



Key Performance Indicators Q3 2015/16

For the quarter ended 31 December 2015. Published 1 February 2016

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1. Group income statement £m unless otherwise stated	2014/15	YoY	2015/16	2014/15	YoY	2015/16	2014/15	YoY	2015/16	2014/15	2014/15
	Q1	Change	Q1	Q2	Change	Q2	Q3	Change	Q3	Q4	Full Year
		%			%			%			
Revenue¹											
BT Global Services	1,647	(6.3)	1,543	1,649	(5.5)	1,559	1,694	(1.1)	1,675	1,789	6,779
BT Business	762	(1.7)	749	789	(1.0)	781	789	(1.3)	779	805	3,145
BT Consumer	1,046	2.7	1,074	1,056	6.7	1,127	1,083	11.3	1,205	1,100	4,285
BT Wholesale	525	1.0	530	529	(1.7)	520	532	(0.9)	527	571	2,157
Openreach	1,245	0.3	1,249	1,245	1.8	1,267	1,255	3.1	1,294	1,266	5,011
Other	19	(15.8)	16	16	18.8	19	20	5.0	21	18	73
Eliminations	(890)	(0.8)	(883)	(901)	(1.0)	(892)	(898)	1.0	(907)	(910)	(3,599)
Total	4,354	(1.7)	4,278	4,383	0.0	4,381	4,475	2.7	4,594	4,639	17,851
- of which transit	144		109	141		99	141		102	129	555
Underlying revenue² excl. transit (YoY % change)	0.5%		0.0%	0.2%		2.0%	-1.0%		4.7%	-1.3%	-0.4%
EBITDA¹											
BT Global Services	213	(10.8)	190	226	(4.4)	216	261	5.7	276	347	1,047
BT Business	240	0.0	240	258	1.2	261	266	0.8	268	277	1,041
BT Consumer	238	6.7	254	225	(10.2)	202	251	7.6	270	317	1,031
BT Wholesale	126	11.1	140	125	1.6	127	136	(0.7)	135	174	561
Openreach	624	2.4	639	627	3.3	648	651	4.0	677	698	2,600
Other	(6)	n/m	(14)	(11)	n/m	(12)	2	n/m	(13)	6	(9)
Total	1,435	1.0	1,449	1,450	(0.6)	1,442	1,567	2.9	1,613	1,819	6,271
Depreciation and amortisation ¹	(652)	(3.7)	(628)	(618)	0.8	(623)	(618)	(4.2)	(592)	(650)	(2,538)
Operating profit⁴	783	4.9	821	832	(1.6)	819	949	7.6	1,021	1,169	3,733
Net finance expense ¹	(145)	(9.0)	(132)	(143)	(21.7)	(112)	(134)	(29.1)	(95)	(138)	(560)
Share of post tax profits/losses of associates & joint ventures ¹	0		5	1		(1)	(1)		2	(1)	(1)
Profit before tax¹	638	8.8	694	690	2.3	706	814	14.0	928	1,030	3,172
Specific items	(19)		(7)	(54)		(8)	(48)		(11)	(114)	(235)
Net interest on pensions	(73)		(55)	(73)		(56)	(72)		(55)	(74)	(292)
Total specific items	(92)		(62)	(127)		(64)	(120)		(66)	(188)	(527)
Reported profit before tax	546	15.8	632	563	14.0	642	694	24.2	862	842	2,645
Tax - excluding tax on specific items	(127)	3.9	(132)	(137)	(5.8)	(129)	(162)	6.8	(173)	(205)	(631)
Tax on specific items	22		11	20		12	26		107	53	121
Tax rate	19.9%		19.0%	19.9%		18.3%	19.9%		18.6%	19.9%	19.9%
Net income	441	15.9	511	446	17.7	525	558	42.7	796	690	2,135
EPS¹ (p)	6.5	3.1	6.7	6.9	0.0	6.9	8.0	12.5	9.0	10.0	31.5
Reported EPS (p)	5.6	8.9	6.1	5.6	12.5	6.3	6.9	37.7	9.5	8.4	26.5
Dividend per share (p)	-	-	-	3.9	12.8	4.4	-	-	-	8.5	12.4
Average number of shares in issue (m)	7,856		8,330	8,027		8,339	8,122		8,356	8,221	8,056
Group free cash flow											
EBITDA ¹	1,435		1,449	1,450		1,442	1,567		1,613	1,819	6,271
Capital expenditure ³	(530)	18.1	(626)	(521)	14.2	(595)	(568)	3.7	(589)	(792)	(2,411)
Interest	(205)	(10.7)	(183)	(87)	(25.3)	(65)	(183)	(1.1)	(181)	(98)	(573)
Tax (excluding cash tax benefit of pension deficit payments)	(133)		(88)	(136)		(91)	(70)		(142)	(76)	(415)
Change in working capital & other	(445)		(446)	(173)		(122)	162		203	414	(42)
Normalised free cash flow⁴	122	(13.1)	106	533	6.8	569	908	(0.4)	904	1,267	2,830
Cash tax benefit of pension deficit payments	19		69	19		46	15		44	53	106
Purchases of telecoms licences	0		0	0		0	0		0	0	0
Specific items	(80)		(52)	(75)		(30)	4		(18)	(3)	(154)
Reported free cash flow	61	n/m	123	477	22.6	585	927	0.3	930	1,317	2,782
Gross pension deficit payment	0		(625)	0		0	0		0	(876)	(876)
Free cash flow (post pension deficit payments)	61	n/m	(502)	477	22.6	585	927	0.3	930	441	1,906
Net debt	7,079	(17.8)	5,819	7,063	(16.2)	5,919	6,202	(19.0)	5,021	5,119	5,119

¹ before specific items

² excludes specific items, foreign exchange movements and the effect of acquisitions and disposals

³ before purchases of telecommunications licences

⁴ before specific items, purchases of telecommunications licences, pension deficit payments and the cash tax benefit of pension deficit payments

n/m = not meaningful

2. BT Global Services	2013/14					2014/15					2015/16		
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3

Financial

Revenue (£m)	2013/14					2014/15					2015/16		
UK	766	756	832	883	3,237	731	703	683	760	2,877	643	647	699
YoY % change	-6.9%	-9.2%	2.2%	-2.4%	-4.1%	-4.6%	-7.0%	-17.9%	-13.9%	-11.1%	-12.0%	-8.0%	2.3%
Continental Europe	559	546	552	587	2,244	521	511	549	544	2,125	475	510	526
YoY % change	1.3%	2.4%	0.0%	-5.2%	-0.5%	-6.8%	-6.4%	-0.5%	-7.3%	-5.3%	-8.8%	-0.2%	-4.2%
US & Canada	239	242	243	222	946	208	224	231	239	902	221	211	216
YoY % change	-1.2%	-3.2%	3.0%	-10.8%	-3.2%	-13.0%	-7.4%	-4.9%	7.7%	-4.7%	6.3%	-5.8%	-6.5%
AsiaPac, Latam & MEA	188	199	220	235	842	187	211	231	246	875	204	191	234
YoY % change	8.0%	3.1%	11.7%	6.8%	7.4%	-0.5%	6.0%	5.0%	4.7%	3.9%	9.1%	-9.5%	1.3%
Total	1,752	1,743	1,847	1,927	7,269	1,647	1,649	1,694	1,789	6,779	1,543	1,559	1,675
YoY % change	-2.2%	-3.6%	2.7%	-3.3%	-1.7%	-6.0%	-5.4%	-8.3%	-7.2%	-6.7%	-6.3%	-5.5%	-1.1%
- of which internal	8	7	8	8	31	8	6	7	8	29	7	8	7
YoY % change	-11.1%	-12.5%	-20.0%	0.0%	-11.4%	0.0%	-14.3%	-12.5%	0.0%	-6.5%	-12.5%	33.3%	0.0%
- of which transit	102	99	93	90	384	88	88	93	84	353	72	71	73
YoY % change	-8.1%	-5.7%	-11.4%	-13.5%	-9.6%	-13.7%	-11.1%	0.0%	-6.7%	-8.1%	-18.2%	-19.3%	-21.5%

Underlying revenue excluding transit (YoY % change)	-3.4%	-4.9%	3.8%	0.6%	-1.0%	-1.5%	-1.1%	-6.6%	-6.3%	-4.0%	-3.8%	-2.4%	2.5%
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EBITDA (£m)	210	222	290	319	1,041	213	226	261	347	1,047	190	216	276
YoY % change	6.6%	6.2%	17.9%	7.0%	9.6%	1.4%	1.8%	-10.0%	8.8%	0.6%	-10.8%	-4.4%	5.7%

Operating profit (£m)	57	70	136	162	425	73	102	134	219	528	63	86	159
YoY % change	50.0%	27.3%	56.3%	19.1%	34.5%	28.1%	45.7%	-1.5%	35.2%	24.2%	-13.7%	-15.7%	18.7%

Capex (£m)	116	125	143	132	516	106	116	121	125	468	86	107	103
YoY % change	-10.1%	-1.6%	17.2%	-15.9%	-3.6%	-8.6%	-7.2%	-15.4%	-5.3%	-9.3%	-18.9%	-7.8%	-14.9%

Operating free cash flow (£m)	(262)	91	111	559	499	(337)	35	52	599	349	(292)	113	109
YoY % change	8.3%	-191.9%	-33.9%	14.8%	58.9%	28.6%	-61.5%	-53.2%	7.2%	-30.1%	-13.4%	222.9%	109.6%

Operational

Order intake (£m) ¹	1,702	1,518	1,509	2,234	6,963	1,058	1,307	2,051	2,042	6,458	1,201	1,784	1,666
YoY % change	47.2%	18.7%	-22.1%	13.1%	9.7%	-37.8%	-13.9%	35.9%	-8.6%	-7.3%	13.5%	36.5%	-18.8%

¹ Historic order book restated in Q1 2014/15 following review of Conferencing order book to fully align with BT Global Services methodology

3. BT Business	2013/14					2014/15					2015/16		
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3

Financial

Revenue (£m)	2013/14					2014/15					2015/16		
SME & Corporate voice	250	246	251	247	994	239	237	239	226	941	225	234	232
YoY % change	-1.2%	-4.3%	0.0%	-2.4%	-2.0%	-4.4%	-3.7%	-4.8%	-8.5%	-5.3%	-5.9%	-1.3%	-2.9%
SME & Corporate data & networking	192	199	198	199	788	192	202	201	208	803	198	209	208
YoY % change	2.1%	1.5%	0.0%	1.5%	1.3%	0.0%	1.5%	1.5%	4.5%	1.9%	3.1%	3.5%	3.5%
IT services	129	137	133	145	544	126	138	133	144	541	130	132	133
YoY % change	15.2%	14.2%	9.9%	-4.0%	7.9%	-2.3%	0.7%	0.0%	-0.7%	-0.6%	3.2%	-4.3%	0.0%
Ireland Business (ex Transit)	149	151	157	167	624	142	146	152	169	609	142	159	151
YoY % change	4.2%	5.6%	4.0%	0.6%	3.5%	-4.7%	-3.3%	-3.2%	1.2%	-2.4%	0.0%	8.9%	-0.7%
Transit	10	7	12	9	38	10	10	10	10	40	10	10	9
YoY % change	-23.1%	-46.2%	-14.3%	-10.0%	-24.0%	0.0%	42.9%	-16.7%	11.1%	5.3%	0.0%	0.0%	-10.0%
Other (incl. eliminations)	55	59	57	54	225	53	56	54	48	211	44	37	46
YoY % change	-16.7%	-13.2%	-14.9%	-22.9%	-17.0%	-3.6%	-5.1%	-5.3%	-11.1%	-6.2%	-17.0%	-33.9%	-14.8%
Total	785	799	808	821	3,213	762	789	789	805	3,145	749	781	779
YoY % change	1.3%	0.3%	0.7%	-3.0%	-0.2%	-2.9%	-1.3%	-2.4%	-1.9%	-2.1%	-1.7%	-1.0%	-1.3%
- of which internal	101	105	103	106	415	88	103	99	109	399	93	88	102
YoY % change	1.0%	6.1%	1.0%	-13.1%	-1.9%	-12.9%	-1.9%	-3.9%	2.8%	-3.9%	5.7%	-14.6%	3.0%

Underlying revenue excluding transit (YoY % change)	0.4%	-0.5%	-0.3%	-2.7%	-0.8%	-2.6%	-0.9%	-1.4%	-1.1%	-1.4%	-0.5%	-0.1%	-0.3%
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EBITDA (£m)	236	247	257	262	1,002	240	258	266	277	1,041	240	261	268
YoY % change	7.3%	8.8%	7.5%	3.1%	6.6%	1.7%	4.5%	3.5%	5.7%	3.9%	0.0%	1.2%	0.8%

Operating profit (£m)	183	197	206	219	805	197	213	218	233	861	190	212	220
YoY % change	13.0%	16.6%	15.1%	11.2%	13.9%	7.7%	8.1%	5.8%	6.4%	7.0%	-3.6%	-0.5%	0.9%

Capex (£m)	33	29	32	33	127	24	32	42	89	187	35	37	35
YoY % change	-21.4%	-31.0%	6.7%	17.9%	-10.6%	-27.3%	10.3%	31.3%	169.7%	47.2%	45.8%	15.6%	-16.7%

Operating free cash flow (£m)	109	217	218	255	799	190	231	224	229	874	116	215	245
YoY % change	-9.9%	31.5%	-14.5%	-7.3%	-2.1%	74.3%	6.5%	2.8%	-10.2%	9.4%	-38.9%	-6.9%	9.4%

Operational

Order intake (£m)	471	473	499	655	2,098	484	463	515	611	2,073	457	538	491
YoY % change	8.8%	-33.2%	-8.4%	26.9%	-4.7%	2.8%	-2.1%	3.2%	-6.7%	-1.2%	-5.6%	16.2%	-4.7%

4. BT Consumer	2013/14					2014/15					2015/16		
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3

Financial

Revenue (£m)	2013/14					2014/15					2015/16		
Calls & lines	626	633	633	659	2,551	641	641	648	657	2,587	644	650	678
YoY % change	-5.3%	-1.4%	-0.6%	1.4%	-1.5%	2.4%	1.3%	2.4%	-0.3%	1.4%	0.5%	1.4%	4.6%
Broadband & TV	300	330	351	377	1,358	377	387	403	414	1,581	405	452	497
YoY % change	8.7%	17.4%	21.9%	23.6%	18.1%	25.7%	17.3%	14.8%	9.8%	16.4%	7.4%	16.8%	23.3%
Other (incl. eliminations)	24	24	30	32	110	28	28	32	29	117	25	25	30
YoY % change	9.1%	-17.2%	7.1%	18.5%	3.8%	16.7%	16.7%	6.7%	-9.4%	6.4%	-10.7%	-10.7%	-6.3%
Total	950	987	1,014	1,068	4,019	1,046	1,056	1,083	1,100	4,285	1,074	1,127	1,205
YoY % change	-0.9%	3.7%	6.4%	8.8%	4.5%	10.1%	7.0%	6.8%	3.0%	6.6%	2.7%	6.7%	11.3%
- of which internal	12	10	13	14	49	14	15	16	17	62	15	16	17
YoY % change	20.0%	-9.1%	18.2%	16.7%	11.4%	16.7%	50.0%	23.1%	21.4%	26.5%	7.1%	6.7%	6.3%
EBITDA (£m)	231	158	175	269	833	238	225	251	317	1,031	254	202	270
YoY % change	-6.1%	-33.6%	-23.2%	5.1%	-13.9%	3.0%	42.4%	43.4%	17.8%	23.8%	6.7%	-10.2%	7.6%
Operating profit (£m)	176	105	120	213	614	183	171	201	258	813	204	144	220
YoY % change	-4.3%	-40.0%	-27.7%	9.2%	-14.7%	4.0%	62.9%	67.5%	21.1%	32.4%	11.5%	-15.8%	9.5%
Capex (£m)	56	60	48	47	211	39	52	47	69	207	52	56	46
YoY % change	-5.1%	-1.6%	-9.4%	-30.9%	-12.4%	-30.4%	-13.3%	-2.1%	46.8%	-1.9%	33.3%	7.7%	-2.1%
Operating free cash flow (£m)	146	11	99	216	472	227	105	274	207	813	211	53	348
YoY % change	46.0%	-92.5%	-47.9%	-0.9%	-27.9%	55.5%	n/m	176.8%	-4.2%	72.2%	-7.0%	-49.5%	27.0%

Operational

Consumer ARPU (£)	370	377	383	391		398	404	410	415		419	427	439
YoY % change	5.7%	6.2%	6.7%	7.1%		7.6%	7.2%	7.0%	6.1%		5.3%	5.7%	7.1%
Total consumer lines ('000)	10,070	10,027	9,957	9,908		9,839	9,754	9,694	9,633		9,574	9,522	9,528
QoQ movement ('000)	-130 ¹	-65 ²	-70	-49		-69	-85	-60	-61		-59	-52	6
Active consumer lines ('000)	9,727	9,715	9,675	9,650		9,599	9,534	9,493	9,447		9,400	9,360	9,376
QoQ movement ('000)	-97	-34 ²	-40	-25		-51	-65	-41	-46		-47	-40	15
TV customers ('000)	833	903	956	1,002		1,007 ³	1,045	1,090	1,142		1,202	1,308	1,397 ⁴
QoQ movement ('000)	23	70	53	46		40	38	45	52		60	106	97

¹ Excludes 7k lines relating to accounts transferred from BT Consumer to BT Business

² Excludes 22k lines relating to a small acquisition

³ Base adjusted to remove 35k inactive customers

⁴ Base adjusted to remove 7k inactive customers

5. BT Wholesale	2013/14					2014/15					2015/16		
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3

Financial

Revenue (£m)	2013/14					2014/15					2015/16		
Managed solutions	239	232	199	219	889	190	195	197	206	788	198	197	216
YoY % change	22.6%	17.8%	-4.3%	-5.6%	6.9%	-20.5%	-15.9%	-1.0%	-5.9%	-11.4%	4.2%	1.0%	9.6%
Calls, lines & circuits	188	183	181	157	709	144	131	134	175	584	141	131	120
YoY % change	-17.5%	-10.3%	-13.8%	-23.8%	-16.4%	-23.4%	-28.4%	-26.0%	11.5%	-17.6%	-2.1%	0.0%	-10.4%
Broadband	52	51	47	45	195	44	41	39	38	162	35	36	36
YoY % change	-16.1%	-12.1%	-14.5%	-16.7%	-14.8%	-15.4%	-19.6%	-17.0%	-15.6%	-16.9%	-20.5%	-12.2%	-7.7%
IP services	55	59	66	77	257	78	95	96	96	365	103	116	116
YoY % change	12.2%	22.9%	37.5%	37.5%	27.9%	41.8%	61.0%	45.5%	24.7%	42.0%	32.1%	22.1%	20.8%
Transit	80	77	68	50	275	46	43	38	35	162	27	18	20
YoY % change	-32.8%	-10.5%	-28.4%	-46.8%	-30.2%	-42.5%	-44.2%	-44.1%	-30.0%	-41.1%	-41.3%	-58.1%	-47.4%
Other	24	22	28	23	97	23	24	28	21	96	26	22	19
YoY % change	-4.0%	-4.3%	-3.4%	-14.8%	-6.7%	-4.2%	9.1%	0.0%	-8.7%	-1.0%	13.0%	-8.3%	-32.1%
Total	638	624	589	571	2,422	525	529	532	571	2,157	530	520	527
YoY % change	-5.9%	1.3%	-8.7%	-14.6%	-7.1%	-17.7%	-15.2%	-9.7%	0.0%	-10.9%	1.0%	-1.7%	-0.9%

<i>Underlying revenue excluding transit (YoY % change)</i>	-0.2%	3.2%	-5.3%	-9.4%	-3.0%	-14.4%	-11.2%	-5.2%	2.9%	-7.1%	5.0%	3.3%	2.6%
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EBITDA (£m)	157	159	146	152	614	126	125	136	174	561	140	127	135
YoY % change	-3.7%	11.2%	-4.6%	-5.6%	-1.0%	-19.7%	-21.4%	-6.8%	14.5%	-8.6%	11.1%	1.6%	-0.7%

Operating profit (£m)	93	97	86	93	369	67	70	79	121	337	82	72	85
YoY % change	-6.1%	19.8%	-3.4%	-4.1%	0.8%	-28.0%	-27.8%	-8.1%	30.1%	-8.7%	22.4%	2.9%	7.6%

Capex (£m)	64	63	61	56	244	53	53	49	55	210	44	46	41
YoY % change	-11.1%	10.5%	17.3%	7.7%	4.7%	-17.2%	-15.9%	-19.7%	-1.8%	-13.9%	-17.0%	-13.2%	-16.3%

Operating free cash flow (£m)	(31)	154	30	219	372	11	60	114	93	278	117	63	120
YoY % change	287.5%	144.4%	-73.9%	23.0%	6.9%	-135.5%	-61.0%	280.0%	-57.5%	-25.3%	963.6%	5.0%	5.3%

Operational

Order intake (£m)	509	409	467	525	1,910	264	249	439	956	1,908	351	349	351
YoY % change	1.6%	32.8%	12.3%	-34.9%	-6.0%	-48.1%	-39.1%	-6.0%	82.1%	-0.1%	33.0%	40.2%	-20.0%

6. Openreach	2013/14					2014/15					2015/16		
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3

Financial

Revenue (£m)

WLR	548	540	532	524	2,144	509	497	497	493	1,996	483	480	478
YoY % change	-10.3%	-9.2%	-10.1%	-10.0%	-9.9%	-7.1%	-8.0%	-6.6%	-5.9%	-6.9%	-5.1%	-3.4%	-3.8%
LLU	286	298	304	300	1,188	296	294	298	292	1,180	298	297	309
YoY % change	-1.0%	1.0%	2.4%	2.7%	1.3%	3.5%	-1.3%	-2.0%	-2.7%	-0.7%	0.7%	1.0%	3.7%
Ethernet	219	224	225	229	897	222	218	224	227	891	220	227	225
YoY % change	5.3%	3.2%	5.1%	3.2%	4.2%	1.4%	-2.7%	-0.4%	-0.9%	-0.7%	-0.9%	4.1%	0.4%
Fibre broadband	71	86	91	98	346	104	119	124	140	487	148	164	180
YoY % change	115.2%	115.0%	71.7%	63.3%	86.0%	46.5%	38.4%	36.3%	42.9%	40.8%	42.3%	37.8%	45.2%
Other	121	123	122	120	486	114	117	112	114	457	100	99	102
YoY % change	-6.2%	-9.6%	-6.2%	0.0%	-5.6%	-5.8%	-4.9%	-8.2%	-5.0%	-6.0%	-12.3%	-15.4%	-8.9%
Total	1,245	1,271	1,274	1,271	5,061	1,245	1,245	1,255	1,266	5,011	1,249	1,267	1,294
YoY % change	-2.0%	-0.9%	-0.9%	-0.4%	-1.1%	0.0%	-2.0%	-1.5%	-0.4%	-1.0%	0.3%	1.8%	3.1%
- of which internal	806	816	814	803	3,239	769	764	764	767	3,064	755	766	768
YoY % change	-5.7%	-4.0%	-3.0%	-2.5%	-3.8%	-4.6%	-6.4%	-6.1%	-4.5%	-5.4%	-1.8%	0.3%	0.5%

EBITDA (£m)

	605	642	660	694	2,601	624	627	651	698	2,600	639	648	677
YoY % change	-4.4%	-3.3%	-0.3%	1.6%	-1.6%	3.1%	-2.3%	-1.4%	0.6%	0.0%	2.4%	3.3%	4.0%

Operating profit (£m)

	236	287	315	357	1,195	275	292	319	366	1,252	304	318	359
YoY % change	-14.2%	-6.5%	3.6%	8.8%	-1.6%	16.5%	1.7%	1.3%	2.5%	4.8%	10.5%	8.9%	12.5%

Capex (£m)

	280	268	249	252	1,049	258	246	300	278	1,082	402	348	321
YoY % change	-2.1%	-3.6%	-13.2%	-14.0%	-8.3%	-7.9%	-8.2%	20.5%	10.3%	3.1%	55.8%	41.5%	7.0%

Operating free cash flow (£m)

	269	311	452	460	1,492	298	339	471	394	1,502	270	329	419
YoY % change	-6.9%	-5.2%	0.9%	12.2%	1.2%	10.8%	9.0%	4.2%	-14.3%	0.7%	-9.4%	-2.9%	-11.0%

Operational

Internal physical lines ('000) ¹

	13,037	12,934	12,810	12,700	12,574	12,431	12,342	12,245	12,146	12,087	12,059
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External physical lines ('000) ¹

	5,025	4,875	4,725	4,580	4,551	4,543	4,551	4,509	4,501	4,457	4,439
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Fully unbundled physical lines (MPF) ('000)

	6,995	7,239	7,585	7,846	8,013	8,180	8,371	8,586	8,688	8,798	8,874
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Total physical lines ('000) ¹

	25,056	25,048	25,120	25,126	25,139	25,154	25,265	25,341	25,335	25,342	25,373
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QoQ movement ('000)

	12	-8	72	6	13	15	111	76	-6	7	30
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¹ Restated in Q3 2015/16 for historical base adjustment

7. Broadband 000s	2013/14				2014/15				2015/16		
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Total retail broadband											
Total retail broadband	6,799	6,961	7,111	7,281	7,385	7,473	7,592	7,713	7,796	7,879	7,996 ³
<i>Net adds in quarter</i>	95	156 ¹	150	170	104	88	119	121	83	82	130
Total retail share of DSL + fibre net adds	50%	93% ¹	60%	79%	64%	48%	46%	49%	56%	51%	71%
Total retail share of DSL + fibre installed base	38%	39%	39%	39%	40%	40%	40%	40%	40%	40%	40%
Of which:											
Total retail fibre base	1,433	1,628	1,856	2,105	2,332	2,535	2,744	3,010	3,226	3,438	3,689
<i>Net adds in quarter</i>	197	195	228	249	226	203	209	266	217	212	250
Wholesale											
BT Wholesale external broadband	2,061	2,000	1,886	1,872	1,866	1,859	1,873	1,831	1,842	1,847	1,853 ³
<i>Net adds in quarter</i>	-5	-60	-114	-14	-5	-8	14	-42	11	5	(6)
Openreach²											
Internal DSL & fibre broadband (sold to other BT lines of business)	8,860	8,962	8,997	9,153	9,252	9,332	9,465	9,544	9,639	9,726	9,850
Full LLU (MPF)	6,995	7,239	7,585	7,846	8,013	8,180	8,371	8,586	8,688	8,798	8,874
Shared LLU (SMPF) + external fibre on WLR lines	1,963	1,786	1,656	1,455	1,353	1,288	1,222	1,175	1,128	1,091	1,073
Total DSL + fibre	17,818	17,986	18,238	18,455	18,618	18,800	19,058	19,306	19,455	19,615	19,797
<i>Net adds in quarter</i>	189	168	252	217	163	182	258	248	149	160	182
Of which:											
Openreach fibre base	1,676	1,992	2,330	2,677	3,019	3,363	3,738	4,193	4,582	4,997	5,492
<i>Net adds in quarter</i>	265	316	339	347	341	344	375	455	389	415	494

¹ Excludes 6k lines relating to a small acquisition

² Includes Northern Ireland

³ Adjusted for 13k account move

8. Costs & other statistics	2013/14					2014/15					2015/16		
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3
Operating costs (£m)													
Direct labour costs before leaver costs	1,181	1,173	1,158	1,177	4,689	1,177	1,154	1,121	1,093	4,545	1,142	1,141	1,074
Indirect labour costs	210	216	217	205	848	200	190	200	184	774	184	186	172
Leaver costs	6	4	-	4	14	2	1	1	4	8	16	20	62
Gross labour costs	1,397	1,393	1,375	1,386	5,551	1,379	1,345	1,322	1,281	5,327	1,342	1,347	1,308
Capitalised labour	(238)	(245)	(260)	(253)	(996)	(261)	(260)	(273)	(349)	(1,143)	(290)	(291)	(287)
Net labour costs	1,159	1,148	1,115	1,133	4,555	1,118	1,085	1,049	932	4,184	1,052	1,056	1,021
Payments to telecommunications operators	646	639	620	567	2,472	530	552	550	512	2,144	496	533	517
Property and energy costs	246	251	258	204	959	244	241	238	245	968	245	241	247
Network operating and IT costs	164	149	142	136	591	159	153	153	140	605	136	163	152
Programme rights charges	-	50	76	77	203	78	83	84	85	330	86	135	162
Other costs	794	820	851	926	3,391	790	819	834	906	3,349	814	811	882
Operating costs before depreciation and specific items	3,009	3,057	3,062	3,043	12,171	2,919	2,933	2,908	2,820	11,580	2,829	2,939	2,981
Depreciation and amortisation	697	677	670	651	2,695	652	618	618	650	2,538	628	623	592
Total operating costs before specific items	3,706	3,734	3,732	3,694	14,866	3,571	3,551	3,526	3,470	14,118	3,457	3,562	3,573
Specific items	84	52	46	94	276	44	112	48	177	381	89	84	53
Total operating costs	3,790	3,786	3,778	3,788	15,142	3,615	3,663	3,574	3,647	14,499	3,546	3,646	3,626
Capital expenditure (£m)													
Capital expenditure by line of business													
BT Global Services	116	125	143	132	516	106	116	121	125	468	86	107	103
BT Business	33	29	32	33	127	24	32	42	89	187	35	37	35
BT Consumer	56	60	48	47	211	39	52	47	69	207	52	56	46
BT Wholesale	64	63	61	56	244	53	53	49	55	210	44	46	41
Openreach	280	268	249	252	1,049	258	246	300	278	1,082	402	348	321
Other	47	50	48	54	199	36	34	40	62	172	39	35	41
Total	596	595	581	574	2,346	516	533	599	678	2,326	658	629	587
Other Stats													
Lines sold through BT lines of business													
Total consumer lines (as sheet 4)	10,070	10,027	9,957	9,908		9,839	9,754	9,694	9,633		9,574	9,522	9,528
<i>QoQ movement</i>	-130 ¹	-65 ²	-70	-49		-69	-85	-60	-61		-59	-52	6
Business/Corporate lines	4,071	3,978	3,878	3,784		3,695	3,626	3,544	3,503		3,428	3,379	3,315
<i>QoQ movement</i>	-101 ¹	-93	-100	-94		-89	-70	-82	-75 ³		-75	-49	-64
Total	14,141	14,005	13,835	13,693		13,534	13,380	13,238	13,136		13,002	12,901	12,842
<i>QoQ movement</i>	-231	-158 ²	-170	-142		-159	-155	-141	-137 ⁴		-134	-101	-59
Call minutes across BT lines of business (bn)	8.07	7.83	7.79	7.59	31.28	7.13	7.00	6.92	6.80	27.85	6.28	6.19	6.11
<i>YoY % change</i>	-11.0%	-11.4%	-11.3%	-12.9%	-11.6%	-11.6%	-10.6%	-11.2%	-10.4%	-11.0%	-11.9%	-11.6%	-11.7%

¹ Excludes 7k lines relating to accounts transferred from BT Consumer to BT Business

² Excludes 22k lines relating to a small acquisition

³ Excludes 34k lines relating to reporting adjustment

9. Glossary

BT Global Services

Revenue	Geographic split of revenue is based on the country of origin from which the customer is invoiced. Reported growth rates are not adjusted for the effect of foreign exchange movements.
Underlying revenue excluding transit	The YoY change in underlying revenue excluding transit. Underlying revenue excludes specific items, foreign exchange movements and the effect of acquisitions and disposals
Operational	
Order intake	Orders for all business types including new business, renewals and extensions. Where a renewal or extension overlaps with a previous contract value reported as Order intake, only the incremental increase is included. Also includes all orders for BT Global Services's Conferencing and Security units.

BT Business

Revenue	
SME & Corporate voice	Revenue from calls, lines, mobile and VoIP services. Calls revenue is local and national geographic calls, international direct dial, fixed to mobile, other non-geographic calls and revenue from call packages sold to SMEs and mid-tier corporates in the UK under both the BT and Plusnet brands. Lines revenue is rentals and connections revenue from analogue and digital lines sold to SMEs and mid-tier corporates in the UK under both the BT and Plusnet brands.
SME & Corporate data & networking	Revenue from broadband, analogue and digital private circuits, and ICT and managed network services sold to SMEs and mid-tier corporates in the UK under both the BT and Plusnet brands.
IT services	Revenue from five specialist IT services units in BT Business - BT Engage IT, BT iNet, BT Business Direct, BT Expedite & Fresca and BT Tikit
Ireland Business (ex Transit)	In Northern Ireland, includes revenue from SMEs and the public sector, plus internal charges related to usage of the network in Northern Ireland. In Republic of Ireland, includes revenue from the corporate sector, the public sector and from wholesale network services.
Transit	Ireland revenues from the carriage of telecoms traffic across BT's network where neither the originating nor the terminating network is owned or controlled by BT (including the pass through of mobile terminating traffic)
Other (incl. eliminations)	Mainly revenue from certain units previously reported within BT Enterprises: BT Directories, BT Redcare, BT Payphones and BT Fleet, as well as Inbound and Select Services revenue. Also includes revenue from audio, video and web conferencing and collaboration services for business customers in the UK.
Internal	Contains IT services & managed networks revenue from BT Global Services; and internal charges from Ireland to other parts of BT relating to usage of the network in Northern Ireland.
Underlying revenue excluding transit	The YoY change in underlying revenue excluding transit. Underlying revenue excludes specific items, foreign exchange movements and the effect of acquisitions and disposals
Operational	
Order intake	Orders for calls & lines, broadband, IT services and conferencing services sold by BT Business in the UK and Ireland. Includes all connections, installations and one-off charges, plus all recurring charges for the term of the contract. Excludes orders for volume products such as calls & lines and broadband ordered directly through our outbound sales desks.

BT Consumer

All measures include consumers in Northern Ireland, and Plusnet's consumer business

Revenue	
Calls & lines	Calls revenue is local and national geographic calls, international direct dial, fixed to mobile, other non-geographic calls and revenue from call packages sold to consumers in the UK. Lines revenue is rentals, connections and calling features revenue for analogue and digital lines sold to consumers in the UK. Also includes revenue from BT Mobile plans.
Broadband & TV	Revenue from broadband sold to consumers in the UK. Includes BT Infinity, BT TV and retail and wholesale BT Sport.
Other (incl. eliminations)	Mainly sales of telephones and other equipment, BT Wi-fi direct revenue from the sale of wi-fi vouchers to customers, and wi-fi revenue from corporate customers.
Internal	Mainly BT Wi-fi revenue from services sold by BT Global Services on certain contracts; services and applications sold by Plusnet to BT Global Services.
Operational	
Consumer ARPU	12 month rolling consumer revenue, less mobile POLOs, less BT Sport revenue from: satellite customers paying for the channels, our wholesale deals and from commercial premises. This is divided by the average number of primary lines.
Total consumer lines	Total number of UK consumer analogue lines and ISDN channels (WLR)
Active consumer lines	The number of UK consumer lines over which BT is the call provider
TV customers	Total number of customers, with either a BT Vision or a YouView box, that are registered & enabled on the BT TV platform to receive video on demand. Includes YouView TV from Plusnet

BT Wholesale

Revenue	
Managed solutions	Managed network services, white label managed services and wholesale calls sold to external communications providers (CPs) in the UK. Includes managed broadband network service contracts.
Calls, lines & circuits	Direct and indirect conveyance, wholesale and international direct dial calls (not sold as part of a managed service), interconnect circuits, private circuits and partial private circuits
Broadband	IPStream Connect, Datastream and Wholesale Broadband Connect revenue from sales to external CP customers including that not deemed managed solutions. Excludes managed broadband network service contracts.
IP services	Voice over IP services (including IP Exchange), Fixed Wholesale Ethernet and other wholesale data revenue including MPLS products such as SHDS & IP Clear
Transit	UK revenues from the carriage of telecoms traffic across BT's network where neither the originating nor the terminating network is owned or controlled by BT (includes the pass through of mobile terminating traffic)
Other	Media & Broadcast revenue and equipment sales
Underlying revenue excluding transit	The YoY change in underlying revenue excluding transit. Underlying revenue excludes specific items, foreign exchange movements and the effect of acquisitions and disposals
Operational	
Order intake	Orders for all business types including new business, renewals and extensions.

Openreach

Revenue	
WLR	Internal and external WLR connection and rental revenue
LLU	Internal and external SMPF and MPF connection and rental revenue, co-location connection and rental revenue, copper port build, tie cables and TAMs
Ethernet	Internal and external Ethernet connection and rental revenue
Fibre broadband	Internal and external Fibre connection and rental revenue
Other	Primarily revenue from service-based activity and some legacy connectivity products
Internal	Primarily rental and connection revenue related to WLR, SMPF, Ethernet and fibre supplied to the customer-facing BT lines of business
Operational	
Internal physical lines	Lines provided by Openreach to other BT lines of business - including Plusnet and physical lines operated by BT Consumer and BT Business in Northern Ireland (includes analogue lines and ISDN lines provided over copper (WLR), but excludes non-equivalent traded products and ISDN30)
External physical lines	Lines provided by Openreach to other CPs (includes analogue and ISDN lines provided over copper (WLR), but excludes full LLU (MPF) and ISDN30)
Fully unbundled physical lines (MPF)	MPF lines provided by Openreach to other CPs

Broadband

Total retail broadband	
Total retail broadband	BT's total retail broadband base (including retail fibre) - BT Consumer (including Plusnet and Northern Ireland), BT Business and broadband lines sold by Global Services
Total retail fibre base	BT's total retail fibre base - BT Consumer (including Plusnet and Northern Ireland) and BT Business. Included within retail broadband numbers
Wholesale	
BT Wholesale external broadband	Total broadband lines sold by BT Wholesale to external CP customers
Openreach	
Internal DSL & fibre broadband (sold to other BT lines of business)	Total broadband (including fibre) lines sold via BT lines of business. Calculated as the sum of 'Total retail broadband' base + 'BT Wholesale external broadband' base
Full LLU (MPF)	MPF lines provided by Openreach to other external CPs
Shared LLU (SMPF) + external fibre on WLR lines	SMPF lines provided by Openreach to other external CPs - includes fibre provided by Openreach to other CPs on WLR lines
Total DSL + fibre	Total number of broadband lines sold by Openreach both internally and externally. Includes fibre. Calculated as the total of the 3 rows above
Openreach fibre base	Total fibre lines sold by Openreach, both internally to BT lines of business and externally to other CPs. Included within the 'Total DSL + fibre' number

Costs & other statistics

Total consumer lines (as sheet 4)	Total number of UK consumer analogue lines and ISDN channels (WLR) sold by BT Consumer. Includes consumers in Northern Ireland and Plusnet.
Business/Corporate lines	Total lines (analogue lines and ISDN channels (WLR)) sold by BT Global Services, BT Business and BT Wholesale
Call minutes	Includes BT Consumer (including Northern Ireland), BT Business (including Northern Ireland) and BT Global Services non-geographic and geographic call minutes - local, national and international call minutes, fixed to mobile, 0800, 0870 and 0845