

Operational statistics and regulatory information

Call growth

YEARS ENDED 31 MARCH

	1995	1996	1997	1998	1999
% growth in fixed network call volumes over the previous year:					
Inland	7	6	7	7	9
International (a)	5	9	7	9	11

(a) Outgoing, incoming and transit.

Growth is estimated by reference to turnover growth attributable to calls, adjusted to eliminate the effect of price changes.

Exchange line connections

AT 31 MARCH

Business ('000)	6,459	6,798	7,160	7,521	7,982
% growth over previous year	5.4	5.2	5.3	5.0	6.1
Residential ('000)	20,613	20,500	20,393	20,130	20,067
% growth (reduction) over previous year	0.7	(0.5)	(0.5)	(1.3)	(0.3)
Total exchange line connections ('000)	27,072	27,298	27,553	27,651	28,049
% growth over previous year	1.8	0.8	0.9	0.4	1.4

BT Cellnet (Cellular telephones in the UK)

AT 31 MARCH

Digital GSM ('000)	34	353	1,125	2,303	4,163
Analogue ('000)	1,700	2,036	1,573	774	359
Total ('000)	1,734	2,389	2,698	3,077	4,522
% growth over previous year	70.2	37.8	12.9	14.0	47.0

Optical fibre

AT 31 MARCH

Fibre – kilometres in the network ('000)	2,782	3,043	3,302	3,591	4,058
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Payphones

AT 31 MARCH

Total public payphones in the UK ('000)	129	133	136	138	142
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People employed

AT 31 MARCH

Total employees ('000)	137.5	130.7	127.5	124.7	124.7
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Classified directory business in the UK

The company is providing the following information with respect to its classified directory business in the UK in accordance with undertakings made with the Office of Fair Trading in 1996. For the year ended 31 March 1999, the classified directory business of BT made an operating profit of £190m (1998 – £179m) on turnover of £439m (1998 – £420m) and, at 31 March 1999, it employed net assets of £151m (1998 – £136m). Since the classified directory business is integrated with the company's wider operations, this financial information incorporates the effects of certain apportionments and allocations of expenditures and assets.

BT is required to submit annual audited accounts in respect of the classified directory business to the Director of the Office of Fair Trading within nine months of the company's financial year end. Copies of these accounts, when available, may be obtained free of charge from the *Financial Director, Yellow Pages at Queens Walk, Reading, RG1 7PT*.

