

# Performance Indicators: Q3 2008/9

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# Q3 2008/9

BT Group Results - Income Statement	2008/9 Q3 Actual BT Group	2007/8 Q3 Restated BT Group	Better / (worse) %	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) %
<b>Revenue</b>												
BT Global Services	2,253	1,965	14.7	2,157	1,883	14.6	2,052	1,815	13.1	7,889	7,312	7.9
BT Retail	2,134	2,146	(0.6)	2,127	2,126	0.0	2,109	2,047	3.0	8,477	8,346	1.6
BT Wholesale	1,183	1,205	(1.8)	1,168	1,256	(7.0)	1,156	1,318	(12.3)	4,959	5,386	(7.9)
Openreach	1,329	1,318	0.8	1,303	1,307	(0.3)	1,306	1,321	(1.1)	5,266	5,223	0.8
Other	11	7	57.1	11	5	120.0	7	7	0.0	28	17	64.7
Eliminations	(1,473)	(1,487)	0.9	(1,463)	(1,482)	1.3	(1,453)	(1,475)	1.5	(5,915)	(6,061)	2.4
<b>Group Revenue</b>	<b>5,437</b>	<b>5,154</b>	<b>5.5</b>	<b>5,303</b>	<b>5,095</b>	<b>4.1</b>	<b>5,177</b>	<b>5,033</b>	<b>2.9</b>	<b>20,704</b>	<b>20,223</b>	<b>2.4</b>
<b>Leaver costs</b>	<b>33</b>	<b>20</b>	<b>-</b>	<b>36</b>	<b>43</b>	<b>-</b>	<b>73</b>	<b>8</b>	<b>-</b>	<b>127</b>	<b>147</b>	
<b>EBITDA before leavers</b>												
BT Global Services	(319)	215	(248.4)	119	186	(36.0)	195	178	9.6	883	776	13.8
BT Retail	428	402	6.5	421	387	8.8	368	331	11.2	1,511	1,381	9.4
BT Wholesale	319	344	(7.3)	320	362	(11.6)	322	375	(14.1)	1,401	1,511	(7.3)
Openreach	533	489	9.0	489	471	3.8	491	482	1.9	1,938	1,931	0.4
Other	39	19	105.3	80	42	90.5	57	59	(3.4)	178	181	(1.7)
<b>Group EBITDA before leavers</b>	<b>1,000</b>	<b>1,469</b>	<b>(31.9)</b>	<b>1,429</b>	<b>1,448</b>	<b>(1.3)</b>	<b>1,433</b>	<b>1,425</b>	<b>0.6</b>	<b>5,911</b>	<b>5,780</b>	<b>2.3</b>
Group EBITDA post leavers	967	1,449	(33.3)	1,393	1,405	(0.9)	1,360	1,417	(4.0)	5,784	5,633	2.7
<b>Depreciation &amp; amortisation of intangibles</b>												
BT Global Services	182	193	5.7	172	179	3.9	186	171	(8.8)	744	665	(11.9)
BT Retail	112	111	(0.9)	103	106	2.8	109	109	0.0	445	445	0.0
BT Wholesale	178	224	20.5	172	210	18.1	197	209	5.7	893	908	1.7
Openreach	189	166	(13.9)	189	170	(11.2)	184	181	(1.7)	689	707	2.5
Other	62	38	(63.2)	49	28	(75.0)	15	39	61.5	118	195	39.5
<b>Group Depreciation</b>	<b>723</b>	<b>732</b>	<b>1.2</b>	<b>685</b>	<b>693</b>	<b>1.2</b>	<b>691</b>	<b>709</b>	<b>2.5</b>	<b>2,889</b>	<b>2,920</b>	<b>1.1</b>
<b>Operating Profit before leavers</b>												
BT Global Services	(501)	22	(2,377.3)	(53)	7	(857.1)	9	7	28.6	139	111	25.2
BT Retail	316	291	8.6	318	281	13.2	259	222	16.7	1,066	936	13.9
BT Wholesale	141	120	17.5	148	152	(2.6)	125	166	(24.7)	508	603	(15.8)
Openreach	344	323	6.5	300	301	(0.3)	307	301	2.0	1,249	1,224	2.0
Other	(23)	(19)	21.1	31	14	121.4	42	20	110.0	60	(14)	(528.6)
<b>Group Operating Profit before leavers</b>	<b>277</b>	<b>737</b>	<b>(62.4)</b>	<b>744</b>	<b>755</b>	<b>(1.5)</b>	<b>742</b>	<b>716</b>	<b>3.6</b>	<b>3,022</b>	<b>2,860</b>	<b>5.7</b>
Group Operating Profit post leavers	244	717	(66.0)	708	712	(0.6)	669	708	(5.5)	2,895	2,713	6.7
Net Finance Costs	(180)	(134)	(34.3)	(159)	(92)	(72.8)	(130)	(55)	(136.4)	(378)	(233)	62.2
Share of post tax profits/losses of associates and joint ventures	16	(2)	(900.0)	5	(3)	(266.7)	1	(3)	(133.3)	(11)	15	(173.3)
<b>Underlying PBT</b>	<b>80</b>	<b>581</b>	<b>(86.2)</b>	<b>554</b>	<b>617</b>	<b>(10.2)</b>	<b>540</b>	<b>650</b>	<b>(16.9)</b>	<b>2,506</b>	<b>2,495</b>	<b>0.4</b>
Specific Items : Net gains (losses)	36	(134)	-	(38)	(182)	-	(27)	(50)	-	(530)	(11)	
<b>Reported PBT</b>	<b>116</b>	<b>447</b>	<b>(74.0)</b>	<b>516</b>	<b>435</b>	<b>18.6</b>	<b>513</b>	<b>600</b>	<b>(14.5)</b>	<b>1,976</b>	<b>2,484</b>	<b>(20.5)</b>
Tax - Underlying	(19)	(120)	84.2	(126)	(153)	17.6	(123)	(161)	23.6	(581)	(611)	4.9
Tax on specific items	0	38		10	57		8	169		343	979	
Tax rate	22.8%	20.7%		22.8%	24.8%		22.8%	24.8%		23.2%	24.5%	
<b>Net Income</b>	<b>97</b>	<b>365</b>	<b>(73.4)</b>	<b>400</b>	<b>339</b>	<b>18.0</b>	<b>398</b>	<b>608</b>	<b>(34.5)</b>	<b>1,738</b>	<b>2,852</b>	<b>(39.1)</b>
<i>Memo: Minority Interest</i>							1	1		1	2	
EPS before specific items and leavers costs (p)	1.1	5.9	(81.5)	5.9	6.1	(3.3)	6.1	6.0	1.7	25.0	23.9	4.6
EPS before specific items (p)	0.8	5.7	(86.2)	5.6	5.7	(1.8)	5.4	5.9	(8.5)	23.9	22.7	5.3
EPS after specific items (p)	1.3	4.5	(72.4)	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	7,733	8,037		7,697	8,108		7,731	8,216		8,066	8,293	
Capital Expenditure	762	863	11.7	766	799	4.1	802	903	11.2	3,339	3,247	(2.8)
Free Cash Flow	(32)	(221)		369	171		(734)	(152)		1,503	1,354	
Net Debt	11,060	10,175	(8.7)	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	Q3
	£m	£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	2,166
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	659
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	1,218
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	1,383
Other	7	6	6	6	25	6	4	3	5	18	6	4	2	5	17	7	5	7	9	28	7	11	11
<b>Total External Revenue</b>	<b>4,519</b>	<b>4,554</b>	<b>4,536</b>	<b>4,820</b>	<b>18,429</b>	<b>4,731</b>	<b>4,767</b>	<b>4,882</b>	<b>5,134</b>	<b>19,514</b>	<b>4,864</b>	<b>4,941</b>	<b>5,126</b>	<b>5,292</b>	<b>20,223</b>	<b>5,033</b>	<b>5,095</b>	<b>5,154</b>	<b>5,422</b>	<b>20,704</b>	<b>5,177</b>	<b>5,303</b>	<b>5,437</b>

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	Q3
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%	15.1%
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%	1.9%
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%)	(5.7%)
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%)	4.3%
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	n/m
<b>Total Headline growth</b>	<b>4.7%</b>	<b>4.7%</b>	<b>7.6%</b>	<b>6.5%</b>	<b>5.9%</b>	<b>2.8%</b>	<b>3.7%</b>	<b>5.0%</b>	<b>3.1%</b>	<b>3.6%</b>	<b>3.5%</b>	<b>3.1%</b>	<b>0.5%</b>	<b>2.5%</b>	<b>2.4%</b>	<b>2.9%</b>	<b>4.1%</b>	<b>5.5%</b>
Total excluding the impact of mobile termination and revenues from Infonet and Alcom	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%	2.4%	2.4%	2.9%	4.1%	5.5%

EXTERNAL REVENUE ANALYSIS - BT Group	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 (a)	869	870	986	1,143	3,868	920	968	1,057	1,265	4,210	1,080	1,129	1,220	-	3,429
Managed Network Solutions (b)	73	76	70	87	306	64	72	76	83	295	81	108	166	-	355
MPLS (c)	139	162	164	186	651	181	199	213	222	815	247	286	276	-	809
<b>Total Managed Solutions</b>	<b>1,081</b>	<b>1,108</b>	<b>1,220</b>	<b>1,416</b>	<b>4,825</b>	<b>1,165</b>	<b>1,239</b>	<b>1,346</b>	<b>1,570</b>	<b>5,320</b>	<b>1,408</b>	<b>1,523</b>	<b>1,662</b>	-	<b>4,593</b>
Broadband & LLU	454	486	520	556	2,016	540	543	550	586	2,219	555	553	566	-	1,674
Mobility & Convergence	71	72	73	78	294	75	93	89	91	348	85	96	113	-	294
<b>Total Broadband and Convergence</b>	<b>525</b>	<b>558</b>	<b>593</b>	<b>634</b>	<b>2,310</b>	<b>615</b>	<b>636</b>	<b>639</b>	<b>677</b>	<b>2,567</b>	<b>640</b>	<b>649</b>	<b>679</b>	-	<b>1,968</b>
Exchange lines/ISDN - connection and rental	876	851	844	819	3,390	841	830	837	813	3,321	814	806	795	-	2,415
Calls	685	655	692	676	2,708	641	641	629	595	2,506	596	554	554	-	1,704
Private Circuits (d)	263	268	241	228	1,000	274	262	229	226	991	237	241	209	-	687
<b>Total Calls and Lines</b>	<b>1,824</b>	<b>1,774</b>	<b>1,777</b>	<b>1,723</b>	<b>7,098</b>	<b>1,756</b>	<b>1,733</b>	<b>1,695</b>	<b>1,634</b>	<b>6,818</b>	<b>1,647</b>	<b>1,601</b>	<b>1,558</b>	-	<b>4,806</b>
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	840	-	2,489
Other (f)	591	628	657	662	2,538	604	628	639	730	2,601	655	708	698	-	2,061
<b>Total Other</b>	<b>1,434</b>	<b>1,501</b>	<b>1,536</b>	<b>1,519</b>	<b>5,990</b>	<b>1,497</b>	<b>1,487</b>	<b>1,474</b>	<b>1,541</b>	<b>5,999</b>	<b>1,482</b>	<b>1,530</b>	<b>1,538</b>	-	<b>4,550</b>
<b>Total External Revenue</b>	<b>4,864</b>	<b>4,941</b>	<b>5,126</b>	<b>5,292</b>	<b>20,223</b>	<b>5,033</b>	<b>5,095</b>	<b>5,154</b>	<b>5,422</b>	<b>20,704</b>	<b>5,177</b>	<b>5,303</b>	<b>5,437</b>	-	<b>15,917</b>

(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	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
Networked IT Services (a)	5.9%	11.3%	7.2%	10.7%	8.8%	17.4%	16.6%	15.4%		
Managed Network Solutions(c)	(12.3%)	(5.3%)	8.6%	(4.6%)	(3.6%)	26.6%	50.0%	118.4%		
MPLS (b)	30.2%	22.8%	29.9%	19.4%	25.2%	36.5%	43.7%	29.6%		
<b>Total Managed Solutions</b>	<b>7.8%</b>	<b>11.8%</b>	<b>10.3%</b>	<b>10.9%</b>	<b>10.3%</b>	<b>20.9%</b>	<b>22.9%</b>	<b>23.5%</b>		
Broadband & LLU	18.9%	11.7%	5.8%	5.4%	10.1%	2.8%	1.8%	2.9%		
Mobility & Convergence	5.6%	29.2%	21.9%	16.7%	18.4%	13.3%	3.2%	27.0%		
<b>Total Broadband and Convergence</b>	<b>17.1%</b>	<b>14.0%</b>	<b>7.8%</b>	<b>6.8%</b>	<b>11.1%</b>	<b>4.1%</b>	<b>2.0%</b>	<b>6.3%</b>		
Exchange lines/ISDN - connection and rental	(4.0%)	(2.5%)	(0.8%)	(0.7%)	(2.0%)	(3.2%)	(2.9%)	(5.0%)		
Calls	(6.4%)	(2.1%)	(9.1%)	(12.0%)	(7.5%)	(7.0%)	(13.6%)	(11.9%)		
Private Circuits (d)	4.2%	(2.2%)	(5.0%)	(0.9%)	(0.9%)	(13.5%)	(8.0%)	(8.7%)		
<b>Total Calls and Lines</b>	<b>(3.7%)</b>	<b>(2.3%)</b>	<b>(4.6%)</b>	<b>(5.2%)</b>	<b>(3.9%)</b>	<b>(6.2%)</b>	<b>(7.6%)</b>	<b>(8.1%)</b>		
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%)	0.6%		
Other (f)	2.2%	0.0%	(2.7%)	10.3%	2.5%	8.4%	12.7%	9.2%		
<b>Total Other</b>	<b>4.4%</b>	<b>(0.9%)</b>	<b>(4.0%)</b>	<b>1.4%</b>	<b>0.2%</b>	<b>(1.0%)</b>	<b>2.9%</b>	<b>4.3%</b>		
<b>Total Revenue</b>	<b>3.5%</b>	<b>3.1%</b>	<b>0.5%</b>	<b>2.5%</b>	<b>2.4%</b>	<b>2.9%</b>	<b>4.1%</b>	<b>5.5%</b>		

EXTERNAL REVENUE ANALYSIS - Global Services	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	780	786	889	1,052	3,507	827	866	936	1,125	3,754	952	1,002	1,089	-	3,043
Managed Network Solutions	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MPLS	139	162	164	186	651	181	199	213	222	815	247	286	276	-	809
<b>Total Managed Solutions</b>	<b>919</b>	<b>948</b>	<b>1,053</b>	<b>1,238</b>	<b>4,158</b>	<b>1,008</b>	<b>1,065</b>	<b>1,149</b>	<b>1,347</b>	<b>4,569</b>	<b>1,199</b>	<b>1,288</b>	<b>1,365</b>	<b>-</b>	<b>3,852</b>
Broadband	12	13	15	18	58	15	16	15	17	63	16	16	16	-	48
Mobility & Convergence	44	45	48	50	187	46	64	64	68	242	59	66	82	-	207
<b>Total Broadband and Convergence</b>	<b>56</b>	<b>58</b>	<b>63</b>	<b>68</b>	<b>245</b>	<b>61</b>	<b>80</b>	<b>79</b>	<b>85</b>	<b>305</b>	<b>75</b>	<b>82</b>	<b>98</b>	<b>-</b>	<b>255</b>
Exchange lines/ISDN - connection and rental	144	140	140	132	556	141	134	138	139	552	126	125	127	-	378
Calls	75	68	66	58	267	63	59	58	57	237	56	52	48	-	156
Private Circuits	114	111	105	108	438	118	105	94	83	400	101	98	93	-	292
<b>Total Calls and Lines</b>	<b>333</b>	<b>319</b>	<b>311</b>	<b>298</b>	<b>1,261</b>	<b>322</b>	<b>298</b>	<b>290</b>	<b>279</b>	<b>1,189</b>	<b>283</b>	<b>275</b>	<b>268</b>	<b>-</b>	<b>826</b>
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	227	-	662
Other (b)	235	227	257	260	979	242	244	246	317	1,049	280	292	295	-	867
<b>Total Other</b>	<b>406</b>	<b>400</b>	<b>421</b>	<b>421</b>	<b>1,648</b>	<b>424</b>	<b>440</b>	<b>447</b>	<b>515</b>	<b>1,826</b>	<b>495</b>	<b>512</b>	<b>522</b>	<b>-</b>	<b>1,529</b>
<b>Total External Revenue</b>	<b>1,714</b>	<b>1,725</b>	<b>1,848</b>	<b>2,025</b>	<b>7,312</b>	<b>1,815</b>	<b>1,883</b>	<b>1,965</b>	<b>2,226</b>	<b>7,889</b>	<b>2,052</b>	<b>2,157</b>	<b>2,253</b>	<b>-</b>	<b>6,462</b>
Internal Revenue	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total Global Services Revenue</b>	<b>1,714</b>	<b>1,725</b>	<b>1,848</b>	<b>2,025</b>	<b>7,312</b>	<b>1,815</b>	<b>1,883</b>	<b>1,965</b>	<b>2,226</b>	<b>7,889</b>	<b>2,052</b>	<b>2,157</b>	<b>2,253</b>	<b>-</b>	<b>6,462</b>

(a) Global Carrier revenue only

(b) Mainly non-UK revenue

EXTERNAL REVENUE ANALYSIS - Global Services	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	6.0%	10.2%	5.3%	6.9%	7.0%	15.1%	15.7%	16.3%	-	-
Managed Network Solutions	-	-	-	-	-	-	-	-	-	-
MPLS	30.2%	22.8%	29.9%	19.4%	25.2%	36.5%	43.7%	29.6%	-	-
<b>Total Managed Solutions</b>	<b>9.7%</b>	<b>12.3%</b>	<b>9.1%</b>	<b>8.8%</b>	<b>9.9%</b>	<b>18.9%</b>	<b>20.9%</b>	<b>18.8%</b>	-	-
Broadband	25.0%	23.1%	0.0%	(5.6%)	8.6%	6.7%	0.0%	6.7%	-	-
Mobility & Convergence	4.5%	42.2%	33.3%	36.0%	29.4%	28.3%	3.1%	28.1%	-	-
<b>Total Broadband and Convergence</b>	<b>8.9%</b>	<b>37.9%</b>	<b>25.4%</b>	<b>25.0%</b>	<b>24.5%</b>	<b>23.0%</b>	<b>2.5%</b>	<b>24.1%</b>	-	-
Exchange lines/ISDN - connection and rental	(2.1%)	(4.3%)	(1.4%)	5.3%	(0.7%)	(10.6%)	(6.7%)	(8.0%)	-	-
Calls	(16.0%)	(13.2%)	(12.1%)	(1.7%)	(11.2%)	(11.1%)	(11.9%)	(17.2%)	-	-
Private Circuits	3.5%	(5.4%)	(10.5%)	(23.1%)	(8.7%)	(14.4%)	(6.7%)	(1.1%)	-	-
<b>Total Calls and Lines</b>	<b>(3.3%)</b>	<b>(6.6%)</b>	<b>(6.8%)</b>	<b>(6.4%)</b>	<b>(5.7%)</b>	<b>(12.1%)</b>	<b>(7.7%)</b>	<b>(7.6%)</b>	-	-
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%	12.9%	-	-
Other (b)	3.0%	7.5%	(4.3%)	21.9%	7.2%	15.7%	19.7%	19.9%	-	-
<b>Total Other</b>	<b>4.4%</b>	<b>10.0%</b>	<b>6.2%</b>	<b>22.3%</b>	<b>10.8%</b>	<b>16.7%</b>	<b>16.4%</b>	<b>16.8%</b>	-	-
<b>Total External Revenue</b>	<b>5.9%</b>	<b>9.2%</b>	<b>6.3%</b>	<b>9.9%</b>	<b>7.9%</b>	<b>13.1%</b>	<b>14.6%</b>	<b>14.7%</b>	<b>-</b>	<b>-</b>

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	Q3
124	134	168

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
<b>Total Global Services order intake</b>	<b>1,847</b>	<b>1,329</b>	<b>2,161</b>	<b>4,289</b>	<b>2,825</b>	<b>1,458</b>	<b>2,397</b>	<b>2,318</b>	<b>1,780</b>	<b>1,617</b>	<b>2,502</b>	<b>3,400</b>

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

2008/9		
Q1 £m	Q2 £m	Q3 £m
1,230	1,144	1,223
663	661	546
<b>1,893</b>	<b>1,805</b>	<b>1,769</b>

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
<b>Total Global Services Rolling 12 month order intake</b>	<b>10,604</b>	<b>10,733</b>	<b>10,969</b>	<b>8,998</b>	<b>7,953</b>	<b>8,112</b>	<b>8,217</b>	<b>9,299</b>

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
<b>9,213</b>	<b>9,219</b>	<b>8,608</b>	<b>8,025</b>

2008/9		
Q1 £m	Q2 £m	Q3 £m
5,297	5,566	5,450
2,927	2,840	2,834
<b>8,224</b>	<b>8,406</b>	<b>8,284</b>

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	131	-	386
Managed Network Solutions	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MPLS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total Managed Solutions</b>	<b>89</b>	<b>84</b>	<b>97</b>	<b>91</b>	<b>361</b>	<b>93</b>	<b>102</b>	<b>121</b>	<b>140</b>	<b>456</b>	<b>128</b>	<b>127</b>	<b>131</b>	<b>-</b>	<b>386</b>
Broadband	207	213	219	239	878	247	265	273	298	1,083	290	298	298	-	886
Mobility & Convergence	27	27	25	28	107	29	29	25	23	106	26	30	31	-	87
<b>Total Broadband and Convergence</b>	<b>234</b>	<b>240</b>	<b>244</b>	<b>267</b>	<b>985</b>	<b>276</b>	<b>294</b>	<b>298</b>	<b>321</b>	<b>1,189</b>	<b>316</b>	<b>328</b>	<b>329</b>	<b>-</b>	<b>973</b>
Exchange lines/ISDN - connection and rental	732	711	704	687	2,834	700	696	699	674	2,769	688	681	668	-	2,037
Calls	610	587	626	618	2,441	578	582	571	538	2,269	540	502	506	-	1,548
Private Circuits	34	36	33	31	134	32	32	32	33	129	31	31	32	-	94
<b>Total Calls and Lines</b>	<b>1,376</b>	<b>1,334</b>	<b>1,363</b>	<b>1,336</b>	<b>5,409</b>	<b>1,310</b>	<b>1,310</b>	<b>1,302</b>	<b>1,245</b>	<b>5,167</b>	<b>1,259</b>	<b>1,214</b>	<b>1,206</b>	<b>-</b>	<b>3,679</b>
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	23	-	69
Other (b)	285	330	325	331	1,271	294	328	335	354	1,311	310	345	351	-	1,006
<b>Total Other</b>	<b>306</b>	<b>349</b>	<b>342</b>	<b>348</b>	<b>1,345</b>	<b>311</b>	<b>346</b>	<b>353</b>	<b>372</b>	<b>1,382</b>	<b>332</b>	<b>369</b>	<b>374</b>	<b>-</b>	<b>1,075</b>
<b>Total External Revenue</b>	<b>2,005</b>	<b>2,007</b>	<b>2,046</b>	<b>2,042</b>	<b>8,100</b>	<b>1,990</b>	<b>2,052</b>	<b>2,074</b>	<b>2,078</b>	<b>8,194</b>	<b>2,035</b>	<b>2,038</b>	<b>2,040</b>	<b>-</b>	<b>6,113</b>
Internal Revenue	49	54	62	81	246	57	74	72	80	283	74	89	94	-	257
<b>Total Retail Revenue</b>	<b>2,054</b>	<b>2,061</b>	<b>2,108</b>	<b>2,123</b>	<b>8,346</b>	<b>2,047</b>	<b>2,126</b>	<b>2,146</b>	<b>2,158</b>	<b>8,477</b>	<b>2,109</b>	<b>2,127</b>	<b>2,134</b>	<b>-</b>	<b>6,370</b>

(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%	8.3%	-	-
Managed Network Solutions	-	-	-	-	-	-	-	-	-	-
MPLS	-	-	-	-	-	-	-	-	-	-
<b>Total Managed Solutions</b>	<b>4.5%</b>	<b>21.4%</b>	<b>24.7%</b>	<b>53.8%</b>	<b>26.3%</b>	<b>37.6%</b>	<b>24.5%</b>	<b>8.3%</b>	<b>-</b>	<b>-</b>
Broadband	19.3%	24.4%	24.7%	24.7%	23.3%	17.4%	12.5%	9.2%	-	-
Mobility & Convergence	7.4%	7.4%	0.0%	(17.9%)	(0.9%)	(10.3%)	3.4%	24.0%	-	-
<b>Total Broadband and Convergence</b>	<b>17.9%</b>	<b>22.5%</b>	<b>22.1%</b>	<b>20.2%</b>	<b>20.7%</b>	<b>14.5%</b>	<b>11.6%</b>	<b>10.4%</b>	<b>-</b>	<b>-</b>
Exchange lines/ISDN - connection and rental	(4.4%)	(2.1%)	(0.7%)	(1.9%)	(2.3%)	(1.7%)	(2.2%)	(4.4%)	-	-
Calls	(5.2%)	(0.9%)	(8.8%)	(12.9%)	(7.0%)	(6.6%)	(13.7%)	(11.4%)	-	-
Private Circuits	(5.9%)	(11.1%)	(3.0%)	6.5%	(3.7%)	(3.1%)	(3.1%)	0.0%	-	-
<b>Total Calls and Lines</b>	<b>(4.8%)</b>	<b>(1.8%)</b>	<b>(4.5%)</b>	<b>(6.8%)</b>	<b>(4.5%)</b>	<b>(3.9%)</b>	<b>(7.3%)</b>	<b>(7.4%)</b>	<b>-</b>	<b>-</b>
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%	27.8%	-	-
Other (b)	3.2%	(0.6%)	3.1%	6.9%	3.1%	5.4%	5.2%	4.8%	-	-
<b>Total Other</b>	<b>1.6%</b>	<b>(0.9%)</b>	<b>3.2%</b>	<b>6.9%</b>	<b>2.8%</b>	<b>6.8%</b>	<b>6.6%</b>	<b>5.9%</b>	<b>-</b>	<b>-</b>
<b>Total External Revenue</b>	<b>(0.7%)</b>	<b>2.2%</b>	<b>1.4%</b>	<b>1.8%</b>	<b>1.2%</b>	<b>2.3%</b>	<b>(0.7%)</b>	<b>(1.6%)</b>	<b>-</b>	<b>-</b>

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		1,163	1,143	4,546	1,113	1,137	1,152	1,112	4,514	1,114	1,098	1,088		3,300
BT Business	569	569	553	573	2,264	568	591	593	612	2,365	609	603	596		1,808
Enterprises	114	155	144	159	572	118	147	136	156	557	122	151	160		434
Ireland	163	156	167	152	638	168	159	168	174	670	175	168	177		520
Other	23	23	19	15	80	23	17	24	23	88	15	18	19		52
<b>Retail External Revenue</b>	<b>2,004</b>	<b>2,007</b>	<b>2,046</b>	<b>2,042</b>	<b>8,100</b>	<b>1,990</b>	<b>2,052</b>	<b>2,074</b>	<b>2,078</b>	<b>8,194</b>	<b>2,035</b>	<b>2,038</b>	<b>2,040</b>	<b>0</b>	<b>6,113</b>

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%)	(5.6%)		
BT Business						(0.2%)	3.9%	7.4%	6.9%	4.5%	7.2%	2.1%	0.4%		
Enterprises						2.9%	(5.2%)	(5.4%)	(1.6%)	(2.6%)	4.0%	2.7%	17.7%		
Ireland						3.1%	2.0%	0.7%	14.9%	5.0%	3.9%	5.4%	5.3%		
Other						na	na	na	na	na	na	na	na		
<b>Retail External Revenue</b>						<b>(0.7%)</b>	<b>2.2%</b>	<b>1.4%</b>	<b>1.8%</b>	<b>1.2%</b>	<b>2.3%</b>	<b>(0.7%)</b>	<b>(1.6%)</b>		

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	166	-	355
MPLS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total Managed Solutions</b>	<b>73</b>	<b>76</b>	<b>70</b>	<b>87</b>	<b>306</b>	<b>64</b>	<b>72</b>	<b>76</b>	<b>83</b>	<b>295</b>	<b>81</b>	<b>108</b>	<b>166</b>	<b>-</b>	<b>355</b>
Broadband	186	189	200	196	771	175	158	149	142	624	129	119	118	-	366
Mobility & Convergence	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total Broadband and Convergence</b>	<b>186</b>	<b>189</b>	<b>200</b>	<b>196</b>	<b>771</b>	<b>175</b>	<b>158</b>	<b>149</b>	<b>142</b>	<b>624</b>	<b>129</b>	<b>119</b>	<b>118</b>	<b>-</b>	<b>366</b>
Exchange lines/ISDN - connection and rental	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Private Circuits	115	121	103	89	428	124	125	103	110	462	105	112	84	-	301
<b>Total Calls and Lines</b>	<b>115</b>	<b>121</b>	<b>103</b>	<b>89</b>	<b>428</b>	<b>124</b>	<b>125</b>	<b>103</b>	<b>110</b>	<b>462</b>	<b>105</b>	<b>112</b>	<b>84</b>	<b>-</b>	<b>301</b>
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	467	-	1,404
Other	65	67	73	66	271	61	51	51	50	213	58	60	41	-	159
<b>Total Other</b>	<b>635</b>	<b>657</b>	<b>668</b>	<b>644</b>	<b>2,604</b>	<b>647</b>	<b>592</b>	<b>562</b>	<b>525</b>	<b>2,326</b>	<b>534</b>	<b>521</b>	<b>508</b>	<b>-</b>	<b>1,563</b>
<b>Total External Revenue</b>	<b>1,009</b>	<b>1,043</b>	<b>1,041</b>	<b>1,016</b>	<b>4,109</b>	<b>1,010</b>	<b>947</b>	<b>890</b>	<b>860</b>	<b>3,707</b>	<b>849</b>	<b>860</b>	<b>876</b>	<b>-</b>	<b>2,585</b>
Internal Revenue	319	319	320	319	1,277	308	309	315	320	1,252	307	308	307	-	922
<b>Total Wholesale Revenue</b>	<b>1,328</b>	<b>1,362</b>	<b>1,361</b>	<b>1,335</b>	<b>5,386</b>	<b>1,318</b>	<b>1,256</b>	<b>1,205</b>	<b>1,180</b>	<b>4,959</b>	<b>1,156</b>	<b>1,168</b>	<b>1,183</b>	<b>-</b>	<b>3,507</b>

(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%	118.4%	-	-
MPLS	-	-	-	-	-	-	-	-	-	-
<b>Total Managed Solutions</b>	<b>(12.3%)</b>	<b>(5.3%)</b>	<b>8.6%</b>	<b>(4.6%)</b>	<b>(3.6%)</b>	<b>26.6%</b>	<b>50.0%</b>	<b>118.4%</b>	<b>-</b>	<b>-</b>
Broadband	(5.9%)	(16.4%)	(25.5%)	(27.6%)	(19.1%)	(26.3%)	(24.7%)	(20.8%)	-	-
Mobility & Convergence	-	-	-	-	-	-	-	-	-	-
<b>Total Broadband and Convergence</b>	<b>(5.9%)</b>	<b>(16.4%)</b>	<b>(25.5%)</b>	<b>(27.6%)</b>	<b>(19.1%)</b>	<b>(26.3%)</b>	<b>(24.7%)</b>	<b>(20.8%)</b>	<b>-</b>	<b>-</b>
Exchange lines/ISDN - connection and rental	-	-	-	-	-	-	-	-	-	-
Calls	-	-	-	-	-	-	-	-	-	-
Private Circuits	7.8%	3.3%	0.0%	23.6%	7.9%	(15.3%)	(10.4%)	(18.4%)	-	-
<b>Total Calls and Lines</b>	<b>7.8%</b>	<b>3.3%</b>	<b>0.0%</b>	<b>23.6%</b>	<b>7.9%</b>	<b>(15.3%)</b>	<b>(10.4%)</b>	<b>(18.4%)</b>	<b>-</b>	<b>-</b>
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%)	(8.6%)	-	-
Other	(6.2%)	(23.9%)	(30.1%)	(24.2%)	(21.4%)	(4.9%)	17.6%	(19.6%)	-	-
<b>Total Other</b>	<b>1.9%</b>	<b>(9.9%)</b>	<b>(15.9%)</b>	<b>(18.5%)</b>	<b>(10.7%)</b>	<b>(17.5%)</b>	<b>(12.0%)</b>	<b>(9.6%)</b>	<b>-</b>	<b>-</b>
<b>Total External Revenue</b>	<b>0.1%</b>	<b>(9.2%)</b>	<b>(14.5%)</b>	<b>(15.4%)</b>	<b>(9.8%)</b>	<b>(15.9%)</b>	<b>(9.2%)</b>	<b>(1.6%)</b>	<b>-</b>	<b>-</b>



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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total Managed Solutions</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
LLU	49	71	86	103	309	103	104	113	129	449	120	120	134	-	374
Mobility & convergence	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total Broadband and Convergence</b>	<b>49</b>	<b>71</b>	<b>86</b>	<b>103</b>	<b>309</b>	<b>103</b>	<b>104</b>	<b>113</b>	<b>129</b>	<b>449</b>	<b>120</b>	<b>120</b>	<b>134</b>	<b>-</b>	<b>374</b>
Exchange lines/ISDN - connection and rental	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Private Circuits	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total Calls and Lines</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Transit, conveyance, interconnect circuits, WLR, global carrier and other wholesale (incl. FRIACO)	81	91	103	101	376	108	104	105	120	437	114	117	123	-	354
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total Other</b>	<b>81</b>	<b>91</b>	<b>103</b>	<b>101</b>	<b>376</b>	<b>108</b>	<b>104</b>	<b>105</b>	<b>120</b>	<b>437</b>	<b>114</b>	<b>117</b>	<b>123</b>	<b>-</b>	<b>354</b>
<b>Total External Revenue</b>	<b>130</b>	<b>162</b>	<b>189</b>	<b>204</b>	<b>685</b>	<b>211</b>	<b>208</b>	<b>218</b>	<b>249</b>	<b>886</b>	<b>234</b>	<b>237</b>	<b>257</b>	<b>-</b>	<b>728</b>
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	1,072	-	3,210
<b>Total Openreach Revenue</b>	<b>1,271</b>	<b>1,290</b>	<b>1,326</b>	<b>1,336</b>	<b>5,223</b>	<b>1,321</b>	<b>1,307</b>	<b>1,318</b>	<b>1,320</b>	<b>5,266</b>	<b>1,306</b>	<b>1,303</b>	<b>1,329</b>	<b>-</b>	<b>3,938</b>

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		-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total Managed Solutions</b>		-	-	-	-	-	-	-	-	-	-	-	-	-	-
LLU		110.2%	46.5%	31.4%	25.2%	45.3%	16.5%	15.4%	18.6%	-	-	-	-	-	-
Mobility & Convergence		-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total Broadband and Convergence</b>		<b>110.2%</b>	<b>46.5%</b>	<b>31.4%</b>	<b>25.2%</b>	<b>45.3%</b>	<b>16.5%</b>	<b>15.4%</b>	<b>18.6%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
Exchange lines/ISDN - connection and rental		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls		-	-	-	-	-	-	-	-	-	-	-	-	-	-
Private Circuits		-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total Calls and Lines</b>		-	-	-	-	-	-	-	-	-	-	-	-	-	-
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%	17.1%	-	-	-	-	-	-
Other		-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total Other</b>		<b>33.3%</b>	<b>14.3%</b>	<b>1.9%</b>	<b>18.8%</b>	<b>16.2%</b>	<b>5.6%</b>	<b>12.5%</b>	<b>17.1%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total External Revenue</b>		<b>62.3%</b>	<b>28.4%</b>	<b>15.3%</b>	<b>22.1%</b>	<b>29.3%</b>	<b>10.9%</b>	<b>13.9%</b>	<b>17.9%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

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	Q3 £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	1,317	4,009
Own work capitalised <sup>a</sup>	(172)	(206)	(169)	(175)	(722)	(161)	(159)	(179)	(175)	(674)	(171)	(175)	(186)	(186)	(718)	(187)	(192)	(177)	(168)	(724)	(158)	(155)	(192)	(505)
<b>Net Staff costs before leavers</b>	<b>898</b>	<b>859</b>	<b>929</b>	<b>980</b>	<b>3,666 #</b>	<b>995</b>	<b>1,051</b>	<b>1,047</b>	<b>1,066</b>	<b>4,159 #</b>	<b>1,085</b>	<b>1,099</b>	<b>1,096</b>	<b>1,078</b>	<b>4,358</b>	<b>1,112</b>	<b>1,105</b>	<b>1,096</b>	<b>1,194</b>	<b>4,507</b>	<b>1,212</b>	<b>1,167</b>	<b>1,125</b>	<b>3,504</b>
Leaver costs	102	8	12	44	166	6	37	23	67	133	24	33	27	63	147	8	43	20	56	127	73	36	33	142
<b>Total Staff costs incl. leaver costs</b>	<b>1,000</b>	<b>867</b>	<b>941</b>	<b>1,024</b>	<b>3,832 #</b>	<b>1,001</b>	<b>1,088</b>	<b>1,070</b>	<b>1,133</b>	<b>4,292 #</b>	<b>1,109</b>	<b>1,132</b>	<b>1,123</b>	<b>1,141</b>	<b>4,505</b>	<b>1,120</b>	<b>1,148</b>	<b>1,116</b>	<b>1,250</b>	<b>4,634</b>	<b>1,285</b>	<b>1,203</b>	<b>1,158</b>	<b>3,646</b>
Other operating costs <sup>a</sup>	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	2,289	5,645
<b>Sub total</b>	<b>2,285</b>	<b>2,238</b>	<b>2,311</b>	<b>2,526</b>	<b>9,360</b>	<b>2,407</b>	<b>2,483</b>	<b>2,523</b>	<b>2,766</b>	<b>10,179</b>	<b>2,546</b>	<b>2,574</b>	<b>2,716</b>	<b>2,828</b>	<b>10,664</b>	<b>2,621</b>	<b>2,709</b>	<b>2,765</b>	<b>2,947</b>	<b>11,042</b>	<b>2,870</b>	<b>2,974</b>	<b>3,447</b>	<b>9,291</b>
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	1,094	3,174
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	702	2,054
Amortisation of acquired intangibles	-	-	-	-	-	3	2	3	3	11	3	3	4	3	13	3	12	5	23	43	11	13	21	45
<b>Total costs*</b>	<b>3,973</b>	<b>3,906</b>	<b>3,886</b>	<b>4,164</b>	<b>15,929</b>	<b>4,125</b>	<b>4,164</b>	<b>4,265</b>	<b>4,554</b>	<b>17,108</b>	<b>4,255</b>	<b>4,311</b>	<b>4,508</b>	<b>4,672</b>	<b>17,746</b>	<b>4,392</b>	<b>4,456</b>	<b>4,520</b>	<b>4,800</b>	<b>18,168</b>	<b>4,598</b>	<b>4,702</b>	<b>5,264</b>	<b>14,564</b>

<sup>a</sup> 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	Q3 k
Headline FTE	103.1	103.0	103.4	104.4	106.4	105.6	107.4	110.6	109.5	109.4	108.3
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	Q3 £m	Total £m
<b>By Category</b>																								
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	323	776
Exchange Equipment	41	36	40	26	143	18	18	21	23	80	14	39	24	41	118	31	24	13	15	83	9	10	16	35
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	149	691
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	46	108
Software	97	147	94	106	444	99	137	174	182	592	180	202	219	206	807	257	153	196	220	826	247	204	201	652
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	27	57
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
<b>Total</b>	<b>694</b>	<b>803</b>	<b>770</b>	<b>744</b>	<b>3,011</b>	<b>716</b>	<b>694</b>	<b>759</b>	<b>973</b>	<b>3,142</b>	<b>715</b>	<b>812</b>	<b>815</b>	<b>905</b>	<b>3,247</b>	<b>903</b>	<b>799</b>	<b>863</b>	<b>774</b>	<b>3,339</b>	<b>802</b>	<b>766</b>	<b>762</b>	<b>2,330</b>

<b>Total Fixed Network Calls</b>	<b>2004/5</b>				<b>2005/6</b>				<b>2006/7</b>				<b>2007/8</b>				<b>2008/9</b>		
<b>Quarterly Minutes (billions)</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>
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	2.05
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	1.45
<b>Total Non Geographic Calls</b>	<b>13.13</b>	<b>12.33</b>	<b>11.46</b>	<b>10.76</b>	<b>9.64</b>	<b>8.94</b>	<b>8.22</b>	<b>7.86</b>	<b>6.99</b>	<b>6.35</b>	<b>5.87</b>	<b>5.82</b>	<b>5.22</b>	<b>4.96</b>	<b>4.61</b>	<b>4.39</b>	<b>4.02</b>	<b>3.81</b>	<b>3.50</b>
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	6.37
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	3.63
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	0.45
<b>Total Geographic</b>	<b>16.66</b>	<b>16.37</b>	<b>16.40</b>	<b>15.98</b>	<b>15.11</b>	<b>14.40</b>	<b>14.49</b>	<b>14.35</b>	<b>13.12</b>	<b>12.80</b>	<b>13.01</b>	<b>12.99</b>	<b>12.02</b>	<b>11.70</b>	<b>11.64</b>	<b>11.48</b>	<b>10.79</b>	<b>10.47</b>	<b>10.45</b>
<b>Total Retail</b>	<b>29.79</b>	<b>28.70</b>	<b>27.86</b>	<b>26.74</b>	<b>24.75</b>	<b>23.34</b>	<b>22.71</b>	<b>22.21</b>	<b>20.11</b>	<b>19.15</b>	<b>18.88</b>	<b>18.81</b>	<b>17.24</b>	<b>16.65</b>	<b>16.25</b>	<b>15.87</b>	<b>14.81</b>	<b>14.28</b>	<b>13.95</b>
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	1.66
<b>BT Group Originating Calls*</b>	<b>50.67</b>	<b>47.25</b>	<b>44.57</b>	<b>42.58</b>	<b>37.58</b>	<b>33.24</b>	<b>31.09</b>	<b>29.37</b>	<b>26.07</b>	<b>23.90</b>	<b>24.10</b>	<b>22.84</b>	<b>20.65</b>	<b>19.85</b>	<b>19.00</b>	<b>18.31</b>	<b>16.78</b>	<b>16.11</b>	<b>15.61</b>
* Excluding Payphones and Directories																			
<b>Total Fixed Network Calls</b>	<b>2004/5</b>				<b>2005/6</b>				<b>2006/7</b>				<b>2007/8</b>				<b>2008/9</b>		
<b>Quarterly Year on Year Minutes Change</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>
Internet Related and Other Non Geo	(22)%	(22)%	(25)%	(30)%	(31)%	(32)%	(34)%	(32)%	(33)%	(36)%	(36)%	(33)%	(32)%	(28)%	(27)%	(30)%	(29)%	(28)%	(29)%
Fixed to Mobile	(7)%	(7)%	(7)%	(8)%	(4)%	(6)%	(5)%	(4)%	(7)%	(5)%	(5)%	(5)%	(8)%	(9)%	(10)%	(12)%	(12)%	(15)%	(16)%
<b>Total Non Geographic Calls</b>	<b>(19)%</b>	<b>(20)%</b>	<b>(23)%</b>	<b>(27)%</b>	<b>(27)%</b>	<b>(27)%</b>	<b>(28)%</b>	<b>(27)%</b>	<b>(28)%</b>	<b>(29)%</b>	<b>(29)%</b>	<b>(26)%</b>	<b>(25)%</b>	<b>(22)%</b>	<b>(22)%</b>	<b>(25)%</b>	<b>(23)%</b>	<b>(23)%</b>	<b>(24)%</b>
Local	(12)%	(11)%	(12)%	(14)%	(10)%	(13)%	(12)%	(11)%	(14)%	(12)%	(11)%	(10)%	(10)%	(10)%	(12)%	(13)%	(12)%	(11)%	(11)%
National	(10)%	(10)%	(10)%	(12)%	(8)%	(11)%	(11)%	(9)%	(12)%	(10)%	(9)%	(9)%	(7)%	(7)%	(10)%	(10)%	(9)%	(10)%	(10)%
International	(7)%	(6)%	(7)%	(9)%	(6)%	(7)%	(9)%	(8)%	(8)%	(6)%	(2)%	0%	3%	3%	2%	1%	1%	(1)%	(4)%
<b>Total Geographic</b>	<b>(11)%</b>	<b>(11)%</b>	<b>(11)%</b>	<b>(13)%</b>	<b>(9)%</b>	<b>(12)%</b>	<b>(12)%</b>	<b>(10)%</b>	<b>(13)%</b>	<b>(11)%</b>	<b>(10)%</b>	<b>(9)%</b>	<b>(8)%</b>	<b>(9)%</b>	<b>(10)%</b>	<b>(12)%</b>	<b>(10)%</b>	<b>(11)%</b>	<b>(10)%</b>
<b>Total Retail</b>	<b>(15)%</b>	<b>(15)%</b>	<b>(16)%</b>	<b>(19)%</b>	<b>(17)%</b>	<b>(19)%</b>	<b>(18)%</b>	<b>(17)%</b>	<b>(19)%</b>	<b>(18)%</b>	<b>(17)%</b>	<b>(15)%</b>	<b>(14)%</b>	<b>(13)%</b>	<b>(14)%</b>	<b>(16)%</b>	<b>(14)%</b>	<b>(14)%</b>	<b>(14)%</b>
Freephone and FRIACO	(10)%	(16)%	(25)%	(33)%	(39)%	(47)%	(50)%	(55)%	(54)%	(52)%	(38)%	(44)%	(43)%	(33)%	(47)%	(39)%	(42)%	(43)%	(40)%
<b>BT Group Originating Calls*</b>	<b>(13)%</b>	<b>(15)%</b>	<b>(20)%</b>	<b>(25)%</b>	<b>(26)%</b>	<b>(30)%</b>	<b>(30)%</b>	<b>(31)%</b>	<b>(31)%</b>	<b>(28)%</b>	<b>(22)%</b>	<b>(22)%</b>	<b>(21)%</b>	<b>(17)%</b>	<b>(21)%</b>	<b>(20)%</b>	<b>(19)%</b>	<b>(19)%</b>	<b>(18)%</b>
* CPS numbers include those customers who have migrated from Indirect Access																			
<b>CPS Volumes ('000)</b>	<b>2004/5</b>				<b>2005/6</b>				<b>2006/7</b>				<b>2007/8</b>				<b>2008/9</b>		
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>
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	4,164
Net adds in quarter	424	446	402	338	382	263	225	288	268	62	(83)	(102)	(74)	(356)	111	(36)	(122)	(1,145)	(426)
* 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	Q3
<b>Product Group Summary</b>																			
<b>Retail</b>																			
<b>Total Broadband</b>	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	4,658
Broadband Net adds in quarter	135	181	226	271	201	186	243	258	158	154	239	245 <sup>1</sup>	175	178 <sup>2</sup>	177	150	103	69	83
<b>Retail Share of DSL + LLU Net Adds</b>	28%	30%	25%	32%	28%	27%	30%	30%	30%	25%	34%	32% <sup>1</sup>	38%	37% <sup>2</sup>	35%	30%	31%	27%	28%
<b>Retail Share of DSL + LLU Installed Base</b>	41%	39%	36%	35%	34%	33%	33%	33%	33%	32%	32%	34%	34%	35%	35%	35%	35%	34%	34%
<b>Wholesale</b>																			
<b>Total Wholesale Broadband</b>	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	8,074
Net adds in quarter	472	607	888	841	690	635	730	682	311	368	240	148	(55)	(292)	(23)	(72)	(123)	(65)	(122)
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	3,416
Net adds in quarter	337	426	662	570	489	449	487	424	153	214	1	(97) <sup>3</sup>	(230)	(470) <sup>3</sup>	(200)	(222)	(227)	(135)	(205)
<b>Openreach</b>																			
<b>External LLU Volumes ('000)</b>																			
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	5,501
Net adds in quarter	3	6	8	13	31	50	70	164	224	258	457	615	514	771	534	571	461	323	417
<b>Group</b>																			
<b>Total DSL + LLU</b>	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	13,575
Net adds in quarter	475	613	896	854	721	685	800	846	535	626	697	763	459	479	511	499	338	258	295
<b>BT Vision</b>													2007/8				2008/9		
													Q1	Q2	Q3	Q4	Q1	Q2	Q3
<b>Installed Base ('000)</b>													15	46	120	214	282	320	376
<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	Q3
<b>Product Group Summary</b>																			
<b>BT Retail</b>																			
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	3,886
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	2,409
<b>Total Business</b>	<b>8,736</b>	<b>8,600</b>	<b>8,456</b>	<b>8,358</b>	<b>8,206</b>	<b>8,043</b>	<b>7,942</b>	<b>7,797</b>	<b>7,658</b>	<b>7,513</b>	<b>7,377</b>	<b>7,264</b>	<b>7,158</b>	<b>7,018</b>	<b>6,898</b>	<b>6,750</b>	<b>6,592</b>	<b>6,449</b>	<b>6,295</b>
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	14,953
Residential ISDN	198	170	140	115	93	74	61	49	41	35	24	2	1	1	1	1	1	1	1
<b>Total Residential</b>	<b>19,752</b>	<b>19,667</b>	<b>19,607</b>	<b>19,520</b>	<b>19,179</b>	<b>18,775</b>	<b>18,421</b>	<b>17,912</b>	<b>17,260</b>	<b>16,871</b>	<b>16,753</b>	<b>16,636</b>	<b>16,486</b>	<b>16,248</b>	<b>16,050</b>	<b>15,793</b>	<b>15,527</b>	<b>15,289</b>	<b>14,954</b>
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	18,839
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	2,410
<b>Total Retail Lines</b>	<b>28,488</b>	<b>28,267</b>	<b>28,063</b>	<b>27,878</b>	<b>27,385</b>	<b>26,818</b>	<b>26,363</b>	<b>25,709</b>	<b>24,918</b>	<b>24,384</b>	<b>24,130</b>	<b>23,900</b>	<b>23,644</b>	<b>23,266</b>	<b>22,948</b>	<b>22,543</b>	<b>22,119</b>	<b>21,738</b>	<b>21,249</b>
<b>Openreach</b>																			
<b>External WLR ('000)</b>																			
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	5,323
Net adds in quarter	114	139	195	201	424	432	451	541	683	446	190	34	58	80	163	137	187	224	246
<b>Total Exchange Lines</b>	<b>28,979</b>	<b>28,897</b>	<b>28,888</b>	<b>28,904</b>	<b>28,835</b>	<b>28,700</b>	<b>28,696</b>	<b>28,583</b>	<b>28,475</b>	<b>28,387</b>	<b>28,323</b>	<b>28,127</b>	<b>27,929</b>	<b>27,632</b>	<b>27,476</b>	<b>27,209</b>	<b>26,972</b>	<b>26,815</b>	<b>26,572</b>

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	Q3
	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£
Annual revenue	265	261	258	254	252	251	250	251	253	254	258	262	266	271	273	274	278	283	285
Contracted**	59%	60%	62%	64%	65%	66%	67%	67%	68%	69%	68%	68%	68%	68%	69%	70%	70%	70%	70%
Non-contracted	41%	40%	38%	36%	35%	34%	33%	33%	32%	31%	32%	32%	32%	32%	31%	30%	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	Q3
<b>Total</b>	<b>8,991</b>	<b>17,617</b>	<b>17,599</b>	<b>17,560</b>	<b>17,268</b>	<b>16,914</b>	<b>16,609</b>	<b>16,158</b>	<b>15,563</b>	<b>15,229</b>	<b>15,165</b>	<b>15,109</b>	<b>14,950</b>	<b>14,801</b>	<b>14,640</b>	<b>14,429</b>	<b>14,203</b>	<b>13,960</b>	<b>13,762</b>
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	7,108
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	4,720
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	1,453
BT Basic																	1	2	136
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	416	381	345

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	Q3
<b>Total</b>	<b>15,408</b>	<b>15,128</b>	<b>14,878</b>	<b>14,712</b>	<b>14,398</b>	<b>14,144</b>	<b>13,970</b>	<b>13,685</b>	<b>13,382</b>	<b>13,272</b>	<b>13,309</b>	<b>13,209</b>	<b>13,044</b>	<b>12,821</b>	<b>12,557</b>	<b>12,246</b>	<b>12,056</b>	<b>11,890</b>	<b>11,723</b>
<b>Movement</b>	(331)	(280)	(250)	(166)	(314)	(254)	(174)	(285)	(303)	(110)	37	(100)	(165)	(223)	(264)	(311)	(190)	(166)	(167)

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	Q3
<b>Total</b>	<b>215</b>	<b>305</b>	<b>341</b>	<b>372</b>	<b>370</b>	<b>350</b>	<b>334</b>	<b>341</b>	<b>337</b>	<b>329</b>	<b>313</b>	<b>314</b>	<b>314</b>	<b>326</b>	<b>332</b>	<b>360</b>	<b>382</b>	<b>401</b>	<b>412</b>
Business + Corporate	127	144	162	185	196	204	209	214	219	223	215	227	228	235	246	274	275	288	297
Consumer	88	161	179	187	174	146	125	127	118	106	98	87	87	91	86	86	107	114	114

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