

Performance Indicators: Q2 2008/9

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Q2 2008/9

BT Group Results - Income Statement	2008/9 Q2 Actual BT Group	2007/8 Q2 Restated BT Group	Better / (worse) %	2008/9 Q1 Actual BT Group	2007/8 Q1 Restated BT Group	Better / (worse) %	2007/8 FY Actual BT Group	2006/7 FY Restated BT Group	Better / (worse) %
Em unless stated									
Revenue									
BT Global Services	2,157	1,883	14.6	2,052	1,815	13.1	7,889	7,312	7.9
BT Retail	2,127	2,126	0.0	2,109	2,047	3.0	8,477	8,346	1.6
BT Wholesale	1,168	1,256	(7.0)	1,156	1,318	(12.3)	4,959	5,386	(7.9)
Openreach	1,303	1,307	(0.3)	1,306	1,321	(1.1)	5,266	5,223	0.8
Other	11	5	120.0	7	7	0.0	28	17	64.7
Eliminations	(1,463)	(1,482)	1.3	(1,453)	(1,475)	1.5	(5,915)	(6,061)	2.4
Group Revenue	5,303	5,095	4.1	5,177	5,033	2.9	20,704	20,223	2.4
Leaver costs	36	43	-	73	8	-	127	147	
EBITDA before leavers									
BT Global Services	119	186	(36.0)	195	178	9.6	883	776	13.8
BT Retail	421	387	8.8	368	331	11.2	1,511	1,381	9.4
BT Wholesale	320	362	(11.6)	322	375	(14.1)	1,401	1,511	(7.3)
Openreach	489	471	3.8	491	482	1.9	1,938	1,931	0.4
Other	80	42	90.5	57	59	(3.4)	178	181	(1.7)
Group EBITDA before leavers	1,429	1,448	(1.3)	1,433	1,425	0.6	5,911	5,780	2.3
Group EBITDA post leavers	1,393	1,405	(0.9)	1,360	1,417	(4.0)	5,784	5,633	2.7
Depreciation & amortisation of intangibles									
BT Global Services	172	179	3.9	186	171	(8.8)	744	665	(11.9)
BT Retail	103	106	2.8	109	109	0.0	445	445	0.0
BT Wholesale	172	210	(18.1)	197	209	5.7	893	908	1.7
Openreach	189	170	(11.2)	184	181	(1.7)	689	707	2.5
Other	49	28	(75.0)	15	39	61.5	118	195	39.5
Group Depreciation	685	693	1.2	691	709	2.5	2,889	2,920	1.1
Operating Profit before leavers									
BT Global Services	(53)	7	(857.1)	9	7	28.6	139	111	25.2
BT Retail	318	281	13.2	259	222	16.7	1,066	936	13.9
BT Wholesale	148	152	(2.6)	125	166	(24.7)	508	603	(15.8)
Openreach	300	301	(0.3)	307	301	2.0	1,249	1,224	2.0
Other	31	14	121.4	42	20	110.0	60	(14)	(528.6)
Group Operating Profit before leavers	744	755	(1.5)	742	716	3.6	3,022	2,860	5.7
Group Operating Profit post leavers	708	712	(0.6)	669	708	(5.5)	2,895	2,713	6.7
Net Finance Costs	(159)	(92)	(72.8)	(130)	(55)	(136.4)	(378)	(233)	62.2
Share of post tax profits/losses of associates and joint ventures	5	(3)	(266.7)	1	(3)	(133.3)	(11)	15	(173.3)
Underlying PBT	554	617	(10.2)	540	650	(16.9)	2,506	2,495	0.4
Specific Items : Net gains (losses)	(38)	(182)	-	(27)	(50)	-	(530)	(11)	
Reported PBT	516	435	18.6	513	600	(14.5)	1,976	2,484	(20.5)
Tax - Underlying	(126)	(153)	17.6	(123)	(161)	23.6	(581)	(611)	4.9
Tax on specific items	10	57		8	169		343	979	
Tax rate	22.8%	24.8%		22.8%	24.8%		23.2%	24.5%	
Net Income	400	339	18.0	398	606	(34.5)	1,738	2,852	(39.1)
<i>Memo: Minority Interest</i>				1	1		1	2	
EPS before specific items and leavers costs (p)	5.9	6.1	(3.3)	6.1	6.0	1.7	25.0	23.9	4.6
EPS before specific items (p)	5.6	5.7	(1.8)	5.4	5.9	(8.5)	23.9	22.7	5.3
EPS after specific items (p)	5.2	4.2	23.8	5.1	7.4	(31.1)	21.5	34.4	(37.5)
Proposed Dividend (p)	5.4	5.4		-	-		15.8	15.1	4.6
Average Number of Shares in Issue	7,697	8,108		7,731	8,216		8,066	8,293	
Capital Expenditure	766	799	4.1	802	903	11.2	3,339	3,247	(2.8)
Free Cash Flow	369	171		(734)	(152)		1,503	1,354	
Net Debt	11,028	9,618	(14.7)	10,581	8,631	(22.6)	9,460	7,914	(19.5)

EXTERNAL REVENUE BY SEGMENT	2004/5					2005/6					2006/7					2007/8					2008/9	
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
Major Corporate	1,391	1,412	1,440	1,693	5,936	1,597	1,629	1,732	1,922	6,880	1,659	1,665	1,796	1,969	7,089	1,747	1,793	1,882	2,151	7,573	1,961	2,055
Business	617	624	600	601	2,442	586	583	568	587	2,324	616	618	607	615	2,456	628	639	647	676	2,590	661	660
Consumer	1,416	1,410	1,400	1,373	5,599	1,324	1,336	1,324	1,312	5,296	1,252	1,257	1,310	1,305	5,124	1,231	1,289	1,292	1,259	5,071	1,228	1,236
Wholesale / Global Carrier	1,088	1,102	1,090	1,147	4,427	1,218	1,215	1,255	1,308	4,996	1,331	1,397	1,411	1,398	5,537	1,420	1,369	1,326	1,327	5,442	1,320	1,341
Other	7	6	6	6	25	6	4	3	5	18	6	4	2	5	17	7	5	7	9	28	7	11
Total External Revenue	4,519	4,554	4,536	4,820	18,429	4,731	4,767	4,882	5,134	19,514	4,864	4,941	5,126	5,292	20,223	5,033	5,095	5,154	5,422	20,704	5,177	5,303

EXTERNAL REVENUE BY SEGMENT YEAR-ON-YEAR GROWTH	2005/6					2006/7					2007/8					2008/9	
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2
Major Corporate	14.8%	15.4%	20.3%	13.5%	15.9%	6.4%	4.5%	5.8%	4.5%	5.3%	5.3%	7.7%	4.8%	9.2%	6.8%	12.2%	14.6%
Business	(5.0%)	(6.6%)	(5.3%)	(2.3%)	(4.8%)	0.3%	1.7%	2.8%	0.2%	1.2%	1.9%	3.4%	6.6%	9.9%	5.5%	5.3%	3.3%
Consumer	(6.5%)	(5.2%)	(5.4%)	(4.4%)	(5.4%)	(5.4%)	(5.9%)	(1.1%)	(0.5%)	(3.2%)	(1.7%)	2.5%	(1.4%)	(3.5%)	(1.0%)	(0.2%)	(4.1%)
Wholesale / Global Carrier	11.9%	10.3%	15.1%	14.0%	12.9%	8.3%	13.9%	11.3%	5.9%	9.8%	6.7%	(2.0%)	(6.0%)	(5.1%)	(1.7%)	(7.0%)	(2.0%)
Other	n/m	n/m	n/m	n/m	n/m	n/m	n/m	n/m	n/m	n/m	n/m	n/m	n/m	n/m	n/m	n/m	n/m
Total Headline growth	4.7%	4.7%	7.6%	6.5%	5.9%	2.8%	3.7%	5.0%	3.1%	3.6%	3.5%	3.1%	0.5%	2.5%	2.4%	2.9%	4.1%
Total excluding the impact of mobile termination and revenues from Infonet and Albacom	3.4%	2.5%	3.2%	4.7%	3.4%	2.8%	3.7%	5.0%	3.1%	3.6%	3.5%	3.1%	0.5%	2.5%	2.4%	2.9%	4.1%

EXTERNAL REVENUE ANALYSIS - BT Group	2006/7					2007/8					2008/9				
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m
Networked IT Services (a)	869	870	986	1,143	3,868	920	968	1,057	1,265	4,210	1,080	1,129	-	-	2,209
Managed Network Solutions (b)	73	76	70	87	306	64	72	76	83	295	81	108	-	-	189
MPLS (c)	139	162	164	186	651	181	199	213	222	815	247	286	-	-	533
Total Managed Solutions	1,081	1,108	1,220	1,416	4,825	1,165	1,239	1,346	1,570	5,320	1,408	1,523	-	-	2,931
Broadband & LLU	454	486	520	556	2,016	540	543	550	586	2,219	555	553	-	-	1,108
Mobility & Convergence	71	72	73	78	294	75	93	89	91	348	85	96	-	-	181
Total Broadband and Convergence	525	558	593	634	2,310	615	636	639	677	2,567	640	649	-	-	1,289
Exchange lines/ISDN - connection and rental	876	851	844	819	3,390	841	830	837	813	3,321	814	806	-	-	1,620
Calls	685	655	692	676	2,708	641	641	629	595	2,506	596	554	-	-	1,150
Private Circuits (d)	263	268	241	228	1,000	274	262	229	226	991	237	241	-	-	478
Total Calls and Lines	1,824	1,774	1,777	1,723	7,098	1,756	1,733	1,695	1,634	6,818	1,647	1,601	-	-	3,248
Transit, conveyance, interconnect circuits, WLR, global carrier and other wholesale (incl. FRIACO) (e)	843	873	879	857	3,452	893	859	835	811	3,398	827	822	-	-	1,649
Other (f)	591	628	657	662	2,538	604	628	639	730	2,601	655	708	-	-	1,363
Total Other	1,434	1,501	1,536	1,519	5,990	1,497	1,487	1,474	1,541	5,999	1,482	1,530	-	-	3,012
Total External Revenue	4,864	4,941	5,126	5,292	20,223	5,033	5,095	5,154	5,422	20,704	5,177	5,303	-	-	10,480

(a) GS MPLS revenue removed from Networked IT Services revenue.

(b) Managed Network Solutions is a new revenue line consisting of Wholesale revenue only resulting from their managed network access service arrangements. This is built up from revenue previously reported in Private Circuits, Transit/conveyance/Other Wholesale and the Other revenue line.

(c) New line consisting of MPLS revenue from Global Services. This revenue was reported in Networked IT services (£631m in 07/08 and £518m in 06/07) and traditional other non-UK revenue (£184m in 07/08 and £133m in 06/07).

(d) A proportion of Managed Network Solutions revenue was reported in Private Circuits (£171m in 07/08 and £192m in 06/07).

(e) A proportion of Managed Network Solutions revenue was reported in Transit, conveyance etc. (£40m in 07/08 and £24m in 06/07). Global Carrier revenue now reported in this line, with revenue from Global Services (£777m in 07/08 and £669m in 06/07) and Retail Ireland (£71m in 07/08 and £74m in 06/07) which was previously reported in 'Other' traditional revenue.

(f) Combination of new wave and traditional Other revenue. Partly Retail revenue (£1.3bn in 06/07 and 07/08) from directories, dabs, payphones, internet access products, sale and rental of telephones, and Featurenet sales. Additionally Global Services revenue (£1bn in 06/07 and 07/08) from global products overseas. Remainder from Wholesale less some Managed Network Solutions revenue (£84m 07/08 and £90m in 06/07)

EXTERNAL REVENUE ANALYSIS - BT Group	YoY Movement 2007/8					YoY Movement 2008/9				
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m
Networked IT Services (a)	5.9%	11.3%	7.2%	10.7%	8.8%	17.4%	16.6%			
Managed Network Solutions(c)	(12.3%)	(5.3%)	8.6%	(4.6%)	(3.6%)	26.6%	50.0%			
MPLS (b)	30.2%	22.8%	29.9%	19.4%	25.2%	36.5%	43.7%			
Total Managed Solutions	7.8%	11.8%	10.3%	10.9%	10.3%	20.9%	22.9%			
Broadband & LLU	18.9%	11.7%	5.8%	5.4%	10.1%	2.8%	1.8%			
Mobility & Convergence	5.6%	29.2%	21.9%	16.7%	18.4%	13.3%	3.2%			
Total Broadband and Convergence	17.1%	14.0%	7.8%	6.8%	11.1%	4.1%	2.0%			
Exchange lines/ISDN - connection and rental	(4.0%)	(2.5%)	(0.8%)	(0.7%)	(2.0%)	(3.2%)	(2.9%)			
Calls	(6.4%)	(2.1%)	(9.1%)	(12.0%)	(7.5%)	(7.0%)	(13.6%)			
Private Circuits (d)	4.2%	(2.2%)	(5.0%)	(0.9%)	(0.9%)	(13.5%)	(8.0%)			
Total Calls and Lines	(3.7%)	(2.3%)	(4.6%)	(5.2%)	(3.9%)	(6.2%)	(7.6%)			
Transit, conveyance, interconnect circuits, WLR, global carrier and other wholesale (incl. FRIACO) (e)	5.9%	(1.6%)	(5.0%)	(5.4%)	(1.6%)	(7.4%)	(4.3%)			
Other (f)	2.2%	0.0%	(2.7%)	10.3%	2.5%	8.4%	12.7%			
Total Other	4.4%	(0.9%)	(4.0%)	1.4%	0.2%	(1.0%)	2.9%			
Total Revenue	3.5%	3.1%	0.5%	2.5%	2.4%	2.9%	4.1%			

EXTERNAL REVENUE ANALYSIS - Global Services	2006/7					2007/8					2008/9				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
Networked IT Services	780	786	889	1,052	3,507	827	866	936	1,125	3,754	952	1,002	-	-	1,954
Managed Network Solutions	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MPLS	139	162	164	186	651	181	199	213	222	815	247	286	-	-	533
Total Managed Solutions	919	948	1,053	1,238	4,158	1,008	1,065	1,149	1,347	4,569	1,199	1,288	-	-	2,487
Broadband	12	13	15	18	58	15	16	15	17	63	16	16	-	-	32
Mobility & Convergence	44	45	48	50	187	46	64	64	68	242	59	66	-	-	125
Total Broadband and Convergence	56	58	63	68	245	61	80	79	85	305	75	82	-	-	157
Exchange lines/ISDN - connection and rental	144	140	140	132	556	141	134	138	139	552	126	125	-	-	251
Calls	75	68	66	58	267	63	59	58	57	237	56	52	-	-	108
Private Circuits	114	111	105	108	438	118	105	94	83	400	101	98	-	-	199
Total Calls and Lines	333	319	311	298	1,261	322	298	290	279	1,189	283	275	-	-	558
Transit, conveyance, interconnect circuits, WLR, global carrier and other wholesale (incl. FRIACO) (a)	171	173	164	161	669	182	196	201	198	777	215	220	-	-	435
Other (b)	235	227	257	260	979	242	244	246	317	1,049	280	292	-	-	572
Total Other	406	400	421	421	1,648	424	440	447	515	1,826	495	512	-	-	1,007
Total External Revenue	1,714	1,725	1,848	2,025	7,312	1,815	1,883	1,965	2,226	7,889	2,052	2,157	-	-	4,209
Internal Revenue	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Global Services Revenue	1,714	1,725	1,848	2,025	7,312	1,815	1,883	1,965	2,226	7,889	2,052	2,157	-	-	4,209

(a) Global Carrier revenue only

(b) Mainly non-UK revenue

EXTERNAL REVENUE ANALYSIS - Global Services	YoY Movement 07/08					YoY Movement 08/09				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
Networked IT Services	6.0%	10.2%	5.3%	6.9%	7.0%	15.1%	15.7%	-	-	-
Managed Network Solutions	-	-	-	-	-	-	-	-	-	-
MPLS	30.2%	22.8%	29.9%	19.4%	25.2%	36.5%	43.7%	-	-	-
Total Managed Solutions	9.7%	12.3%	9.1%	8.8%	9.9%	18.9%	20.9%	-	-	-
Broadband	25.0%	23.1%	0.0%	(5.6%)	8.6%	6.7%	0.0%	-	-	-
Mobility & Convergence	4.5%	42.2%	33.3%	36.0%	29.4%	28.3%	3.1%	-	-	-
Total Broadband and Convergence	8.9%	37.9%	25.4%	25.0%	24.5%	23.0%	2.5%	-	-	-
Exchange lines/ISDN - connection and rental	(2.1%)	(4.3%)	(1.4%)	5.3%	(0.7%)	(10.6%)	(6.7%)	-	-	-
Calls	(16.0%)	(13.2%)	(12.1%)	(1.7%)	(11.2%)	(11.1%)	(11.9%)	-	-	-
Private Circuits	3.5%	(5.4%)	(10.5%)	(23.1%)	(8.7%)	(14.4%)	(6.7%)	-	-	-
Total Calls and Lines	(3.3%)	(6.6%)	(6.8%)	(6.4%)	(5.7%)	(12.1%)	(7.7%)	-	-	-
Transit, conveyance, interconnect circuits, WLR, global carrier and other wholesale (incl. FRIACO) (a)	6.4%	13.3%	22.6%	23.0%	16.1%	18.1%	12.2%	-	-	-
Other (b)	3.0%	7.5%	(4.3%)	21.9%	7.2%	15.7%	19.7%	-	-	-
Total Other	4.4%	10.0%	6.2%	22.3%	10.8%	16.7%	16.4%	-	-	-
Total External Revenue	5.9%	9.2%	6.3%	9.9%	7.9%	13.1%	14.6%	-	-	-

Non-UK New Customers	2006/7			
	Q1	Q2	Q3	Q4
	223	200	228	207

2007/8			
Q1	Q2	Q3	Q4
102	128	136	259

2008/9	
Q1	Q2
124	134

Global Services ORDER VALUE	2004/5				2005/6				2006/7			
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m
Networked IT Services order intake	1,276	852	1,235	3,798	2,359	752	1,194	1,086	1,041	702	1,516	1,950
Other Order Intake	571	477	926	491	466	706	1,203	1,232	739	915	986	1,450
Total Global Services order intake	1,847	1,329	2,161	4,289	2,825	1,458	2,397	2,318	1,780	1,617	2,502	3,400

2007/8			
Q1 £m	Q2 £m	Q3 £m	Q4 £m
918	875	1,339	1,853
776	748	552	964
1,694	1,623	1,891	2,817

2008/9	
Q1 £m	Q2 £m
1,230	1,144
663	661
1,893	1,805

ROLLING 12 MONTHS Global Services ORDER VALUE	2005/6				2006/7			
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m
Networked IT Services order intake	8,244	8,144	8,103	5,391	4,073	4,023	4,345	5,209
Other Order Intake	2,360	2,589	2,866	3,607	3,880	4,089	3,872	4,090
Total Global Services Rolling 12 month order intake	10,604	10,733	10,969	8,998	7,953	8,112	8,217	9,299

2007/8			
Q1 £m	Q2 £m	Q3 £m	Q4 £m
5,086	5,259	5,082	4,985
4,127	3,960	3,526	3,040
9,213	9,219	8,608	8,025

2008/9	
Q1 £m	Q2 £m
5,297	5,566
2,927	2,840
8,224	8,406

EXTERNAL REVENUE ANALYSIS - Retail	2006/7					2007/8					2008/9				
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m
Networked IT Services	89	84	97	91	361	93	102	121	140	456	128	127	-	-	255
Managed Network Solutions	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MPLS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Managed Solutions	89	84	97	91	361	93	102	121	140	456	128	127	-	-	255
Broadband	207	213	219	239	878	247	265	273	298	1,083	290	298	-	-	588
Mobility & Convergence	27	27	25	28	107	29	29	25	23	106	26	30	-	-	56
Total Broadband and Convergence	234	240	244	267	985	276	294	298	321	1,189	316	328	-	-	644
Exchange lines/ISDN - connection and rental	732	711	704	687	2,834	700	696	699	674	2,769	688	681	-	-	1,369
Calls	610	587	626	618	2,441	578	582	571	538	2,269	540	502	-	-	1,042
Private Circuits	34	36	33	31	134	32	32	32	33	129	31	31	-	-	62
Total Calls and Lines	1,376	1,334	1,363	1,336	5,409	1,310	1,310	1,302	1,245	5,167	1,259	1,214	-	-	2,473
Transit, conveyance, interconnect circuits, WLR, global carrier and other wholesale (incl. FRIACO) (a)	21	19	17	17	74	17	18	18	18	71	22	24	-	-	46
Other (b)	285	330	325	331	1,271	294	328	335	354	1,311	310	345	-	-	655
Total Other	306	349	342	348	1,345	311	346	353	372	1,382	332	369	-	-	701
Total External Revenue	2,005	2,007	2,046	2,042	8,100	1,990	2,052	2,074	2,078	8,194	2,035	2,038	-	-	4,073
Internal Revenue	49	54	62	81	246	57	74	72	80	283	74	89	-	-	163
Total Retail Revenue	2,054	2,061	2,108	2,123	8,346	2,047	2,126	2,146	2,158	8,477	2,109	2,127	-	-	4,236

(a) Global Carrier revenue only

(b) Mainly UK revenue

EXTERNAL REVENUE ANALYSIS - Retail	YoY Movement 07/08					YoY Movement 08/09				
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m
Networked IT Services	4.5%	21.4%	24.7%	53.8%	26.3%	37.6%	24.5%	-	-	-
Managed Network Solutions	-	-	-	-	-	-	-	-	-	-
MPLS	-	-	-	-	-	-	-	-	-	-
Total Managed Solutions	4.5%	21.4%	24.7%	53.8%	26.3%	37.6%	24.5%	-	-	-
Broadband	19.3%	24.4%	24.7%	24.7%	23.3%	17.4%	12.5%	-	-	-
Mobility & Convergence	7.4%	7.4%	0.0%	(17.9%)	(0.9%)	(10.3%)	3.4%	-	-	-
Total Broadband and Convergence	17.9%	22.5%	22.1%	20.2%	20.7%	14.5%	11.6%	-	-	-
Exchange lines/ISDN - connection and rental	(4.4%)	(2.1%)	(0.7%)	(1.9%)	(2.3%)	(1.7%)	(2.2%)	-	-	-
Calls	(5.2%)	(0.9%)	(8.8%)	(12.9%)	(7.0%)	(6.6%)	(13.7%)	-	-	-
Private Circuits	(5.9%)	(11.1%)	(3.0%)	6.5%	(3.7%)	(3.1%)	(3.1%)	-	-	-
Total Calls and Lines	(4.8%)	(1.8%)	(4.5%)	(6.8%)	(4.5%)	(3.9%)	(7.3%)	-	-	-
Transit, conveyance, interconnect circuits, WLR, global carrier and other wholesale (incl. FRIACO) (a)	(19.0%)	(5.3%)	5.9%	5.9%	(4.1%)	29.4%	33.3%	-	-	-
Other (b)	3.2%	(0.6%)	3.1%	6.9%	3.1%	5.4%	5.2%	-	-	-
Total Other	1.6%	(0.9%)	3.2%	6.9%	2.8%	6.8%	6.6%	-	-	-
Total External Revenue	(0.7%)	2.2%	1.4%	1.8%	1.2%	2.3%	(0.7%)	-	-	-

EXTERNAL REVENUE - Business Units	2006/7					2007/8					2008/9				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
Retail Consumer	1,135	1,105	1,163	1,143	4,546	1,113	1,137	1,152	1,112	4,514	1,114	1,098	-	-	2,212
BT Business	569	569	553	573	2,264	568	591	593	612	2,365	609	603	-	-	1,212
Enterprises	114	155	144	159	572	118	147	136	156	557	122	151	-	-	274
Ireland	163	156	167	152	638	168	159	168	174	670	175	168	-	-	343
Other	23	23	19	15	80	23	17	24	23	88	15	18	-	-	33
Retail External Revenue	2,004	2,007	2,046	2,042	8,100	1,990	2,052	2,074	2,078	8,194	2,035	2,038	0	0	4,073

EXTERNAL REVENUE - Business Units	2006/7					YoY Movement 07/08					YoY Movement 08/09				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
Retail Consumer						(2.0%)	3.0%	(1.0%)	(2.8%)	(0.7%)	0.1%	(3.5%)	-	-	-
BT Business						(0.2%)	3.9%	7.4%	6.9%	4.5%	7.2%	2.1%	-	-	-
Enterprises						2.9%	(5.2%)	(5.4%)	(1.6%)	(2.6%)	4.0%	2.7%	-	-	-
Ireland						3.1%	2.0%	0.7%	14.9%	5.0%	3.9%	5.4%	-	-	-
Other						na	na	na	na	na	na	na	-	-	-
Retail External Revenue						(0.7%)	2.2%	1.4%	1.8%	1.2%	2.3%	(0.7%)	-	-	-

EXTERNAL REVENUE ANALYSIS - Wholesale	2006/7					2007/8					2008/9				
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m
Networked IT Services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Managed Network Solutions (a)	73	76	70	87	306	64	72	76	83	295	81	108	-	-	189
MPLS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Managed Solutions	73	76	70	87	306	64	72	76	83	295	81	108	-	-	189
Broadband	186	189	200	196	771	175	158	149	142	624	129	119	-	-	248
Mobility & Convergence	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Broadband and Convergence	186	189	200	196	771	175	158	149	142	624	129	119	-	-	248
Exchange lines/ISDN - connection and rental	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Private Circuits	115	121	103	89	428	124	125	103	110	462	105	112	-	-	217
Total Calls and Lines	115	121	103	89	428	124	125	103	110	462	105	112	-	-	217
Transit, conveyance, interconnect circuits, WLR, global carrier and other wholesale (incl. FRIACO) (b)	570	590	595	578	2,333	586	541	511	475	2,113	476	461	-	-	937
Other	65	67	73	66	271	61	51	51	50	213	58	60	-	-	118
Total Other	635	657	668	644	2,604	647	592	562	525	2,326	534	521	-	-	1,055
Total External Revenue	1,009	1,043	1,041	1,016	4,109	1,010	947	890	860	3,707	849	860	-	-	1,709
Internal Revenue	319	319	320	319	1,277	308	309	315	320	1,252	307	308	-	-	615
Total Wholesale Revenue	1,328	1,362	1,361	1,335	5,386	1,318	1,256	1,205	1,180	4,959	1,156	1,168	-	-	2,324

(a) Managed Network Solutions is a new revenue line consisting of Wholesale revenue only resulting from their managed network access service arrangements.

(b) WLR revenues are reported in Openreach

EXTERNAL REVENUE ANALYSIS - Wholesale	YoY Movement 07/08					YoY Movement 08/09				
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m
Networked IT Services	-	-	-	-	-	-	-	-	-	-
Managed Network Solutions (a)	(12.3%)	(5.3%)	8.6%	(4.6%)	(3.6%)	26.6%	50.0%	-	-	-
MPLS	-	-	-	-	-	-	-	-	-	-
Total Managed Solutions	(12.3%)	(5.3%)	8.6%	(4.6%)	(3.6%)	26.6%	50.0%	-	-	-
Broadband	(5.9%)	(16.4%)	(25.5%)	(27.6%)	(19.1%)	(26.3%)	(24.7%)	-	-	-
Mobility & Convergence	-	-	-	-	-	-	-	-	-	-
Total Broadband and Convergence	(5.9%)	(16.4%)	(25.5%)	(27.6%)	(19.1%)	(26.3%)	(24.7%)	-	-	-
Exchange lines/ISDN - connection and rental	-	-	-	-	-	-	-	-	-	-
Calls	-	-	-	-	-	-	-	-	-	-
Private Circuits	7.8%	3.3%	0.0%	23.6%	7.9%	(15.3%)	(10.4%)	-	-	-
Total Calls and Lines	7.8%	3.3%	0.0%	23.6%	7.9%	(15.3%)	(10.4%)	-	-	-
Transit, conveyance, interconnect circuits, WLR, global carrier and other wholesale (incl. FRIACO) (b)	2.8%	(8.3%)	(14.1%)	(17.8%)	(9.4%)	(18.8%)	(14.8%)	-	-	-
Other	(6.2%)	(23.9%)	(30.1%)	(24.2%)	(21.4%)	(4.9%)	17.6%	-	-	-
Total Other	1.9%	(9.9%)	(15.9%)	(18.5%)	(10.7%)	(17.5%)	(12.0%)	-	-	-
Total External Revenue	0.1%	(9.2%)	(14.5%)	(15.4%)	(9.8%)	(15.9%)	(9.2%)	-	-	-

EXTERNAL REVENUE ANALYSIS - Openreach	2006/7					2007/8					2008/9				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
Networked IT Services	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Managed Network Solutions	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MPLS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Managed Solutions	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
LLU	49	71	86	103	309	103	104	113	129	449	120	120	-	-	240
Mobility & convergence	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Broadband and Convergence	49	71	86	103	309	103	104	113	129	449	120	120	-	-	240
Exchange lines/ISDN - connection and rental	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Private Circuits	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Calls and Lines	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Transit, conveyance, interconnect circuits, WLR, global carrier and other wholesale (incl. FRIACO)	81	91	103	101	376	108	104	105	120	437	114	117	-	-	231
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Other	81	91	103	101	376	108	104	105	120	437	114	117	-	-	231
Total External Revenue	130	162	189	204	685	211	208	218	249	886	234	237	-	-	471
Internal Revenue	1,141	1,128	1,137	1,132	4,538	1,110	1,099	1,100	1,071	4,380	1,072	1,066	-	-	2,138
Total Openreach Revenue	1,271	1,290	1,326	1,336	5,223	1,321	1,307	1,318	1,320	5,266	1,306	1,303	-	-	2,609

EXTERNAL REVENUE ANALYSIS - Openreach	YoY Movement 07/08					YoY Movement 08/09				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
Networked IT Services	-	-	-	-	-	-	-	-	-	-
Managed Network Solutions	-	-	-	-	-	-	-	-	-	-
MPLS	-	-	-	-	-	-	-	-	-	-
Total Managed Solutions	-	-	-	-	-	-	-	-	-	-
LLU	110.2%	46.5%	31.4%	25.2%	45.3%	16.5%	15.4%	-	-	-
Mobility & Convergence	-	-	-	-	-	-	-	-	-	-
Total Broadband and Convergence	110.2%	46.5%	31.4%	25.2%	45.3%	16.5%	15.4%	-	-	-
Exchange lines/ISDN - connection and rental	-	-	-	-	-	-	-	-	-	-
Calls	-	-	-	-	-	-	-	-	-	-
Private Circuits	-	-	-	-	-	-	-	-	-	-
Total Calls and Lines	-	-	-	-	-	-	-	-	-	-
Transit, conveyance, interconnect circuits, WLR, global carrier and other wholesale (incl. FRIACO)	33.3%	14.3%	1.9%	18.8%	16.2%	5.6%	12.5%	-	-	-
Other	-	-	-	-	-	-	-	-	-	-
Total Other	33.3%	14.3%	1.9%	18.8%	16.2%	5.6%	12.5%	-	-	-
Total External Revenue	62.3%	28.4%	15.3%	22.1%	29.3%	10.9%	13.9%	-	-	-

Summary Cost Analysis	2004/5					2005/6					2006/7					2007/8					2008/9		
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Total £m
Staff costs before leaver costs	1,070	1,065	1,098	1,155	4,388	1,156	1,210	1,226	1,241	4,833	1,256	1,274	1,282	1,264	5,076	1,299	1,297	1,273	1,362	5,231	1,370	1,322	2,692
Own work capitalised^	(172)	(206)	(169)	(175)	(722)	(161)	(159)	(179)	(175)	(674)	(171)	(175)	(186)	(186)	(718)	(187)	(192)	(177)	(168)	(724)	(158)	(155)	(313)
Net Staff costs before leavers	898	859	929	980	3,666	995	1,051	1,047	1,066	4,159	1,085	1,099	1,096	1,078	4,358	1,112	1,105	1,096	1,194	4,507	1,212	1,167	2,379
Leaver costs	102	8	12	44	166	6	37	23	67	133	24	33	27	63	147	8	43	20	56	127	73	36	109
Total Staff costs incl. leaver costs	1,000	867	941	1,024	3,832	1,001	1,088	1,070	1,133	4,292	1,109	1,132	1,123	1,141	4,505	1,120	1,148	1,116	1,250	4,634	1,285	1,203	2,488
Other operating costs^	1,285	1,371	1,370	1,502	5,528	1,406	1,395	1,453	1,633	5,887	1,437	1,442	1,593	1,687	6,159	1,501	1,561	1,649	1,697	6,408	1,585	1,771	3,356
Sub total	2,285	2,238	2,311	2,526	9,360	2,407	2,483	2,523	2,766	10,179	2,546	2,574	2,716	2,828	10,664	2,621	2,709	2,765	2,947	11,042	2,870	2,974	5,844
POLO's	988	964	880	893	3,725	1,009	989	1,032	1,015	4,045	1,006	1,034	1,051	1,071	4,162	1,062	1,054	1,023	1,098	4,237	1,037	1,043	2,080
Depreciation and amortisation	700	704	695	745	2,844	706	690	707	770	2,873	700	700	737	770	2,907	706	681	727	732	2,846	680	672	1,352
Amortisation of acquired intangibles	-	-	-	-	-	3	2	3	3	11	3	3	4	3	13	3	12	5	23	43	11	13	24
Total costs*	3,973	3,906	3,886	4,164	15,929	4,125	4,164	4,265	4,554	17,108	4,255	4,311	4,508	4,672	17,746	4,392	4,456	4,520	4,800	18,168	4,598	4,702	9,300

^ 2005/6 restated to exclude external software development related activity from both Other Operating Costs and Own Work Capitalised

* Under IFRS basis and before specific items

FTE	2006/7				2007/8				2008/9	
	Q1 k	Q2 k	Q3 k	Q4 k	Q1 k	Q2 k	Q3 k	Q4 k	Q1 k	Q2 k
Headline FTE	103.1	103.0	103.4	104.4	106.4	105.6	107.4	110.0	109.5	109.4
FTE increase in the quarter due to acquisitions	0.2	-	0.1	1.1	0.9	0.2	1.7	3.8	0.4	0.5

Capital Expenditure	2004/5					2005/6					2006/7					2007/8					2008/9		
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Total £m
By Category																							
Transmission Equipment	357	392	401	338	1,488	373	347	356	353	1,429	297	297	303	312	1,209	289	279	267	282	1,117	216	237	453
Exchange Equipment	41	36	40	26	143	18	18	21	23	80	14	39	24	41	118	31	24	13	15	83	9	10	19
Other Network Equipment	141	155	159	193	648	162	148	134	283	727	160	229	214	251	854	260	306	304	190	1,060	283	259	542
Computers and Office Equipment	27	28	25	13	93	22	18	26	72	138	28	22	30	69	149	34	21	71	55	181	26	36	62
Software	97	147	94	106	444	99	137	174	182	592	180	202	219	206	807	257	153	196	220	826	247	204	451
Motor Vehicles and Other	21	30	35	45	131	31	14	29	34	108	14	13	8	14	49	15	10	5	9	39	16	14	30
Land and Buildings	10	15	16	23	64	11	12	19	26	68	22	10	17	12	61	17	6	7	3	33	5	6	11
Total	694	803	770	744	3,011	716	694	759	973	3,142	715	812	815	905	3,247	903	799	863	774	3,339	802	766	1,568

Total Fixed Network Calls	2004/5				2005/6				2006/7				2007/8				2008/9		
Quarterly Minutes (billions)	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Internet Related and Other Non Geo	10.93	10.13	9.33	8.68	7.51	6.86	6.20	5.87	5.00	4.37	3.95	3.93	3.38	3.15	2.88	2.73	2.41	2.27	
Fixed to Mobile	2.21	2.20	2.13	2.08	2.13	2.08	2.02	1.99	1.99	1.98	1.92	1.89	1.84	1.80	1.72	1.66	1.62	1.54	
Total Non Geographic Calls	13.13	12.33	11.46	10.76	9.64	8.94	8.22	7.86	6.99	6.35	5.87	5.82	5.22	4.96	4.61	4.39	4.02	3.81	
Local	10.61	10.34	10.42	10.15	9.53	9.02	9.15	9.01	8.20	7.93	8.10	8.07	7.41	7.14	7.16	7.01	6.55	6.33	
National	5.53	5.51	5.46	5.33	5.09	4.90	4.87	4.87	4.47	4.42	4.45	4.45	4.15	4.10	4.02	4.00	3.78	3.68	
International	0.52	0.52	0.52	0.50	0.49	0.48	0.47	0.47	0.45	0.45	0.46	0.47	0.46	0.46	0.47	0.48	0.47	0.46	
Total Geographic	16.66	16.37	16.40	15.98	15.11	14.40	14.49	14.35	13.12	12.80	13.01	12.99	12.02	11.70	11.64	11.48	10.79	10.47	
Total Retail	29.79	28.70	27.86	26.74	24.75	23.34	22.71	22.21	20.11	19.15	18.88	18.81	17.24	16.65	16.25	15.87	14.81	14.28	
Freephone and FRIACO	20.88	18.55	16.71	15.84	12.83	9.90	8.38	7.16	5.96	4.75	5.22	4.03	3.42	3.20	2.75	2.44	1.97	1.83	
BT Group Originating Calls*	50.67	47.25	44.57	42.58	37.58	33.24	31.09	29.37	26.07	23.90	24.10	22.84	20.65	19.85	19.00	18.31	16.78	16.11	
* Excluding Payphones and Directories																			
Total Fixed Network Calls	2004/5				2005/6				2006/7				2007/8				2008/9		
Quarterly Year on Year Minutes Change	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Internet Related and Other Non Geo	(22)%	(22)%	(25)%	(30)%	(31)%	(32)%	(34)%	(32)%	(33)%	(36)%	(36)%	(33)%	(32)%	(28)%	(27)%	(30)%	(29)%	(28)%	
Fixed to Mobile	(7)%	(7)%	(7)%	(8)%	(4)%	(6)%	(5)%	(4)%	(7)%	(5)%	(5)%	(5)%	(8)%	(9)%	(10)%	(12)%	(12)%	(15)%	
Total Non Geographic Calls	(19)%	(20)%	(23)%	(27)%	(27)%	(27)%	(28)%	(27)%	(28)%	(29)%	(29)%	(26)%	(25)%	(22)%	(22)%	(25)%	(23)%	(23)%	
Local	(12)%	(11)%	(12)%	(14)%	(10)%	(13)%	(12)%	(11)%	(14)%	(12)%	(11)%	(10)%	(10)%	(10)%	(12)%	(13)%	(12)%	(11)%	
National	(10)%	(10)%	(10)%	(12)%	(8)%	(11)%	(11)%	(9)%	(12)%	(10)%	(9)%	(9)%	(7)%	(7)%	(10)%	(10)%	(9)%	(10)%	
International	(7)%	(6)%	(7)%	(9)%	(6)%	(7)%	(9)%	(8)%	(8)%	(6)%	(2)%	0%	3%	3%	2%	1%	1%	(1)%	
Total Geographic	(11)%	(11)%	(11)%	(13)%	(9)%	(12)%	(12)%	(10)%	(13)%	(11)%	(10)%	(9)%	(8)%	(9)%	(10)%	(12)%	(10)%	(11)%	
Total Retail	(15)%	(15)%	(16)%	(19)%	(17)%	(19)%	(18)%	(17)%	(19)%	(18)%	(17)%	(15)%	(14)%	(13)%	(14)%	(16)%	(14)%	(14)%	
Freephone and FRIACO	(10)%	(16)%	(25)%	(33)%	(39)%	(47)%	(50)%	(55)%	(54)%	(52)%	(38)%	(44)%	(43)%	(33)%	(47)%	(39)%	(42)%	(43)%	
BT Group Originating Calls*	(13)%	(15)%	(20)%	(25)%	(26)%	(30)%	(30)%	(31)%	(31)%	(28)%	(22)%	(22)%	(21)%	(17)%	(21)%	(20)%	(19)%	(19)%	
* CPS numbers include those customers who have migrated from Indirect Access																			
CPS Volumes ('000)	2004/5				2005/6				2006/7				2007/8				2008/9		
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	
Number of users*	3,723	4,169	4,571	4,909	5,291	5,554	5,779	6,067	6,335	6,397	6,314	6,212	6,138	5,782	5,893	5,857	5,735	4,590	
Net adds in quarter	424	446	402	338	382	263	225	288	268	62	(83)	(102)	(74)	(356)	111	(36)	(122)	(1,145)	
* CPS numbers include those customers who have migrated from Indirect Access																			

Broadband ('000)	2004/5				2005/6				2006/7				2007/8				2008/9	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Product Group Summary																		
Retail																		
Total Broadband	1,102	1,283	1,509	1,780	1,981	2,167	2,410	2,668	2,826	2,980	3,219	3,659	3,834	4,074	4,251	4,402	4,505	4,574
Broadband Net adds in quarter	135	181	226	271	201	186	243	258	158	154	239	245 ¹	175	178 ²	177	150	103	69
Retail Share of DSL + LLU Net Adds	28%	30%	25%	32%	28%	27%	30%	30%	30%	25%	34%	32% ¹	38%	37% ²	35%	30%	31%	27%
Retail Share of DSL + LLU Installed Base	41%	39%	36%	35%	34%	33%	33%	33%	33%	32%	32%	34%	34%	35%	35%	35%	35%	34%
Wholesale																		
Total Wholesale Broadband	2,687	3,294	4,182	5,023	5,713	6,348	7,078	7,760	8,071	8,439	8,679	8,827	8,772	8,480	8,457	8,385	8,261	8,196
Net adds in quarter	472	607	888	841	690	635	730	682	311	368	240	148	(55)	(292)	(23)	(72)	(123)	(65)
External Wholesale	1585	2,011	2,673	3,243	3732	4,181	4,668	5,092	5245	5,459	5,460	5,168	4,938	4,405	4,205	3,983	3,756	3,622
Net adds in quarter	337	426	662	570	489	449	487	424	153	214	1	(97) ³	(230)	(470) ³	(200)	(222)	(227)	(134)
Openreach																		
External LLU Volumes ('000)																		
Full and Shared loops	14	20	28	41	72	122	192	356	580	838	1,295	1,910	2,424	3,195	3,729	4,300	4,761	5,084
Net adds in quarter	3	6	8	13	31	50	70	164	224	258	457	615	514	771	534	571	461	323
Group																		
Total DSL + LLU	2,701	3,314	4,210	5,064	5,785	6,470	7,270	8,116	8,651	9,277	9,974	10,737	11,195	11,674	12,186	12,684	13,022	13,280
Net adds in quarter	475	613	896	854	721	685	800	846	535	626	697	763	459	479	511	499	338	258
BT Vision													2007/8				2008/9	
													Q1	Q2	Q3	Q4	Q1	Q2
Installed Base ('000)													15	46	120	214	282	320
<p>1 Net adds excludes the acquisition of Plusnet (195k customers)</p> <p>2 Net adds excludes the acquisition of Brightview (63k customers)</p> <p>3 Adjusted for the impact of Plusnet and Brightview acquisitions by Retail</p> <p>Broadband numbers adjusted from Dec-04. This is due to all data now being sourced from equivalent BT Wholesale/Openreach systems and also from the inclusion of BT own use and test lines</p>																		

Exchange Lines ('000)	2004/5				2005/6				2006/7				2007/8				2008/9	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Product Group Summary																		
BT Retail																		
Business PSTN	5,260	5,148	5,043	4,976	4,895	4,789	4,735	4,645	4,558	4,473	4,390	4,330	4,271	4,190	4,136	4,065	3,992	3,945
Business ISDN	3,476	3,452	3,413	3,382	3,311	3,254	3,207	3,152	3,100	3,040	2,987	2,934	2,887	2,828	2,762	2,685	2,601	2,504
Total Business	8,736	8,600	8,456	8,358	8,206	8,043	7,942	7,797	7,658	7,513	7,377	7,264	7,158	7,018	6,898	6,750	6,592	6,449
Residential PSTN	19,554	19,497	19,467	19,405	19,086	18,701	18,360	17,863	17,219	16,836	16,729	16,634	16,485	16,247	16,049	15,792	15,526	15,288
Residential ISDN	198	170	140	115	93	74	61	49	41	35	24	2	1	1	1	1	1	1
Total Residential	19,752	19,667	19,607	19,520	19,179	18,775	18,421	17,912	17,260	16,871	16,753	16,636	16,486	16,248	16,050	15,793	15,527	15,289
Total PSTN	24,814	24,645	24,510	24,381	23,981	23,490	23,095	22,508	21,777	21,309	21,119	20,964	20,756	20,437	20,185	19,857	19,518	19,233
Total ISDN	3,674	3,622	3,553	3,497	3,404	3,328	3,268	3,201	3,141	3,075	3,011	2,936	2,888	2,829	2,763	2,686	2,602	2,505
Total Retail Lines	28,488	28,267	28,063	27,878	27,385	26,818	26,363	25,709	24,918	24,384	24,130	23,900	23,644	23,266	22,948	22,543	22,119	21,738
Openreach																		
External WLR ('000)																		
Analogue lines / ISDN Channels	491	630	825	1,026	1,450	1,882	2,333	2,874	3,557	4,003	4,193	4,227	4,285	4,366	4,528	4,666	4,853	5,077
Net adds in quarter	114	139	195	201	424	432	451	541	683	446	190	34	58	80	163	137	187	224
Total Exchange Lines	28,979	28,897	28,888	28,904	28,835	28,700	28,696	28,583	28,475	28,387	28,323	28,127	27,929	27,632	27,476	27,209	26,972	26,815

Average Revenue per Consumer Household *	2004/5				2005/6				2006/7				2007/8				2008/9	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£
Annual revenue	265	261	258	254	252	251	250	251	253	254	258	262	266	271	273	274	278	283
Contracted**	59%	60%	62%	64%	65%	66%	67%	67%	68%	69%	68%	68%	68%	68%	69%	70%	70%	70%
Non-contracted	41%	40%	38%	36%	35%	34%	33%	33%	32%	31%	32%	32%	32%	32%	31%	30%	30%	30%

* Rolling 12 month consumer revenue, less mobile polos, divided by average number of primary lines
** Includes line rental, broadband, select services and packages.

BT Calling Plans ('000)	2004/5				2005/6				2006/7				2007/8				2008/9	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Total	8,991	17,617	17,599	17,560	17,268	16,914	16,609	16,158	15,563	15,229	15,165	15,109	14,950	14,801	14,640	14,429	14,203	13,960
Unlimited Weekend Plan (1)	5,609	14,270	14,314	14,326	14,119	13,836	13,600	13,192	12,630	11,997	11,665	11,391	11,104	10,834	10,572	9,735	8,799	7,900
Unlimited Evening and Weekend Plan (2)	1,250	1,269	1,290	1,317	1,344	1,387	1,409	1,442	1,478	1,785	2,025	2,257	2,382	2,467	2,559	3,131	3,739	4,308
Unlimited Anytime Plan (3)	433	515	556	582	582	575	573	586	598	681	774	835	884	961	1,006	1,103	1,248	1,369
BTT Local	1,699	1,563	1,439	1,335	1,223	1,116	1,027	938	857	766	701	626	580	539	503	460	417	383

Active Customers ('000)	2004/5				2005/6				2006/7				2007/8				2008/9	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Total	15,408	15,128	14,878	14,712	14,398	14,144	13,970	13,685	13,382	13,272	13,309	13,209	13,044	12,821	12,557	12,246	12,056	11,890
Movement	(331)	(280)	(250)	(166)	(314)	(254)	(174)	(285)	(303)	(110)	37	(100)	(165)	(223)	(264)	(311)	(190)	(166)

BT Mobility Connections ('000)	2004/5				2005/6				2006/7				2007/8				2008/9	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
Total	215	305	341	372	370	350	334	341	337	329	313	314	314	326	332	360	382	401
Business + Corporate	127	144	162	185	196	204	209	214	219	223	215	227	228	235	246	274	275	288
Consumer	88	161	179	187	174	146	125	127	118	106	98	87	87	91	86	86	107	114

* Change of call package names on the 1st Feb 2008 from
(1) BTT Option 1
(2) BTT Option 2
(3) BTT Option 3