



BT Group provides refreshed external KPIs and historical pro forma disclosures

BT Group provides refreshed external KPIs and historical pro forma disclosures for FY22 and FY23, incorporating:

- The formation of Business on 1 April 2023, from the combination of Enterprise and Global
- Refined allocation of shared central costs between BT's Customer Facing Units (CFUs)
- Refreshed financial and operational metrics for BT's CFUs

27 June 2023

Following the formation of Business, BT has refreshed its KPI disclosures to present this business on a pro forma basis. In light of this, and the formation of Digital and Networks, BT has also adjusted the methodologies used to allocate shared fixed costs across its CFUs to more closely align them to their actual consumption. Finally, BT has also refreshed its CFU financial and operational KPIs to better align them with the internal metrics used to manage each unit.

Refreshed KPIs, formation of BT Business, and adjustments to central cost allocations

1. Business was formed from the combination of the former Enterprise and Global units and will commence reporting from Q1 FY24.
2. BT has adjusted its methodologies used to allocate shared Network, Digital and support function costs across its CFUs, reported within operating costs and capex. The changes more closely align the recharges received by each CFU to their actual consumption. These changes impact CFU financials only and have no impact on the reported Group financials.
3. BT has also refreshed the CFU financial and operational metrics used to explain company performance from FY24. This will improve visibility of the drivers of BT's performance, whilst simplifying and better aligning the company's external KPIs to the internal metrics used to manage the business.

These changes have no impact on BT's financial outlook which remains unchanged.

Pro forma financial and operational KPIs, reflecting 1, 2 and 3 above for FY22 and FY23 are available on our [website](#). Historical pro forma KPIs are unaudited and provide an indicative history of BT's performance.

Accompanying documents

1. **Pro forma KPIs (Document A):** BT's pro forma KPIs for FY22 and FY23, reflecting the formation of Business, the impact of adjustments to central cost allocations, and refreshed metrics for BT's CFUs
2. **Pro forma KPIs – Supporting information (Document B):** A bridging document between BT's previously reported KPIs and BT's pro forma KPIs (Document A)

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Enquiries

Press office:

Tom Engel

Tel: 07947 711959

Investor relations:

Mark Lidiard

Tel: 0800 389 4909

About BT Group

