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.

Changes in this document from the KPIs published at 18 October 2022 are explained in the accompanying 'Document B: Pro forma KPIs supporting information' have been highlighted in purple.

Changes in this document from the KPIs published at 18 October 2022 which are not explained in the accompanying 'Document B: Pro forma KPIs supporting information' have been highlighted in pink.

Disclaimer

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

For more information please contact BT Group Investor Relations

Phone: +44 (0)800 389 4909

Email: ir@bt.com

Website: www.bt.com/about/investors

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 plc is listed on the London Stock Exchange.

BT Group plc

Registered Office: 1 Braham Street, London E1 8EE, United Kingdom Registered in England and Wales no. 4190816

Group: Income statement

| INCOME STATEMENT £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 | FY2 Q |
|---|------------|---------------------------|------------|----------------|--|------------|-------------|------------|------------|-------------------|----------|
| B | _ | | | | | | | | | | |
| Revenue | | | | | | 1 | | | | | |
| Consumer | 2,291 | 2,414 | 2,498 | 2,269 | 9,472 | 2,262 | 2,345 | 2,435 | 2,277 | 9,319 | 2,34 |
| Enterprise | 1,352 | 1,358 | 1,376 | 1,363 | 5,449 | 1,287 | 1,285 | 1,295 | 1,290 | 5,157 | 1,20 |
| Global | 990 | 926 | 907 | 908 | 3,731 | 785 | 869 | 871 | 837 | 3,362 | 77 |
| Openreach | 1,286 | 1,299 | 1,313 | 1,346 | 5,244 | 1,347 | 1,360 | 1,361 | 1,373 | 5,441 | 1,41 |
| Other | 4 | 8 | 6 | 5 | 23 | 8 | 6 | 6 | 7 | 27 | |
| Intra-group items | (744) | (745) | (746) | (727) | (2,962) | (739) | (757) | (749) | (755) | (3,000) | (767 |
| Total Group revenue ¹ | 5,179 | 5,260 | 5,354 | 5,164 | 20,957 | 4,950 | 5,108 | 5,219 | 5,029 | 20,306 | 4,97 |
| YoY | - | - | - | - | - | (4.0)% | (3.0)% | (3.0)% | (3.0)% | (3.0)% | 1.09 |
| EBITDA | | | | | | | | | | | |
| Consumer | 599 | 561 | 598 | 584 | 2,342 | 596 | 601 | 663 | 607 | 2,467 | 66 |
| Enterprise | 406 | 427 | 435 | 436 | 1,704 | 429 | 423 | 400 | 384 | 1,636 | 31 |
| Global | 141 | 148 | 151 | 156 | 596 | 102 | 105 | 114 | 135 | 456 | 9 |
| Openreach | 729 | 724 | 758 | 726 | 2,937 | 773 | 788 | 807 | 811 | 3,179 | 85 |
| Other | 36 | 35 | 3 | (24) | 50 | 39 | 12 | 11 | (18) | 44 | 1 |
| Total Group EBITDA ¹ | 1,911 | 1,895 | 1,945 | 1,878 | 7,629 | 1,939 | 1,929 | 1,995 | 1,919 | 7,782 | 1,94 |
| YoY | - | - | - | - | - | 1.0% | 2.0% | 3.0% | 2.0% | 2.0% | 0.09 |
| Margin | 37.0% | 36.0% | 36.0% | 36.0% | 36.0% | 39.0% | 38.0% | 38.0% | 38.0% | 38.0% | 39.0% |
| Adjusted profit before tax | | | | | | | | _1 | | | |
| Reported profit before tax | + + | _ | _ | _ | | _ | _ | _ | | | |
| Profit after tax | | | | | | | | | | | |
| Em unless otherwise stated | | H1 | | H2 | Full year | | H1 | | H2 | Full year | |
| Total Group revenue ¹ | | 10,439 | | 10,518 | 20,957 | | 10,058 | | 10,248 | 20,306 | |
| Operating costs before D&A and specific items | | (6,633) | | (6,695) | (13,328) | | (6,190) | | (6,334) | (12,524) | |
| Total Group EBITDA ¹ | | 3,806 | | 3,823 | 7,629 | | 3,868 | | 3,914 | 7,782 | |
| Depreciation and amortisation ¹ | | (2,150) | | (2,194) | (4,344) | | (2,167) | | (2,235) | (4,402) | |
| Of which lease depreciation | | (344) | | | | | | | | | |
| Adjusted operating profit | | | | (346) | (690) | | (349) | | (339) | (688) | |
| Net finance expense ¹ | | 1,656 | | (346) 1,629 | | | | | | | |
| | | 1,656 | | | (690) | | (349) | | (339) | (688) | |
| Of which lease interest | | 1,656 - - | | | (690) | | (349) | | (339) | (688) | |
| Of which lease interest Share of post tax profits/losses of assoc. & JVs ¹ | | 1,656 - - - | | | (690) | | (349) | | (339) | (688) | |
| Of which lease interest Share of post tax profits/losses of assoc. & JVs ¹ Adjusted profit before tax | | 1,656 - - - - | | | (690) | | (349) | | (339) | (688) | |
| Of which lease interest Share of post tax profits/losses of assoc. & JVs ¹ Adjusted profit before tax Total specific items | | 1,656 - - - - | | | (690) | | (349) | | (339) | (688) | |
| Of which lease interest Share of post tax profits/losses of assoc. & JVs ¹ Adjusted profit before tax Total specific items Of which impact operating profit | | 1,656 | | | (690) | | (349) | | (339) | (688) | |
| Of which lease interest Share of post tax profits/losses of assoc. & JVs¹ Adjusted profit before tax Total specific items Of which impact operating profit Of which net interest on pensions | | 1,656 | | | (690) | | (349) | | (339) | (688) | |
| Of which lease interest Share of post tax profits/losses of assoc. & JVs¹ Adjusted profit before tax Total specific items Of which impact operating profit Of which net interest on pensions Reported profit before tax | | 1,656 | | | (690) | | (349) | | (339) | (688) | |
| Of which lease interest Share of post tax profits/losses of assoc. & JVs¹ Adjusted profit before tax Total specific items Of which impact operating profit Of which net interest on pensions Reported profit before tax Tax excluding tax on specific items | | 1,656 | | | (690) | | (349) | | (339) | (688) | |
| Of which lease interest Share of post tax profits/losses of assoc. & JVs¹ Adjusted profit before tax Total specific items Of which impact operating profit Of which net interest on pensions Reported profit before tax Tax excluding tax on specific items Tax rate before specific items | | 1,656 | | | (690) | | (349) | | (339) | (688) | |
| Of which lease interest Share of post tax profits/losses of assoc. & JVs¹ Adjusted profit before tax Total specific items Of which impact operating profit Of which net interest on pensions Reported profit before tax Tax excluding tax on specific items Tax rate before specific items Tax on specific items | | 1,656 | | | (690) | | (349) | | (339) | (688) | |
| Of which lease interest Share of post tax profits/losses of assoc. & JVs¹ Adjusted profit before tax Total specific items Of which impact operating profit Of which net interest on pensions Reported profit before tax Tax excluding tax on specific items Tax rate before specific items Tax on specific items | | 1,656 | | | (690) | | (349) | | (339) | (688) | |
| Of which lease interest Share of post tax profits/losses of assoc. & JVs¹ Adjusted profit before tax Total specific items Of which impact operating profit Of which net interest on pensions Reported profit before tax Tax excluding tax on specific items Tax rate before specific items Tax on specific items Tax on specific items Profit after tax | | 1,656 | | | (690) | | (349) | | (339) | (688) | |
| Of which lease interest Share of post tax profits/losses of assoc. & JVs¹ Adjusted profit before tax Total specific items Of which impact operating profit Of which net interest on pensions Reported profit before tax Tax excluding tax on specific items Tax rate before specific items Tax on specific items Tax on specific items Profit after tax Adjusted basic earnings per share (pence) | | 1,656 | | | (690) | | (349) | | (339) | (688) | |
| Of which lease interest Share of post tax profits/losses of assoc. & JVs¹ Adjusted profit before tax Total specific items Of which impact operating profit Of which net interest on pensions Reported profit before tax Tax excluding tax on specific items Tax rate before specific items Tax on specific items Tax on specific items Profit after tax Adjusted basic earnings per share (pence) | | 1,656 | | | (690) | | (349) | | (339) | (688) | |
| Of which lease interest Share of post tax profits/losses of assoc. & JVs¹ Adjusted profit before tax Total specific items Of which impact operating profit Of which net interest on pensions Reported profit before tax Tax excluding tax on specific items Tax rate before specific items | | 1,656 | | | (690) | | (349) | | (339) | (688) | |
| Of which lease interest Share of post tax profits/losses of assoc. & JVs¹ Adjusted profit before tax Total specific items Of which impact operating profit Of which net interest on pensions Reported profit before tax Tax excluding tax on specific items Tax rate before specific items Tax on specific items Profit after tax Adjusted basic earnings per share (pence) Reported basic earnings per share (pence) | | - | | 1,629 | (690) 3,285 - - - - - - - - - - - - | | (349) 1,701 | | (339) | (688) 3,380 | |

¹ Adjusted, i.e. before specific items

Please see the Glossary pages for relevant definitions

² We have not been able to meaningfully estimate our share of post-tax earnings from associates and JVs over the pro forma period so this information is not included in the pro forma information

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 | (1,044) | (1,039) | (1,116) | (998) | (4,197) | (1,174) | (1,098) | (1,162) | (1,392) | (4,826) | (1,420) |
| 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 | | FY21 | | FY21 | FY21 | | FY22 | | FY22 | FY22 | |
| £m unless otherwise stated | | H1 | | H2 | Full year | | H1 | | H2 | Full year | |
| , | | | | | | | | | | | |
| Total Group EBITDA ¹ | | 3,806 | | 3,823 | 7,629 | | 3,868 | | 3,914 | 7,782 | |
| 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 | | (368) | | 410 | 42 | | (501) | | 380 | (121) | |
| Cash available for investment and distribution | | 2,505 | | 3,151 | 5,656 | | 2,632 | | 3,586 | 6,218 | |
| Cash capital expenditure | | (2,083) | | (2,114) | (4,197) | | (2,272) | | (2,554) | (4,826) | |
| Normalised free cash flow | | 422 | | 1,037 | 1,459 | | 360 | | 1,032 | 1,392 | |
| 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) | |
| Reported free cash flow | | 201 | | 166 | 367 | | 228 | | 781 | 1,009 | |
| Equity dividends paid | | (2) | | (1) | (3) | | (1) | | (227) | (228) | |
| Repurchase of ordinary share capital | | (3) | | (11) | (14) | | (152) | | (32) | (184) | |
| Residual free cash flow | | 196 | | 154 | 350 | | 75 | | 522 | 597 | |
| Cash tax benefit of pension deficit payments | | 90 | | 91 | 181 | | 0 | | 0 | 0 | |
| Gross pension deficit payment | | (425) | | (530) | (955) | | (600) | | (521) | (1,121) | |
| Free cash flow post pension deficit payments | | (139) | | (285) | (424) | | (525) | | 1 | (524) | |
| Other | | 153 | | (32) | 121 | | (78) | | 5 | (73) | |
| Net change in lease liabilities | | 328 | | 142 | 470 | | 164 | | 226 | 390 | |
| Change in net (debt)/cash | | 342 | | (175) | 167 | | (439) | | 232 | (207) | |
| Net (debt)/cash (reported) ¹ | <u> </u> | (17,627) | | (17,802) | (17,802) | | (18,241) | | (18,009) | (18,009) | |
| Lease liabilities ¹ | + | (6,294) | | (6,152) | (6,152) | | (5,988) | | (5,762) | (5,762) | |
| | | | | · · · · · · | | | , , , | | | | |
| Net financial (debt)/cash (excluding lease liabilities) ² | | (11,333) | | (11,650) | (11,650) | | (12,253) | | (12,247) | (12,247) | |

¹ Adjusted, i.e. before specific items

Please see the Glossary pages for relevant definitions

End

Group: Costs

| OPERATING COSTS | FY21 | FY21 | FY21 | FY22 | FY22 | FY22 |
|--|--|---|--|---|---|--|
| Em unless otherwise stated | H1 | H2 | Full year | H1 | H2 | Full year |
| | | | | | | |
| Direct labour costs before leaver costs | 2,560 | 2,575 | 5,135 | 2,451 | 2,363 | 4,814 |
| ndirect labour costs | 509 | 533 | 1,042 | 515 | 710 | 1,225 |
| _eaver costs | 5 | 6 | 11 | 7 | 8 | 15 |
| Gross labour costs | 3,074 | 3,114 | 6,188 | 2,973 | 3,081 | 6,054 |
| Capitalised labour | (797) | (846) | (1,643) | (831) | (1,029) | (1,860) |
| let labour costs | 2,277 | 2,268 | 4,545 | 2,142 | 2,052 | 4,194 |
| Product costs and sales commissions | 1,907 | 2,012 | 3,919 | 1,784 | 1,851 | 3,63 |
| 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 | 163 | 169 | 332 | 162 | 154 | 316 |
| Provision and Installation | 267 | 291 | 558 | 243 | 435 | 678 |
| Marketing and sales | 127 | 128 | 255 | 116 | 196 | 312 |
| Other operating costs | 250 (109) | 237 | 487 (226) | 236 | 116 | 352 |
| Other operating income | (/ | (117) | \ '-/ | (110) | (131) | (241 |
| Operating costs before D&A and specific items Depreciation and amortisation (D&A) | 6,633 2,150 | 6,695 2,194 | 13,328 4,344 | 6,190 2,167 | 6,334 2,235 | 12,524 |
| Of which lease depreciation | 344 | 346 | 690 | 349 | 339 | 4,402 688 |
| | 8,783 | 8.889 | 17.672 | 8.357 | 8,569 | 16,926 |
| Total operating costs before specific items | | -, | ,- | -7 | · · · · · · · · · · · · · · · · · · · | |
| Specific items | 00 | | | | | |
| Specific items Total operating costs REPORTED CAPITAL EXPENDITURE EXCLUDING SPECTRUM | 98 8,881 | 344 9,233 FY21 | 18,114 FY21 | 138 8,495 FY22 | 154 8,723 FY22 | 17,218 |
| Total operating costs | 8,881 | 9,233 | 18,114 | 8,495 | 8,723 | 17,218 FY2 |
| Total operating costs REPORTED CAPITAL EXPENDITURE EXCLUDING SPECTRUM | 8,881 FY21 | 9,233 FY21 | 18,114 FY21 | 8,495 FY2 2 | 8,723 FY22 | 17,218 FY2 |
| Total operating costs REPORTED CAPITAL EXPENDITURE EXCLUDING SPECTRUM | 8,881 FY21 | 9,233 FY21 | 18,114 FY21 | 8,495 FY2 2 | 8,723 FY22 | 17,218 FY2 Full yea |
| Total operating costs REPORTED CAPITAL EXPENDITURE EXCLUDING SPECTRUM Em unless otherwise stated | 8,881 FY21 H1 | 9,233 FY21 H2 | 18,114 FY21 Full year | 8,495 FY22 H1 | 8,723 FY22 H2 | 17,218 FY2 Full yea 1,195 |
| Total operating costs REPORTED CAPITAL EXPENDITURE EXCLUDING SPECTRUM cm unless otherwise stated Consumer | 8,881 FY21 H1 | 9,233 FY21 H2 576 | 18,114 FY21 Full year 1,079 | 8,495 FY22 H1 516 | 8,723 FY22 H2 679 | 17,218 FY2 Full yea 1,195 569 |
| Total operating costs REPORTED CAPITAL EXPENDITURE EXCLUDING SPECTRUM Cm unless otherwise stated Consumer Enterprise | 8,881 FY21 H1 503 229 | 9,233 FY21 H2 576 263 | 18,114 FY21 Full year 1,079 492 | 8,495 FY22 H1 516 254 | 8,723 FY22 H2 679 315 | 17,218 FY2 Full yea 1,195 568 201 |
| Total operating costs REPORTED CAPITAL EXPENDITURE EXCLUDING SPECTRUM Communities of the rwise stated Consumer Enterprise Global | 8,881 FY21 H1 503 229 81 | 9,233 FY21 H2 576 263 107 | 18,114 FY21 Full year 1,079 492 188 | 8,495 FY22 H1 516 254 86 | 8,723 FY22 H2 679 315 115 | 17,218 FY2 Full yea 1,199 568 207 2,548 |
| REPORTED CAPITAL EXPENDITURE EXCLUDING SPECTRUM cm unless otherwise stated Consumer Enterprise Global Openreach Other | 8,881 FY21 H1 503 229 81 1,072 | 9,233 FY21 H2 576 263 107 1,177 | 18,114 FY21 Full year 1,079 492 188 2,249 | 8,495 FY22 H1 516 254 86 1,094 | 8,723 FY22 H2 679 315 115 1,454 | 17,216 FY2 Full yea 1,199 569 20 2,546 29 |
| REPORTED CAPITAL EXPENDITURE EXCLUDING SPECTRUM cm unless otherwise stated Consumer Enterprise Global Openreach Other | 8,881 FY21 H1 503 229 81 1,072 82 | 9,233 FY21 H2 576 263 107 1,177 123 | 18,114 FY21 Full year 1,079 492 188 2,249 205 | 8,495 FY22 H1 516 254 86 1,094 115 | 8,723 FY22 H2 679 315 115 1,454 176 | 17,218 FY2 Full yea 1,199 569 200 2,544 290 4,804 |
| REPORTED CAPITAL EXPENDITURE EXCLUDING SPECTRUM om unless otherwise stated Consumer Enterprise Global Openreach Other Total Group ¹ | 8,881 FY21 H1 503 229 81 1,072 82 1,967 | 9,233 FY21 H2 576 263 107 1,177 123 2,246 | 18,114 FY21 Full year 1,079 492 188 2,249 205 4,213 | 8,495 FY22 H1 516 254 86 1,094 115 2,065 | 8,723 FY22 H2 679 315 115 1,454 176 2,739 | 17,218 FY2 Full yea 1,199 569 200 2,544 290 4,804 2,538 |
| REPORTED CAPITAL EXPENDITURE EXCLUDING SPECTRUM Em unless otherwise stated Consumer Enterprise Global Openreach Other Total Group¹ Of which capacity/network | 8,881 FY21 H1 503 229 81 1,072 82 1,967 1,098 | 9,233 FY21 H2 576 263 107 1,177 123 2,246 1,220 | 18,114 FY21 Full year 1,079 492 188 2,249 205 4,213 2,318 | 8,495 FY22 H1 516 254 86 1,094 115 2,065 1,082 | 8,723 FY22 H2 679 315 115 1,454 176 2,739 1,456 | 17,218 FY2: Full yea 1,195 569 201 2,548 291 4,804 2,538 1,122 |
| Consumer Enterprise Elobal Expended Eloparach Other Enterprise Of which capacity/network Of which customer driven | 8,881 FY21 H1 503 229 81 1,072 82 1,967 1,098 453 | 9,233 FY21 H2 576 263 107 1,177 123 2,246 1,220 528 | 18,114 FY21 Full year 1,079 492 188 2,249 205 4,213 2,318 981 | \$,495 FY22 H1 516 254 86 1,094 115 2,065 1,082 506 | 8,723 FY22 H2 679 315 115 1,454 176 2,739 1,456 616 | 17,218 FY2 Full yea 1,199 566 200 2,544 299 4,804 2,538 1,122 888 |
| REPORTED CAPITAL EXPENDITURE EXCLUDING SPECTRUM om unless otherwise stated Consumer Enterprise Blobal Depenreach Dither Total Group 1 Of which capacity/network Of which customer driven Of which systems/IT Of which non-network infrastructure | 8,881 FY21 H1 503 229 81 1,072 82 1,967 1,098 453 364 52 | 9,233 FY21 H2 576 263 107 1,177 123 2,246 1,220 528 401 | 18,114 FY21 Full year 1,079 492 188 2,249 205 4,213 2,318 981 765 149 | 8,495 FY22 H1 516 254 86 1,094 115 2,065 1,082 506 379 98 | 8,723 FY22 H2 679 315 115 1,454 176 2,739 1,456 616 509 158 | 17,218 FY2 Full yea 1,199 569 200 2,544 29 4,804 2,538 1,122 888 256 |
| REPORTED CAPITAL EXPENDITURE EXCLUDING SPECTRUM on unless otherwise stated Consumer | 8,881 FY21 H1 503 229 81 1,072 82 1,967 1,098 453 364 52 FY21 | 9,233 FY21 H2 576 263 107 1,177 123 2,246 1,220 528 401 | 18,114 FY21 Full year 1,079 492 188 2,249 205 4,213 2,318 981 765 149 | \$,495 FY22 H1 516 254 86 1,094 115 2,065 1,082 506 379 98 | 8,723 FY22 H2 679 315 115 1,454 176 2,739 1,456 616 509 158 | 17,218 FY2 Full yea 1,195 565 201 2,548 291 4,804 2,538 1,122 888 256 |
| REPORTED CAPITAL EXPENDITURE EXCLUDING SPECTRUM on unless otherwise stated Consumer | 8,881 FY21 H1 503 229 81 1,072 82 1,967 1,098 453 364 52 | 9,233 FY21 H2 576 263 107 1,177 123 2,246 1,220 528 401 | 18,114 FY21 Full year 1,079 492 188 2,249 205 4,213 2,318 981 765 149 | 8,495 FY22 H1 516 254 86 1,094 115 2,065 1,082 506 379 98 | 8,723 FY22 H2 679 315 115 1,454 176 2,739 1,456 616 509 158 | 17,218 FY2 Full yea 1,199 566 20 2,544 29 4,804 2,538 1,122 888 256 |
| REPORTED CAPITAL EXPENDITURE EXCLUDING SPECTRUM of unless otherwise stated Consumer Enterprise Elobal Elob | 8,881 FY21 H1 503 229 81 1,072 82 1,967 1,098 453 364 52 FY21 H1 | 9,233 FY21 H2 576 263 107 1,177 123 2,246 1,220 528 401 | 18,114 FY21 Full year 1,079 492 188 2,249 205 4,213 2,318 981 765 149 FY21 Full year | 8,495 FY22 H1 516 254 86 1,094 115 2,065 1,082 506 379 98 FY22 H1 | 8,723 FY22 H2 679 315 115 1,454 176 2,739 1,456 616 509 158 | 17,218 FY2 Full yea 1,198 566 207 2,544 297 4,804 2,538 1,122 888 256 FY2 Full yea |
| REPORTED CAPITAL EXPENDITURE EXCLUDING SPECTRUM on unless otherwise stated Consumer Enterprise Slobal Consumer Cotal Group Of which capacity/network Of which capacity/network Of which systems/IT Of which non-network infrastructure ROLES Full-time equivalent | 8,881 FY21 H1 503 229 81 1,072 82 1,967 1,098 453 364 52 FY21 H1 19,174 | 9,233 FY21 H2 576 263 107 1,177 123 2,246 1,220 528 401 | 18,114 FY21 Full year 1,079 492 188 2,249 205 4,213 2,318 981 765 149 FY21 Full year | 8,495 FY22 H1 516 254 86 1,094 115 2,065 1,082 506 379 98 FY22 H1 16,804 | 8,723 FY22 H2 679 315 115 1,454 176 2,739 1,456 616 509 158 | 17,218 FY2 Full yea 1,195 566 201 2,548 291 4,804 2,538 1,122 888 256 FY2 Full yea 16,448 |
| REPORTED CAPITAL EXPENDITURE EXCLUDING SPECTRUM munless otherwise stated Consumer | 8,881 FY21 H1 503 229 81 1,072 82 1,967 1,098 453 364 52 FY21 H1 19,174 10,975 | 9,233 FY21 H2 576 263 107 1,177 123 2,246 1,220 528 401 | 18,114 FY21 Full year 1,079 492 188 2,249 205 4,213 2,318 981 765 149 FY21 Full year 18,340 11,313 | 8,495 FY22 H1 516 254 86 1,094 115 2,065 1,082 506 379 98 FY22 H1 16,804 11,544 | 8,723 FY22 H2 679 315 115 1,454 176 2,739 1,456 616 509 158 | 17,218 FY2 Full yea 1,195 566 201 2,548 291 4,804 2,538 1,122 888 256 FY2 Full yea 16,448 11,510 |
| REPORTED CAPITAL EXPENDITURE EXCLUDING SPECTRUM of unless otherwise stated Consumer Enterprise Global Dependency of which capacity/network Of which capacity/network Of which systems/IT Of which non-network infrastructure ROLES Full-time equivalent Consumer Enterprise Global | 8,881 FY21 H1 503 229 81 1,072 82 1,967 1,098 453 364 52 FY21 H1 19,174 10,975 14,425 | 9,233 FY21 H2 576 263 107 1,177 123 2,246 1,220 528 401 | 18,114 FY21 Full year 1,079 492 188 2,249 205 4,213 2,318 981 765 149 FY21 Full year 18,340 11,313 12,832 | 8,495 FY22 H1 516 254 86 1,094 115 2,065 1,082 506 379 98 FY22 H1 16,804 11,544 13,940 | 8,723 FY22 H2 679 315 115 1,454 176 2,739 1,456 616 509 158 | 17,218 FY2: Full yea 1,195 569 201 2,548 291 4,804 2,538 1,122 888 256 FY2: Full yea 16,448 11,510 13,191 |
| REPORTED CAPITAL EXPENDITURE EXCLUDING SPECTRUM Em unless otherwise stated Consumer Enterprise Global Depenreach Other Fotal Group¹ Of which capacity/network Of which customer driven Of which systems/IT Of which non-network infrastructure ROLES Full-time equivalent Consumer Enterprise Global Depenreach | 8,881 FY21 H1 503 229 81 1,072 82 1,967 1,098 453 364 52 FY21 H1 19,174 10,975 14,425 34,249 | 9,233 FY21 H2 576 263 107 1,177 123 2,246 1,220 528 401 | 18,114 FY21 Full year 1,079 492 188 2,249 205 4,213 2,318 981 765 149 FY21 Full year 18,340 11,313 12,832 35,421 | 8,495 FY22 H1 516 254 86 1,094 115 2,065 1,082 506 379 98 FY22 H1 16,804 11,544 13,940 36,611 | 8,723 FY22 H2 679 315 115 1,454 176 2,739 1,456 616 509 158 | 17,218 FY22 Full yea 1,195 569 201 2,548 291 4,804 2,538 1,122 888 256 FY22 Full yea 16,448 11,510 13,191 37,246 |
| REPORTED CAPITAL EXPENDITURE EXCLUDING SPECTRUM of unless otherwise stated Consumer Enterprise Global Depenreach Other Fotal Group¹ Of which capacity/network Of which customer driven Of which systems/IT Of which non-network infrastructure ROLES Full-time equivalent Consumer Enterprise Global | 8,881 FY21 H1 503 229 81 1,072 82 1,967 1,098 453 364 52 FY21 H1 19,174 10,975 14,425 | 9,233 FY21 H2 576 263 107 1,177 123 2,246 1,220 528 401 | 18,114 FY21 Full year 1,079 492 188 2,249 205 4,213 2,318 981 765 149 FY21 Full year 18,340 11,313 12,832 | 8,495 FY22 H1 516 254 86 1,094 115 2,065 1,082 506 379 98 FY22 H1 16,804 11,544 13,940 | 8,723 FY22 H2 679 315 115 1,454 176 2,739 1,456 616 509 158 | 2,548 291 4,804 2,538 1,122 888 256 FY22 Full year 16,448 11,510 |

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

Please see the Glossary pages for relevant definitions

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 | FY2 Q |
|---|---------------|---------------|---------------|----------------|-------------------|-----------------|------------------------|----------------|-----------------------|-------------------|---------------------|
| Revenue | 7 | | | | | | | | | | |
| Fixed | 1,022 | 1,011 | 1,003 | 972 | 4,008 | 973 | 978 | 988 | 972 | 3,911 | 1,033 |
| YoY | - | - | - | - | - | (4.8)% | (3.3)% | (1.5)% | 0.0% | (2.4)% | 6.29 |
| Of which Broadband customers YoY | 932 | 926 | 921 | 894 | 3,673 | 901 (3.3)% | 911 (1.6)% | 926 0.5% | 908 1.6% | 3,646 (0.7)% | 96 7.59 |
| Mobile | 901 | 915 | 882 | 841 | 3,539 | 824 | 839 | 821 | 797 | 3,281 | 84 |
| YoY | (6.6)% | (6.7)% | (7.5)% | (11.9)% | (8.2)% | (8.5)% | (8.3)% | (6.9)% | (5.2)% | (7.3)% | 3.09 |
| Of which postpaid mobile | 833 | 834 | 806 | 771 | 3,244 | 766 | 759 (9.0)% | 746 | 728 | 2,999 | 78 |
| YoY Equipment | (4.6)% 353 | (5.3)% 466 | (6.6)% 583 | (11.3)% 416 | (6.9)% 1,818 | (8.0)% 418 | 479 | (7.4)% 576 | (5.6)% 452 | (7.6)% 1,925 | 2.2° 41 |
| YoY | (6.1)% | 4.5% | 8.4% | 23.1% | 7.1% | 18.4% | 2.8% | (1.2)% | 8.7% | 5.9% | (0.7) |
| Other | 15 | 22 | 30 | 40 | 107 | 47 | 49 | 50 | 56 | 202 | 5 |
| YoY Total | 2,291 | 2,414 | 2,498 | 2,269 | 9,472 | 213.3% 2,262 | 122.7% 2,345 | 66.7% 2,435 | 40.0% 2,277 | 88.8% 9,319 | 8.59 2,34 |
| YoY | -,20 | -, | -, | | - | (1.3)% | (2.9)% | (2.5)% | 0.4% | (1.6)% | 3.89 |
| Of which Internal | 25 | 24 | 25 | 23 | 97 | 21 | 20 | 21 | 21 | 83 | 1 |
| EBITDA | 599 | 561 | 598 | 584 | 2,342 | 596 | 601 | 663 | 607 | 2,467 | 66 |
| YoY | - | - | - | - | - | (0.5)% | 7.1% | 10.9% | 3.9% | 5.3% | 11.99 |
| Margin | 26.1% | 23.2% | 23.9% | 25.7% | 24.7% | 26.3% | 25.6% | 27.2% | 26.7% | 26.5% | 28.49 |
| OPERATIONAL | FY21 | FY21 | FY21 | FY21 | FY21 | FY22 | FY22 | FY22 | FY22 | FY22 | FY2 |
| | Q1 | Q2 | Q3 | Q4 | Full year | Q1 | Q2 | Q3 | Q4 | Full year | (|
| Average revenue per customer (£ per month) | 7 | | | | | | | | | | |
| Broadband customers | 37.8 | 37.4 | 37.0 | 35.7 | 37.0 | 35.7 | 36.0 | 36.4 | 35.8 | 36.0 | 38. |
| YoY Fixed ¹ | - | - | - | - | - | (5.6)% | (3.7)% | (1.6)% | 0.3% | (2.6)% | 7.39 |
| -ixed" YoY | 35.5 | 35.2 | 34.9 | 33.9 | 34.9 | 33.9 (4.5)% | 34.4 (2.3)% | 34.5 (1.1)% | 33.8 (0.3)% | 34.1 (2.2)% | 36. 6.59 |
| Postpaid mobile | 19.6 | 19.6 | 18.9 | 18.1 | 19.1 | 18.0 | 17.7 | 17.3 | 16.8 | 17.5 | 18. |
| YoY | (5.3)% | (5.8)% | (6.9)% | (11.3)% | (7.3)% | (8.2)% | (9.7)% | (8.5)% | (7.2)% | (8.4)% | 0.69 |
| Prepaid mobile YoY | 7.5 (2.6)% | 7.9 (2.5)% | 8.2 (4.7)% | 7.7 (12.5)% | 7.8 (6.0)% | 7.8 4.0% | 8.4 6.3% | 8.1 (1.2)% | 7.5 (2.6)% | 8.0 2.6% | 7. 0.09 |
| 101 | (2.0)70 | (2.0)70 | (4.7)70 | (12.0)70 | (0.0)70 | 4.070 | 0.070 | (1.2)70 | (2.0)70 | 2.070 | 0.07 |
| Monthly churn | | | | | | | | | | | |
| Broadband Fixed | 0.9% 0.9% | 1.1% 1.0% | 1.2% 1.2% | 1.0% 1.1% | 1.1% 1.0% | 0.9% 0.9% | 0.9% 1.0% | 1.0% 1.0% | 1.0% 1.1% | 1.0% 1.0% | 1.09 1.19 |
| Postpaid mobile | 1.0% | 1.1% | 1.1% | 1.0% | 1.1% | 0.9% | 1.0% | 1.0% | 1.0% | 1.0% | 0.99 |
| 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 ² | 2.5% | 3.8% | 4.8% | 5.5% | 5.5% | 6.6% | 7.3% | 8.6% | 10.1% | 10.1% | 11.59 |
| | _ | | | | | | J. | | | | |
| Best Network ('000) FTTP connections | 512 | 598 | 686 | 753 | 753 | 860 | 945 | 1,053 | 1,165 | 1,165 | 1,28 |
| 5G ready ³ | 374 | 1,233 | 2,473 | 3,261 | 3,261 | 4,088 | 5,279 | 6,418 | 7,228 | 7,228 | 7,73 |
| | _ | | | - | | | | | - | | |
| Convergence Fixed & Mobile convergence ⁴ | 04.00/ | 04.40/ | 04.40/ | 04.50/ | 04.50/ | 04.50/ | 04.70/ | 04.50/ | 04.70/ | 04.70/ | 04.00 |
| Revenue generating units per address | 21.2% 2.41 | 21.4% 2.42 | 21.4% 2.42 | 21.5% 2.41 | 21.5% 2.41 | 21.5% 2.42 | 21.7% 2.42 | 21.5% 2.42 | 21.7% 2.41 | 21.7% 2.41 | 21.8° 2.3 |
| FINANCIAL | | FY21 | | FY21 | FY21 | | FY22 | | FY22 | FY22 | |
| £m unless otherwise stated | | H1 | | H2 | Full year | | H1 | | H2 | Full year | |
| Revenue | | 4,705 | | 4,767 | 9,472 | | 4,607 | | 4,712 | 9,319 | |
| YoY | | - | | - | - | | (2.1)% | | (1.2)% | (1.6)% | |
| EBITDA | | 1,160 | | 1,182 | 2,342 | | 1,197 | | 1,270 | 2,467 | |
| YoY Margin | | 24.7% | | 24.8% | 24.7% | | 3.2% 26.0% | | 7.4% 27.0% | 5.3% 26.5% | |
| Operating profit | | 525 | | 536 | 1,061 | | 496 | | 550 | 1,046 | |
| YoY | | - | | | - | | (5.5)% | | 2.6% | (1.4)% | |
| Reported capital expenditure excluding spectrum YoY | | 503 | | 576 | 1,079 | | 516 2.6% | | 679 17.9% | 1,195 10.8% | |
| Normalised free cash flow | | 391 | | 435 | 826 | | 438 | | 399 | 837 | |
| YoY | | | | - | - | | 12.0% | | (8.3)% | 1.3% | |

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

² Q2 FY21 restated in Q3 FY21 following review to include previously excluded ultrafast connections

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

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

Enterprise

| Revenue | FY22 | FY22 | FY22 | FY22 | FY22 | FY23 |
|--|--------------|----------------|-------------|----------------|---------------|----------------|
| Fixed | r Q1 | Q2 | Q3 | Q4 | Full year | Q. |
| \(\text{VoY} \) \(\text{Ol which voice} \) \(\text{VoY} \) \(\text{Ol which voice} \) \(\text{VoY} \) \(\text{Ol which voice} \) \(\text{VoY} \) \(\tex | | | | | | |
| YOY Of which voice (7.9)% (7.9)% (7.9)% (10.6)% (8.4)% YoY Of which voice 250 247 243 227 967 YoY Of which broadband 108 111 105 107 431 YoY Of which WAN and Ethernet 125 121 120 119 485 YoY Of which WAN and Ethernet 226 300 331 223 130 11,19% (1,19% | 559 | 550 | 542 | 533 | 2.184 | 523 |
| Of which volce | (6.5)% | (7.1)% | (6.6)% | (5.3)% | (6.4)% | (6.4)% |
| Of which broadband | 231 | 222 | 216 | 209 | 878 | 206 |
| YoY (7.7% (5.1% (11.8)% (12.3% (9.3)% Of which WAN and Ethernet 125 121 120 119 485 YoY 4.2% (2.4)% (4.0)% (1.7)% (1.9% Mobile 2.26 300 310 223 1.189 YoY (7.4)% (7.7)% (4.6)% (9.0)% (7.2)% Of which wholesale mobile 62 222 223 226 233 34 YoY (1.6)% (12.7)% (6.8)% (7.2)% (9.3)% 1.0 255 YoY 16.4% 15.5% 4.9% (15.5)% 4.1% 1.141 1.0 1.0 (2.2)% 4.1% 1.141 1.0 (2.2)% 4.0 4.1% (2.2)% 4.0 4.1% (2.2)% 1.0 (2.2)% 4.0 4.0 4.0 4.0 4.0 4.0 4.0 4.0 4.0 4.0 4.0 4.0 4.0 4.0 4.0 4.0 4.0 | (7.6)% | (10.1)% | (11.1)% | (7.9)% | (9.2)% | (10.8)% |
| Of which WAN and Ethernet | 105 | 105 | 108 | 104 | 422 | 107 |
| Of which WAN and Ethernet | (2.8)% | (5.4)% | 2.9% | (2.8)% | (2.1)% | 1.9% |
| Mobile 226 300 310 223 1,189 YoY (74)% (77)% (46)% (90)% (72)% (72)% (72)% (90)% (72)% | | 121 | 120 | 120 | 478 | 117 |
| YOY Of which retail mobile (7,4)% (22) (7,7)% (23) (4,6)% (26) (9,0)% (3,6)% (12,7)% (6,6)% (7,2)% (6,6)% (12,7)% (15,5)% (9,0)% (15,5)% (7,2)% (15,5)% (9,3)% (15,5)% (1,0)% (15,5)% (1,0)% (15,5)% (1,0)% (15,5)% (1,0)% (15,5)% (1,0)% (15,5)% (1,0)% (15,5)% (1,0)% (15,5)% (1,0)% (1,0)% | (6.4)% | 0.0% | 0.0% | 0.8% | (1.4)% | 0.0% |
| Of which retail mobile (12.2) 2.23 3.24 (2.33 3.24 (2.33) 3.24 (2.33) 4.25 (2.33) 4.25 (2.33) 4.25 (2.33) 4.25 (2.33) 4.25 (2.35) 4.25 (2. | 287 | 290 | 300 | 256 | 1,133 | 252 |
| YoY (12.6)% (12.7)% (6.8)% (7.2)% (9.8)% Of which wholesale mobile 64 67 64 60 255 YoY 16.4% 15.5% 4.9% (15.5)% 4.1% Managed services of treated 278 273 282 308 1,141 YoY (12.2)% (2.9)% (3.0)% (3.7)% (2.2)% Regulation of freland 80 74 81 1.77 31.5 Other 110 119 123 122 47.5 (4.0)% Other 110 119 123 122 47.7 (4.0)% (4.0 | 0.3% | (3.3)% | (3.2)% | (12.6)% | (4.7)% | (12.2)% |
| YOY (12,6)% (12,7)% (6,8)% (7,2)% (9,8)% Of which wholesale mobile 64 67 64 60 255 YOY 16,4% 15,5% 4,9% (15,5)% 4,1% Managed services* 278 273 222 230 1,141 YOY (3,8)% (2,8)% (3,8)% 1,0% (2,3)% Seppblic of Ireland 80 74 81 77 312 YOY (1,2)% (12,9)% 0,0% (1,3)% (4,0)% Orber 1110 119 123 122 474 Total 1,352 1,358 1,376 1,363 5,440 YOY (8,3)% (9,7)% (5,6)% (9,2)% (6,8)% (9,2)% (6,8)% (8,7)% (8,8)% (8,7)% (8,8)% (8,7)% (7,8)% (8,7)% (7,8)% (8,7)% (7,8)% (8,7)% (7,8)% (8,7)% (7,8)% (8,7)% (7,8)% (8,7)% (7,8)% | 228 | 238 | 253 | 232 | 951 | 237 |
| YoY 16.4% 15.5% 4.9% (15.5%) 4.1% Wary 328 273 322 328 30.8 1.44 YoY (3.8)% (2.8)% (3.8)% 1.0% (2.3)% Republic of Ireland 90 74 0.1 7.7 312 YoY (1.2)% (12.9)% 0.0% (1.3)% (4.0)% Other 110 119 123 122 27.7 312 YoY (3.8)% (9.7)% (5.6)% (9.0)% (8.5)% (9.0)% (8.5)% (9.0)% (8.5)% (9.0)% (8.5)% (8.5)% (8.5)% (8.5)% (8.5)% (8.5)% (8.5)% (8.5)% (8.5)% (8.5)% (7.8)% (8.5)% (7.8)% (8.5)% (7.8)% (7.8)% (7.8)% (8.5)% (7.8)% (7.8)% (7.8)% (7.8)% (7.8)% (7.8)% (7.8)% (8.5)% (7.8)% (7.8)% (7.8)% (7.8)% (7.8)% (7.8)% (7.8)% (| 2.7% | 2.1% | 2.8% | (0.4)% | 1.8% | 3.9% |
| Managed services 278 278 282 308 1,141 707 (3.8)% (2.8)% (3.8)% | 59 | 52 | 47 | 24 | 182 | 15 |
| YoY (3,8)% (2,8)% (3,8)% (3,8)% (1,0% (2,3)% (2,8)% (3,8)% (3,8)% (3,8)% (3,8)% (3,8)% (3,8)% (3,8)% (3,8)% (3,8)% (3,8)% (3,8)% (3,8)% (3,8)% (3,8)% (4,9)% (4,9)% (1,2)% (4,9)% (1,2)% (3,8) | (7.8)% | (22.4)% | (26.6)% | (60.0)% | (28.6)% | (74.6)% |
| YoY (3,8)% (2,8)% (3,8)% (3,8)% (1,0% (2,3)% (2,8)% (3,8)% (3,8)% (1,7)% (1,2) | 261 | 261 | 250 | 300 | 1,072 | 236 |
| Republic of Ireland 80 74 81 77 312 YoY | (6.1)% | (4.4)% | (11.3)% | (2.6)% | (6.0)% | (9.6)% |
| YoY | | 68 | 73 | 71 | 284 | 68 |
| Other 110 119 123 122 274 Total 1,352 1,358 1,376 1,363 5,449 YOY (8,0)% (9,7)% (5,6)% (9,2)% (8,0)% (9,2)% (8,0)% (9,0)% (8,0)% (8,0)% (8,0)% (8,0)% (8,0)% (8,0)% (8,0)% (8,0)% (8,0)% (8,0)% (8,0)% (8,0)% (8,0)% (8,0)% (8,0)% (7,0)% (7,0)% (7,0)% (8,0)% (8,0)% (8,0)% (8,0)% (8,0)% (7,0)% (7,0)% (7,0)% (7,0)% (7,0)% (7,0)% (7,0)% (7,0)% (7,0)% (7,0)% (7,0)% (7,0)% (7,0)% (1,0)% | (10.0)% | (8.1)% | (9.9)% | (7.8)% | (9.0)% | (5.6)% |
| 1,352 | 108 | 116 | 130 | 130 | 484 | 121 |
| YOY Of which Internal (8.8)% 30 (9.7)% 31 (5.6)% 31 (9.6)% 34 (8.5)% 109 Revenue by channel Retrail cay for YoY 876 876 887 892 3.531 YoY (8.2)% (8.2)% (6.2)% (6.5)% (7.9)% Wholesale 357 358 353 352 1,420 YoY (1.9)% (3.8)% (5.4)% (10.2)% (5.4)% EBITDA 406 427 435 (9.6)% (12.9)% (9.6)% (12.9)% (11.9)% Margin 30.0% 31.4% 31.6% 32.0% 31.3% Orders 704 (2.7)% (19.5)% 5.5% (47.9)% (2.7)% Of which new business 32.5 428 478 476 1,70 YOY (19.0)% (14.4)% 0.8% (53.3)% (28.7)% Of which renewals 19.0 223 234 232 879 YOY (38.1)% (27.7)%< | 1,287 | 1,285 | 1,295 | 1,290 | 5.157 | 1,200 |
| Of which Internal 30 31 34 14 109 | (4.8)% | (5.4)% | (5.9)% | (5.4)% | (5.4)% | (6.8)% |
| Revenue by channel | | 27 | 26 | 26 | 105 | 29 |
| Retail (se Rol) 876 876 887 892 3.3331 YoY (6.2)% (6.2)% (6.2)% (6.2)% (6.2)% (6.2)% (6.2)% (6.2)% (7.8)% Wholesale 357 358 353 352 1.420 VOY (1.3)% (3.4)% (5.4)% (10.2)% (5.4)% EBITDA 406 427 435 436 (1.704 YoY (12.7)% (12.9)% (9.6)% (12.9)% (11.9)% Margin 30.0% 31.4% 31.6% 32.0% 31.3% Orders 70f (27.8)% (19.5)% 5.5% (47.9)% (27.3)% Of which new business 325 428 478 476 1,704 YoY (19.0)% (14.4)% 0.8% 63.3)% (28.7)% Of which renewals 190 223 234 232 879 YoY (38.1)% (27.4)% 16.4% (31.8)% (24.2)% <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> | | | | | | |
| YoY (8.2)% (8.2)% (8.2)% (8.2)% (8.2)% (8.5)% (7.8 | | | | | | |
| Wholessie YoY 357 (1.9)% 358 (3.8)% 353 (5.4)% 352 (10.2)% 1,226 (5.4)% EBITDA YoY 406 (12.7)% 427 (12.9)% 435 (12.9)% 46 (12.9)% 1,704 (12.9)% 1,704 (11.9)% Margin 30.0% 31.4% 31.6% 32.0% 31.3% Orders 70tdl retail orders YoY (27.8)% (19.5)% 5.5% (47.9)% (27.3)% Of which new business YoY 32.5 428 478 476 1,704 Of which renewals 190 223 234 232 879 Of which renewals 190 223 234 232 879 YOY (39.1)% (27.9)% (16.4% (31.8)% (24.2)% | 838 | 843 | 847 | 860 | 3,388 | 810 |
| YoY | (4.3)% | (3.8)% | (4.5)% | (3.6)% | (4.0)% | (3.3)% |
| FBITDA 406 427 435 436 1,704 437 435 436 1,704 437 435 436 1,704 437 435 436 1,704 437 | 329 | 317 | 312 | 312 | 1,270 | 292 |
| YoY Margin (12.7)% 30.0% (12.9)% 31.4% (9.6)% 31.6% (12.6)% 32.0% (11.9)% 31.3% Orders Total retail orders 515 650 712 708 2,585 Totyl (27.8)% (19.5)% 5.5% (47.9)% (27.3)% Of which new business YoY 32.5 428 476 476 1,707 Of which renewals 190 223 234 232 879 YoY (38.1)% (27.4)% 16.4% (31.8)% (24.2)% | (7.8)% | (11.5)% | (11.6)% | (11.4)% | (10.6)% | (11.2)% |
| Margin 30.0% 31.4% 31.6% 32.0% 31.3% Orders | 429 | 423 | 400 | 384 | 1,636 | 315 |
| Margin 30.0% 31.4% 31.6% 32.0% 31.3% Orders | 5.7% | (0.9)% | (8.0)% | (11.9)% | (4.0)% | (26.6)% |
| Total retail orders 515 650 712 708 2,585 YOY (27.8)% (19.5)% 5.5% (47.9)% (27.3)% Of which new business 325 428 478 476 1,707 YoY (19.0)% (14.4)% 0.8% (53.3)% (28.7)% Of which renewals 190 223 234 232 879 YOY (39.1)% (27.4)% 16.4% (31.9)% (24.2)% | 33.3% | 32.9% | 30.9% | 29.8% | 31.7% | 26.3% |
| Total retail orders 515 650 712 708 2,585 YOY (27.8)% (19.5)% 5.5% (47.9)% (27.3)% Of which new business 325 428 478 476 1,707 YOY (19.0)% (14.4)% 0.8% (53.3)% (28.7)% Of which renewals 190 223 234 232 879 YOY (39.1)% (27.4)% 16.4% (31.9)% (24.2)% | | | | | | |
| YoY (27.8)% (19.5)% 5.5% (47.9)% (27.3)% Of which new business 325 428 478 476 1,707 YoY (19.0)% (14.4)% 0.8% (53.3)% (28.7)% Of which renewals 190 223 234 232 879 YoY (38.1)% (27.2)% 16.4% (31.8)% (24.2)% | 734 | 562 | 722 | 633 | 2,651 | 650 |
| Of which new business 325 428 478 476 1,707 YoY (19.0)% (14.4)% 0.8% (53.3)% (28.7)% Of which renewals 190 223 234 232 879 YoY (39.1)% (27.4)% 16.4% (31.8)% (24.2)% | 42.5% | | 1.4% | (10.6)% | 2,651 | |
| YoY (19.0)% (14.4)% 0.8% (53.3)% (28.7)% Of which renewals 190 223 234 232 879 YoY (39.1)% (27.4)% 16.4% (31.9)% (24.2)% | 42.5% | (13.5)% 392 | 1.4% 527 | (10.6)% 466 | 1.811 | (11.4)% 457 |
| Of which renewals 190 223 234 232 879 YoY (39.1)% (27.4)% 16.4% (31.8)% (24.2)% | 426 31.1% | | 10.3% | (2.1)% | 1,811 6.1% | 457 7.3% |
| YoY (39.1)% (27.4)% 16.4% (31.8)% (24.2)% | 31.1% | (8.4)% 170 | 10.3% | (2.1)% 167 | 6.1% 840 | 7.3% 193 |
| | 62.1% | (23.8)% | (16.7)% | (28.0)% | | |
| | 62.1% | (23.8)% | (16.7)% | (28.0)% 278 | (4.4)% 986 | (37.3)% |
| Total wholesale orders (excluding IoT) 111 291 250 207 859 YoY (61.9)% 81.9% 27.6% (60.7)% (26.8)% | 169 52.3% | 297 | (3.2)% | 34.3% | 986 14.8% | 1/3 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 page 1 of 2

| | FY21 | FY21 | FY21 | FY21 | FY21 | FY22 | FY22 | FY22 | FY22 | FY22 | FY2 |
|--|---------------|---|---------------|---|--|---------------|---|---------------|---|--|-------------|
| | Q1 | Q2 | Q3 | Q4 | Full year | Q1 | Q2 | Q3 | Q4 | Full year | (|
| Number of products/customers ('000 except noted) | _ | | | | | | | | | | |
| Voice lines | 2,583 | 2,574 | 2,549 | 2,504 | 2,504 | 2,501 | 2,483 | 2,462 | 2,437 | 2,437 | 2,39 |
| Of which traditional voice lines | 1,723 | 1,669 | 1,607 | 1,554 | 1,554 | 1,506 | 1,459 | 1,416 | 1,370 | 1,370 | 1,32 |
| Of which VoIP seats | 860 | 905 | 942 | 950 | 950 | 995 | 1,024 | 1,046 | 1,067 | 1,067 | 1,06 |
| Call minutes (millions) | 1,385 | 1,488 | 1,441 | 1,337 | 5,651 | 1,254 | 1,181 | 1,140 | 1,013 | 4,588 | 94 |
| Of which retail call minutes (millions) | 676 | 787 | 769 | 714 | 2,946 | 703 | 677 | 654 | 579 | 2,613 | 56 |
| Of which wholesale call minutes (millions) | 709 | 701 | 672 | 623 | 2,705 | 551 | 504 | 486 | 433 | 1,974 | 3 |
| External broadband lines | 1,451 | 1,433 | 1,423 | 1,400 | 1,400 | 1,398 | 1,386 | 1,383 | 1,348 | 1,348 | 1,3 |
| Of which retail broadband lines | 735 | 737 | 733 | 729 | 729 | 729 | 730 | 731 | 728 | 728 | 72 |
| Of which wholesale broadband lines | 716 | 696 | 690 | 671 | 671 | 669 | 656 | 652 | 620 | 620 | 6 |
| WAN and Ethernet | 137.7 | 136.9 | 136.4 | 137.9 | 137.9 | 138.2 | 135.7 | 135.5 | 133.9 | 133.9 | 132 |
| Of which wholesale Ethernet circuits | 52.5 | 51.9 | 51.6 | 51.4 | 51.4 | 51.8 | 52.3 | 52.8 | 52.9 | 52.9 | 53 |
| Of which WAN circuits ² | 85.2 | 85.0 | 84.8 | 86.5 | 86.5 | 86.4 | 83.4 | 82.8 | 81.0 | 81.0 | 79 |
| Mobile customers ³ | 3.803 | 3.807 | 3.863 | 3.886 | 3.886 | 3.884 | 3.900 | 3.922 | 3,937 | | 3,9 |
| MVNO customers | 3,919 | 3.988 | 4.079 | 4.114 | 4,114 | 3.399 | 3.167 | 2.937 | 2,706 | 2.706 | 6 |
| Fibre share of broadband base | _ | | | | | | | | | | |
| Superfast | 48.8% | 50.3% | 51.4% | 52.1% | 52.1% | 53.0% | 54.0% | 56.5% | 58.6% | 58.6% | |
| Superfast | 48.8% 0.9% | 50.3% 1.1% | 51.4% 1.4% | 52.1% 1.5% | 52.1% 1.5% | 53.0% 1.9% | 54.0% 2.4% | 56.5% 2.9% | 58.6% 3.7% | 58.6% 3.7% | |
| Fibre share of broadband base Superfast Ultrafast FINANCIAL | | 1.1% | | 1.5% | | | 2.4% | | 3.7% | | 59.0 4.9 |
| Superfast Ultrafast FINANCIAL | | 1.1% FY21 | | 1.5% FY21 | 1.5% FY21 | | 2.4% FY22 | | 3.7% FY22 | 3.7% FY22 | |
| Superfast Ultrafast FINANCIAL | | 1.1% | | 1.5% | 1.5% | | 2.4% | | 3.7% | 3.7% | |
| Superfast Ultrafast FINANCIAL Em unless otherwise stated | | 1.1% FY21 | | 1.5% FY21 | 1.5% FY21 | | 2.4% FY22 | | 3.7% FY22 | 3.7% FY22 | |
| Superfast Ultrafast FINANCIAL Em unless otherwise stated | | 1.1% FY21 H1 | | 1.5% FY21 H2 | FY21 Full year | | 2.4% FY22 H1 | | 3.7% FY22 H2 | 3.7% FY22 Full year | |
| Superfast Ultrafast FINANCIAL Em unless otherwise stated Revenue | | 1.1% FY21 H1 | | 1.5% FY21 H2 2,739 | 1.5% FY21 Full year 5,449 | | 2.4% FY22 H1 | | 3.7% FY22 H2 2,585 | 3.7% FY22 Full year 5,157 | |
| Superfast FINANCIAL Em unless otherwise stated Revenue YoY | | 1.1% FY21 H1 2,710 (9.3)% | | 1.5% FY21 H2 2,739 (7.6)% | 1.5% FY21 Full year 5,449 (8.5)% | | 2.4% FY22 H1 2,572 (5.1)% | | 3.7% FY22 H2 2,585 (5.6)% | 3.7% FY22 Full year 5,157 (5.4)% | |
| Superfast Ultrafast FINANCIAL Em unless otherwise stated Revenue YoY EBITDA | | 1.1% FY21 H1 2,710 (9.3)% 833 | | 1.5% FY21 H2 2,739 (7.6)% 871 | 1.5% FY21 Full year 5,449 (8.5)% 1,704 | | 2.4% FY22 H1 2,572 (5.1)% 852 | | 3.7% FY22 H2 2,585 (5.6)% 784 | 3.7% FY22 Full year 5,157 (5.4)% 1,636 | |
| Superfast FINANCIAL Trum unless otherwise stated Revenue YoY YoY YoY YoY | | 1.1% FY21 H1 2,710 (9.3)% 833 (12.8)% | | 1.5% FY21 H2 2,739 (7.6)% 871 (11.1)% | 1.5% FY21 Full year 5,449 (8.5)% 1,704 (11.9)% | | 2.4% FY22 H1 2,572 (5.1)% 852 2.3% | | 3.7% FY22 H2 2,585 (5.6)% 784 (10.0)% | 3.7% FY22 Full year 5,157 (5.4)% 1,636 (4.0)% | |
| Superfast Ultrafast FINANCIAL Em unless otherwise stated Revenue YoY BEITDA YoY Margin | | 1.1% FY21 H1 2,710 (9.3)% 833 (12.8)% 30.7% | | 1.5% FY21 H2 2,739 (7.6)% 871 (11.1)% 31.8% | 1.5% FY21 Full year 5,449 (8.5)% 1,704 (11.9)% 31.3% | | 2.4% FY22 H1 2,572 (5.1)% 852 2.3% 33.1% | | 3.7% FY22 H2 2,585 (5.6)% 784 (10.0)% 30.3% | 3.7% FY22 Full year 5,157 (5.4)% 1,636 (4.0)% 31.7% | |
| Superfast Ultrafast FiNANCIAL Em unless otherwise stated Revenue YoY Wargin Margin Operating profit YoY | | 1.1% FY21 H1 2,710 (9.3)% 833 (12.8)% 30.7% 466 | | 1.5% FY21 H2 2,739 (7.6)% 871 (11.1)% 31.8% 498 | 1.5% FY21 Full year 5,449 (8.5)% 1,704 (11.9)% 31.3% 964 | | 2.4% FY22 H1 2,572 (5.1)% 852 2.3% 33.1% 496 | | 3.7% FY22 H2 2,585 (5.6)% 784 (10.0)% 30.3% 416 | 3.7% FY22 Full year 5,157 (5.4)% 1,636 (4.0)% 31.7% 912 | |
| Superfast Ultrafast FiNANCIAL Em unless otherwise stated Revenue YoY Wargin Margin Operating profit YoY | | 1.1% FY21 H1 2,710 (9.3)% 833 (12.8)% 30.7% 466 (22.7)% | | 1.5% FY21 H2 2,739 (7.6)% 871 (11.1)% 31.8% 498 (19.7)% | 1.5% FY21 Full year 5,449 (8.5)% 1,704 (11.9)% 31.3% 964 (21.2)% | | 2.4% FY22 H1 2,572 (5.1)% 852 2.3% 33.1% 496 6.4% | | 3.7% FY22 H2 2,585 (5.6)% 784 (10.0)% 30.3% 416 (16.5)% | 3.7% FY22 Full year 5,157 (5.4)% 1,636 (4.0)% 31.7% 912 (5.4)% | |
| Superfast Ultrafast FINANCIAL Im unless otherwise stated Revenue YoY EBIT DA YoY Margin Operating profit YoY YoY | | 1.1% FY21 H1 2,710 (9.3)% 833 (12.8)% 30.7% 466 (22.7)% 229 | | 1.5% FY21 H2 2,739 (7.6)% 871 (11.1)% 31.8% 498 (19.7)% 263 | 1.5% FY21 Full year 5,449 (8.5)% 1,704 (11.9)% 31.3% 964 (21.2)% 492 | | 2.4% FY22 H1 2,572 (5.1)% 852 2.3% 33.1% 496 6.4% 254 | | 3.7% FY22 H2 2,585 (5.6)% 784 (10.0)% 30.3% 416 (16.5)% 315 | 3.7% FY22 Full year 5,157 (5.4)% 1,636 (4.0)% 31.7% 912 (5.4)% 569 | |

In Q2 FY22, £5m of Q1 FY22 Managed Services revenue was reclassified to Q1 FY22 Fixed Other revenue In Q2 FY22 c.3k WAN circuits were transferred from Enterprise to Global In Q2 FY21 c.2k mobile usotners 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 Resources, Manufacturing and Logistics | 5.9% | (3.4)% 284 | (8.6)% | (2.2)% | (2.1)% | (17.5)% 223 | (14.6)% | (11.1)% | (19.4)% | (15.8)% | (5.2)% 220 |
| | 288 | | 276 | 254 | 1,102 | | 241 | 243 | 227 | 934 | |
| YoY Technology, Life Sciences and Business Services | (9.1)% 269 | (15.7)% | (16.4)% | (16.2)% | (14.4)% | (22.6)% 236 | (15.1)% 319 | (12.0)% | (10.6)% | (15.2)% | (1.3)% |
| YoY | (14.3)% | 244 (19.2)% | 267 (7.0)% | 276 (9.5)% | 1,056 (12.6)% | (12.3)% | 30.7% | 324 21.3% | 312 13.0% | 1,191 12.8% | 258 9.3% |
| Regional Enterprise | 108 | 90 | 76 | (9.5) / 63 | 337 | (12.3) /6 58 | 30.7 /6 | 48 | 13.0 % | 12.6 % | 9.5 % 42 |
| YoY | (26.5)% | (41.2)% | (50.0)% | (58.3)% | (44.1)% | (46.3)% | (48.9)% | (36.8)% | (30.2)% | (41.8)% | (27.6)% |
| Total | 990 | 926 | 907 | 908 | 3,731 | 785 | 869 | 871 | 837 | 3,362 | 774 |
| YoY | (8.8)% | (16.7)% | (16.3)% | (16.0)% | (14.4)% | (20.7)% | (6.2)% | (4.0)% | (7.8)% | (9.9)% | (1.4)% |
| | (0.0)70 | (10.1)70 | (10.0)70 | (10.0)70 | (,// | (=0)/0 | (0.2)70 | () / 0 | () | (0.0)/0 | () |
| Revenue by product group | 7 | | | | | | | | | | |
| 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% |
| Outons | 702 | 700 | 4 400 | 045 | 2.000 | 550 | 004 | 070 | 4 405 | 2 642 | 505 |
| Orders YoY | 793 56.7% | 760 (42.7)% | 1,198 0.9% | 915 (30.5)% | 3,666 (15.5)% | 556 (29.9)% | 981 29.1% | 970 (19.0)% | 1,105 20.8% | 3,612 (1.5)% | 595 7.0% |
| 101 | 30.7% | (42.7)% | 0.9% | (30.5)% | (15.5)% | (29.9)% | 29.170 | (19.0)% | 20.0% | (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 |
|---|---|--|--|---|---|---|---|--|---|---|--|
| Revenue | 7 | | | | | | | | | | |
| 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 Of which Gfast single order generic ethernet access (SOGfast) | 50.0% | 50.0% | 66.7% | 66.7% | 60.0% | 100.0% | 133.3% | 60.0% | 80.0% | 87.5% | 50.0% |
| | 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% 75 | 11.8% 76 | 10.4% 94 | 12.1% 305 | 11.0% 77 | 6.7% 75 | 7.5% | 9.8% | 8.7% 294 | 6.2% |
| Other Total | 1,286 | 1,299 | 1,313 | 1,346 | 5,244 | 1,347 | 1,360 | 1,361 | 69 1.373 | 5,441 | 57 1,417 |
| YoY | 1,286 | 2.4% | 2.5% | 3.9% | 2.6% | 4.7% | 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% | 2,012 | 4.3% |
| 101 | 0.170 | 0.370 | (0.5)78 | (0.1)70 | 0.176 | 0.070 | 2.070 | 2.270 | 2.570 | 2.076 | 4.576 |
| EBITDA | 729 | 724 | 758 | 726 | 2.937 | 773 | 788 | 807 | 811 | 3,179 | 851 |
| 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 | FY21 | FY21 | FY21 | FY21 | FY22 | FY22 | FY22 | FY22 | FY22 | FY23 |
| | Q1 | Q2 | Q3 | Q4 | Full year | Q1 | Q2 | Q3 | Q4 | Full year | Q1 |
| Network deployment ('000 premises passed) | 7 | | | | | | | | | | |
| 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 |
| OllidiastFITF | 2,010 | 3,500 | 4,030 | 4,610 | | | | | | | |
| | 2,010 | 3,500 | 4,030 | 4,610 | ,,= | | | | | | |
| Network usage ('000 premises connected) | 1 | ., | ,,,,, | ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,, | , | | a + 50= [| | | | |
| Network usage ('000 premises connected) Total physical lines | 24,896 | 24,927 | 24,914 | 24,881 | 24,881 | 24,722 | 24,587 | 24,496 | 24,438 | 24,438 | |
| Network usage ('000 premises connected) Total physical lines Of which WLR | 24,896 14,781 | 24,927 14,704 | 24,914 14,504 | 24,881 14,324 | 24,881 14,324 | 14,029 | 13,608 | 12,969 | 12,349 | 12,349 | 11,918 |
| Network usage ('000 premises connected) Total physical lines Of which WLR Of which LLU | 24,896 14,781 9,281 | 24,927 14,704 9,125 | 24,914 14,504 8,943 | 24,881 14,324 8,857 | 24,881 14,324 8,857 | 14,029 8,761 | 13,608 8,645 | 12,969 8,415 | 12,349 8,224 | 12,349 8,224 | 11,918 7,985 |
| Network usage (1000 premises connected) Total physical lines Of which WLR Of which LLU Of which hingle order (SOTAP, SOGEA, SOGfast) | 24,896 14,781 9,281 280 | 24,927 14,704 9,125 443 | 24,914 14,504 8,943 677 | 24,881 14,324 8,857 795 | 24,881 14,324 8,857 795 | 14,029 8,761 846 | 13,608 8,645 1,070 | 12,969 8,415 1,604 | 12,349 8,224 2,094 | 12,349 8,224 2,094 | 11,918 7,985 2,343 |
| Network usage ('000 premises connected) Total physical lines Of which WLR Of which LU Of which single order (SOTAP, SOGEA, SOGfast) Of which FITTP | 24,896 14,781 9,281 280 554 | 24,927 14,704 9,125 443 655 | 24,914 14,504 8,943 677 790 | 24,881 14,324 8,857 795 905 | 24,881 14,324 8,857 795 905 | 14,029 8,761 846 1,086 | 13,608 8,645 1,070 1,264 | 12,969 8,415 1,604 1,508 | 12,349 8,224 2,094 1,771 | 12,349 8,224 2,094 1,771 | 11,918 7,985 2,343 2,073 |
| Network usage (**000 premises connected) Total physical lines Of which WLR Of which LLU Of which single order (SOTAP, SOGEA, SOGfast) Of which FITP Total broadband connections | 24,896 14,781 9,281 280 554 21,340 | 24,927 14,704 9,125 443 655 21,397 | 24,914 14,504 8,943 677 790 21,468 | 24,881 14,324 8,857 795 905 21,511 | 24,881 14,324 8,857 795 905 21,511 | 14,029 8,761 846 1,086 21,551 | 13,608 8,645 1,070 1,264 21,580 | 12,969 8,415 1,604 1,508 21,625 | 12,349 8,224 2,094 1,771 21,667 | 12,349 8,224 2,094 1,771 21,667 | 11,918 7,985 2,343 2,073 21,623 |
| Network usage ('000 premises connected) Total physical lines Of which WLR Of which LUL Of which Stude (SOTAP, SOGEA, SOGfast) Of which FITTP Total broadband connections Of which non-fibre | 24,896 14,781 9,281 280 554 21,340 6,240 | 24,927 14,704 9,125 443 655 21,397 5,687 | 24,914 14,504 8,943 677 790 21,468 5,232 | 24,881 14,324 8,857 795 905 21,511 4,671 | 24,881 14,324 8,857 795 905 21,511 4,671 | 14,029 8,761 846 1,086 21,551 4,358 | 13,608 8,645 1,070 1,264 21,580 3,991 | 12,969 8,415 1,604 1,508 21,625 3,726 | 12,349 8,224 2,094 1,771 21,667 3,350 | 12,349 8,224 2,094 1,771 21,667 3,350 | 11,918 7,985 2,343 2,073 21,623 3,147 |
| Network usage ("000 premises connected) Total physical lines Of which WLR Of which LU U Of which single order (SOTAP, SOGEA, SOGfast) Of which FTTP Total broadband connections Of which non-flore Of which FTTC | 24,896 14,781 9,281 280 554 21,340 6,240 14,448 | 24,927 14,704 9,125 443 655 21,397 5,687 14,917 | 24,914 14,504 8,943 677 790 21,468 5,232 15,269 | 24,881 14,324 8,857 795 905 21,511 4,671 15,744 | 24,881 14,324 8,857 795 905 21,511 4,671 15,744 | 14,029 8,761 846 1,086 21,551 4,358 15,873 | 13,608 8,645 1,070 1,264 21,580 3,991 16,058 | 12,969 8,415 1,604 1,508 21,625 3,726 16,094 | 12,349 8,224 2,094 1,771 21,667 3,350 16,229 | 12,349 8,224 2,094 1,771 21,667 3,350 16,229 | 11,918 7,985 2,343 2,073 21,623 3,147 16,082 |
| Network usage ('000 premises connected) Total physical lines Of which WLR Of which LUL Of which Start Of which FTTP Total broadband connections Of which FTTC Of which FTTC Of which FTTC Of which GEA | 24,896 14,781 9,281 280 554 21,340 6,240 14,448 14,179 | 24,927 14,704 9,125 443 655 21,397 5,687 14,917 14,500 | 24,914 14,504 8,943 677 790 21,468 5,232 15,269 14,633 | 24,881 14,324 8,857 795 905 21,511 4,671 15,744 14,996 | 24,881 14,324 8,857 795 905 21,511 4,671 15,744 14,996 | 14,029 8,761 846 1,086 21,551 4,358 15,873 15,084 | 13,608 8,645 1,070 1,264 21,580 3,991 16,058 15,050 | 12,969 8,415 1,604 1,508 21,625 3,726 16,094 14,560 | 12,349 8,224 2,094 1,771 21,667 3,350 16,229 14,210 | 12,349 8,224 2,094 1,771 21,667 3,350 16,229 14,210 | 11,918 7,985 2,343 2,073 21,623 3,147 16,082 13,812 |
| Network usage (1000 premises connected) Total physical lines Of which WLR Of which LUU Of which single order (SOTAP, SOGEA, SOGfast) Of which FITTP Total broadband connections Of which ron-flore Of which FITC Of which SOGEA | 24,896 14,781 9,281 280 554 21,340 6,240 14,448 14,179 269 | 24,927 14,704 9,125 443 655 21,397 5,687 14,917 14,500 417 | 24,914 14,504 8,943 677 790 21,468 5,232 15,269 14,633 636 | 24,881 14,324 8,857 795 905 21,511 4,671 15,744 14,996 748 | 24,881 14,324 8,857 795 905 21,511 4,671 15,744 14,996 748 | 14,029 8,761 846 1,086 21,551 4,358 15,873 15,084 789 | 13,608 8,645 1,070 1,264 21,580 3,991 16,058 15,050 1,008 | 12,969 8,415 1,604 1,508 21,625 3,726 16,094 14,560 1,534 | 12,349 8,224 2,094 1,771 21,667 3,350 16,229 14,210 2,019 | 12,349 8,224 2,094 1,771 21,667 3,350 16,229 14,210 2,019 | 11,918 7,985 2,343 2,073 21,623 3,147 16,082 13,812 2,270 |
| Network usage ('000 premises connected) Total physical lines Of which WLR Of which LLU Of which single order (SOTAP, SOGEA, SOGfast) Of which FITP Total broadband connections Of which nor-fibre Of which FTTC Of which GEA Of which SGGEA Of which SGGEA | 24,896 14,781 9,281 280 554 21,340 6,240 14,448 14,179 269 98 | 24,927 14,704 9,125 443 655 21,397 5,687 14,917 14,500 447 138 | 24,914 14,504 8,943 677 790 21,468 5,232 15,269 14,633 636 177 | 24,881 14,324 8,857 795 905 21,511 4,671 15,744 14,996 748 192 | 24,881 14,324 8,857 795 905 21,511 4,671 15,744 14,996 748 | 14,029 8,761 846 1,086 21,551 4,358 15,873 15,084 789 234 | 13,608 8,645 1,070 1,264 21,580 3,991 16,058 15,050 1,008 267 | 12,969 8,415 1,604 1,508 21,625 3,726 16,094 14,560 1,534 297 | 12,349 8,224 2,094 1,771 21,667 3,350 16,229 14,210 2,019 317 | 12,349 8,224 2,094 1,771 21,667 3,350 16,229 14,210 2,019 | 24,319 11,918 7,985 2,343 2,073 21,623 3,147 16,082 13,812 2,270 321 |
| Network usage (1000 premises connected) Total physical lines Of which WLR Of which LUU Of which single order (SOTAP, SOGEA, SOGfast) Of which FITTP Total broadband connections Of which non-fibre Of which non-fibre Of which FITC Of which GEA Of which SOGEA Of which SOGEA Of which SOGEA | 24,896 14,781 9,281 280 554 21,340 6,240 14,448 14,179 269 98 87 | 24,927 14,704 9,125 443 655 21,397 5,687 14,917 14,500 417 138 | 24,914 14,504 8,943 677 790 21,468 5,232 15,269 14,633 636 1777 136 | 24,881 14,324 8,857 795 905 21,511 4,671 15,744 14,996 748 192 146 | 24,881 14,324 8,857 795 905 21,511 4,671 15,744 14,996 748 | 14,029 8,761 846 1,086 21,551 4,358 15,873 15,084 789 234 177 | 13,608 8,645 1,070 1,264 21,580 3,991 16,058 15,050 1,008 267 204 | 12,969 8,415 1,604 1,508 21,625 3,726 16,094 14,560 1,534 297 227 | 12,349 8,224 2,094 1,771 21,667 3,350 16,229 14,210 2,019 317 243 | 12,349 8,224 2,094 1,771 21,667 3,350 16,229 14,210 2,019 317 243 | 11,918 7,985 2,343 2,073 21,623 3,147 16,082 13,812 2,270 321 248 |
| Network usage (**000 premises connected) Total physical lines Of which WLR Of which LU Of which single order (SOTAP, SOGEA, SOGfast) Of which of the the third order (SOTAP, SOGEA, SOGfast) Of which order Of which order Of which GEA Of which GEA Of which GEA Of which GEAS | 24,896 14,781 9,281 280 554 21,340 6,240 14,448 14,179 269 98 | 24,927 14,704 9,125 443 655 21,397 5,687 14,917 14,500 447 138 | 24,914 14,504 8,943 677 790 21,468 5,232 15,269 14,633 636 177 | 24,881 14,324 8,857 795 905 21,511 4,671 15,744 14,996 748 192 | 24,881 14,324 8,857 795 905 21,511 4,671 15,744 14,996 748 | 14,029 8,761 846 1,086 21,551 4,358 15,873 15,084 789 234 | 13,608 8,645 1,070 1,264 21,580 3,991 16,058 15,050 1,008 267 | 12,969 8,415 1,604 1,508 21,625 3,726 16,094 14,560 1,534 297 | 12,349 8,224 2,094 1,771 21,667 3,350 16,229 14,210 2,019 317 | 12,349 8,224 2,094 1,771 21,667 3,350 16,229 14,210 2,019 | 11,918 7,985 2,343 2,073 21,623 3,147 16,082 13,812 2,270 321 |

Please see the Glossary pages for relevant definitions

Openreach page 1 of 2

| FINANCIAL | FY21 | | FY21 | FY22 | | | |
|--|---------|---------|-----------|---------|--------|-----------|--|
| £m unless otherwise stated | H1 | H2 | Full year | H1 | H2 | Full year | |
| Revenue | 2,585 | 2,659 | 5,244 | 2,707 | 2,734 | 5,441 | |
| YoY | 1.9% | 3.2% | 2.6% | 4.7% | 2.8% | 3.8% | |
| EBITDA | 1,453 | 1,484 | 2,937 | 1,561 | 1,618 | 3,179 | |
| 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% | |
| Operating profit | 621 | 609 | 1,230 | 669 | 634 | 1,303 | |
| YoY | 7.3% | 7.4% | 7.3% | 7.7% | 4.1% | 5.9% | |
| Reported capital expenditure excluding spectrum | 1,072 | 1,177 | 2,249 | 1,094 | 1,454 | 2,548 | |
| YoY | 5.6% | 7.7% | 6.7% | 2.1% | 23.5% | 13.3% | |
| Normalised free cash flow | 20 | 466 | 486 | 8 | 440 | 448 | |
| YoY | (89.8)% | (1.5)% | (27.5)% | (60.0)% | (5.6)% | (7.8)% | |
| Reported capital expenditure excluding spectrum | _ | | | | | | |
| 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% | |
| Total | 1,072 | 1,177 | 2,249 | 1,094 | 1,454 | 2,548 | |
| YoY | 5.6% | 7.7% | 6.7% | 2.1% | 23.5% | 13.3% | |

Please see the Glossary pages for relevant definitions

Openreach page 2 of 2

Glossary

GROUP: COST

| 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 beneflet'. Costs payable when, in the normal course of business, employment is terminated before an employee's normal retirement date, or when an employee accepts voluntary redundancy in exchange for these benefits. The Group recognises termination benefits when it is demonstrably committed to the affected employees leaving the Group. Leavers costs related to a major restructuring programme are treated as a specific item (defined below). |
| Capitalised labour | Labour costs associated with the construction, modification, or installation of capital expenditure programmes (defined below). |
| Product costs and sales commissions | Costs incurred in the creation of products, including the purchase of equipment and services for resale, and commission paid to third parties for selling the Group's products and services. |
| Payments to telecommunications operators | Costs typically including payments to other communications providers (CPs) when terminating voice traffic on their networks to carry a call to the customer receiving the call. Also called 'payments to other licensed operators' (POLOs). |
| TV programme rights charges | Costs incurred as a result of providing JV content to BT Sport bundled customers. Previously included 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 or dairns, business restructuring programmes, asset impairment charges, property rationalisation programmes, net interest on pensions and the settlement of multiple tax years. |

| | _ |
|-------------------------------------|---|
| Reported capital expenditure | |
| | Investment in our integrated network to improve the coverage and reliability of our superfast broadband network, increase the deployment of ultrafast |
| Of which capacity/network | broadband, enhance and expand our mobile network, and deliver a truly integrated network that supports converged products/services. Includes |
| | Broadband Delivery UK (BDUK) grant funding deferrals. |
| | investment that directly generates revenue from continued development of customer contract-specific infrastructure for our UK and global clients, |
| Of William customer unveil | 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 |
| Of Willot ayateman | initiatives to drive cost savings. |
| Of which non-natwork Infraetructure | Investment that covers, for example, investment in our property estate, power and cooling investments to drive energy savings, specialist vehicle |

| Koles | |
|----------------------|--|
| 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 | 1 |
|---------------------------|---|
| 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 |

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 leased fixed customer equipment, value added 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 a 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, 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, |
| Of Which WAN and Ethernet | 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 MZM (i.e. loT). |
| Managed services | Earned from bespoke contracts that is not directly apportioned to either fixed or mobile connectivity, including that from the Emergency Services Network (ESN). |
| Republic of Ireland | All revenue of any type earned from customers in the Republic of Ireland, received in euros but reported in sterling. |
| Other | Any revenue not included within any of the above categories, e.g. revenue from converged products/services such as BT One Phone, and revenue previously reported under Ventures including Redcare, Phone Book, and Payphones, and previously included Tikit (sold in Q4 19/20) and Fleet (sold in Q2 19/20) 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 | |
|--------------------|--|
| | 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. |
| | The total number of revenue-generating voice connections on our fixed network that use legacy analogue technology, across all external customers, |
| Of which traditional voice lines | 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 recorded 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

Revenue by industry segmentation Banking and Financial Services Resources, Manufacturing and Logistics Resources, Manufacturing and Logistics Resources, Manufacturing and Logistics 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: healthcare and life services; media and technology: business and utilities; and transport, logistics an automotive. Revenue from 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. Revenue by product group Revenue from regional enterprise customers outside the UK. Revenue from recently launched technologies and high growth strategic products, including: Security: Cloud-based solutions; and software-defined capabilities. Revenue from products which use well-established technologies, for which new alternatives are starting to emerge, including: MPLS services; and on-

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

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 | |
| | 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 |
| Local Loop Oribunding (LLO) | 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 |
| Superrast | 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) |
| OllididSt | 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 UKI as In Prince, does not include SMPF lines, in addition to WLR-only lines Physical lines - Of which LU Is In Prince, 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 | |
|---|--|
| | 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. |
| | 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. |
| | 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. |
| | 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. |

End