



Revised¹ Key Performance Indicators

2011/12, 2012/13 & 2013/14

Sheet 1	Income statement & free cash flow
Sheet 2	BT Global Services
Sheet 3	BT Business
Sheet 4	BT Consumer
Sheet 5	BT Wholesale
Sheet 6	Openreach
Sheet 7	Broadband
Sheet 8	Costs & other statistics
Sheet 9	Glossary

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¹ The revised figures in this document reflect the move of Conferencing from BT Business into BT Global Services and Security from Group into BT Global Services, and were published on 16 June 2014.

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1. Group income statement £m unless otherwise stated	2012/13	YoY	2013/14	2012/13	YoY	2013/14	2012/13	YoY	2013/14	2012/13	YoY	2013/14	2012/13	YoY	2013/14	
	Q1	Change %	Q1	Q2	Change %	Q2	Q3	Change %	Q3	Q4	Change %	Q4	Full Year	Change %	Full Year	
Revenue¹																
BT Global Services	1,791	(2.2)	1,752	1,809	(3.6)	1,743	1,799	2.7	1,847	1,993	(3.3)	1,927	7,392	(1.7)	7,269	
BT Business	775	1.3	785	797	0.3	799	802	0.7	808	846	(3.0)	821	3,220	(0.2)	3,213	
BT Consumer	959	(0.9)	950	952	3.7	987	953	6.4	1,014	982	8.8	1,068	3,846	4.5	4,019	
BT Wholesale	678	(5.9)	638	616	1.3	624	645	(8.7)	589	669	(14.6)	571	2,608	(7.1)	2,422	
Openreach	1,270	(2.0)	1,245	1,283	(0.9)	1,271	1,286	(0.9)	1,274	1,276	(0.4)	1,271	5,115	(1.1)	5,061	
Other	6	200.0	18	9	100.0	18	14	0.0	14	25	28.0	32	54	51.9	82	
Eliminations	(975)	(3.7)	(939)	(973)	(2.3)	(951)	(972)	(2.6)	(947)	(976)	(3.5)	(942)	(3,896)	(3.0)	(3,779)	
Total	4,504	(1.2)	4,449	4,493	0.0	4,491	4,527	1.6	4,599	4,815	(1.4)	4,748	18,339	(0.3)	18,287	
- of which transit	243		192	204		183	214		173	208		149	869		697	
Underlying revenue excluding transit		(1.1)			(0.5)			2.4			1.2			0.5		
EBITDA¹																
BT Global Services	197	6.6	210	209	6.2	222	246	17.9	290	298	7.0	319	950	9.6	1,041	
BT Business	220	7.3	236	227	8.8	247	239	7.5	257	254	3.1	262	940	6.6	1,002	
BT Consumer	246	(6.1)	231	238	(33.6)	158	228	(23.2)	175	256	5.1	269	968	(13.9)	833	
BT Wholesale	163	(3.7)	157	143	11.2	159	153	(4.6)	146	161	(5.6)	152	620	(1.0)	614	
Openreach	633	(4.4)	605	664	(3.3)	642	662	(0.3)	660	683	1.6	694	2,642	(1.6)	2,601	
Other	(7)	(114.3)	1	7	(14.3)	6	11	(18.2)	9	12	(25.0)	9	23	8.7	25	
Total	1,452	(0.8)	1,440	1,488	(3.6)	1,434	1,539	(0.1)	1,537	1,664	2.5	1,705	6,143	(0.4)	6,116	
Depreciation and amortisation ¹	(723)	(3.6)	(697)	(722)	(6.2)	(677)	(706)	(5.1)	(670)	(692)	(5.9)	(651)	(2,843)	(5.2)	(2,695)	
Operating profit¹	729	1.9	743	766	(1.2)	757	833	4.1	867	972	8.4	1,054	3,300	3.7	3,421	
Net finance expense ¹	(169)	(13.6)	(146)	(169)	(12.4)	(148)	(167)	(13.8)	(144)	(148)	3.4	(153)	(653)	(9.5)	(591)	
Share of post tax profits/losses of associates & joint ventures ¹	7		(2)	2		0	0		(1)	0		0	9		(3)	
Profit before tax¹	567	4.9	595	599	1.7	609	666	8.4	722	824	9.3	901	2,656	6.4	2,827	
Specific items	(2)		(87)	(14)		(52)	(55)		(46)	(153)		(95)	(224)		(280)	
Net interest on pensions	(28)		(59)	(29)		(58)	(28)		(59)	(32)		(59)	(117)		(235)	
Total specific items	(30)		(146)	(43)		(110)	(83)		(105)	(185)		(154)	(341)		(515)	
Reported profit before tax	537	(16.4)	449	556	(10.3)	499	583	5.8	617	639	16.9	747	2,315	(0.1)	2,312	
Tax - excluding tax on specific items	(129)	4.7	(135)	(136)	0.0	(136)	(151)	0.0	(151)	(181)	5.5	(191)	(597)	2.7	(613)	
Tax on specific items	7		32	108		250	18		27	97		10	230		319	
Tax rate	22.8%		22.6%	22.7%		22.3%	22.7%		20.9%	22.0%		21.2%	22.5%		21.7%	
Net income	415	(16.6)	346	528	16.1	613	450	9.6	493	555	2.0	566	1,948	3.6	2,018	
EPS¹ (p)	5.6	5.4	5.9	5.9	1.7	6.0	6.5	12.3	7.3	8.2	9.8	9.0	26.3	7.2	28.2	
Reported EPS (p)	5.3	(17.0)	4.4	6.7	16.4	7.8	5.7	10.5	6.3	7.1	1.4	7.2	24.8	3.6	25.7	
Dividend per share (p)	-	-	-	3.0	13.3	3.4	-	-	-	6.5	15.4	7.5	9.5	14.7	10.9	
Average number of shares in issue (m)	7,788		7,839	7,839		7,864	7,865		7,867	7,838		7,858	7,832		7,857	
Group free cash flow																
EBITDA ¹	1,452		1,440	1,488		1,434	1,539		1,537	1,664		1,705	6,143		6,116	
Capital expenditure ²	(661)	(9.2)	(600)	(619)	2.4	(634)	(586)	(3.1)	(568)	(572)	(4.9)	(544)	(2,438)	(3.8)	(2,346)	
Interest	(213)	4.2	(222)	(129)	(45.0)	(71)	(210)	(2.4)	(205)	(140)	(21.4)	(110)	(692)	(12.1)	(608)	
Tax (excluding cash tax benefit of pension deficit payments)	(171)		(31)	(181)		(91)	(168)		(152)	(104)		(150)	(624)		(424)	
Change in working capital	(602)		(716)	(249)		(72)	217		(95)	553		503	(81)		(380)	
Other	71		69	6		44	15		37	(100)		(58)	(8)		92	
Normalised free cash flow³	(124)	(51.6)	(60)	316	93.0	610	807	(31.4)	554	1,301	3.5	1,346	2,300	6.5	2,450	
Cash tax benefit of pension deficit payments	162		20	162		19	157		19	79		19	560		77	
Purchases of telecoms licences	0		0	0		0	0		0	(202)		0	(202)		0	
Specific items	(33)		(134)	(90)		(72)	(96)		(58)	(147)		(92)	(366)		(356)	
Reported free cash flow	5	n/m	(174)	388	43.6	557	868	(40.7)	515	1,031	23.5	1,273	2,292	(5.3)	2,171	
Gross pension deficit payment	0		0	0		0	0		0	(325)		(325)	(325)		(325)	
Free cash flow (post pension deficit payments)	5	n/m	(174)	388	43.6	557	868	(40.7)	515	706	34.3	948	1,967	(6.2)	1,846	
Net debt	9,142	(11.9)	8,058	9,037	(10.7)	8,074	8,140	(6.1)	7,640	7,797	(9.9)	7,028	7,797	(9.9)	7,028	

¹ before specific items

² before purchases of telecommunications licences

³ 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	2011/12					2012/13					2013/14				
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY
Financial															
Revenue (£m)															
UK	866	982	874	939	3,661	823	833	814	905	3,375	766	756	832	883	3,237
YoY % change						-5.0%	-15.2%	-6.9%	-3.6%	-7.8%	-6.9%	-9.2%	2.2%	-2.4%	-4.1%
Continental Europe	652	648	644	662	2,606	552	533	552	619	2,256	559	546	552	587	2,244
YoY % change						-15.3%	-17.7%	-14.3%	-6.5%	-13.4%	1.3%	2.4%	0.0%	-5.2%	-0.5%
US & Canada	265	258	250	253	1,026	242	250	236	249	977	239	242	243	222	946
YoY % change						-8.7%	-3.1%	-5.6%	-1.6%	-4.8%	-1.2%	-3.2%	3.0%	-10.8%	-3.2%
AsiaPac, Latam & MEA	172	188	187	202	749	174	193	197	220	784	188	199	220	235	842
YoY % change						1.2%	2.7%	5.3%	8.9%	4.7%	8.0%	3.1%	11.7%	6.8%	7.4%
Total	1,955	2,076	1,955	2,056	8,042	1,791	1,809	1,799	1,993	7,392	1,752	1,743	1,847	1,927	7,269
YoY % change						-8.4%	-12.9%	-8.0%	-3.1%	-8.1%	-2.2%	-3.6%	2.7%	-3.3%	-1.7%
- of which internal	7	7	8	6	28	9	8	10	8	35	8	7	8	8	31
YoY % change						28.6%	14.3%	25.0%	33.3%	25.0%	-11.1%	-12.5%	-20.0%	0.0%	-11.4%
- of which transit	115	111	110	121	457	111	105	105	104	425	102	99	93	90	384
YoY % change						-3.5%	-5.4%	-4.5%	-14.0%	-7.0%	-8.1%	-5.7%	-11.4%	-13.5%	-9.6%
Underlying revenue excluding transit (YoY % change)															
						-6.2%	-10.2%	-6.1%	-2.8%	-5.8%	-3.4%	-4.9%	3.8%	0.6%	-1.0%
EBITDA (£m)															
EBITDA	211	236	229	272	948	197	209	246	298	950	210	222	290	319	1,041
YoY % change						-6.6%	-11.4%	7.4%	9.6%	0.2%	6.6%	6.2%	17.9%	7.0%	9.6%
Operating profit (£m)															
Operating profit	37	49	58	96	240	38	55	87	136	316	57	70	136	162	425
YoY % change						2.7%	12.2%	50.0%	41.7%	31.7%	50.0%	27.3%	56.3%	19.1%	34.5%
Capex (£m)															
Capex	118	156	142	152	568	129	127	122	157	535	116	125	143	132	516
YoY % change						9.3%	-18.6%	-14.1%	3.3%	-5.8%	-10.1%	-1.6%	17.2%	-15.9%	-3.6%
Operating free cash flow (£m)															
Operating free cash flow	(1)	21	220	253	493	(242)	(99)	168	487	314	(262)	91	111	559	499
YoY % change						n/m	-571.4%	-23.6%	92.5%	-36.3%	-8.3%	191.9%	-33.9%	14.8%	58.9%
Operational															
Order intake (£m)															
Order intake	1,633	1,498	1,720	2,096	6,947	1,216	1,340	2,020	2,004	6,580	1,814	1,559	1,602	2,305	7,280
YoY % change						-25.5%	-10.5%	17.4%	-4.4%	-5.3%	49.2%	16.3%	-20.7%	15.0%	10.6%

3. BT Business	2011/12					2012/13					2013/14				
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY
Financial															
Revenue (£m)															
SME & Corporate voice	278	271	265	267	1,081	253	257	251	253	1,014	250	246	251	247	994
YoY % change						-9.0%	-5.2%	-5.3%	-5.2%	-6.2%	-1.2%	-4.3%	0.0%	-2.4%	-2.0%
SME & Corporate data & networking	188	195	191	198	772	188	196	198	196	778	192	199	198	199	788
YoY % change						0.0%	0.5%	3.7%	-1.0%	0.8%	2.1%	1.5%	0.0%	1.5%	1.3%
IT services	116	125	111	133	485	112	120	121	151	504	129	137	133	145	544
YoY % change						-3.4%	-4.0%	9.0%	13.5%	3.9%	15.2%	14.2%	9.9%	-4.0%	7.9%
Ireland Business (ex Transit)	145	154	149	154	602	143	143	151	166	603	149	151	157	167	624
YoY % change						-1.4%	-7.1%	1.3%	7.8%	0.2%	4.2%	5.6%	4.0%	0.6%	3.5%
Transit	10	11	12	12	45	13	13	14	10	50	10	7	12	9	38
YoY % change						30.0%	18.2%	16.7%	-16.7%	11.1%	-23.1%	-46.2%	-14.3%	-10.0%	-24.0%
Other (incl. eliminations)	77	72	91	69	309	66	68	67	70	271	55	59	57	54	225
YoY % change						-14.3%	-5.6%	-26.4%	1.4%	-12.3%	-16.7%	-13.2%	-14.9%	-22.9%	-17.0%
Total	814	828	819	833	3,294	775	797	802	846	3,220	785	799	808	821	3,213
YoY % change						-4.8%	-3.7%	-2.1%	1.6%	-2.2%	1.3%	0.3%	0.7%	-3.0%	-0.2%
- of which internal	90	101	99	111	401	100	99	102	122	423	101	105	103	106	415
YoY % change						11.1%	-2.0%	3.0%	9.9%	5.5%	1.0%	6.1%	1.0%	-13.1%	-1.9%
Underlying revenue excluding transit (YoY % change)															
						-4.7%	-2.8%	-1.6%	1.1%	-2.0%	0.4%	-0.5%	-0.3%	-2.7%	-0.8%
EBITDA (£m)															
EBITDA	229	229	238	243	939	220	227	239	254	940	236	247	257	262	1,002
YoY % change						-3.9%	-0.9%	0.4%	4.5%	0.1%	7.3%	8.8%	7.5%	3.1%	6.6%
Operating profit (£m)															
Operating profit	168	178	180	178	704	162	169	179	197	707	183	197	206	219	805
YoY % change						-3.6%	-5.1%	-0.6%	10.7%	0.4%	13.0%	16.6%	15.1%	11.2%	13.9%
Capex (£m)															
Capex	45	44	45	54	188	42	42	30	28	142	33	29	32	33	127
YoY % change						-6.7%	-4.5%	-33.3%	-48.1%	-24.5%	-21.4%	-31.0%	6.7%	17.9%	-10.6%
Operating free cash flow (£m)															
Operating free cash flow	174	196	180	225	775	121	165	255	275	816	109	217	218	255	799
YoY % change						-30.5%	-15.8%	41.7%	22.2%	5.3%	-9.9%	31.5%	-14.5%	-7.3%	-2.1%
Operational															
Order intake (£m)															
Order intake	415	503	440	477	1,835	433	708	545	516	2,202	471	473	499	655	2,098
YoY % change						4.3%	40.8%	23.9%	8.2%	20.0%	8.8%	-33.2%	-8.4%	26.9%	-4.7%

4. BT Consumer	2011/12					2012/13					2013/14				
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY
Financial															
Revenue (£m)															
Calls & lines	708	697	700	692	2,797	661	642	637	650	2,590	626	633	633	659	2,551
YoY % change						-6.6%	-7.9%	-9.0%	-6.1%	-7.4%	-5.3%	-1.4%	-0.6%	1.4%	-1.5%
Broadband & TV	246	253	256	269	1,024	276	281	288	305	1,150	300	330	351	377	1,358
YoY % change						12.2%	11.1%	12.5%	13.4%	12.3%	8.7%	17.4%	21.9%	23.6%	18.1%
Other (incl. eliminations)	25	31	29	19	104	22	29	28	27	106	24	24	30	32	110
YoY % change						-12.0%	-6.5%	-3.4%	42.1%	1.9%	9.1%	-17.2%	7.1%	18.5%	3.8%
Total	979	981	985	980	3,925	959	952	953	982	3,846	950	987	1,014	1,068	4,019
YoY % change						-2.0%	-3.0%	-3.2%	0.2%	-2.0%	-0.9%	3.7%	6.4%	8.8%	4.5%
- of which internal	7	5	3	1	16	10	11	11	12	44	12	10	13	14	49
YoY % change						42.9%	120.0%	n/m	n/m	175.0%	20.0%	-9.1%	18.2%	16.7%	11.4%
EBITDA (£m)															
EBITDA (£m)	216	214	214	238	882	246	238	228	256	968	231	158	175	269	833
YoY % change						13.9%	11.2%	6.5%	7.6%	9.8%	-6.1%	-33.6%	-23.2%	5.1%	-13.9%
Operating profit (£m)															
Operating profit (£m)	157	147	152	174	630	184	175	166	195	720	176	105	120	213	614
YoY % change						17.2%	19.0%	9.2%	12.1%	14.3%	-4.3%	-40.0%	-27.7%	9.2%	-14.7%
Capex (£m)															
Capex (£m)	56	71	67	77	271	59	61	53	68	241	56	60	48	47	211
YoY % change						5.4%	-14.1%	-20.9%	-11.7%	-11.1%	-5.1%	-1.6%	-9.4%	-30.9%	-12.4%
Operating free cash flow (£m)															
Operating free cash flow (£m)	140	140	100	212	592	100	147	190	218	655	146	11	99	216	472
YoY % change						-28.6%	5.0%	90.0%	2.8%	10.6%	46.0%	-92.5%	-47.9%	-0.9%	-27.9%
Operational															
Consumer ARPU (£)															
Consumer ARPU (£)	330	335	337	343		350	355	359	365		370	377	383	391	
YoY % change	5.1%	5.7%	4.7%	5.2%		6.1%	6.0%	6.5%	6.4%		5.7%	6.2%	6.7%	7.1%	
Total consumer lines ('000)															
Total consumer lines ('000)	11,563	11,323	11,138	10,919		10,717	10,534	10,361	10,207		10,070	10,027	9,957	9,908	
QoQ movement ('000)	-239	-240	-185	-219		-202	-183	-173	-154		-130 ¹	-65 ²	-70	-49	
Active consumer lines ('000)															
Active consumer lines ('000)	10,671	10,550	10,457	10,321		10,184	10,053	9,931	9,824		9,727	9,715	9,675	9,650	
QoQ movement ('000)	-128	-121	-93	-136		-137	-131	-122	-107		-97	-34 ²	-40	-25	
TV customers ('000)															
TV customers ('000)	598	639	679	707		728	749	770	810		833	903	956	1,002	
QoQ movement ('000)	23	41	39	28		21	21	21	40		23	70	53	46	

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

² Excludes 22k lines relating to a small acquisition

5. BT Wholesale	2011/12					2012/13					2013/14				
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY
Financial															
Revenue (£m)															
Managed solutions	199	197	199	196	791	195	197	208	232	832	239	232	199	219	889
YoY % change						-2.0%	0.0%	4.5%	18.4%	5.2%	22.6%	17.8%	-4.3%	-5.6%	6.9%
Calls & lines	230	232	232	217	911	228	204	210	206	848	188	183	181	157	709
YoY % change						-0.9%	-12.1%	-9.5%	-5.1%	-6.9%	-17.5%	-10.3%	-13.8%	-23.8%	-16.4%
Broadband	73	75	70	64	282	62	58	55	54	229	52	51	47	45	195
YoY % change						-15.1%	-22.7%	-21.4%	-15.6%	-18.8%	-16.1%	-12.1%	-14.5%	-16.7%	-14.8%
IP services	35	43	42	43	163	49	48	48	56	201	55	59	66	77	257
YoY % change						40.0%	11.6%	14.3%	30.2%	23.3%	12.2%	22.9%	37.5%	37.5%	27.9%
Transit	187	165	162	157	671	119	86	95	94	394	80	77	68	50	275
YoY % change						-36.4%	-47.9%	-41.4%	-40.1%	-41.3%	-32.8%	-10.5%	-28.4%	-46.8%	-30.2%
Other	35	25	29	36	125	25	23	29	27	104	24	22	28	23	97
YoY % change						-28.6%	-8.0%	0.0%	-25.0%	-16.8%	-4.0%	-4.3%	-3.4%	-14.8%	-6.7%
Total	759	737	734	713	2,943	678	616	645	669	2,608	638	624	589	571	2,422
YoY % change						-10.7%	-16.4%	-12.1%	-6.2%	-11.4%	-5.9%	1.3%	-8.7%	-14.6%	-7.1%
Underlying revenue excluding transit (YoY % change)															
						-2.3%	-7.30%	-3.8%	3.4%	-2.6%	-0.2%	3.2%	-5.3%	-9.4%	-3.0%
EBITDA (£m)															
EBITDA	172	171	168	156	667	163	143	153	161	620	157	159	146	152	614
YoY % change						-5.2%	-16.4%	-8.9%	3.2%	-7.0%	-3.7%	11.2%	-4.6%	-5.6%	-1.0%
Operating profit (£m)															
Operating profit	106	109	105	88	408	99	81	89	97	366	93	97	86	93	369
YoY % change						-6.6%	-25.7%	-15.2%	10.2%	-10.3%	-6.1%	19.8%	-3.4%	-4.1%	0.8%
Capex (£m)															
Capex	74	89	82	91	336	72	57	52	52	233	64	63	61	56	244
YoY % change						-2.7%	-36.0%	-36.6%	-42.9%	-30.7%	-11.1%	10.5%	17.3%	7.7%	4.7%
Operating free cash flow (£m)															
Operating free cash flow	(16)	88	10	177	259	(8)	63	115	178	348	(31)	154	30	219	372
YoY % change						50.0%	-28.4%	n/m	0.6%	34.4%	-287.5%	144.4%	-73.9%	23.0%	6.9%
Operational															
Order intake (£m)															
Order intake	71	116	344	217	748	501	308	416	806	2,031	509	409	467	525	1,910
YoY % change						605.6%	165.5%	20.9%	271.4%	171.5%	1.6%	32.8%	12.3%	-34.9%	-6.0%

6. Openreach	2011/12					2012/13					2013/14				
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY
Financial															
Revenue (£m)															
WLR	661	656	648	642	2,607	611	595	592	582	2,380	548	540	532	524	2,144
YoY % change						-7.6%	-9.3%	-8.6%	-9.3%	-8.7%	-10.3%	-9.2%	-10.1%	-10.0%	-9.9%
LLU	290	306	313	311	1,220	289	295	297	292	1,173	286	298	304	300	1,188
YoY % change						-0.3%	-3.6%	-5.1%	-6.1%	-3.9%	-1.0%	1.0%	2.4%	2.7%	1.3%
Ethernet	171	182	194	203	750	208	217	214	222	861	219	224	225	229	897
YoY % change						21.6%	19.2%	10.3%	9.4%	14.8%	5.3%	3.2%	5.1%	3.2%	4.2%
Fibre broadband	9	13	18	28	68	33	40	53	60	186	71	86	91	98	346
YoY % change						266.7%	207.7%	194.4%	114.3%	173.5%	115.2%	115.0%	71.7%	63.3%	86.0%
Other	138	137	140	127	542	129	136	130	120	515	121	123	122	120	486
YoY % change						-6.5%	-0.7%	-7.1%	-5.5%	-5.0%	-6.2%	-9.6%	-6.2%	0.0%	-5.6%
Total	1,269	1,294	1,313	1,311	5,187	1,270	1,283	1,286	1,276	5,115	1,245	1,271	1,274	1,271	5,061
YoY % change						0.1%	-0.9%	-2.1%	-2.7%	-1.4%	-2.0%	-0.9%	-0.9%	-0.4%	-1.1%
- of which internal	887	890	902	885	3,564	855	850	839	824	3,368	806	816	814	803	3,239
YoY % change						-3.6%	-4.5%	-7.0%	-6.9%	-5.5%	-5.7%	-4.0%	-3.0%	-2.5%	-3.8%
EBITDA (£m)															
YoY % change						2.6%	2.5%	-1.5%	0.3%	0.9%	-4.4%	-3.3%	-0.3%	1.6%	-1.6%
Operating profit (£m)															
YoY % change						3.4%	3.7%	-4.4%	1.9%	1.0%	-14.2%	-6.5%	3.6%	8.8%	-1.6%
Capex (£m)															
YoY % change						13.0%	10.8%	-1.7%	5.0%	6.4%	-2.1%	-3.6%	-13.2%	-14.0%	-8.3%
Operating free cash flow (£m)															
YoY % change						12.9%	-23.9%	16.4%	-7.2%	-2.6%	-6.9%	-5.2%	0.9%	12.2%	1.2%
Operational															
Internal physical lines ('000)															
	14,976	14,663	14,428	14,128		13,866	13,628	13,405	13,214		13,034	12,932	12,808	12,697	
External physical lines ('000)															
	5,273	5,294	5,209	5,192		5,192	5,130	5,127	5,088		4,988	4,838	4,688	4,544	
Fully unbundled physical lines (MPF) ('000)															
	4,583	4,885	5,240	5,631		5,848	6,110	6,384	6,702		6,995	7,239	7,585	7,846	
Total physical lines ('000)															
QoQ movement ('000)	18	11	34	74		-44	-38	48	88		12	-8	72	6	

7. Broadband 000s	2011/12				2012/13				2013/14			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Total retail broadband												
Total retail broadband	5,832	5,998	6,144	6,280	6,365	6,446	6,569	6,704	6,799	6,961	7,111	7,281
<i>Net adds in quarter</i>	141	166	146	136	85	81	122	136	95	156 ¹	150	170
Total retail share of DSL + fibre net adds	56%	63%	56%	45%	54%	54%	50%	48%	50%	93% ¹	60%	79%
Total retail share of DSL + fibre installed base	37%	37%	37%	37%	38%	38%	38%	38%	38%	39%	39%	39%
Of which:												
Total retail fibre base	190	282	380	515	668	825	1,025	1,236	1,433	1,628	1,856	2,105
<i>Net adds in quarter</i>	74	92	98	135	154	157	200	211	197	195	228	249
Wholesale												
BT Wholesale external broadband	2,559	2,512	2,407	2,263	2,212	2,144	2,084	2,066	2,061	2,000	1,886	1,872
<i>Net adds in quarter</i>	138	-47	-105	-144	-51	-67	-60	-19	-5	-60	-114	-14
Openreach²												
Internal DSL & fibre broadband (sold to other BT lines of business)	8,391	8,510	8,551	8,543	8,577	8,591	8,653	8,770	8,860	8,962	8,997	9,153
Full LLU (MPF)	4,583	4,885	5,240	5,631	5,848	6,110	6,384	6,702	6,995	7,239	7,585	7,846
Shared LLU (SMPF) + external fibre on WLR lines	2,996	2,836	2,700	2,622	2,528	2,401	2,308	2,158	1,963	1,786	1,656	1,455
Total DSL + fibre	15,969	16,232	16,491	16,795	16,952	17,102	17,345	17,629	17,818	17,986	18,238	18,455
<i>Net adds in quarter</i>	250	262	260	304	157	150	243	284	189	168	252	217
Of which:												
Openreach fibre base	195	290	395	538	708	895	1,140	1,411	1,676	1,992	2,330	2,677
<i>Net adds in quarter</i>	75	96	105	143	170	186	245	271	265	316	339	347

¹ Excludes 6k lines relating to a small acquisition

² Includes lines wholesaled by BT Business in Ireland

8. Costs & other statistics	2011/12					2012/13					2013/14				
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY
Operating costs (£m)															
Direct labour costs before leaver costs	1,195	1,220	1,199	1,204	4,818	1,193	1,182	1,165	1,187	4,727	1,181	1,173	1,158	1,177	4,689
Indirect labour costs	242	232	230	210	914	221	214	205	205	845	210	216	217	205	848
Leaver costs	28	29	11	29	97	23	16	12	7	58	6	4	-	4	14
Gross labour costs	1,465	1,481	1,440	1,443	5,829	1,437	1,412	1,382	1,399	5,630	1,397	1,393	1,375	1,386	5,551
Capitalised labour	(241)	(242)	(247)	(257)	(987)	(237)	(243)	(241)	(245)	(966)	(238)	(245)	(260)	(253)	(996)
Net labour costs	1,224	1,239	1,193	1,186	4,842	1,200	1,169	1,141	1,154	4,664	1,159	1,148	1,115	1,133	4,555
Payments to telecommunications operators	825	786	800	742	3,153	697	653	651	676	2,677	646	639	620	567	2,472
Property and energy costs	273	270	270	253	1,066	261	259	253	249	1,022	246	251	258	204	959
Network operating and IT costs	170	163	144	153	630	156	156	137	138	587	164	149	142	136	591
Other costs (including programme rights costs)	868	971	873	960	3,672	738	768	806	934	3,246	794	870	927	1,003	3,594
Operating costs before depreciation and specific items	3,360	3,429	3,280	3,294	13,363	3,052	3,005	2,988	3,151	12,196	3,009	3,057	3,062	3,043	12,171
Depreciation and amortisation	739	753	734	746	2,972	723	722	706	692	2,843	697	677	670	651	2,695
Total operating costs before specific items	4,099	4,182	4,014	4,040	16,335	3,775	3,727	3,694	3,843	15,039	3,706	3,734	3,732	3,694	14,866
Specific items	66	(343)	26	14	(237)	2	50	(87)	151	116	84	52	46	94	276
Total operating costs	4,165	3,839	4,040	4,054	16,098	3,777	3,777	3,607	3,994	15,155	3,790	3,786	3,778	3,788	15,142
Capital expenditure (£m)															
Capital expenditure by line of business															
BT Global Services	118	156	142	152	568	129	127	122	157	535	116	125	143	132	516
BT Business	45	44	45	54	188	42	42	30	28	142	33	29	32	33	127
BT Consumer	56	71	67	77	271	59	61	53	68	241	56	60	48	47	211
BT Wholesale	74	89	82	91	336	72	57	52	52	233	64	63	61	56	244
Openreach	253	251	292	279	1,075	286	278	287	293	1,144	280	268	249	252	1,049
Other	36	41	37	42	156	34	31	28	50	143	47	50	48	54	199
Total	582	652	665	695	2,594	622	596	572	648	2,438	596	595	581	574	2,346
Other Stats															
Lines sold through BT lines of business															
Total consumer lines (as sheet 4)	11,563	11,323	11,138	10,919		10,717	10,534	10,361	10,207		10,070	10,027	9,957	9,908	
QoQ movement	-239	-240	-185	-219		-202	-183	-173	-154		-130 ¹	-65 ²	-70	-49	
Business/Corporate lines	4,827	4,722	4,636	4,551		4,437	4,340	4,262	4,165		4,071	3,978	3,878	3,784	
QoQ movement	-90	-105	-86	-85		-114	-97	-78	-97		-101 ¹	-93	-100	-94	
Total	16,390	16,045	15,774	15,470		15,154	14,874	14,623	14,372		14,141	14,005	13,835	13,693	
QoQ movement	-329	-345	-271	-304		-316	-280	-251	-251		-231	-158 ²	-170	-142	
Call minutes across BT lines of business (bn)	9.77	9.72	9.63	9.69	38.81	9.07	8.84	8.78	8.71	35.40	8.07	7.83	7.79	7.59	31.28
YoY % change	-10.8%	-9.7%	-13.7%	-8.6%	-10.7%	-7.2%	-9.1%	-8.8%	-10.1%	-8.8%	-11.0%	-11.4%	-11.3%	-12.9%	-11.6%

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

² Excludes 22k lines relating to a small acquisition

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.
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

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	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