423**	**27**	**1,462**
Derivative liabilities				
Designated in a hedge	**—**	**760**	**—**	**760**
Fair value through profit and loss	**—**	**190**	**—**	**190**
Total liabilities	**—**	**950**	**—**	**950**

	Level 1	Level 2	Level 3	Total held at fair value
31 March 2021	**£m**	**£m**	**£m**	**£m**
Investments				
Fair value through other comprehensive income	—	—	20	20
Fair value through profit and loss	11	—	—	11
Derivative assets				
Designated in a hedge	—	1,006	—	1,006
Fair value through profit and loss	—	229	—	229
Total assets	11	1,235	20	1,266
Derivative liabilities				
Designated in a hedge	—	1,081	—	1,081
Fair value through profit and loss	—	202	—	202
Total liabilities	—	1,283	—	1,283

No gains or losses have been recognised in the income statement in respect of Level 3 assets held at 30 September 2021. There were no changes to the valuation methods or transfers between levels 1, 2 and 3 during the half year.

Interest rate benchmark reform

The replacement of Interbank Offered Rates (IBORs) with Alternative Reference Rates (ARAs) will begin from December 2021. Where floating interest bearing receivables and payables exist (currently based on IBORs) the Group will apply suitable replacement benchmark rates and account for the instruments in accordance with the amendments to IFRS 9 Financial Instruments published in 2019 (Phase 1) and 2020 (Phase 2). The adoption of these amendments and the transition to ARAs are expected to have an immaterial financial impact. The implications on the trading results of our segments of IBOR reform have also been assessed and the expected impact is immaterial. The Group is preparing to move to the new benchmark rates in accordance with timelines as per regulatory guidelines.

8. Share capital

In the half year to 30 September 2021, 11m shares (FY21: 8m) at a total cost of £22m (FY21: £16m), calculated at a weighted average cost per share, were transferred from own shares (comprising Treasury shares and shares held under the BT Group Employee Share Ownership Trust) to satisfy obligations under all-employee and executive share plans. We received cash proceeds of £1m (FY21: £1m).

In addition, 18m shares (FY21: 35m) at a total cost of £35m (FY21: £90m), calculated at a weighted average cost per share, were transferred from own shares under the yourshare grant for employees.

Own shares of £173m (FY21: £3m) were purchased during the year.

9. Financial commitments

Capital expenditure for property, plant and equipment and software contracted for at the balance sheet date but not yet incurred was £1,315m (31 March 2021: £1,370m). Programme rights commitments, mainly relating to football broadcast rights for which the licence period has not yet started, were £1,363m (31 March 2021: £1,691m).

10. Dividends

In line with the Group's dividend policy, the Board has approved an interim dividend of 2.31p (FY21: no interim dividend), which will be paid on 7 February 2022. The ex-dividend date is 30 December 2021.

11. Contingent liabilities

Legal proceedings

The Group is involved in various proceedings, including actual or threatened litigation, and government or regulatory investigations. However, save as disclosed below, the Group does not currently believe that there are any legal proceedings, or government or regulatory investigations that may have a material adverse impact on the operations or financial condition of the Group. In respect of each of the claims below, the nature and progression of such proceedings and investigations make it difficult to make a reliable estimate of the potential outflow of funds that might be required to settle the claims where there is a more than remote possibility of there being an outflow. There are many reasons why we cannot make these assessments with certainty, including, among others, that they are in early stages, no damages or remedies have been specified, and/or the often slow pace of litigation.

Class action claim

In January, law firm Mishcon de Reya applied to the Competition Appeal Tribunal to bring a proposed class action claim for damages they estimated at £608m (inclusive of compound interest) or £589m (inclusive of simple interest) on behalf of our landline-only customers alleging anti-competitive behaviour through excessive pricing by BT to customers with certain residential landline services. Ofcom considered this topic more than three years ago. At that time, Ofcom's final statement made no finding of excessive pricing or breach of competition law more generally. The claim seeks to hold against us the fact that we implemented a voluntary commitment to reduce prices for customers that have a BT landline only and not to increase those prices beyond inflation (CPI). At the reporting date we are not aware of any evidence to indicate that a present obligation exists such that any amount should be provided for.

In September 2021 the Competition Appeal Tribunal certified the claim to proceed to a substantive trial on an opt out basis (class members are automatically included in the claim unless they choose to opt out). We are seeking to appeal that decision. The substantive trial will not conclude during FY22. BT intends to defend itself vigorously.

Italian business

Milan Public Prosecutor prosecutions: In February 2019 the Milan Public Prosecutor served BT Italia S.P.A. (BT Italia) with a notice (which named BT Italia, as well as various individuals) to record the Prosecutor's view that there is a basis for proceeding with its case against BT Italia for certain potential offences, namely the charge of having adopted, from 2011 to 2016, an inadequate management and control organisation model for the purposes of Articles 5 and 25 of Legislative Decree 231/2001. BT Italia disputes this and maintains in a defence brief filed in April 2019 that: (a) BT Italia did not gain any interest or benefit from the conduct in question; and (b) in any event, it had a sufficient organisational, management and audit model that was circumvented/overridden by individuals acting in their own self-interest. However, following a series of committal hearings in Autumn 2020, on 10 November 2020, the Italian court agreed (as is the normal process unless there are limitation or other fundamental issues with the claim) that BT Italia, and all but one of the individuals, should be committed to a full trial. The trial commenced on 26 January 2021 and is expected to last at least two years. On 23 April 2021, the Italian court allowed some parties to be joined to the criminal proceedings as civil parties ('parte civile') – a procedural feature of the Italian criminal law system. These claims are directed at certain individual defendants (which include former BT/ BT Italia employees). Those parties have now applied to join BT Italia as a respondent to their civil claims ('responsabile civile') on the basis that it is vicariously responsible for the individuals' wrongdoing. If successful, the quantum of those claims is not anticipated to be material.

Phones 4U

Since 2015 the administrators of Phones 4U Limited have made allegations that EE and other mobile network operators colluded to procure Phones 4U's insolvency. Legal proceedings for an unquantified amount were issued in December 2018 by the administrators and in April 2019 we submitted our defence to this claim. The parties are now working through the procedural steps in the litigation. We continue to dispute these allegations vigorously.

Regulatory matters

In the ordinary course of business, we are periodically notified of regulatory and compliance matters and investigations. We provide for anticipated costs where an outflow of resources is considered probable and a reasonable estimate can be made of the likely outcome. Provisions reflect management's estimates of regulatory and compliance risks across a range of issues, including price and service issues.

The precise outcome of each matter depends on whether it becomes an active issue, and the extent to which negotiation or regulatory and compliance decisions will result in financial settlement. The ultimate liability may vary from the amounts provided and will be dependent upon the eventual outcome of any settlement.

12. Principal risks and uncertainties

We have processes for identifying, evaluating and managing our risks. Details of our principal risks and uncertainties can be found on pages 57 to 66 of the Annual Report 2021 and are summarised below. These have not materially changed since then. They have the potential to have an adverse impact on our profit, assets, liquidity, capital resources and reputation.

Strategic

Strategy, technology and competition - We could fail to properly respond to an uncertain economic outlook, intensifying competition, rapid technology development, or fail to develop products and services that match changing market dynamics or customer expectations.

Stakeholder management - We might fail to properly manage our stakeholders, which may affect our significant risks, for instance those around buying, using, selling or developing new or emerging technologies responsibly.

Financing

Financing - We could find ourselves not able to fund our business or pension schemes, or to refinance debt.

Financial control - One or more of our financial controls could fail to prevent fraud (including misappropriation of assets) or inaccurate reporting, resulting in financial losses or causing us to misrepresent our financial position.

Compliance

Legal compliance - We could fail to comply with legal requirements that apply to our business, including law relating to anti-bribery and corruption, competition, trade sanctions and corporate governance obligations.

Data regulation - We could fail to follow data regulations, or not anticipate and adequately prepare for future ones.

Regulation - We could face an adverse regulatory environment to execute our strategy. Or we could fail to stick to the guidance and regulation set by our telecommunications and financial services regulators (Ofcom and the FCA, respectively).

Operational

Service interruption - Our customers could face disruption to the services we provide if we failed to fix vulnerabilities in our networks or IT infrastructure, or didn't make them resilient enough.

Cyber security - We might fail to protect ourselves, or our customers, from harm caused by intended or unintended cyber security events.

Transformation delivery - We could fail to effectively implement the changes needed to radically simply our processes and products, and modernise our technology.

People - Our organisational structure, or the diversity, skills, engagement and culture of our workforce, could fall short of what is needed to deliver for customers in the short or longer term.

Health, safety and wellbeing - We could fail in our duty of care to make sure our colleagues are safe, healthy and fulfilled in a culture where they feel they can be and perform their best.

Major contracts - We could fail to sign or retain high-value national or multinational customer contracts because we weren't able to deliver the critical services agreed. Or we might end up entering into contracts with unfavourable commercial or legal terms.

Customer service - We might fail to give our customers the good-value, outstanding service they expect, making it harder for us to build personal and enduring relationships with them.

Supply management - We might fail to select the right suppliers and partners, or there might be failures in how we manage the relationships with the third parties we rely on.

13. Related party transactions

There have been no material changes to the related party transactions described in the Annual Report 2021. Related party transactions that have taken place in the first six months of the current financial year have not materially affected the financial position or performance of the Group during the period.

RESPONSIBILITY STATEMENT

We confirm that to the best of our knowledge:

- the condensed set of financial statements has been prepared in accordance with UK-adopted IAS 34 'Interim Financial Reporting';
- the interim management report includes a fair review of the information required by DTR 4.2.7R (the indication of important events and their impact during the first six months and description of principal risks and uncertainties for the remaining six month of the year); and
- the interim management report includes a fair review of the information required by DTR 4.2.8R (disclosure of related parties' transactions and changes therein).

By order of the Board

Philip Jansen	Simon Lowth
Group Chief Executive	Group Chief Financial Officer
3 November 2021	3 November 2021

INDEPENDENT REVIEW REPORT TO BT GROUP PLC

Conclusion

We have been engaged by the company to review the condensed set of financial statements in the half-yearly financial report for the six months ended 30 September 2021 which comprises Consolidated Income Statement, Consolidated Balance Sheet, Consolidated Statement of Changes in Equity, Consolidated Cash Flow Statement, and the related explanatory notes.

Based on our review, nothing has come to our attention that causes us to believe that the condensed set of financial statements in the half-yearly financial report for the six months ended 30 September 2021 is not prepared, in all material respects, in accordance with IAS 34 Interim Financial Reporting as adopted for use in the UK and the Disclosure Guidance and Transparency Rules ("the DTR") of the UK's Financial Conduct Authority ("the UK FCA").

Scope of review

We conducted our review in accordance with International Standard on Review Engagements (UK and Ireland) 2410 Review of Interim Financial Information Performed by the Independent Auditor of the Entity issued by the Auditing Practices Board for use in the UK. A review of interim financial information consists of making enquiries, primarily of persons responsible for financial and accounting matters, and applying analytical and other review procedures. We read the other information contained in the half-yearly financial report and consider whether it contains any apparent misstatements or material inconsistencies with the information in the condensed set of financial statements.

A review is substantially less in scope than an audit conducted in accordance with International Standards on Auditing (UK) and consequently does not enable us to obtain assurance that we would become aware of all significant matters that might be identified in an audit. Accordingly, we do not express an audit opinion.

Directors' responsibilities

The half-yearly financial report is the responsibility of, and has been approved by, the directors. The directors are responsible for preparing the half-yearly financial report in accordance with the DTR of the UK FCA.

As disclosed in note 1, the latest annual financial statements of the Group were prepared in accordance with international accounting standards in conformity with the requirements of the Companies Act 2006 and the next annual financial statements will be prepared in accordance with UK-adopted international accounting standards. The directors are responsible for preparing the condensed set of financial statements included in the half-yearly financial report in accordance with IAS 34 as adopted for use in the UK.

Our responsibility

Our responsibility is to express to the company a conclusion on the condensed set of financial statements in the half-yearly financial report based on our review.

The purpose of our review work and to whom we owe our responsibilities

This report is made solely to the company in accordance with the terms of our engagement to assist the company in meeting the requirements of the DTR of the UK FCA. Our review has been undertaken so that we might state to the company those matters we are required to state to it in this report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company for our review work, for this report, or for the conclusions we have reached.

John Luke
for an on behalf of KPMG LLP
Chartered Accountants
15 Canada Square, London, E14 5GL
3 November 2021

Additional Information

Notes

Our commentary focuses on the trading results on an adjusted basis, which is a non-GAAP measure, being before specific items. The directors believe that presentation of the Group's results in this way is relevant to an understanding of the Group's financial performance as specific items are those that in management's judgement need to be disclosed by virtue of their size, nature or incidence. This is consistent with the way that financial performance is measured by management and reported to the Board and the Executive Committee and assists in providing a meaningful analysis of the trading results of the Group. In determining whether an event or transaction is specific, management considers quantitative as well as qualitative factors such as the frequency or predictability of occurrence. Reported revenue, reported operating profit, reported profit before tax, reported net finance expense and reported EPS are the equivalent unadjusted or statutory measures. Reconciliations of reported to adjusted revenue, operating costs, operating profit, profit before tax and EPS are set out in the Group income statement. Reconciliations of adjusted earnings before interest, tax, depreciation and amortisation, net debt and free cash flow from the nearest measures prepared in accordance with IFRS are provided in this Additional Information.

Reconciliation of earnings before interest, tax, depreciation and amortisation

Earnings before interest, tax, depreciation and amortisation (EBITDA) is not a measure defined under IFRS, but is a key indicator used by management to assess operational performance. We consider EBITDA and adjusted EBITDA to be useful measures of our operating performance because they approximate the underlying operating cash flow by eliminating depreciation and amortisation. A reconciliation of reported profit for the period to EBITDA and adjusted EBITDA is provided below.

	Half year to 30 September	
	2021	2020
	£m	£m
Reported profit for the period	**431**	856
Tax	**578**	206
Reported profit before tax	**1,009**	1,062
Net interest related finance expense	**382**	384
Depreciation and amortisation	**2,169**	2,152
EBITDA	**3,560**	3,598
EBITDA specific items	**141**	115
Net other finance expense	**47**	9
Share of post tax (profits) losses of associates and joint ventures	**—**	(1)
Adjusted[1] EBITDA	**3,748**	3,721

[1] See Glossary on page 3.

Normalised free cash flow

Normalised free cash flow is one of the Group's key performance indicators by which our financial performance is measured. It is primarily a liquidity measure. However, we also believe it is an important indicator of our overall operational performance as it reflects the cash we generate from operations after capital expenditure and financing costs, both of which are significant ongoing cash outflows associated with investing in our infrastructure and financing our operations.

Normalised free cash flow is defined as free cash flow (net cash inflow from operating activities after net capital expenditure) after net interest paid and payment of lease liabilities, before pension deficit payments (including their cash tax benefit), payments relating to spectrum, and specific items. For non-tax related items the adjustments are made on a pre-tax basis. It excludes cash flows that are determined at a corporate level independently of ongoing trading operations such as dividends, share buybacks, acquisitions and disposals, and repayment and raising of debt.

Normalised free cash flow is not a measure of the funds that are available for distribution to shareholders.

A reconciliation from cash inflow from operating activities, the most directly comparable IFRS measure, to free cash flow and normalised free cash flow, is set out below.

	Half year to 30 September	
	2021	2020
	£m	£m
Cash generated from operations	**2,414**	2,790
Tax paid	**(20)**	(77)
Net cash inflows from operating activities	**2,394**	2,713
Net purchase of property, plant and equipment and intangible assets	**(2,051)**	(2,085)
Free cash flow[1]	**343**	628
Interest received	**—**	6
Interest paid	**(396)**	(409)
Add back pension deficit payments	**600**	425
Remove cash tax benefit of pension deficit payments	**—**	(90)
Dividends from associates	**1**	4
Add back net cash flow from specific items	**359**	221
Add back net sale of non-current asset investments	**(1)**	—
Add back refund of prepayment in respect of spectrum licence auction	**(227)**	—
Remove payment of lease liabilities	**(319)**	(363)
Normalised free cash flow[1]	**360**	422

[1] See Glossary on page 3.

Net debt and net financial debt

Net debt is not a measure defined under IFRS but is a key indicator used by management to assess both the Group's cash position and its indebtedness. A reconciliation from loans and other borrowings, lease liabilities, cash and cash equivalents, and current asset investments, the most directly comparable IFRS measures, to net debt, is set out below.

	30 September 2021	**31 March 2021**
	£m	£m
Loans and other borrowings	**16,841**	16,685
Lease liabilities	**5,988**	6,152
Cash and cash equivalents	**(393)**	(1,000)
Current asset investments	**(3,673)**	(3,652)
	18,763	18,185
Adjustments:		
To re-translate currency denominated balances at swapped rates when hedged[1]	**(302)**	(142)
To remove fair value adjustments and accrued interest applied to reflect the effective interest method[2]	**(220)**	(241)
Net debt[3]	**18,241**	17,802
Lease liabilities	**(5,988)**	(6,152)
Lease liabilities classified as held for sale	**—**	—
Net financial debt	**12,253**	11,650

[1] The translation difference between spot rate and hedged rate of loans and borrowings denominated in foreign currency.
[2] Includes remaining fair value adjustments made on certain loans and other borrowings and accrued interest at the balance sheet date.
[3] See Glossary on page 3.

Cautionary statement regarding forward-looking statements

Certain information included in this announcement is forward looking and involves risks, assumptions and uncertainties that could cause actual results to differ materially from those expressed or implied by forward looking statements. Forward looking statements cover all matters which are not historical facts and include, without limitation, projections relating to results of operations and financial conditions and BT's plans and objectives for future operations. Forward looking statements can be identified by the use of forward looking terminology, including terms such as 'believes', 'estimates', 'anticipates', 'expects', 'forecasts', 'intends', 'plans', 'projects', 'goal', 'target', 'aim', 'may', 'will', 'would', 'could' or 'should' or, in each case, their negative or other variations or comparable terminology. Forward looking statements in this announcement are not guarantees of future performance. All forward looking statements in this announcement are based upon information known to BT on the date of this announcement. Accordingly, no assurance can be given that any particular expectation will be met and readers are cautioned not to place undue reliance on forward looking statements, which speak only at their respective dates. Additionally, forward looking statements regarding past trends or activities should not be taken as a representation that such trends or activities will continue in the future. Other than in accordance with its legal or regulatory obligations (including under the UK Listing Rules and the Disclosure Guidance and Transparency Rules of the Financial Conduct Authority), BT undertakes no obligation to publicly update or revise any forward looking statement, whether as a result of new information, future events or otherwise. Nothing in this announcement shall exclude any liability under applicable laws that cannot be excluded in accordance with such laws.

About BT

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.

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.

For more information, visit www.bt.com/about.

Enquiries

Press office:

Tom Engel	Tel: 07947 711 959
Richard Farnsworth	Tel: 07734 776 317

Investor relations:

Mark Lidiard	Tel: 020 7356 4909

We will hold a conference call for analysts and investors in London at 10am today and a simultaneous webcast will be available at www.bt.com/results.

We are scheduled to announce the third quarter results for FY22 on 3 February 2022.