

Operational statistics

years ended 31 March

	1998	1999	2000	2001	2002
Call growth					
% growth in UK fixed-network call volumes (minutes) over the previous year	5	6	12	18	19

Growth is estimated by reference to growth in absolute call minutes.

	1998	1999	2000	2001	2002
UK exchange line connections					
Business ('000)	7,521	7,982	8,450	8,910	9,030
% growth over previous year	5.0	6.1	5.9	5.4	1.3
Residential ('000)	20,130	20,067	20,040	19,970	20,027
% growth over previous year	(1.3)	(0.3)	(0.1)	(0.3)	0.3
Service providers ('000)	–	–	90	70	56
% growth over previous year	–	–	–	(22.2)	(20.0)
Total exchange line connections ('000)	27,651	28,049	28,580	28,950	29,113
% growth over previous year	0.4	1.4	1.9	1.3	0.6

	1998	1999	2000	2001	2002
People employed					
Continuing activities	117.8	115.0	120.8	116.8	108.6
Discontinued activities	6.9	9.7	16.0	20.2	–
Total employees ('000)	124.7	124.7	136.8	137.0	108.6