

# Key Performance Indicators (KPIs)



**For the financial years ended 31 March 2017 and 31 March 2018, and the quarters ending 30 June 2018, 30 September 2018 and 31 December 2018.**

From Q3 2018/19, BT Group is reporting information in the format of this document as part of its quarterly financial disclosures. Results for the years ended 31 March 2017 and 31 March 2018, and the quarters ending 30 June 2018 and 30 September 2018 have therefore been prepared on a pro forma restated basis. **These financial statements do not constitute statutory accounts within the meaning of Section 434 of the Companies Act 2006 and have not been audited or reviewed by the independent auditors.**

These pro forma KPIs have been prepared to reflect changes in the business organisational structure, namely the formation of “Enterprise” from the combination of “Business and Public Sector” (BPS) and “Wholesale and Ventures” (WAV), and the transfer of “Northern Ireland Networks” (NIN), previously hosted by BPS, into Openreach. In addition, the pro forma KPIs reflect that BT Group now accounts for internal revenue generated by its Ventures businesses within Enterprise as revenue rather than as an internal recovery of cost. For further information on changes please see the separate pro forma document published by BT Group on 17 January 2019.

All pro forma financial information in this document has been prepared under the IFRS 15 accounting standard. From 1 April 2018, BT adopted IFRS 15 on a modified retrospective basis. For further information about the impact of IFRS 15, including a comparison with information previously published under the IAS 18 accounting standard, please see pro forma document published on 22 June 2018.

## **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. While BT Group believes the information contained in this document to be reliable, 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.

## **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.

## **For more information please contact BT Group Investor Relations**

Phone: +44 (0)207 356 4909

Email: [ir@bt.com](mailto:ir@bt.com)

Website: [www.bt.com/ir](http://www.bt.com/ir)

## **About BT Group**

BT Group’s purpose is to use the power of communications to make a better world. It is one of the world’s leading providers of communications services and solutions, serving customers in 180 countries. Its principal activities include the provision of networked IT services globally; local, national and international telecommunications services to its customers for use at home, at work and on the move; broadband, TV and internet products and services; and converged fixed-mobile products and services.

British Telecommunications plc (BT) is a wholly-owned subsidiary of BT Group plc and encompasses virtually all businesses and assets of the BT Group. BT Group plc is listed on stock exchanges in London and New York.

## **BT Group plc**

Registered Office: 81 Newgate Street, London, EC1A 7AJ, United Kingdom

Registered in England and Wales no. 4190816

[www.btplc.com](http://www.btplc.com)

## Group: Income statement

INCOME STATEMENT Em unless otherwise stated	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2016/17 Full year	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	2017/18 Full year	2018/19 Q1	2018/19 Q2	2018/19 Q3
<b>Revenue</b>													
Consumer	2,430	2,570	2,626	2,493	10,119	2,540	2,587	2,680	2,572	10,379	2,591	2,681	2,785
Enterprise	1,713	1,728	1,748	1,783	6,972	1,647	1,673	1,654	1,679	6,653	1,567	1,606	1,555
Global Services	1,250	1,409	1,399	1,422	5,480	1,246	1,265	1,265	1,243	5,019	1,147	1,185	1,202
Openreach	1,273	1,269	1,296	1,298	5,136	1,287	1,299	1,379	1,320	5,285	1,255	1,293	1,256
Other	3	1	4	2	10	2	4	2	2	10	1	1	2
Eliminations	(891)	(903)	(907)	(909)	(3,610)	(887)	(893)	(915)	(890)	(3,585)	(845)	(858)	(818)
<b>Total Group revenue<sup>1</sup></b>	<b>5,778</b>	<b>6,074</b>	<b>6,166</b>	<b>6,089</b>	<b>24,107</b>	<b>5,835</b>	<b>5,935</b>	<b>6,065</b>	<b>5,926</b>	<b>23,761</b>	<b>5,716</b>	<b>5,908</b>	<b>5,982</b>
Underlying revenue YoY <sup>2</sup>	-	-	-	-	-	(0.6)%	(2.7)%	(1.4)%	(2.1)%	(1.7)%	(2.0)%	(0.2)%	(1.0)%

<b>EBITDA</b>													
Consumer	548	589	603	557	2,297	556	575	558	680	2,369	610	611	643
Enterprise	535	574	582	587	2,278	493	520	512	535	2,060	480	505	501
Global Services	121	132	39	202	494	73	81	141	135	430	95	113	147
Openreach	657	648	703	712	2,720	644	653	747	675	2,719	591	634	603
Other	(7)	2	15	(16)	(6)	19	(9)	(22)	11	(1)	24	12	(16)
<b>Total Group EBITDA<sup>1</sup></b>	<b>1,854</b>	<b>1,945</b>	<b>1,942</b>	<b>2,042</b>	<b>7,783</b>	<b>1,785</b>	<b>1,820</b>	<b>1,936</b>	<b>2,036</b>	<b>7,577</b>	<b>1,800</b>	<b>1,875</b>	<b>1,878</b>
YoY	-	-	-	-	-	(3.7)%	(6.4)%	(0.3)%	(0.3)%	(2.6)%	0.8%	3.0%	(3.0)%
Margin	32.1%	32.0%	31.5%	33.5%	32.3%	30.6%	30.7%	31.9%	34.4%	31.9%	31.5%	31.7%	31.4%

Adjusted profit before tax	838	930	898	1,004	3,670	791	798	928	999	3,516	816	841	830
Profit after tax	624	623	446	353	2,046	285	533	611	675	2,104	549	503	594

INCOME STATEMENT Em unless otherwise stated	2016/17 H1	2016/17 H2	2016/17 Full year	2017/18 H1	2017/18 H2	2017/18 Full year	2018/19 H1
--	---------------	---------------	----------------------	---------------	---------------	----------------------	---------------

<b>Total Group revenue<sup>1</sup></b>	<b>11,852</b>	<b>12,255</b>	<b>24,107</b>	<b>11,770</b>	<b>11,991</b>	<b>23,761</b>	<b>11,624</b>
Operating costs before D&A and specific items	(8,053)	(8,271)	(16,324)	(8,165)	(8,019)	(16,184)	(7,949)
<b>Total Group EBITDA<sup>1</sup></b>	<b>3,799</b>	<b>3,984</b>	<b>7,783</b>	<b>3,605</b>	<b>3,972</b>	<b>7,577</b>	<b>3,675</b>
Depreciation and amortisation <sup>1</sup>	(1,724)	(1,786)	(3,510)	(1,757)	(1,757)	(3,514)	(1,736)
<b>Adjusted operating profit</b>	<b>2,075</b>	<b>2,198</b>	<b>4,273</b>	<b>1,848</b>	<b>2,215</b>	<b>4,063</b>	<b>1,939</b>
Net finance expense <sup>1</sup>	(300)	(294)	(594)	(259)	(287)	(546)	(283)
Share of post tax profits/losses of assoc. & JVs <sup>1</sup>	(7)	(2)	(9)	0	(1)	(1)	1
<b>Adjusted profit before tax</b>	<b>1,768</b>	<b>1,902</b>	<b>3,670</b>	<b>1,589</b>	<b>1,927</b>	<b>3,516</b>	<b>1,657</b>
Total specific items	(287)	(891)	(1,178)	(496)	(332)	(828)	(317)
Of which impact operating profit	(182)	(786)	(968)	(387)	(223)	(610)	(248)
Of which net interest on pensions	(105)	(104)	(209)	(109)	(109)	(218)	(69)
<b>Reported profit before tax</b>	<b>1,481</b>	<b>1,011</b>	<b>2,492</b>	<b>1,093</b>	<b>1,595</b>	<b>2,688</b>	<b>1,340</b>
Tax excluding tax on specific items	(300)	(363)	(663)	(321)	(350)	(671)	(340)
Tax rate before specific items	17.0%	19.1%	18.1%	20.2%	18.2%	19.1%	20.5%
Tax on specific items	66	151	217	46	41	87	52
<b>Profit after tax</b>	<b>1,247</b>	<b>799</b>	<b>2,046</b>	<b>818</b>	<b>1,286</b>	<b>2,104</b>	<b>1,052</b>

Adjusted basic earnings per share (pence)	14.8	15.5	30.3	12.8	15.9	28.6	13.3
Reported basic earnings per share (pence)	12.6	8.0	20.6	8.2	12.9	21.2	10.6

Dividend per share (pence)	4.85	10.55	15.40	4.85	10.55	15.40	4.62
----------------------------	------	-------	-------	------	-------	-------	------

Average number of shares in issue (m)	9,933	9,944	9,938	9,915	9,906	9,911	9,910
---------------------------------------	-------	-------	-------	-------	-------	-------	-------

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

<sup>2</sup> Excluding specific items, foreign exchange movements and the effect of acquisitions and disposals

Please see the Glossary pages for relevant definitions

## Group: Cash flow & net debt

CASH FLOW & NET DEBT £m unless otherwise stated	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2016/17 Full year	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	2017/18 Full year	2018/19 Q1	2018/19 Q2	2018/19 Q3
Cash capital expenditure	(711)	(751)	(751)	(906)	(3,119)	(784)	(870)	(843)	(844)	(3,341)	(874)	(862)	(912)
Normalised free cash flow	448	894	606	834	2,782	556	689	702	1,026	2,973	507	467	763
Net (debt)/cash	(9,572)	(9,567)	(8,981)	(8,932)	(8,932)	(8,810)	(9,520)	(8,923)	(9,627)	(9,627)	(11,227)	(11,895)	(11,114)

CASH FLOW & NET DEBT £m unless otherwise stated	2016/17 H1	2016/17 H2	2016/17 Full year	2017/18 H1	2017/18 H2	2017/18 Full year	2018/19 H1
--	---------------	---------------	----------------------	---------------	---------------	----------------------	---------------

<b>Total Group EBITDA<sup>1</sup></b>	<b>3,799</b>	<b>3,984</b>	<b>7,783</b>	<b>3,605</b>	<b>3,972</b>	<b>7,577</b>	<b>3,675</b>
Interest	(282)	(340)	(622)	(257)	(291)	(548)	(228)
Tax (ex cash tax benefit of pension deficit payments)	(306)	(355)	(661)	(209)	(373)	(582)	(294)
Change in working capital	(412)	(89)	(501)	(365)	127	(238)	(497)
Change in other	5	(103)	(98)	125	(20)	105	54
<b>Cash available for investment and distribution</b>	<b>2,804</b>	<b>3,097</b>	<b>5,901</b>	<b>2,899</b>	<b>3,415</b>	<b>6,314</b>	<b>2,710</b>
Cash capital expenditure	(1,462)	(1,657)	(3,119)	(1,654)	(1,687)	(3,341)	(1,736)
<b>Normalised free cash flow</b>	<b>1,342</b>	<b>1,440</b>	<b>2,782</b>	<b>1,245</b>	<b>1,728</b>	<b>2,973</b>	<b>974</b>
Payments/refund for the acquisition of spectrum	0	0	0	0	(325)	(325)	21
Net cash flow from specific items	(114)	(91)	(205)	(589)	(239)	(828)	(277)
<b>Reported free cash flow</b>	<b>1,228</b>	<b>1,349</b>	<b>2,577</b>	<b>656</b>	<b>1,164</b>	<b>1,820</b>	<b>718</b>
Equity dividends paid	(951)	(484)	(1,435)	(1,038)	(485)	(1,523)	(1,040)
Repurchase of ordinary share capital	(206)	0	(206)	(221)	0	(221)	(9)
<b>Residual free cash flow</b>	<b>71</b>	<b>865</b>	<b>936</b>	<b>(603)</b>	<b>679</b>	<b>76</b>	<b>(331)</b>
Cash tax benefit of pension deficit payments	88	22	110	28	81	109	84
Gross pension deficit payment	(13)	(261)	(274)	(10)	(862)	(872)	(2,012)
<b>Free cash flow post pension deficit payments</b>	<b>146</b>	<b>626</b>	<b>772</b>	<b>(585)</b>	<b>(102)</b>	<b>(687)</b>	<b>(2,259)</b>
Other	125	9	134	(3)	(5)	(8)	(9)
<b>Change in net (debt)/cash</b>	<b>271</b>	<b>635</b>	<b>906</b>	<b>(588)</b>	<b>(107)</b>	<b>(695)</b>	<b>(2,268)</b>

<b>Net (debt)/cash</b>	<b>(9,567)</b>	<b>(8,932)</b>	<b>(8,932)</b>	<b>(9,520)</b>	<b>(9,627)</b>	<b>(9,627)</b>	<b>(11,895)</b>
------------------------	----------------	----------------	----------------	----------------	----------------	----------------	-----------------

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

Please see the Glossary pages for relevant definitions

## Group: Costs

OPERATING COSTS £m unless otherwise stated	2016/17 H1	2016/17 H2	2016/17 Full year	2017/18 H1	2017/18 H2	2017/18 Full year	2018/19 H1
Direct labour costs before leaver costs	2,581	2,522	5,103	2,690	2,658	5,348	2,664
Indirect labour costs	402	460	862	451	476	927	472
Leaver costs	54	32	86	30	20	50	8
<b>Gross labour costs</b>	<b>3,037</b>	<b>3,014</b>	<b>6,051</b>	<b>3,171</b>	<b>3,154</b>	<b>6,325</b>	<b>3,144</b>
Capitalised labour	(588)	(688)	(1,276)	(668)	(742)	(1,410)	(729)
<b>Net labour costs</b>	<b>2,449</b>	<b>2,326</b>	<b>4,775</b>	<b>2,503</b>	<b>2,412</b>	<b>4,915</b>	<b>2,415</b>
Payments to telecommunications operators	1,327	1,326	2,653	1,207	1,099	2,306	1,073
Property and energy costs	600	602	1,202	649	636	1,285	661
Network operating and IT costs	455	528	983	476	487	963	508
Programme rights charges	340	374	714	377	386	763	403
Other costs	2,882	3,115	5,997	2,953	2,999	5,952	2,889
<b>Operating costs before D&amp;A and specific items</b>	<b>8,053</b>	<b>8,271</b>	<b>16,324</b>	<b>8,165</b>	<b>8,019</b>	<b>16,184</b>	<b>7,949</b>
Depreciation and amortisation (D&A)	1,724	1,786	3,510	1,757	1,757	3,514	1,736
<b>Total operating costs before specific items</b>	<b>9,777</b>	<b>10,057</b>	<b>19,834</b>	<b>9,922</b>	<b>9,776</b>	<b>19,698</b>	<b>9,685</b>
Specific items	136	782	918	373	214	587	212
<b>Total operating costs</b>	<b>9,913</b>	<b>10,839</b>	<b>20,752</b>	<b>10,295</b>	<b>9,990</b>	<b>20,285</b>	<b>9,897</b>

REPORTED CAPITAL EXPENDITURE £m unless otherwise stated	2016/17 H1	2016/17 H2	2016/17 Full year	2017/18 H1	2017/18 H2	2017/18 Full year	2018/19 H1
Consumer	410	443	853	461	458	919	401
Enterprise	194	260	454	237	255	492	218
Global Services	191	170	361	128	150	278	99
Openreach	713	907	1,620	808	891	1,699	1,055
Other	72	94	166	59	75	134	60
<b>Total Group</b> <sup>1</sup>	<b>1,580</b>	<b>1,874</b>	<b>3,454</b>	<b>1,693</b>	<b>1,829</b>	<b>3,522</b>	<b>1,833</b>
Of which capacity/network	742	908	1,650	856	872	1,728	988
Of which customer driven	538	532	1,070	493	487	980	443
Of which systems/IT	253	347	600	295	392	687	327
Of which non-network Infrastructure	47	87	134	49	78	127	75

ROLES Full-time equivalent	2016/17 H1	2016/17 Full year	2017/18 H1	2017/18 Full year	2018/19 H1
Consumer	16,544	17,848	17,868	18,204	19,076
Enterprise	13,090	13,428	13,396	13,227	13,397
Global Services	17,543	17,538	17,399	16,945	16,274
Openreach	31,912	30,914	31,418	31,187	32,307
Other	25,926	26,688	26,230	26,224	25,405
<b>Total Group</b>	<b>105,015</b>	<b>106,416</b>	<b>106,311</b>	<b>105,787</b>	<b>106,459</b>

<sup>1</sup> Gross BDUK grant funding deferral (claw-back) included in capacity/network: 2014/15: £29m; 2015/16: £229m; 2016/17: £188m; 2017/18: £122m; 2018/19 H1: £170m (n.b. 2018/19 H1 claw-back excludes £29m of build costs, whereas prior years include build costs)

Please see the Glossary pages for relevant definitions

## Consumer

FINANCIAL £m unless otherwise stated	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2016/17 Full year	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	2017/18 Full year	2018/19 Q1	2018/19 Q2	2018/19 Q3
<b>Revenue</b>													
Fixed	1,094	1,164	1,161	1,142	4,561	1,158	1,159	1,154	1,187	4,658	1,149	1,151	1,178
YoY	-	-	-	-	-	5.9%	(0.4)%	(0.6)%	3.9%	2.1%	(0.8)%	(0.7)%	2.1%
Mobile	942	963	967	943	3,815	978	1,007	1,016	994	3,995	1,010	1,045	1,023
YoY	-	-	-	-	-	3.8%	4.6%	5.1%	5.4%	4.7%	3.3%	3.8%	0.7%
Of which postpaid mobile	825	838	840	836	3,339	865	882	876	864	3,487	890	908	894
YoY	-	-	-	-	-	4.8%	5.3%	4.3%	3.3%	4.4%	2.9%	2.9%	2.1%
Equipment	310	355	403	309	1,377	315	331	416	296	1,358	346	393	476
YoY	-	-	-	-	-	1.6%	(6.8)%	3.2%	(4.2)%	(1.4)%	9.8%	18.7%	14.4%
Other	84	88	95	99	366	89	90	94	95	368	86	92	108
<b>Total</b>	<b>2,430</b>	<b>2,570</b>	<b>2,626</b>	<b>2,493</b>	<b>10,119</b>	<b>2,540</b>	<b>2,587</b>	<b>2,680</b>	<b>2,572</b>	<b>10,379</b>	<b>2,591</b>	<b>2,681</b>	<b>2,785</b>
Underlying YoY	-	-	-	-	-	4.5%	0.7%	2.1%	3.2%	2.6%	2.0%	3.6%	3.9%
Of which Internal	24	27	25	24	100	25	25	25	28	103	25	27	27
<b>EBITDA</b>	<b>548</b>	<b>589</b>	<b>603</b>	<b>557</b>	<b>2,297</b>	<b>556</b>	<b>575</b>	<b>558</b>	<b>680</b>	<b>2,369</b>	<b>610</b>	<b>611</b>	<b>643</b>
Underlying YoY	-	-	-	-	-	1.5%	(2.4)%	(7.5)%	22.1%	3.1%	9.7%	6.3%	15.2%
Margin	22.6%	22.9%	23.0%	22.3%	22.7%	21.9%	22.2%	20.8%	26.4%	22.8%	23.5%	22.8%	23.1%

OPERATIONAL	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2016/17 Full year	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	2017/18 Full year	2018/19 Q1	2018/19 Q2	2018/19 Q3
-------------	---------------	---------------	---------------	---------------	----------------------	---------------	---------------	---------------	---------------	----------------------	---------------	---------------	---------------

### Average revenue per customer (£ per month)

Fixed	35.0	37.4	37.3	36.7	36.6	37.6	37.8	37.7	38.9	38.0	37.9	38.3	39.6
YoY	-	-	-	-	-	7.4%	1.1%	1.1%	6.0%	3.8%	0.8%	1.3%	5.0%
Postpaid mobile	22.1	22.1	21.8	21.4	21.8	22.0	22.1	21.6	21.1	21.7	21.7	22.0	21.4
YoY	-	-	-	-	-	(0.5)%	0.0%	(0.9)%	(1.4)%	(0.5)%	(1.4)%	(0.5)%	(0.9)%
Prepaid mobile	7.5	8.0	8.3	7.7	7.8	8.0	8.2	8.3	8.2	8.1	8.1	8.3	8.4
YoY	-	-	-	-	-	6.7%	2.5%	0.0%	6.5%	3.8%	1.3%	1.2%	1.2%

### Monthly churn

Fixed	1.2%	1.5%	1.5%	1.5%	1.4%	1.3%	1.4%	1.4%	1.4%	1.3%	1.2%	1.6%	1.4%
Postpaid mobile	1.1%	1.1%	1.2%	1.2%	1.1%	1.2%	1.1%	1.2%	1.2%	1.2%	1.2%	1.2%	1.3%

### Fibre share of broadband base

Superfast	49.5%	51.5%	53.9%	56.0%	56.0%	57.8%	59.7%	61.8%	64.0%	64.0%	65.6%	68.4%	70.5%
Ultrafast	0.1%	0.1%	0.1%	0.1%	0.1%	0.1%	0.2%	0.2%	0.2%	0.2%	0.3%	0.4%	0.6%

### Revenue generating units per address

Revenue generating units per address	-	-	-	-	-	-	-	2.36	2.37	2.37	2.37	2.37	2.37
--------------------------------------	---	---	---	---	---	---	---	------	------	------	------	------	------

FINANCIAL £m unless otherwise stated	2016/17 H1	2016/17 H2	2016/17 Full year	2017/18 H1	2017/18 H2	2017/18 Full year	2018/19 H1
<b>Revenue</b>	<b>5,000</b>	<b>5,119</b>	<b>10,119</b>	<b>5,127</b>	<b>5,252</b>	<b>10,379</b>	<b>5,272</b>
YoY	-	-	-	2.5%	2.6%	2.6%	2.8%
<b>EBITDA</b>	<b>1,137</b>	<b>1,160</b>	<b>2,297</b>	<b>1,131</b>	<b>1,238</b>	<b>2,369</b>	<b>1,221</b>
YoY	-	-	-	(0.5)%	6.7%	3.1%	8.0%
Margin	22.7%	22.7%	22.7%	22.1%	23.6%	22.8%	23.2%
<b>Operating profit</b>	<b>637</b>	<b>671</b>	<b>1,308</b>	<b>646</b>	<b>731</b>	<b>1,377</b>	<b>713</b>
YoY	-	-	-	1.4%	8.9%	5.3%	10.4%
<b>Reported capex</b>	<b>410</b>	<b>443</b>	<b>853</b>	<b>461</b>	<b>458</b>	<b>919</b>	<b>401</b>
YoY	-	-	-	12.4%	3.4%	7.7%	(13.0)%
<b>Normalised free cash flow</b>	<b>710</b>	<b>568</b>	<b>1,278</b>	<b>663</b>	<b>691</b>	<b>1,354</b>	<b>677</b>
YoY	-	-	-	(6.6)%	21.7%	5.9%	2.1%

Please see the Glossary pages for relevant definitions

# Enterprise

FINANCIAL €m unless otherwise stated	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2016/17 Full year	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	2017/18 Full year	2018/19 Q1	2018/19 Q2	2018/19 Q3
<b>Revenue</b>													
Fixed	788	781	771	786	3,126	750	747	731	729	2,957	697	687	676
YoY	-	-	-	-	-	(4.8)%	(4.4)%	(5.2)%	(7.3)%	(5.4)%	(7.1)%	(8.0)%	(7.5)%
Of which voice	390	381	374	384	1,529	368	362	353	349	1,432	331	319	313
YoY	-	-	-	-	-	(5.6)%	(5.0)%	(5.6)%	(9.1)%	(6.3)%	(10.1)%	(11.9)%	(11.3)%
Of which broadband	124	124	127	128	503	126	125	124	124	499	121	115	123
YoY	-	-	-	-	-	1.6%	0.8%	(2.4)%	(3.1)%	(0.8)%	(4.0)%	(8.0)%	(0.8)%
Of which WAN and Ethernet	102	109	108	110	429	108	114	111	114	447	116	118	116
YoY	-	-	-	-	-	5.9%	4.6%	2.8%	3.6%	4.2%	7.4%	3.5%	4.5%
Mobile	297	298	320	314	1,229	312	315	318	304	1,249	303	321	323
YoY	-	-	-	-	-	5.1%	5.7%	(0.6)%	(3.2)%	1.6%	(2.9)%	1.9%	1.6%
Of which retail mobile	242	244	262	257	1,005	255	255	263	248	1,021	252	267	267
YoY	-	-	-	-	-	5.4%	4.5%	0.4%	(3.5)%	1.6%	(1.2)%	4.7%	1.5%
Of which wholesale mobile	55	54	58	57	224	57	60	55	56	228	51	54	56
YoY	-	-	-	-	-	3.6%	11.1%	(5.2)%	(1.8)%	1.8%	(10.5)%	(10.0)%	1.8%
Managed services	294	270	283	311	1,158	278	287	285	292	1,142	264	269	260
YoY	-	-	-	-	-	(5.4)%	6.3%	0.7%	(6.1)%	(1.4)%	(5.0)%	(6.3)%	(8.8)%
Republic of Ireland	86	97	102	97	382	87	89	93	101	370	88	104	91
YoY	-	-	-	-	-	1.2%	(8.2)%	(8.8)%	4.1%	(3.1)%	1.1%	16.9%	(2.2)%
Ventures	128	143	138	145	553	123	136	141	145	545	136	145	141
YoY	-	-	-	-	-	(3.9)%	(4.9)%	2.2%	0.0%	(1.4)%	10.6%	6.6%	0.0%
Other	121	139	134	131	524	97	99	86	108	390	79	80	64
<b>Total</b>	<b>1,713</b>	<b>1,728</b>	<b>1,748</b>	<b>1,783</b>	<b>6,972</b>	<b>1,647</b>	<b>1,673</b>	<b>1,654</b>	<b>1,679</b>	<b>6,653</b>	<b>1,567</b>	<b>1,606</b>	<b>1,555</b>
Underlying YoY	-	-	-	-	-	(4.3)%	(3.5)%	(5.5)%	(6.0)%	(4.8)%	(4.9)%	(4.0)%	(5.2)%
Of which Internal	106	105	105	107	424	94	99	91	96	380	94	94	85
<b>Revenue by channel</b>													
Public Sector & Major Business (ex Rol)	449	449	434	477	1,809	413	422	405	428	1,668	394	398	387
YoY	-	-	-	-	-	(8.0)%	(6.0)%	(6.7)%	(10.3)%	(7.8)%	(4.6)%	(5.7)%	(4.4)%
Corporate	191	186	192	186	755	179	181	174	175	709	158	156	154
YoY	-	-	-	-	-	(6.3)%	(2.7)%	(9.4)%	(5.9)%	(6.1)%	(11.7)%	(13.8)%	(11.5)%
SME	414	423	437	424	1,698	417	420	422	413	1,672	414	421	415
YoY	-	-	-	-	-	0.7%	(0.7)%	(3.4)%	(2.6)%	(1.5)%	(0.7)%	0.2%	(1.7)%
Wholesale	453	440	448	454	1,795	429	430	425	424	1,708	380	384	383
YoY	-	-	-	-	-	(5.3)%	(2.3)%	(5.1)%	(6.6)%	(4.8)%	(11.4)%	(10.7)%	(9.9)%
<b>EBITDA</b>													
Underlying YoY	535	574	582	587	2,278	493	520	512	535	2,060	480	505	501
Margin	31.2%	33.2%	33.3%	32.9%	32.7%	29.9%	31.1%	30.9%	31.8%	30.9%	30.6%	31.4%	32.2%
Of which Ventures	47	60	57	64	228	43	52	54	69	218	45	55	54
YoY	-	-	-	-	-	(8.5)%	(13.3)%	(5.3)%	7.8%	(4.4)%	4.7%	5.8%	0.0%
Margin	36.7%	42.0%	41.3%	44.1%	41.2%	35.0%	38.2%	38.3%	47.6%	40.0%	33.1%	37.9%	38.3%
<b>Orders</b>													
Total retail orders	652	847	856	1,014	3,369	1,180	732	665	814	3,391	657	650	777
YoY	-	-	-	-	-	81.0%	(13.6)%	(22.3)%	(19.7)%	0.7%	(44.3)%	(11.2)%	16.8%
Of which new business	466	517	577	661	2,221	872	470	435	518	2,295	395	430	514
YoY	-	-	-	-	-	87.1%	(9.1)%	(24.6)%	(21.6)%	3.3%	(54.7)%	(8.5)%	18.2%
Of which renewals	185	329	279	353	1,146	308	262	230	296	1,096	262	220	263
YoY	-	-	-	-	-	66.5%	(20.4)%	(17.6)%	(16.1)%	(4.4)%	(14.9)%	(16.0)%	14.3%
Total wholesale orders (excluding IoT)	317	296	705	318	1,636	167	348	322	475	1,312	139	197	240
YoY	-	-	-	-	-	(47.3)%	17.6%	(54.3)%	49.4%	(19.8)%	(16.8)%	(43.4)%	(25.5)%

# Enterprise

OPERATIONAL	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2016/17 Full year	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	2017/18 Full year	2018/19 Q1	2018/19 Q2	2018/19 Q3
<b>Number of products/customers ('000 except noted)</b>													
Voice lines	2,910	2,890	2,857	2,830	<b>2,830</b>	2,804	2,782	2,770	2,716	<b>2,716</b>	2,668	2,646	2,613
Of which traditional voice lines	2,710	2,645	2,586	2,529	<b>2,529</b>	2,473	2,416	2,352	2,282	<b>2,282</b>	2,213	2,152	2,082
Of which VoIP seats	200	245	271	301	<b>301</b>	331	366	418	434	<b>434</b>	455	494	531
Call minutes (millions)	2,565	2,612	2,416	2,444	<b>10,037</b>	2,274	2,208	2,112	2,081	<b>8,676</b>	1,926	1,817	1,726
Of which retail call minutes (millions)	1,281	1,380	1,220	1,241	<b>5,122</b>	1,143	1,103	1,020	1,016	<b>4,283</b>	953	889	817
Of which wholesale call minutes (millions)	1,284	1,232	1,196	1,203	<b>4,915</b>	1,131	1,105	1,092	1,065	<b>4,393</b>	973	928	909
External broadband lines	1,645	1,657	1,641	1,625	<b>1,625</b>	1,606	1,594	1,576	1,552	<b>1,552</b>	1,540	1,523	1,511
Of which retail broadband lines	820	824	828	830	<b>830</b>	817	814	810	805	<b>805</b>	796	782	770
Of which wholesale broadband lines	825	833	813	795	<b>795</b>	789	780	766	747	<b>747</b>	744	741	741
WAN and Ethernet	121.7	123.8	126.4	127.2	<b>127.2</b>	128.4	130.2	125.7	128.0	<b>128.0</b>	132.4	132.9	132.6
Of which wholesale Ethernet circuits	40.3	41.5	42.8	43.8	<b>43.8</b>	44.7	45.5	46.1	46.6	<b>46.6</b>	47.4	48.1	49.0
Of which WAN circuits	81.4	82.3	83.6	83.4	<b>83.4</b>	83.7	84.7	79.6	81.4	<b>81.4</b>	85.0	84.8	83.6
Private Circuits	56.8	54.4	51.6	49.6	<b>49.6</b>	48.0	45.4	46.0	43.5	<b>43.5</b>	41.4	39.9	38.4
Mobile customers	3,179	3,241	3,289	3,335	<b>3,335</b>	3,401	3,458	3,481	3,521	<b>3,521</b>	3,540	3,551	3,555
MVNO customers	4,462	3,779	3,810	3,764	<b>3,764</b>	3,737	3,684	3,668	3,731	<b>3,731</b>	3,716	3,728	3,728

## Fibre share of broadband base

Superfast	25.6%	28.3%	30.5%	32.4%	<b>32.4%</b>	34.4%	36.1%	37.9%	39.5%	<b>39.5%</b>	40.6%	42.5%	44.2%
Ultrafast	0.0%	0.0%	0.0%	0.0%	<b>0.0%</b>	0.0%	0.0%	0.0%	0.1%	<b>0.1%</b>	0.1%	0.1%	0.2%

FINANCIAL	2016/17 H1	2016/17 H2	2016/17 Full year	2017/18 H1	2017/18 H2	2017/18 Full year	2018/19 H1
-----------	---------------	---------------	----------------------	---------------	---------------	----------------------	---------------

Revenue	3,441	3,531	6,972	3,320	3,333	6,653	3,173
YoY	-	-	-	(3.5)%	(5.6)%	(4.6)%	(4.4)%
EBITDA	1,109	1,169	2,278	1,013	1,047	2,060	985
YoY	-	-	-	(8.7)%	(10.4)%	(9.6)%	(2.8)%
Margin	32.2%	33.1%	32.7%	30.5%	31.4%	31.0%	31.0%
Operating profit	803	861	1,664	697	727	1,424	676
YoY	-	-	-	(13.2)%	(15.6)%	(14.4)%	(3.0)%
Reported capex	194	260	454	237	255	492	218
YoY	-	-	-	22.2%	(1.9)%	8.4%	(8.0)%
Normalised free cash flow	834	993	1,827	669	900	1,569	646
YoY	-	-	-	(19.8)%	(9.4)%	(14.1)%	(3.4)%

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

## Global Services

FINANCIAL £m unless otherwise stated	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2016/17 Full year	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	2017/18 Full year	2018/19 Q1	2018/19 Q2	2018/19 Q3
<b>Revenue</b>													
UK	363	419	419	416	1,617	368	382	380	381	1,511	369	373	360
YoY	-	-	-	-	-	1.4%	(8.8)%	(9.3)%	(8.4)%	(6.6)%	0.3%	(2.4)%	(5.3)%
Continental Europe	479	530	503	520	2,032	459	469	470	455	1,853	408	421	424
YoY	-	-	-	-	-	(4.2)%	(11.5)%	(6.6)%	(12.5)%	(8.8)%	(11.1)%	(10.2)%	(9.8)%
United States, Canada, and Latin America	263	294	298	302	1,157	263	255	255	243	1,016	228	237	246
YoY	-	-	-	-	-	0.0%	(13.3)%	(14.4)%	(19.5)%	(12.2)%	(13.3)%	(7.1)%	(3.5)%
Asia Pacific, the Middle East, and Africa	145	166	179	184	674	156	159	160	164	639	142	154	172
YoY	-	-	-	-	-	7.6%	(4.2)%	(10.6)%	(10.9)%	(5.2)%	(9.0)%	(3.1)%	7.5%
<b>Total</b>	<b>1,250</b>	<b>1,409</b>	<b>1,399</b>	<b>1,422</b>	<b>5,480</b>	<b>1,246</b>	<b>1,265</b>	<b>1,265</b>	<b>1,243</b>	<b>5,019</b>	<b>1,147</b>	<b>1,185</b>	<b>1,202</b>
Underlying YoY	-	-	-	-	-	(7.8)%	(12.6)%	(8.3)%	(10.1)%	(9.7)%	(6.1)%	(5.0)%	(4.4)%
<b>EBITDA</b>	<b>121</b>	<b>132</b>	<b>39</b>	<b>202</b>	<b>494</b>	<b>73</b>	<b>81</b>	<b>141</b>	<b>135</b>	<b>430</b>	<b>95</b>	<b>113</b>	<b>147</b>
Underlying YoY	-	-	-	-	-	(51.2)%	(39.4)%	276.9%	(30.2)%	(13.4)%	38.4%	40.7%	5.0%
Margin	9.7%	9.4%	2.8%	14.2%	9.0%	5.9%	6.4%	11.1%	10.9%	8.6%	8.3%	9.5%	12.2%
<b>Orders</b>	<b>960</b>	<b>1,501</b>	<b>1,230</b>	<b>913</b>	<b>4,604</b>	<b>804</b>	<b>924</b>	<b>1,091</b>	<b>1,026</b>	<b>3,845</b>	<b>628</b>	<b>797</b>	<b>866</b>
YoY	-	-	-	-	-	(16.3)%	(38.4)%	(11.3)%	12.4%	(16.5)%	(21.9)%	(13.7)%	(20.6)%

FINANCIAL £m unless otherwise stated	2016/17 H1	2016/17 H2	2016/17 Full year	2017/18 H1	2017/18 H2	2017/18 Full year	2018/19 H1
<b>Revenue</b>	<b>2,659</b>	<b>2,821</b>	<b>5,480</b>	<b>2,511</b>	<b>2,508</b>	<b>5,019</b>	<b>2,332</b>
YoY	-	-	-	(5.6)%	(11.1)%	(8.4)%	(7.1)%
<b>EBITDA</b>	<b>253</b>	<b>241</b>	<b>494</b>	<b>154</b>	<b>276</b>	<b>430</b>	<b>208</b>
YoY	-	-	-	(39.1)%	14.5%	(13.0)%	35.1%
Margin	9.5%	8.5%	9.0%	6.1%	11.0%	8.6%	8.9%
<b>Operating profit</b>	<b>39</b>	<b>16</b>	<b>55</b>	<b>(67)</b>	<b>73</b>	<b>6</b>	<b>22</b>
YoY	-	-	-	(271.8)%	356.3%	(89.1)%	132.8%
<b>Reported capex</b>	<b>191</b>	<b>170</b>	<b>361</b>	<b>128</b>	<b>150</b>	<b>278</b>	<b>99</b>
YoY	-	-	-	(33.0)%	(11.8)%	(23.0)%	(22.7)%
<b>Normalised free cash flow</b>	<b>(226)</b>	<b>(19)</b>	<b>(245)</b>	<b>(133)</b>	<b>248</b>	<b>115</b>	<b>(44)</b>
YoY	-	-	-	41.2%	1,405.3%	146.9%	66.9%

Please see the Glossary pages for relevant definitions



# Openreach

FINANCIAL £m unless otherwise stated	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2016/17 Full year	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	2017/18 Full year	2018/19 Q1	2018/19 Q2	2018/19 Q3
<b>Revenue</b>													
Wholesale Line Rental (WLR)	472	477	476	469	1,894	469	462	456	452	1,839	445	455	449
YoY	-	-	-	-	-	(0.6)%	(3.1)%	(4.2)%	(3.6)%	(2.9)%	(5.1)%	(1.5)%	(1.5)%
Local Loop Unbundling (LLU)	292	286	291	285	1,154	281	284	283	279	1,127	276	287	290
YoY	-	-	-	-	-	(3.8)%	(0.7)%	(2.7)%	(2.1)%	(2.3)%	(1.8)%	1.1%	2.5%
Fibre to the Cabinet (FTTC)	182	194	205	218	799	227	237	337	270	1,071	251	271	237
YoY	-	-	-	-	-	24.7%	22.2%	64.4%	23.9%	34.0%	10.6%	14.3%	(29.7)%
Gfast	0	0	0	0	0	0	0	0	0	0	0	0	1
YoY	-	-	-	-	-	-	-	-	-	-	-	-	-
Fibre to the Premise (FTTP)	3	4	3	5	15	5	6	7	9	27	9	12	16
YoY	-	-	-	-	-	66.7%	50.0%	133.3%	80.0%	80.0%	80.0%	100.0%	128.6%
Ethernet	196	179	188	192	755	188	194	187	200	769	179	183	184
YoY	-	-	-	-	-	(4.1)%	8.4%	(0.5)%	4.2%	1.9%	(4.8)%	(5.7)%	(1.6)%
Other	128	129	133	129	519	117	116	109	110	452	94	84	79
<b>Total</b>	<b>1,273</b>	<b>1,269</b>	<b>1,296</b>	<b>1,298</b>	<b>5,136</b>	<b>1,287</b>	<b>1,299</b>	<b>1,379</b>	<b>1,320</b>	<b>5,285</b>	<b>1,255</b>	<b>1,293</b>	<b>1,256</b>
Underlying YoY	-	-	-	-	-	1.0%	2.4%	6.4%	1.8%	2.9%	(2.4)%	(0.5)%	(8.9)%
Of which Internal	761	771	777	777	3,086	767	770	796	768	3,101	727	736	706
YoY	-	-	-	-	-	0.8%	(0.1)%	2.4%	(1.2)%	0.5%	(5.2)%	(4.4)%	(11.3)%
<b>EBITDA</b>	<b>657</b>	<b>648</b>	<b>703</b>	<b>712</b>	<b>2,720</b>	<b>644</b>	<b>653</b>	<b>747</b>	<b>675</b>	<b>2,719</b>	<b>591</b>	<b>634</b>	<b>603</b>
Underlying YoY	-	-	-	-	-	(2.2)%	0.5%	6.5%	(5.0)%	0.0%	(8.2)%	(2.7)%	(19.3)%
Margin	51.6%	51.1%	54.2%	54.9%	53.0%	50.0%	50.3%	54.2%	51.1%	51.4%	47.1%	49.1%	48.0%

OPERATIONAL	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2016/17 Full year	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	2017/18 Full year	2018/19 Q1	2018/19 Q2	2018/19 Q3
<b>Network deployment ('000 premises passed)</b>													
Superfast	25,095	25,381	25,629	25,852	25,852	26,114	26,382	26,749	26,944	26,944	27,087	27,220	27,341
Of which Ultrafast Gfast	0	0	0	44	44	84	214	393	1,015	1,015	1,117	1,290	1,708
Of which Ultrafast FTTP	314	328	345	369	369	398	431	493	567	567	631	682	893

Network usage ('000 premises connected)	2016/17 Q1	2016/17 Q2	2016/17 Q3	2016/17 Q4	2016/17 Full year	2017/18 Q1	2017/18 Q2	2017/18 Q3	2017/18 Q4	2017/18 Full year	2018/19 Q1	2018/19 Q2	2018/19 Q3
<b>Total physical lines</b>	<b>25,358</b>	<b>25,316</b>	<b>25,366</b>	<b>25,263</b>	<b>25,263</b>	<b>25,169</b>	<b>25,121</b>	<b>25,163</b>	<b>25,142</b>	<b>25,142</b>	<b>25,044</b>	<b>25,004</b>	<b>25,040</b>
Of which WLR	16,359	16,290	16,255	16,118	16,118	16,009	15,931	15,863	15,781	15,781	15,508	15,358	15,276
Of which LLU	8,934	8,950	9,023	9,047	9,047	9,049	9,062	9,154	9,191	9,191	9,336	9,413	9,496
Of which FTTP	64	76	87	98	98	111	127	146	169	169	197	230	267
Of which other	0	0	0	0	0	0	0	0	0	0	2	3	1
<b>Total broadband connections</b>	<b>20,027</b>	<b>20,149</b>	<b>20,336</b>	<b>20,417</b>	<b>20,417</b>	<b>20,451</b>	<b>20,516</b>	<b>20,668</b>	<b>20,766</b>	<b>20,766</b>	<b>20,906</b>	<b>20,948</b>	<b>21,043</b>
Of which non-fibre	13,788	13,470	13,158	12,719	12,719	12,316	11,875	11,427	10,970	10,970	10,662	10,090	9,506
Of which FTTC	6,175	6,604	7,090	7,599	7,599	8,023	8,512	9,094	9,624	9,624	10,041	10,619	11,254
Of which Gfast	0	0	0	0	0	1	1	2	3	3	4	7	15
Of which FTTP	64	76	87	98	98	111	127	146	169	169	197	230	267
Of which other	0	0	0	0	0	0	0	0	0	0	2	3	1
<b>Ethernet</b>	<b>226</b>	<b>232</b>	<b>239</b>	<b>247</b>	<b>247</b>	<b>254</b>	<b>262</b>	<b>268</b>	<b>276</b>	<b>276</b>	<b>283</b>	<b>288</b>	<b>293</b>

FINANCIAL £m unless otherwise stated	2016/17 H1	2016/17 H2	2016/17 Full year	2017/18 H1	2017/18 H2	2017/18 Full year	2018/19 H1
<b>Revenue</b>	<b>2,542</b>	<b>2,594</b>	<b>5,136</b>	<b>2,586</b>	<b>2,699</b>	<b>5,285</b>	<b>2,548</b>
YoY	-	-	-	1.7%	4.0%	2.9%	(1.5)%
<b>EBITDA</b>	<b>1,305</b>	<b>1,415</b>	<b>2,720</b>	<b>1,297</b>	<b>1,422</b>	<b>2,719</b>	<b>1,225</b>
YoY	-	-	-	(0.6)%	0.5%	(0.0)%	(5.6)%
Margin	51.3%	54.5%	53.0%	50.2%	52.7%	51.4%	48.1%
<b>Operating profit</b>	<b>619</b>	<b>688</b>	<b>1,307</b>	<b>584</b>	<b>735</b>	<b>1,319</b>	<b>526</b>
YoY	-	-	-	(5.7)%	6.8%	0.9%	(9.9)%
<b>Reported capex</b>	<b>713</b>	<b>907</b>	<b>1,620</b>	<b>808</b>	<b>891</b>	<b>1,699</b>	<b>1,055</b>
YoY	-	-	-	13.3%	(1.8)%	4.9%	30.6%
<b>Normalised free cash flow</b>	<b>705</b>	<b>698</b>	<b>1,403</b>	<b>523</b>	<b>639</b>	<b>1,162</b>	<b>287</b>
YoY	-	-	-	(25.8)%	(8.5)%	(17.2)%	(45.1)%

Please see the Glossary pages for relevant definitions

# Glossary

## GROUP: COSTS

Operating costs	
Direct labour costs	Total gross costs associated with wages and salaries, social security costs, pension costs, employee profit share and share based payments.
Indirect labour costs	Labour costs that relate to agency and subcontracted employees.
Leaver costs	Also called 'Termination benefits'. Costs payable when, in the normal course of business, employment is terminated before an employee's normal retirement date, or when an employee accepts voluntary redundancy in exchange for these benefits. The Group recognises termination benefits when it is demonstrably committed to the affected employees leaving the Group. Leavers costs related to a major restructuring programme are treated as a specific item (defined below).
Capitalised labour	Labour costs associated with the construction, modification, or installation of capital expenditure programmes (defined below).
Payments to telecommunications operators	Costs typically including payments to other communications providers (CPs) when terminating voice traffic on its network to carry a call to the customer receiving the call. Also called 'payments to other licensed operators' (POLOs).
Programme rights charges	The cost of TV programme rights, mainly relating to sport (particularly football) broadcast rights.
Other costs	Includes costs relating to products, provision and installation, and marketing & commissions.
Specific items	Costs separately disclosed to improve the relevance of other costs to understanding the Group's financial performance. Specific items are identified by virtue of their size, nature or incidence with management considering quantitative as well as qualitative factors such as the frequency or predictability of occurrence. Examples include acquisitions/disposals of businesses and investments, regulatory settlements, historical insurance or litigation claims, business restructuring programmes, asset impairment charges, property rationalisation programmes, net interest on pensions and the settlement of multiple tax years.

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

Roles	
Full-time equivalent	The number of full time equivalent (FTE) roles at the end of the period, directly employed by the company rather than by agencies or subcontractors. FTE counts all full and part-time employees expressed as if every role was full-time.

## UNITS

General terms	
YoY	An abbreviation of 'year on year' i.e. the change compared to the equivalent period in the previous year.
Underlying YoY	As above, excluding the impact of acquisitions or disposals, foreign exchange movements and specific items. This measure includes transit traffic which now has an immaterial impact. The underlying measure seeks to reflect performance that will contribute to long-term sustainable profitable growth.

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

# Glossary

## CONSUMER

Revenue	
Fixed	Earned from products/services delivered using only fixed network connectivity, including broadband, calls, line rental, TV, and residential BT Sport subscriptions.
Mobile	Earned from products/services delivered using only mobile network connectivity, including data connectivity, incoming and outgoing calls, roaming by customers of overseas networks, and the Emergency Services Network (ESN).
Of which postpaid mobile	Earned from customers paying monthly subscriptions for mobile network connectivity.
Equipment	Earned from mobile and fixed equipment sales, such as mobile handsets or TV set top boxes.
Other	Earned from advertising, commercial and wholesale BT Sport customers, and Wi-fi services.
Of which internal	Mainly BT Wi-fi revenue from services sold by Global Services on certain contracts, and services and applications sold by Plusnet to Global Services.

Operational	
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, divided by the average number of line rental 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.
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, including BT Net sales, and Ethernet connectivity, i.e. a dedicated high bandwidth connection.
Mobile	Earned from products/services across our brands that use only our mobile network connectivity.
Of which retail mobile	Earned from products/services sold to retail customers for mobile network connectivity.
Of which wholesale mobile	Earned from products/services predominantly sold to Mobile Virtual Network Operators (MVNOs) for mobile network connectivity which they use to provide products/services to their end customers. Includes mobile data analytics, and M2M (i.e. IoT).
Managed services	Earned from bespoke contracts that is not directly apportioned to either fixed or mobile connectivity.
Republic of Ireland	All revenue of any type earned from customers in the Republic of Ireland, received in euros but reported in sterling.
Ventures	Earned from the Ventures portfolio of standalone businesses that include Tikkit, Redcare, Fleet Solutions, Pelipod, Phone Book, Payphones, and Supply Chain.
Other	Any revenue not included within any of the above categories, e.g. revenue from converged products/services such as BT One Phone.
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	
Public Sector & Major Business (ex Rol)	Revenue from large corporations that are UK focused, including a significant proportion of Public sector, from products under the BT and EE brands, including, but not exclusively, calls, lines, broadband, mobile, ICT, and managed network services.
Corporate	Revenue from products sold to mid-tier corporations in Great Britain under the BT and EE brands, including, but not exclusively, calls, lines, broadband, mobile, ICT, and managed network services. Also includes revenue from BT Business Direct.
SME	Revenue from products sold to small/medium enterprises (SMEs) in the UK under the BT, Plusnet, 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 order 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 – Voice' revenue.
Of which traditional voice lines	The total number of revenue-generating voice connections on our fixed network that use legacy analogue technology, across all external customers, measured at the end of the period. The revenue generated by these connections is included within 'Fixed – 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 – 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 – 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 – 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 – 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 – Other data circuits' 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 – Other data circuits' 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 – Other data circuits' revenue.
Private Circuits	The closing base of Private Circuits, including Partial Private Circuits, sold to external retail customers. The revenue earned by these connections is included within Fixed revenue excluding voice, broadband, and Ethernet (i.e. it is not explicitly separately disclosed).
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 included within 'Mobile - Retail mobile' revenue.
MVNO customers	The closing base of billable subscribers (reported a quarter in arrears) on our mobile network through mobile virtual network operators (MVNO) purchasing access from Enterprise. The revenue generated by these connections is included within 'Mobile - Wholesale mobile' revenue.
Superfast fibre share of broadband base	The proportion of measurable broadband lines (>90% of the figure defined above) purchasing a superfast connection i.e. with a maximum download speed of up to 76Mbps. These connections are supplied to external customers by Enterprise purchasing an FTTC/FTTP wholesale product from Openreach.
Ultrafast fibre share of broadband base	The proportion of measurable broadband lines (>90% of the figure defined above) purchasing an ultrafast connection i.e. with a maximum download speed above 100Mbps. These connections are supplied to external customers by Enterprise purchasing a Gfast/FTTP wholesale product from Openreach.

# Glossary

## GLOBAL SERVICES

Financial	
Revenue	The geographic analysis of revenue is based on the country of origin in which the customer is invoiced. Reported growth rates are not adjusted for the effect of acquisitions, disposals or foreign exchange movements.
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.
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.
Gfast	The supply of data services by building on existing FTTC infrastructure to change the way broadband signals are transmitted to make achieve ultrafast bandwidths without the need to install fibre all the way to a property.
Fibre to the Premise (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.

Revenue	
Wholesale Line Rental (WLR)	Internal and external WLR connection and rental revenue.
Local Loop Unbundling (LLU)	Internal and external shared metallic path facility (SMPF) and metallic path facility (MPF) connection and rental revenue, co-location connection and rental revenue, copper port build, tie cables, and test access matrices (TAM).
Fibre to the Cabinet (FTTC)	Internal and external connection and rental revenue for FTTC products.
Gfast	Internal and external connection and rental revenue for Gfast products.
Fibre to the Premise (FTTP)	Internal and external connection and rental revenue for FTTP products.
Ethernet	Internal and external Ethernet connection and rental revenue.
Other	Primarily revenue from service-based activity and some legacy connectivity products, plus other fibre (e.g. Single Order GEA (SOGEA) and Single Order Gfast (SOGFast)).
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: Of which Ultrafast Gfast	All premises in the UK that are able to place an order to access ultrafast fibre broadband speeds of >100Mbps delivered using Gfast technology (subject to CP readiness).
Network deployment: Of which Ultrafast FTTP	All premises in the UK that are able to place an order to access ultrafast fibre broadband speeds of >100Mbps delivered using FTTP technology (subject to CP readiness).
Physical lines	Internal and external bearers in the UK at the end of the reporting period for various products as defined above, with the following exceptions: 'Physical lines - Of which WLR' also includes WLR+SMPF lines, in addition to WLR-only lines 'Physical lines - Of which LLU' is MPF lines, does not include SMPF lines.
Of which other	Internal and external bearers in the UK for SOGEA and SOGFast products at the end of the reporting period.
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. 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. 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.
Of which other	Internal and external broadband connections in the UK delivered using SOGEA and SOGFast products at the end of the reporting period.
Ethernet	Total internal and external connections in the UK for Ethernet products at the end of the reporting period.