

Operational statistics and regulatory information years ended 31 March

	1997	1998	1999	2000	2001
Call growth					
% growth in UK fixed-network call volumes over the previous year:	6	6	7	7	2

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

	1997	1998	1999	2000	2001
UK exchange line connections					
Business ('000)	7,160	7,521	7,982	8,450	8,910
% growth over previous year	5.3	5.0	6.1	5.9	5.4
Residential ('000)	20,393	20,130	20,067	20,040	19,970
% growth over previous year	(0.5)	(1.3)	(0.3)	(0.1)	(0.3)
Service providers	–	–	–	90.0	70.0
% growth over previous year	–	–	–	–	(22.2)
Total exchange line connections ('000)	27,553	27,651	28,049	28,580	28,950
% growth over previous year	0.9	0.4	1.4	1.9	1.3

	1997	1998	1999	2000	2001
Cellular telephones					
BT Cellnet (Cellular telephones in the UK)					
Prepaid ('000)	–	–	909	3,591	7,707
Contract ('000)	1,125	2,303	3,254	3,658	3,455
Total digital GSM ('000)	1,125	2,303	4,163	7,249	11,162
Analogue ('000)	1,573	774	359	155	–
Total ('000)	2,698	3,077	4,522	7,404	11,162
% growth over previous year	12.9	14.0	47.0	63.7	50.8
Viag Interkom – Germany ('000)	–	–	81	1,332	3,720
% growth over previous year	–	–	n/m	n/m	179.3
Telfort – Netherlands ('000)	–	–	37(a)	492	918
% growth over previous year	–	–	n/m	n/m	86.6
Esat Digifone – Ireland ('000)	–	134	302	630	1,059
% growth over previous year	–	n/m	125.4	108.6	68.1
(a) December 1998 n/m = not meaningful					

	1997	1998	1999	2000	2001
UK optical fibre					
Fibre – kilometres in the network ('000)	3,302	3,591	4,058	4,555	5,100

	1997	1998	1999	2000	2001
People employed					
Total employees ('000)	127.5	124.7	124.7	136.8	137.0

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 2001, the classified directory business of BT made an operating profit of £216 million (2000 – £205 million) on turnover of £502 million (2000 – £478 million) and, at 31 March 2001, it employed net assets of £178 million (2000 – £161 million). 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. The figures for the year ended 31 March 2000 have been restated.

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 *Yellow Pages* at *Queens Walk, Reading RG1 7PT*.