

## Key Performance Indicators (KPIs)



For the financial years ended 31 March 2021 and 31 March 2022, and the quarter ended 30 June 2022.

From Q1 FY21, BT has been reporting information in the format of this document as part of its quarterly financial disclosures. **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.**

### 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 provider of fixed and mobile telecommunications and related secure digital products, solutions and services. We also provide managed telecommunications, security and network and IT infrastructure services to customers across 180 countries.

BT Group consists of four customer-facing units: Consumer serves individuals and families in the UK; Enterprise and Global are our UK and international business-focused units respectively; Openreach is an independently governed, wholly owned subsidiary, which wholesales fixed access infrastructure services to its customers - over 650 communication providers across the UK.

For the year ended 31 March 2022, BT Group's reported revenue was £20,850m with reported profit before taxation of £1,963m.

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

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Registered in England and Wales no. 4190816

[www.bt.com/about](http://www.bt.com/about)

## Group: Income statement

INCOME STATEMENT	FY21	FY21	FY21	FY21	FY21	FY22	FY22	FY22	FY22	FY22	FY23
£m unless otherwise stated	Q1	Q2	Q3	Q4	Full year	Q1	Q2	Q3	Q4	Full year	Q1
<b>Revenue</b>											
Consumer	2,362	2,511	2,621	2,391	9,885	2,382	2,475	2,585	2,416	9,858	2,502
Enterprise	1,352	1,358	1,376	1,363	5,449	1,287	1,285	1,295	1,290	5,157	1,200
Global	990	926	907	908	3,731	785	869	871	837	3,362	774
Openreach	1,286	1,299	1,313	1,346	5,244	1,347	1,360	1,361	1,373	5,441	1,417
Other	4	8	6	5	23	8	6	6	7	27	7
Intra-group items	(744)	(745)	(746)	(727)	(2,962)	(739)	(757)	(749)	(755)	(3,000)	(767)
<b>Total Group revenue<sup>1</sup></b>	<b>5,250</b>	<b>5,357</b>	<b>5,477</b>	<b>5,286</b>	<b>21,370</b>	<b>5,070</b>	<b>5,238</b>	<b>5,369</b>	<b>5,168</b>	<b>20,845</b>	<b>5,133</b>
YoY	(6.8)%	(7.3)%	(5.2)%	(6.1)%	(6.4)%	(3.4)%	(2.2)%	(2.0)%	(2.2)%	(2.5)%	1.2%

<b>EBITDA</b>											
Consumer	501	574	535	518	2,128	523	554	628	557	2,262	625
Enterprise	406	427	435	436	1,704	429	423	400	384	1,636	315
Global	141	148	151	156	596	102	105	114	135	456	96
Openreach	729	724	758	726	2,937	773	788	807	811	3,179	851
Other	36	35	3	(24)	50	39	12	11	(18)	44	16
<b>Total Group EBITDA<sup>1</sup></b>	<b>1,813</b>	<b>1,908</b>	<b>1,882</b>	<b>1,812</b>	<b>7,415</b>	<b>1,866</b>	<b>1,882</b>	<b>1,960</b>	<b>1,869</b>	<b>7,577</b>	<b>1,903</b>
YoY	(7.4)%	(2.9)%	(4.8)%	(9.7)%	(6.2)%	2.9%	(1.4)%	4.1%	3.1%	2.2%	2.0%
Margin	34.5%	35.6%	34.4%	34.3%	34.7%	36.8%	35.9%	36.5%	36.2%	36.3%	37.1%

Adjusted profit before tax	550	636	584	533	2,303	622	575	626	528	2,351	537
Reported profit before tax	561	501	529	213	1,804	536	473	528	426	1,963	482
Profit after tax	448	408	420	196	1,472	2	429	455	388	1,274	422

INCOME STATEMENT	FY21	FY21	FY21	FY22	FY22	FY22
£m unless otherwise stated	H1	H2	Full year	H1	H2	Full year

<b>Total Group revenue<sup>1</sup></b>	<b>10,607</b>	<b>10,763</b>	<b>21,370</b>	<b>10,308</b>	<b>10,537</b>	<b>20,845</b>
Operating costs before D&A and specific items	(6,886)	(7,069)	(13,955)	(6,560)	(6,708)	(13,268)
<b>Total Group EBITDA<sup>1</sup></b>	<b>3,721</b>	<b>3,694</b>	<b>7,415</b>	<b>3,748</b>	<b>3,829</b>	<b>7,577</b>
Depreciation and amortisation <sup>1</sup>	(2,152)	(2,195)	(4,347)	(2,169)	(2,236)	(4,405)
Of which lease depreciation	(344)	(346)	(690)	(349)	(339)	(688)
<b>Adjusted operating profit</b>	<b>1,569</b>	<b>1,499</b>	<b>3,068</b>	<b>1,579</b>	<b>1,593</b>	<b>3,172</b>
Net finance expense <sup>1</sup>	(384)	(389)	(773)	(382)	(439)	(821)
Of which lease interest	(72)	(70)	(142)	(68)	(65)	(133)
Share of post tax profits/losses of assoc. & JVs <sup>1</sup>	1	7	8	0	0	0
<b>Adjusted profit before tax</b>	<b>1,186</b>	<b>1,117</b>	<b>2,303</b>	<b>1,197</b>	<b>1,154</b>	<b>2,351</b>
Total specific items	(124)	(375)	(499)	(188)	(200)	(388)
Of which impact operating profit	(115)	(366)	(481)	(141)	(146)	(287)
Of which net interest on pensions	(9)	(9)	(18)	(47)	(54)	(101)
<b>Reported profit before tax</b>	<b>1,062</b>	<b>742</b>	<b>1,804</b>	<b>1,009</b>	<b>954</b>	<b>1,963</b>
Tax excluding tax on specific items	(236)	(192)	(428)	(183)	(166)	(349)
Tax rate before specific items	19.9%	17.2%	18.6%	15.3%	14.4%	14.8%
Tax on specific items	30	66	96	(395)	55	(340)
<b>Profit after tax</b>	<b>856</b>	<b>616</b>	<b>1,472</b>	<b>431</b>	<b>843</b>	<b>1,274</b>

Adjusted basic earnings per share (pence)	9.6	9.3	18.9	10.2	10.1	20.3
Reported basic earnings per share (pence)	8.6	6.2	14.8	4.4	8.5	12.9

Dividend per share (pence)	0.00	0.00	0.00	2.31	5.39	7.70
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Average number of shares in issue (m)	9,896	9,913	9,905	9,884	9,848	9,866
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<sup>1</sup> Adjusted, i.e. before specific items

Please see the Glossary pages for relevant definitions

End

## Group: Cash flow & net debt

CASH FLOW & NET DEBT £m unless otherwise stated	FY21 Q1	FY21 Q2	FY21 Q3	FY21 Q4	FY21 Full year	FY22 Q1	FY22 Q2	FY22 Q3	FY22 Q4	FY22 Full year	FY23 Q1
Cash capital expenditure	(1,045)	(1,040)	(1,117)	(998)	(4,200)	(1,175)	(1,099)	(1,163)	(1,392)	(4,829)	(1,421)
Normalised free cash flow	(49)	471	408	629	1,459	(43)	403	518	514	1,392	(205)
Net (debt)/cash (reported)	(18,157)	(17,627)	(17,294)	(17,802)	(17,802)	(18,566)	(18,241)	(17,741)	(18,009)	(18,009)	(18,891)
Lease liabilities	(6,442)	(6,294)	(6,336)	(6,152)	(6,152)	(6,032)	(5,988)	(5,830)	(5,762)	(5,762)	(5,654)
Net financial (debt)/cash (excluding lease liabilities)	(11,715)	(11,333)	(10,958)	(11,650)	(11,650)	(12,534)	(12,253)	(11,911)	(12,247)	(12,247)	(13,237)

CASH FLOW & NET DEBT £m unless otherwise stated	FY21 H1	FY21 H2	FY21 Full year	FY22 H1	FY22 H2	FY22 Full year
<b>Total Group EBITDA<sup>1</sup></b>	<b>3,721</b>	<b>3,694</b>	<b>7,415</b>	<b>3,748</b>	<b>3,829</b>	<b>7,577</b>
Interest (includes notional cash interest on leases)	(403)	(361)	(764)	(396)	(336)	(732)
Tax (ex cash tax benefit of pension deficit payments)	(167)	(302)	(469)	(20)	(32)	(52)
Lease payments	(363)	(419)	(782)	(319)	(340)	(659)
Change in working capital and other	(281)	540	259	(379)	466	87
<b>Cash available for investment and distribution</b>	<b>2,507</b>	<b>3,152</b>	<b>5,659</b>	<b>2,634</b>	<b>3,587</b>	<b>6,221</b>
Cash capital expenditure	(2,085)	(2,115)	(4,200)	(2,274)	(2,555)	(4,829)
<b>Normalised free cash flow</b>	<b>422</b>	<b>1,037</b>	<b>1,459</b>	<b>360</b>	<b>1,032</b>	<b>1,392</b>
Payments/refund for the acquisition of spectrum	0	(702)	(702)	227	0	227
Net cash flow from specific items	(221)	(169)	(390)	(359)	(251)	(610)
<b>Reported free cash flow</b>	<b>201</b>	<b>166</b>	<b>367</b>	<b>228</b>	<b>781</b>	<b>1,009</b>
Equity dividends paid	(2)	(1)	(3)	(1)	(227)	(228)
Repurchase of ordinary share capital	(3)	(11)	(14)	(152)	(32)	(184)
<b>Residual free cash flow</b>	<b>196</b>	<b>154</b>	<b>350</b>	<b>75</b>	<b>522</b>	<b>597</b>
Cash tax benefit of pension deficit payments	90	91	181	0	0	0
Gross pension deficit payment	(425)	(530)	(955)	(600)	(521)	(1,121)
<b>Free cash flow post pension deficit payments</b>	<b>(139)</b>	<b>(285)</b>	<b>(424)</b>	<b>(525)</b>	<b>1</b>	<b>(524)</b>
Other	153	(32)	121	(78)	5	(73)
Net change in lease liabilities	328	142	470	164	226	390
<b>Change in net (debt)/cash</b>	<b>342</b>	<b>(175)</b>	<b>167</b>	<b>(439)</b>	<b>232</b>	<b>(207)</b>

<b>Net (debt)/cash (reported)<sup>1</sup></b>	<b>(17,627)</b>	<b>(17,802)</b>	<b>(17,802)</b>	<b>(18,241)</b>	<b>(18,009)</b>	<b>(18,009)</b>
Lease liabilities <sup>1</sup>	(6,294)	(6,152)	(6,152)	(5,988)	(5,762)	(5,762)
<b>Net financial (debt)/cash (excluding lease liabilities)<sup>2</sup></b>	<b>(11,333)</b>	<b>(11,650)</b>	<b>(11,650)</b>	<b>(12,253)</b>	<b>(12,247)</b>	<b>(12,247)</b>

<sup>1</sup> Adjusted, i.e. before specific items

Please see the Glossary pages for relevant definitions

End

# Group: Costs

OPERATING COSTS £m unless otherwise stated	FY21 H1	FY21 H2	FY21 Full year	FY22 H1	FY22 H2	FY22 Full year
Direct labour costs before leaver costs	2,568	2,583	5,151	2,459	2,371	4,830
Indirect labour costs	509	533	1,042	515	710	1,225
Leaver costs	5	6	11	7	8	15
<b>Gross labour costs</b>	<b>3,082</b>	<b>3,122</b>	<b>6,204</b>	<b>2,981</b>	<b>3,089</b>	<b>6,070</b>
Capitalised labour	(797)	(846)	(1,643)	(831)	(1,029)	(1,860)
<b>Net labour costs</b>	<b>2,285</b>	<b>2,276</b>	<b>4,561</b>	<b>2,150</b>	<b>2,060</b>	<b>4,210</b>
Product costs and sales commissions	1,977	2,093	4,070	1,853	1,941	3,794
Payments to telecommunications operators	793	724	1,517	654	692	1,346
Property and energy costs	505	520	1,025	513	515	1,028
Network operating and IT costs	453	463	916	450	454	904
TV programme rights charges	335	451	786	452	427	879
Provision and Installation	267	291	558	243	435	678
Marketing and sales	127	128	255	116	196	312
Other operating costs	253	240	493	239	119	358
Other operating income	(109)	(117)	(226)	(110)	(131)	(241)
<b>Operating costs before D&amp;A and specific items</b>	<b>6,886</b>	<b>7,069</b>	<b>13,955</b>	<b>6,560</b>	<b>6,708</b>	<b>13,268</b>
Depreciation and amortisation (D&A)	2,152	2,195	4,347	2,169	2,236	4,405
Of which lease depreciation	344	346	690	349	339	688
<b>Total operating costs before specific items</b>	<b>9,038</b>	<b>9,264</b>	<b>18,302</b>	<b>8,729</b>	<b>8,944</b>	<b>17,673</b>
Specific items	98	344	442	138	154	292
<b>Total operating costs</b>	<b>9,136</b>	<b>9,608</b>	<b>18,744</b>	<b>8,867</b>	<b>9,098</b>	<b>17,965</b>

REPORTED CAPITAL EXPENDITURE EXCLUDING SPECTRUM £m unless otherwise stated	FY21 H1	FY21 H2	FY21 Full year	FY22 H1	FY22 H2	FY22 Full year
Consumer	505	577	1,082	518	680	1,198
Enterprise	229	263	492	254	315	569
Global	81	107	188	86	115	201
Openreach	1,072	1,177	2,249	1,094	1,454	2,548
Other	82	123	205	115	176	291
<b>Total Group<sup>1</sup></b>	<b>1,969</b>	<b>2,247</b>	<b>4,216</b>	<b>2,067</b>	<b>2,740</b>	<b>4,807</b>
Of which capacity/network	1,098	1,220	2,318	1,082	1,456	2,538
Of which customer driven	455	529	984	508	617	1,125
Of which systems/IT	364	401	765	379	509	888
Of which non-network infrastructure	52	97	149	98	158	256

ROLES Full-time equivalent	FY21 H1	FY21 Full year	FY22 H1	FY22 H2	FY22 Full year
Consumer	19,369	18,535	16,999		16,643
Enterprise	10,975	11,313	11,544		11,510
Global	14,425	12,832	13,940		13,191
Openreach	34,249	35,421	36,611		37,246
Other	22,734	21,640	20,124		19,780
<b>Total Group</b>	<b>101,752</b>	<b>99,741</b>	<b>99,218</b>		<b>98,370</b>

<sup>1</sup> Gross BDUK grant funding deferral (clawback) included in capacity/network: FY21: £37m; FY22: £27m

Please see the Glossary pages for relevant definitions

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# Consumer

FINANCIAL £m unless otherwise stated	FY21 Q1	FY21 Q2	FY21 Q3	FY21 Q4	FY21 Full year	FY22 Q1	FY22 Q2	FY22 Q3	FY22 Q4	FY22 Full year	FY23 Q1
<b>Revenue</b>											
Fixed	1,047	1,037	1,035	1,004	4,123	1,001	1,005	1,020	994	4,020	1,069
YoY	(6.1)%	(7.9)%	(7.1)%	(9.0)%	(7.5)%	(4.4)%	(3.1)%	(1.4)%	(1.0)%	(2.5)%	6.8%
Of which Broadband customers	957	952	953	926	3,788	929	938	958	930	3,755	1,005
YoY	(5.1)%	(7.0)%	(6.0)%	(8.1)%	(6.6)%	(2.9)%	(1.5)%	0.5%	0.4%	(0.9)%	8.2%
Mobile	901	915	882	841	3,539	824	839	821	797	3,281	849
YoY	(6.6)%	(6.7)%	(7.5)%	(11.9)%	(8.2)%	(8.5)%	(8.3)%	(6.9)%	(5.2)%	(7.3)%	3.0%
Of which postpaid mobile	833	834	806	771	3,244	766	759	746	728	2,999	783
YoY	(4.6)%	(5.3)%	(6.6)%	(11.3)%	(6.9)%	(8.0)%	(9.0)%	(7.4)%	(5.6)%	(7.6)%	2.2%
Equipment	353	466	583	416	1,818	418	479	576	452	1,925	415
YoY	(6.1)%	4.5%	8.4%	23.1%	7.1%	18.4%	2.8%	(1.2)%	8.7%	5.9%	(0.7)%
Other	61	93	121	130	405	139	152	168	173	632	169
YoY	(35.1)%	2.2%	27.4%	34.0%	7.4%	127.9%	63.4%	38.8%	33.1%	56.0%	21.6%
<b>Total</b>	<b>2,362</b>	<b>2,511</b>	<b>2,621</b>	<b>2,391</b>	<b>9,885</b>	<b>2,382</b>	<b>2,475</b>	<b>2,585</b>	<b>2,416</b>	<b>9,858</b>	<b>2,502</b>
YoY	(7.4)%	(5.0)%	(3.0)%	(4.1)%	(4.8)%	0.8%	(1.4)%	(1.4)%	1.0%	(0.3)%	5.0%
Of which Internal	25	24	25	23	97	21	20	21	21	83	15

<b>EBITDA</b>	<b>501</b>	<b>574</b>	<b>535</b>	<b>518</b>	<b>2,128</b>	<b>523</b>	<b>554</b>	<b>628</b>	<b>557</b>	<b>2,262</b>	<b>625</b>
YoY	(14.8)%	(3.0)%	(13.7)%	(17.3)%	(12.3)%	4.4%	(3.5)%	17.4%	7.5%	6.3%	19.5%
Margin	21.2%	22.9%	20.4%	21.7%	21.5%	22.0%	22.4%	24.3%	23.1%	22.9%	25.0%

OPERATIONAL	FY21 Q1	FY21 Q2	FY21 Q3	FY21 Q4	FY21 Full year	FY22 Q1	FY22 Q2	FY22 Q3	FY22 Q4	FY22 Full year	FY23 Q1
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Average revenue per customer (£ per month)											
Broadband customers	38.8	38.5	38.3	37.0	38.2	36.8	37.1	37.7	36.7	37.1	39.7
YoY	(4.7)%	(7.0)%	(6.6)%	(9.3)%	(6.9)%	(5.2)%	(3.6)%	(1.6)%	(0.8)%	(2.8)%	7.9%
Fixed <sup>1</sup>	36.4	36.1	36.0	35.0	35.9	34.9	35.4	35.6	34.6	35.1	37.3
YoY	(4.0)%	(6.2)%	(5.8)%	(8.1)%	(6.0)%	(4.1)%	(1.9)%	(1.1)%	(1.1)%	(2.2)%	6.9%
Postpaid mobile	19.6	19.6	18.9	18.1	19.1	18.0	17.7	17.3	16.8	17.5	18.1
YoY	(5.3)%	(5.8)%	(6.9)%	(11.3)%	(7.3)%	(8.2)%	(9.7)%	(8.5)%	(7.2)%	(8.4)%	0.6%
Prepaid mobile	7.5	7.9	8.2	7.7	7.8	7.8	8.4	8.1	7.5	8.0	7.8
YoY	(2.6)%	(2.5)%	(4.7)%	(12.5)%	(6.0)%	4.0%	6.3%	(1.2)%	(2.6)%	2.6%	0.0%

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

Fibre share of broadband base											
Superfast	81.8%	82.4%	82.3%	82.4%	82.4%	82.0%	81.9%	81.1%	80.2%	80.2%	79.3%
Ultrafast <sup>2</sup>	2.5%	3.8%	4.8%	5.5%	5.5%	6.6%	7.3%	8.6%	10.1%	10.1%	11.5%

Best Network ('000)											
FTTP connections	512	598	686	753	753	860	945	1,053	1,165	1,165	1,283
5G ready <sup>3</sup>	374	1,233	2,473	3,261	3,261	4,088	5,279	6,418	7,228	7,228	7,737

Convergence											
Fixed & Mobile convergence <sup>4</sup>	21.2%	21.4%	21.4%	21.5%	21.5%	21.5%	21.7%	21.5%	21.7%	21.7%	21.8%
Revenue generating units per address	2.41	2.42	2.42	2.41	2.41	2.42	2.42	2.42	2.41	2.41	2.39

FINANCIAL £m unless otherwise stated	FY21 H1	FY21 H2	FY21 Full year	FY22 H1	FY22 H2	FY22 Full year
<b>Revenue</b>	<b>4,873</b>	<b>5,012</b>	<b>9,885</b>	<b>4,857</b>	<b>5,001</b>	<b>9,858</b>
YoY	(6.2)%	(3.5)%	(4.8)%	(0.3)%	(0.2)%	(0.3)%
<b>EBITDA</b>	<b>1,075</b>	<b>1,053</b>	<b>2,128</b>	<b>1,077</b>	<b>1,185</b>	<b>2,262</b>
YoY	(8.9)%	(15.5)%	(12.3)%	0.2%	12.5%	6.3%
Margin	22.1%	21.0%	21.5%	22.2%	23.7%	22.9%
<b>Operating profit</b>	<b>440</b>	<b>407</b>	<b>847</b>	<b>376</b>	<b>465</b>	<b>841</b>
YoY	(19.9)%	(32.1)%	(26.2)%	(14.5)%	14.3%	(0.7)%
<b>Reported capital expenditure excluding spectrum</b>	<b>505</b>	<b>577</b>	<b>1,082</b>	<b>518</b>	<b>680</b>	<b>1,198</b>
YoY	11.0%	17.0%	14.1%	2.6%	17.9%	10.7%
<b>Normalised free cash flow</b>	<b>315</b>	<b>399</b>	<b>714</b>	<b>525</b>	<b>392</b>	<b>917</b>
YoY	(41.0)%	(24.9)%	(33.0)%	66.7%	(1.8)%	28.4%

<sup>1</sup> From Q3 FY22, now includes previously excluded broadband only customers. Prior to Q3 FY22 the quantum of these customers was immaterial

<sup>2</sup> Q2 FY21 restated in Q3 FY21 following review to include previously excluded ultrafast connections

<sup>3</sup> Q3 FY21 5G ready base restated in Q4 FY21 to also include 5G SIM-Only customers

<sup>4</sup> From Q3 FY22 reflects improved customer address data, resulting in a c.0.02ppts decrease in the total

# Enterprise

FINANCIAL £m unless otherwise stated	FY21 Q1	FY21 Q2	FY21 Q3	FY21 Q4	FY21 Full year	FY22 Q1	FY22 Q2	FY22 Q3	FY22 Q4	FY22 Full year	FY23 Q1
<b>Revenue</b>											
Fixed <sup>1</sup>	598	592	580	563	2,333	559	550	542	533	2,184	523
YoY	(7.0)%	(7.9)%	(7.9)%	(10.6)%	(8.4)%	(6.5)%	(7.1)%	(6.6)%	(5.3)%	(6.4)%	(6.4)%
Of which voice	250	247	243	227	967	231	222	216	209	878	206
YoY	(13.5)%	(13.9)%	(9.7)%	(14.3)%	(12.9)%	(7.6)%	(10.1)%	(11.1)%	(7.9)%	(9.2)%	(10.8)%
Of which broadband	108	111	105	107	431	105	105	108	104	422	107
YoY	(7.7)%	(5.1)%	(11.8)%	(12.3)%	(9.3)%	(2.8)%	(5.4)%	2.9%	(2.8)%	(2.1)%	1.9%
Of which WAN and Ethernet	125	121	120	119	485	117	121	120	120	478	117
YoY	4.2%	(2.4)%	(4.0)%	(1.7)%	(1.0)%	(6.4)%	0.0%	0.0%	0.8%	(1.4)%	0.0%
Mobile	286	300	310	293	1,189	287	290	300	256	1,133	252
YoY	(7.4)%	(7.7)%	(4.6)%	(9.0)%	(7.2)%	0.3%	(3.3)%	(3.2)%	(12.6)%	(4.7)%	(12.2)%
Of which retail mobile	222	233	246	233	934	228	238	253	232	951	237
YoY	(12.6)%	(12.7)%	(6.8)%	(7.2)%	(9.8)%	2.7%	2.1%	2.8%	(0.4)%	1.8%	3.9%
Of which wholesale mobile	64	67	64	60	255	59	52	47	24	182	15
YoY	16.4%	15.5%	4.9%	(15.5)%	4.1%	(7.8)%	(22.4)%	(26.6)%	(60.0)%	(28.6)%	(74.6)%
Managed services <sup>1</sup>	278	273	282	308	1,141	261	261	250	300	1,072	236
YoY	(3.8)%	(2.8)%	(3.8)%	1.0%	(2.3)%	(6.1)%	(4.4)%	(11.3)%	(2.6)%	(6.0)%	(9.6)%
Republic of Ireland	80	74	81	77	312	72	68	73	71	284	68
YoY	(1.2)%	(12.9)%	0.0%	(1.3)%	(4.0)%	(10.0)%	(8.1)%	(9.9)%	(7.8)%	(9.0)%	(5.6)%
Other	110	119	123	122	474	108	116	130	130	484	121
<b>Total</b>	<b>1,352</b>	<b>1,358</b>	<b>1,376</b>	<b>1,363</b>	<b>5,449</b>	<b>1,287</b>	<b>1,285</b>	<b>1,295</b>	<b>1,290</b>	<b>5,157</b>	<b>1,200</b>
YoY	(8.8)%	(9.7)%	(5.6)%	(9.6)%	(8.5)%	(4.8)%	(5.4)%	(5.9)%	(5.4)%	(5.4)%	(6.8)%
Of which Internal	30	31	34	14	109	26	27	26	26	105	29
<b>Revenue by channel</b>											
Retail (ex Rol)	876	876	887	892	3,531	838	843	847	860	3,388	810
YoY	(8.2)%	(8.2)%	(6.2)%	(8.5)%	(7.8)%	(4.3)%	(3.8)%	(4.5)%	(3.6)%	(4.0)%	(3.3)%
Wholesale	357	358	353	352	1,420	329	317	312	312	1,270	292
YoY	(1.9)%	(3.8)%	(5.4)%	(10.2)%	(5.4)%	(7.8)%	(11.5)%	(11.6)%	(11.4)%	(10.6)%	(11.2)%
<b>EBITDA</b>											
YoY	406	427	435	436	1,704	429	423	400	384	1,636	315
Margin	(12.7)%	(12.9)%	(9.6)%	(12.6)%	(11.9)%	5.7%	(0.9)%	(8.0)%	(11.9)%	(4.0)%	(26.6)%
	30.0%	31.4%	31.6%	32.0%	31.3%	33.3%	32.9%	30.9%	29.8%	31.7%	26.3%
<b>Orders</b>											
<b>Total retail orders</b>	<b>515</b>	<b>650</b>	<b>712</b>	<b>708</b>	<b>2,585</b>	<b>734</b>	<b>562</b>	<b>722</b>	<b>633</b>	<b>2,651</b>	<b>650</b>
YoY	(27.8)%	(19.5)%	5.5%	(47.9)%	(27.3)%	42.5%	(13.5)%	1.4%	(10.6)%	2.6%	(11.4)%
Of which new business	325	428	478	476	1,707	426	392	527	466	1,811	457
YoY	(19.0)%	(14.4)%	0.8%	(53.3)%	(28.7)%	31.1%	(8.4)%	10.3%	(2.1)%	6.1%	7.3%
Of which renewals	190	223	234	232	879	308	170	195	167	840	193
YoY	(39.1)%	(27.4)%	16.4%	(31.8)%	(24.2)%	62.1%	(23.8)%	(16.7)%	(28.0)%	(4.4)%	(37.3)%
<b>Total wholesale orders (excluding IoT)</b>	<b>111</b>	<b>291</b>	<b>250</b>	<b>207</b>	<b>859</b>	<b>169</b>	<b>297</b>	<b>242</b>	<b>278</b>	<b>986</b>	<b>173</b>
YoY	(61.9)%	81.9%	27.6%	(60.7)%	(26.8)%	52.3%	2.1%	(3.2)%	34.3%	14.8%	2.4%

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	FY21 Q1	FY21 Q2	FY21 Q3	FY21 Q4	FY21 Full year	FY22 Q1	FY22 Q2	FY22 Q3	FY22 Q4	FY22 Full year	FY23 Q1
<b>Number of products/customers ('000 except noted)</b>											
<b>Voice lines</b>	2,583	2,574	2,549	2,504	<b>2,504</b>	2,501	2,483	2,462	2,437	<b>2,437</b>	2,391
Of which traditional voice lines	1,723	1,669	1,607	1,554	<b>1,554</b>	1,506	1,459	1,416	1,370	<b>1,370</b>	1,322
Of which VoIP seats	860	905	942	950	<b>950</b>	995	1,024	1,046	1,067	<b>1,067</b>	1,069
<b>Call minutes (millions)</b>	1,385	1,488	1,441	1,337	<b>5,651</b>	1,254	1,181	1,140	1,013	<b>4,588</b>	940
Of which retail call minutes (millions)	676	787	769	714	<b>2,946</b>	703	677	654	579	<b>2,613</b>	568
Of which wholesale call minutes (millions)	709	701	672	623	<b>2,705</b>	551	504	486	433	<b>1,974</b>	372
<b>External broadband lines</b>	1,451	1,433	1,423	1,400	<b>1,400</b>	1,398	1,386	1,383	1,348	<b>1,348</b>	1,338
Of which retail broadband lines	735	737	733	729	<b>729</b>	729	730	731	728	<b>728</b>	726
Of which wholesale broadband lines	716	696	690	671	<b>671</b>	669	656	652	620	<b>620</b>	612
<b>WAN and Ethernet</b>	137.7	136.9	136.4	137.9	<b>137.9</b>	138.2	135.7	135.5	133.9	<b>133.9</b>	132.5
Of which wholesale Ethernet circuits	52.5	51.9	51.6	51.4	<b>51.4</b>	51.8	52.3	52.8	52.9	<b>52.9</b>	53.1
Of which WAN circuits <sup>2</sup>	85.2	85.0	84.8	86.5	<b>86.5</b>	86.4	83.4	82.8	81.0	<b>81.0</b>	79.4
<b>Mobile customers<sup>3</sup></b>	3,803	3,807	3,863	3,886	<b>3,886</b>	3,884	3,900	3,922	3,937	<b>3,937</b>	3,965
<b>MVNO customers</b>	3,919	3,988	4,079	4,114	<b>4,114</b>	3,399	3,167	2,937	2,706	<b>2,706</b>	624
<b>Fibre share of broadband base</b>											
Superfast	48.8%	50.3%	51.4%	52.1%	<b>52.1%</b>	53.0%	54.0%	56.5%	58.6%	<b>58.6%</b>	59.0%
Ultrafast	0.9%	1.1%	1.4%	1.5%	<b>1.5%</b>	1.9%	2.4%	2.9%	3.7%	<b>3.7%</b>	4.9%

FINANCIAL	FY21 H1	FY21 H2	FY21 Full year	FY22 H1	FY22 H2	FY22 Full year
<b>£m unless otherwise stated</b>						
<b>Revenue</b>	<b>2,710</b>	<b>2,739</b>	<b>5,449</b>	<b>2,572</b>	<b>2,585</b>	<b>5,157</b>
YoY	(9.3)%	(7.6)%	(8.5)%	(5.1)%	(5.6)%	(5.4)%
<b>EBITDA</b>	<b>833</b>	<b>871</b>	<b>1,704</b>	<b>852</b>	<b>784</b>	<b>1,636</b>
YoY	(12.8)%	(11.1)%	(11.9)%	2.3%	(10.0)%	(4.0)%
Margin	30.7%	31.8%	31.3%	33.1%	30.3%	31.7%
<b>Operating profit</b>	<b>466</b>	<b>498</b>	<b>964</b>	<b>496</b>	<b>416</b>	<b>912</b>
YoY	(22.7)%	(19.7)%	(21.2)%	6.4%	(16.5)%	(5.4)%
<b>Reported capital expenditure excluding spectrum</b>	<b>229</b>	<b>263</b>	<b>492</b>	<b>254</b>	<b>315</b>	<b>569</b>
YoY	0.0%	(1.5)%	(0.8)%	10.9%	19.8%	15.7%
<b>Normalised free cash flow</b>	<b>474</b>	<b>878</b>	<b>1,352</b>	<b>327</b>	<b>464</b>	<b>791</b>
YoY	(23.8)%	18.5%	(0.8)%	(31.0)%	(47.2)%	(41.5)%

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

<sup>2</sup> In Q2 FY22 c.3k WAN circuits were transferred from Enterprise to Global

<sup>3</sup> 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	FY21	FY21	FY21	FY21	FY21	FY22	FY22	FY22	FY22	FY22	FY23
£m unless otherwise stated	Q1	Q2	Q3	Q4	Full year	Q1	Q2	Q3	Q4	Full year	Q1

## Revenue by industry segmentation

Banking and Financial Services	325	308	288	315	1,236	268	263	256	254	1,041	254
YoY	5.9%	(3.4)%	(8.6)%	(2.2)%	(2.1)%	(17.5)%	(14.6)%	(11.1)%	(19.4)%	(15.8)%	(5.2)%
Resources, Manufacturing and Logistics	288	284	276	254	1,102	223	241	243	227	934	220
YoY	(9.1)%	(15.7)%	(16.4)%	(16.2)%	(14.4)%	(22.6)%	(15.1)%	(12.0)%	(10.6)%	(15.2)%	(1.3)%
Technology, Life Sciences and Business Services	269	244	267	276	1,056	236	319	324	312	1,191	258
YoY	(14.3)%	(19.2)%	(7.0)%	(9.5)%	(12.6)%	(12.3)%	30.7%	21.3%	13.0%	12.8%	9.3%
Regional Enterprise	108	90	76	63	337	58	46	48	44	196	42
YoY	(26.5)%	(41.2)%	(50.0)%	(58.3)%	(44.1)%	(46.3)%	(48.9)%	(36.8)%	(30.2)%	(41.8)%	(27.6)%
<b>Total</b>	<b>990</b>	<b>926</b>	<b>907</b>	<b>908</b>	<b>3,731</b>	<b>785</b>	<b>869</b>	<b>871</b>	<b>837</b>	<b>3,362</b>	<b>774</b>
YoY	(8.8)%	(16.7)%	(16.3)%	(16.0)%	(14.4)%	(20.7)%	(6.2)%	(4.0)%	(7.8)%	(9.9)%	(1.4)%

## Revenue by product group

Growth	228	204	241	274	947	205	228	239	264	936	243
YoY	1.3%	(7.7)%	6.6%	1.1%	0.4%	(10.1)%	11.8%	(0.8)%	(3.6)%	(1.2)%	18.5%
Mature	575	560	514	510	2,159	442	530	498	446	1,916	388
YoY	(12.5)%	(18.4)%	(22.0)%	(17.2)%	(17.5)%	(23.1)%	(5.4)%	(3.1)%	(12.5)%	(11.3)%	(12.2)%
Legacy	187	162	152	124	625	138	111	134	127	510	143
YoY	(7.9)%	(20.6)%	(23.6)%	(36.1)%	(21.9)%	(26.2)%	(31.5)%	(11.8)%	2.4%	(18.4)%	3.6%

EBITDA	141	148	151	156	596	102	105	114	135	456	96
YoY	0.7%	(9.8)%	(2.6)%	(10.9)%	(6.0)%	(27.7)%	(29.1)%	(24.5)%	(13.5)%	(23.5)%	(5.9)%
Margin	14.2%	16.0%	16.6%	17.2%	16.0%	13.0%	12.1%	13.1%	16.1%	13.6%	12.4%

Orders	793	760	1,198	915	3,666	556	981	970	1,105	3,612	595
YoY	56.7%	(42.7)%	0.9%	(30.5)%	(15.5)%	(29.9)%	29.1%	(19.0)%	20.8%	(1.5)%	7.0%

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

Revenue	1,916	1,815	3,731	1,654	1,708	3,362
YoY	(12.8)%	(16.2)%	(14.4)%	(13.7)%	(5.9)%	(9.9)%
EBITDA	289	307	596	207	249	456
YoY	(4.9)%	(7.0)%	(6.0)%	(28.4)%	(18.9)%	(23.5)%
Margin	15.1%	16.9%	16.0%	12.5%	14.6%	13.6%
Operating profit	94	97	191	22	79	101
YoY	64.9%	(1.0)%	23.2%	(76.6)%	(18.6)%	(47.1)%
Reported capital expenditure excluding spectrum	81	107	188	86	115	201
YoY	(15.6)%	(15.7)%	(15.7)%	6.2%	7.5%	6.9%
Normalised free cash flow	57	130	187	(63)	194	131
YoY	42.5%	(39.5)%	(26.7)%	(210.5)%	49.2%	(29.9)%

Please see the Glossary pages for relevant definitions



# Openreach

FINANCIAL £m unless otherwise stated	FY21 Q1	FY21 Q2	FY21 Q3	FY21 Q4	FY21 Full year	FY22 Q1	FY22 Q2	FY22 Q3	FY22 Q4	FY22 Full year	FY23 Q1
<b>Revenue</b>											
Wholesale Line Rental (WLR)	412	406	400	394	1,612	387	390	370	357	1,504	364
YoY	(5.3)%	(3.6)%	(3.8)%	(4.8)%	(4.4)%	(6.1)%	(3.9)%	(7.5)%	(9.4)%	(6.7)%	(5.9)%
Local Loop Unbundling (LLU)	264	257	255	256	1,032	252	251	250	238	991	242
YoY	(7.0)%	(9.2)%	(9.3)%	(6.2)%	(7.9)%	(4.5)%	(2.3)%	(2.0)%	(7.0)%	(4.0)%	(4.0)%
Single Order Transitional Access Product (SOTAP)	0	0	0	0	0	0	0	0	0	0	0
YoY	-	-	-	-	-	-	-	-	-	-	-
Superfast	298	300	312	320	1,230	329	329	340	349	1,347	371
YoY	17.3%	14.5%	16.4%	12.7%	15.2%	10.4%	9.7%	9.0%	9.1%	9.5%	12.8%
Of which FTTC generic ethernet access (GEA)	285	284	287	288	1,144	295	292	280	267	1,134	271
YoY	12.2%	8.8%	7.9%	4.3%	8.2%	3.5%	2.8%	(2.4)%	(7.3)%	(0.9)%	(8.1)%
Of which FTTC single order generic ethernet access (SOGEA)	13	16	25	33	87	34	37	60	82	213	100
YoY	-	1500.0%	1150.0%	312.5%	690.9%	161.5%	131.3%	140.0%	148.5%	144.8%	194.1%
Ultrafast	33	36	42	48	159	59	75	83	103	320	125
YoY	73.7%	71.4%	35.5%	77.8%	62.2%	78.8%	108.3%	97.6%	114.6%	101.3%	111.9%
Of which Gfast generic ethernet access (GEA)	3	3	5	5	16	6	7	8	9	30	9
YoY	50.0%	50.0%	66.7%	66.7%	60.0%	100.0%	133.3%	60.0%	80.0%	87.5%	50.0%
Of which Gfast single order generic ethernet access (SOGfast)	1	2	2	3	8	3	4	4	4	15	4
YoY	-	-	-	-	-	200.0%	100.0%	100.0%	33.3%	87.5%	33.3%
Of which Fibre to the Premises (FTTP)	29	31	35	40	135	50	64	71	90	275	112
YoY	70.6%	63.2%	25.0%	66.7%	53.4%	72.4%	106.5%	102.9%	125.0%	103.7%	124.0%
Ethernet	219	225	228	234	906	243	240	245	257	985	258
YoY	14.1%	12.5%	11.8%	10.4%	12.1%	11.0%	6.7%	7.5%	9.8%	8.7%	6.2%
Other	60	75	76	94	305	77	75	73	69	294	57
<b>Total</b>	<b>1,286</b>	<b>1,299</b>	<b>1,313</b>	<b>1,346</b>	<b>5,244</b>	<b>1,347</b>	<b>1,360</b>	<b>1,361</b>	<b>1,373</b>	<b>5,441</b>	<b>1,417</b>
YoY	1.4%	2.4%	2.5%	3.9%	2.6%	4.7%	3.7%	2.0%	3.8%	5.2%	
Of which Internal	689	690	687	691	2,757	693	709	702	708	2,812	723
YoY	0.1%	0.9%	(0.3)%	(0.1)%	0.1%	0.6%	2.8%	2.2%	2.5%	2.0%	4.3%
<b>EBITDA</b>	<b>729</b>	<b>724</b>	<b>758</b>	<b>726</b>	<b>2,937</b>	<b>773</b>	<b>788</b>	<b>807</b>	<b>811</b>	<b>3,179</b>	<b>851</b>
YoY	1.7%	3.4%	5.0%	1.0%	2.8%	6.0%	8.8%	6.5%	11.7%	8.2%	10.1%
Margin	56.7%	55.7%	57.7%	53.9%	56.0%	57.4%	57.9%	59.3%	59.1%	58.4%	60.1%

OPERATIONAL	FY21 Q1	FY21 Q2	FY21 Q3	FY21 Q4	FY21 Full year	FY22 Q1	FY22 Q2	FY22 Q3	FY22 Q4	FY22 Full year	FY23 Q1
<b>Network deployment ('000 premises passed)</b>											
Superfast	28,512	28,584	28,653	28,731	28,731	28,801	28,873	28,959	29,045	29,045	29,494
Ultrafast Gfast	2,831	2,831	2,831	2,831	2,831	2,831	2,831	2,831	2,831	2,831	2,831
Ultrafast FTTP	2,979	3,500	4,050	4,610	4,610	5,165	5,780	6,442	7,194	7,194	7,957
<b>Network usage ('000 premises connected)</b>											
<b>Total physical lines</b>	<b>24,896</b>	<b>24,927</b>	<b>24,914</b>	<b>24,881</b>	<b>24,881</b>	<b>24,722</b>	<b>24,587</b>	<b>24,496</b>	<b>24,438</b>	<b>24,438</b>	<b>24,319</b>
Of which WLR	14,781	14,704	14,504	14,324	14,324	14,029	13,608	12,969	12,349	12,349	11,918
Of which LLU	9,281	9,125	8,943	8,857	8,857	8,761	8,645	8,415	8,224	8,224	7,985
Of which single order (SOTAP, SOGEA, SOGfast)	280	443	677	795	795	846	1,070	1,604	2,094	2,094	2,343
Of which FTTP	554	655	790	905	905	1,086	1,264	1,508	1,771	1,771	2,073
<b>Total broadband connections</b>	<b>21,340</b>	<b>21,397</b>	<b>21,468</b>	<b>21,511</b>	<b>21,511</b>	<b>21,551</b>	<b>21,580</b>	<b>21,625</b>	<b>21,667</b>	<b>21,667</b>	<b>21,623</b>
Of which non-fibre	6,240	5,687	5,232	4,671	4,671	4,358	3,991	3,726	3,350	3,350	3,147
Of which FTTC	14,448	14,917	15,269	15,744	15,744	15,873	16,058	16,094	16,229	16,229	16,082
Of which GEA	14,179	14,500	14,633	14,996	14,996	15,084	15,050	14,560	14,210	14,210	13,812
Of which SOGEA	269	417	636	748	748	789	1,008	1,534	2,019	2,019	2,270
Of which Gfast	98	138	177	192	192	234	267	297	317	317	321
Of which GEA	87	112	136	146	146	177	204	227	243	243	248
Of which SOGfast	11	26	41	46	46	57	63	70	74	74	73
Of which FTTP	554	655	790	905	905	1,086	1,264	1,508	1,771	1,771	2,073
<b>Ethernet</b>	<b>336</b>	<b>343</b>	<b>349</b>	<b>354</b>	<b>354</b>	<b>358</b>	<b>363</b>	<b>369</b>	<b>374</b>	<b>374</b>	<b>379</b>

Please see the Glossary pages for relevant definitions

# Openreach

FINANCIAL £m unless otherwise stated	FY21 H1	FY21 H2	FY21 Full year	FY22 H1	FY22 H2	FY22 Full year
<b>Revenue</b>	<b>2,585</b>	<b>2,659</b>	<b>5,244</b>	<b>2,707</b>	<b>2,734</b>	<b>5,441</b>
YoY	1.9%	3.2%	2.6%	4.7%	2.8%	3.8%
<b>EBITDA</b>	<b>1,453</b>	<b>1,484</b>	<b>2,937</b>	<b>1,561</b>	<b>1,618</b>	<b>3,179</b>
YoY	2.5%	3.0%	2.8%	7.4%	9.0%	8.2%
Margin	56.2%	55.8%	56.0%	57.7%	59.2%	58.4%
<b>Operating profit</b>	<b>621</b>	<b>609</b>	<b>1,230</b>	<b>669</b>	<b>634</b>	<b>1,303</b>
YoY	7.3%	7.4%	7.3%	7.7%	4.1%	5.9%
<b>Reported capital expenditure excluding spectrum</b>	<b>1,072</b>	<b>1,177</b>	<b>2,249</b>	<b>1,094</b>	<b>1,454</b>	<b>2,548</b>
YoY	5.6%	7.7%	6.7%	2.1%	23.5%	13.3%
<b>Normalised free cash flow</b>	<b>20</b>	<b>466</b>	<b>486</b>	<b>8</b>	<b>440</b>	<b>448</b>
YoY	(89.8)%	(1.5)%	(27.5)%	(60.0)%	(5.6)%	(7.8)%
<b>Reported capital expenditure excluding spectrum</b>						
WLR, LLU, FTTC & Gfast (including single order variants)	268	291	559	225	266	491
YoY	(33.7)%	(15.9)%	(25.5)%	(16.0)%	(8.6)%	(12.2)%
FTTP	502	581	1,083	589	832	1,421
YoY	63.0%	41.4%	50.6%	17.3%	43.2%	31.2%
Ethernet	157	159	316	155	180	335
YoY	(9.2)%	(12.2)%	(10.7)%	(1.3)%	13.2%	5.9%
Other	145	146	291	125	176	301
YoY	11.5%	(5.8)%	2.1%	(13.8)%	20.5%	3.4%
<b>Total</b>	<b>1,072</b>	<b>1,177</b>	<b>2,249</b>	<b>1,094</b>	<b>1,454</b>	<b>2,548</b>
YoY	5.6%	7.7%	6.7%	2.1%	23.5%	13.3%

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' (PLOs).
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 consumer 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 Tiket (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 RoI)	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 excluding spectrum	
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.