



Revised Key Performance Indicators

2011/12 & 2012/13

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The revised figures in this document were published on 13 June 2013

1. Group income statement £m unless otherwise stated	2011/12	YoY	2012/13	2011/12	YoY	2012/13	2011/12	YoY	2012/13	2011/12	YoY	2012/13	2011/12	YoY	2012/13
	Q1	Change	Q1	Q2	Change	Q2	Q3	Change	Q3	Q4	Change	Q4	Full Year	Change	Full Year
		%			%			%			%			%	
Revenue¹															
BT Global Services	1,906	(9.2)	1,731	2,015	(12.8)	1,757	1,895	(7.8)	1,748	1,996	(3.1)	1,934	7,812	(8.2)	7,170
BT Retail	1,852	(3.1)	1,794	1,872	(3.4)	1,808	1,868	(3.1)	1,810	1,880	0.4	1,887	7,472	(2.3)	7,299
BT Wholesale	759	(10.7)	678	737	(16.4)	616	734	(12.1)	645	713	(6.2)	669	2,943	(11.4)	2,608
Openreach	1,269	0.1	1,270	1,294	(0.9)	1,283	1,313	(2.1)	1,286	1,311	(2.7)	1,276	5,187	(1.4)	5,115
Other	12	41.7	17	12	50.0	18	17	23.5	21	19	115.8	41	60	61.7	97
Eliminations	(1,010)	(2.4)	(986)	(1,013)	(2.4)	(989)	(1,031)	(4.7)	(983)	(1,023)	(3.0)	(992)	(4,077)	(3.1)	(3,950)
Total	4,788	(5.9)	4,504	4,917	(8.6)	4,493	4,796	(5.6)	4,527	4,896	(1.7)	4,815	19,397	(5.5)	18,339
Underlying revenue excluding transit		(3.3)			(5.5)			(3.2)			(0.2)			(3.1)	
EBITDA¹															
BT Global Services	189	(9.5)	171	210	(13.3)	182	196	9.7	215	240	10.0	264	835	(0.4)	832
BT Retail	471	4.7	493	472	4.9	495	483	3.5	500	511	5.1	537	1,937	4.5	2,025
BT Wholesale	172	(5.2)	163	171	(16.4)	143	168	(8.9)	153	156	3.2	161	667	(7.0)	620
Openreach	617	2.6	633	648	2.5	664	672	(1.5)	662	681	0.3	683	2,618	0.9	2,642
Other	(21)	(61.9)	(8)	(13)	n/m	4	(3)	n/m	9	14	35.7	19	(23)	n/m	24
Total	1,428	1.7	1,452	1,488	0.0	1,488	1,516	1.5	1,539	1,602	3.9	1,664	6,034	1.8	6,143
Depreciation and amortisation	(739)	(2.2)	(723)	(753)	(4.1)	(722)	(734)	(3.8)	(706)	(746)	(7.2)	(692)	(2,972)	(4.3)	(2,843)
Operating profit¹	689	5.8	729	735	4.2	766	782	6.5	833	856	13.6	972	3,062	7.8	3,300
Net finance expense	(168)	0.6	(169)	(174)	(2.9)	(169)	(166)	0.6	(167)	(173)	(14.5)	(148)	(681)	(4.1)	(653)
Share of post tax profits/losses of associates & joint ventures	4		7	2		2	4		0	0		0	10		9
Profit before tax¹	525	8.0	567	563	6.4	599	620	7.4	666	683	20.6	824	2,391	11.1	2,656
Specific items	(66)		(2)	(67)		(14)	(26)		(55)	(14)		(153)	(173)		(224)
Net interest on pensions	(24)		(28)	(25)		(29)	(24)		(28)	(25)		(32)	(98)		(117)
Total specific items	(90)		(30)	(92)		(43)	(50)		(83)	(39)		(185)	(271)		(341)
Reported profit before tax	435	23.4	537	471	18.0	556	570	2.3	583	644	(0.8)	639	2,120	9.2	2,315
Tax - excluding tax on specific items	(127)		(129)	(136)		(136)	(149)		(151)	(164)		(181)	(576)		(597)
Tax on specific items	16		7	94		108	10		18	92		97	212		230
Tax rate	24.2%		22.8%	24.2%		22.7%	24.0%		22.7%	24.0%		22.0%	24.1%		22.5%
Net income	324	28.1	415	429	23.1	528	431	4.4	450	572	(3.0)	555	1,756	10.9	1,948
EPS¹ (p)	5.1	9.8	5.6	5.5	7.3	5.9	6.1	6.6	6.5	6.7	22.4	8.2	23.4	12.4	26.3
Reported EPS (p)	4.2	26.2	5.3	5.5	21.8	6.7	5.5	3.6	5.7	7.4	(4.1)	7.1	22.6	10.2	24.9
Dividend per share (p)	-		-	2.6	15.4	3.0	-		-	5.7	14.0	6.5	8.3	14.5	9.5
Average number of shares in issue (m)	7,755		7,788	7,762		7,839	7,766		7,865	7,771		7,838	7,763		7,832
Group free cash flow															
EBITDA ¹	1,428		1,452	1,488		1,488	1,516		1,539	1,602		1,664	6,034		6,143
Capital expenditure ²	(618)	7.0	(661)	(618)	0.2	(619)	(639)	(8.3)	(586)	(685)	(16.5)	(572)	(2,560)	(4.8)	(2,438)
Interest	(214)	(0.5)	(213)	(131)	(1.5)	(129)	(200)	5.0	(210)	(140)	0.0	(140)	(685)	1.0	(692)
Tax (excluding cash tax benefit of pension deficit payments)	(136)		(171)	(144)		(181)	(163)		(168)	(172)		(104)	(615)		(624)
Change in working capital	(370)		(602)	(75)		(249)	91		217	351		553	(3)		(81)
Other	111		71	43		6	29		15	(47)		(100)	136		(8)
Normalised free cash flow³	201	(161.7)	(124)	563	(43.9)	316	634	27.3	807	909	43.1	1,301	2,307	(0.3)	2,300
Cash tax benefit of pension deficit payments	107		162	108		162	0		157	0		79	215		560
Purchases of telecoms licences	0		0	0		0	0		0	0		(202)	0		(202)
Specific items	(61)		(33)	(42)		(90)	(48)		(96)	(53)		(147)	(204)		(366)
Reported free cash flow	247	(98.0)	5	629	(38.3)	388	586	48.1	868	856	20.4	1,031	2,318	(1.1)	2,292
Gross pension deficit payment	0		0	0		0	0		0	(2,000)		(325)	(2,000)		(325)
Free cash flow (post gross pension deficit payments)	247	(98.0)	5	629	(38.3)	388	586	48.1	868	(1,144)	161.7	706	318	518.6	1,967
Net debt	8,585	6.5	9,142	8,317	8.7	9,037	7,736	5.2	8,140	9,082	(14.1)	7,797	9,082	(14.1)	7,797

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				
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY
Financial										
Revenue (£m)										
UK	853	961	854	915	3,583	800	816	795	878	3,289
YoY % change						-6.2%	-15.1%	-6.9%	-4.0%	-8.2%
Europe (ex UK)	652	648	644	662	2,606	552	533	552	619	2,256
YoY % change						-15.3%	-17.7%	-14.3%	-6.5%	-13.4%
US & Canada	229	218	210	217	874	205	215	204	217	841
YoY % change						-10.5%	-1.4%	-2.9%	0.0%	-3.8%
AsiaPac, Latam & MEA	172	188	187	202	749	174	193	197	220	784
YoY % change						1.2%	2.7%	5.3%	8.9%	4.7%
Total	1,906	2,015	1,895	1,996	7,812	1,731	1,757	1,748	1,934	7,170
YoY % change						-9.2%	-12.8%	-7.8%	-3.1%	-8.2%
- of which transit	115	111	110	121	457	111	105	105	104	425
YoY % change						-3.5%	-5.4%	-4.5%	-14.0%	-7.0%
EBITDA (£m)										
	189	210	196	240	835	171	182	215	264	832
YoY % change						-9.5%	-13.3%	9.7%	10.0%	-0.4%
Capex (£m)										
	117	155	139	149	560	128	125	121	150	524
YoY % change						9.4%	-19.4%	-12.9%	0.7%	-6.4%
Operating free cash flow (£m)										
	(9)	(4)	186	218	391	(263)	(119)	140	454	212
YoY % change						n/m	n/m	-24.7%	108.3%	-45.8%
Operational										
Order intake (£m)										
	1,584	1,433	1,638	2,028	6,683	1,134	1,264	1,921	1,954	6,273
YoY % change						-28.4%	-11.8%	17.3%	-3.6%	-6.1%

3. BT Retail	2011/12					2012/13				
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY
Financial										
Revenue (£m)										
UK consumer lines & calls	708	697	700	692	2,797	661	642	637	650	2,590
UK consumer broadband & TV	246	253	256	269	1,024	276	281	288	305	1,150
UK consumer other	18	22	22	17	79	16	17	21	19	73
UK consumer (inc Northern Ireland)	972	972	978	978	3,900	953	940	946	974	3,813
YoY % change						-2.0%	-3.3%	-3.3%	-0.4%	-2.2%
Business lines & calls	287	277	277	267	1,108	259	262	254	255	1,030
Business broadband	81	81	81	82	325	80	80	84	79	323
Business IT services	105	113	99	122	439	99	108	107	134	448
Business other	102	99	112	104	417	103	102	106	105	416
Business	575	570	569	575	2,289	541	552	551	573	2,217
YoY % change						-5.9%	-3.2%	-3.2%	-0.3%	-3.1%
BT Conferencing	77	81	84	85	327	83	82	82	84	331
Enterprises other	99	111	105	109	424	94	106	104	114	418
Enterprises	176	192	189	194	751	177	188	186	198	749
YoY % change						0.6%	-2.1%	-1.6%	2.1%	-0.3%
Ireland (ex Transit)	167	176	170	175	688	164	164	171	188	687
Transit	10	11	12	12	45	13	13	14	10	50
Ireland	177	187	182	187	733	177	177	185	198	737
YoY % change						0.0%	-5.3%	1.6%	5.9%	0.5%
Other (incl. eliminations)¹	(48)	(49)	(50)	(54)	(201)	(54)	(49)	(58)	(56)	(217)
Total	1,852	1,872	1,868	1,880	7,472	1,794	1,808	1,810	1,887	7,299
YoY % change						-3.1%	-3.4%	-3.1%	0.4%	-2.3%
- of which internal	122	124	127	137	510	130	134	134	158	556
YoY % change						6.6%	8.1%	5.5%	15.3%	9.0%
EBITDA (£m)	471	472	483	511	1,937	493	495	500	537	2,025
YoY % change						4.7%	4.9%	3.5%	5.1%	4.5%
Capex (£m)	102	117	115	134	468	103	105	85	99	392
YoY % change						1.0%	-10.3%	-26.1%	-26.1%	-16.2%
Operating free cash flow (£m)	310	370	305	468	1,453	248	334	471	523	1,576
YoY % change						-20.0%	-9.7%	54.4%	11.8%	8.5%
Operational										
Call minutes (bn)	9.77	9.72	9.63	9.69	38.81	9.07	8.84	8.78	8.71	35.40
YoY % change	-10.8%	-9.7%	-13.7%	-8.6%	-10.7%	-7.2%	-9.1%	-8.8%	-10.1%	-8.8%
Consumer ARPU (£)	330	335	337	343		350	355	359	365	
YoY % change	5.1%	5.7%	4.7%	5.2%		6.1%	6.0%	6.5%	6.4%	
Active consumer lines ('000)	10,671	10,550	10,457	10,321		10,184	10,053	9,931	9,824	
QoQ movement ('000)	-128	-121	-93	-136		-137	-131	-122	-107	
TV base ('000)	598	639	679	707		728	749	770	810	
QoQ movement ('000)	23	41	39	28		21	21	21	40	

¹ Includes elimination of consumer revenue in Northern Ireland, which is included in both Consumer and Ireland above

4. BT Wholesale	2011/12					2012/13				
	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
YoY % change						-2.0%	0.0%	4.5%	18.4%	5.2%
Lines & calls	230	232	232	217	911	228	204	210	206	848
YoY % change						-0.9%	-12.1%	-9.5%	-5.1%	-6.9%
Broadband	73	75	70	64	282	62	58	55	54	229
YoY % change						-15.1%	-22.7%	-21.4%	-15.6%	-18.8%
IP services	35	43	42	43	163	49	48	48	56	201
YoY % change						40.0%	11.6%	14.3%	30.2%	23.3%
Transit	187	165	162	157	671	119	86	95	94	394
YoY % change						-36.4%	-47.9%	-41.4%	-40.1%	-41.3%
Other	35	25	29	36	125	25	23	29	27	104
YoY % change						-28.6%	-8.0%	0.0%	-25.0%	-16.8%
Total	759	737	734	713	2,943	678	616	645	669	2,608
YoY % change						-10.7%	-16.4%	-12.1%	-6.2%	-11.4%
EBITDA (£m)										
	172	171	168	156	667	163	143	153	161	620
YoY % change						-5.2%	-16.4%	-8.9%	3.2%	-7.0%
Capex (£m)										
	74	89	82	91	336	72	57	52	52	233
YoY % change						-2.7%	-36.0%	-36.6%	-42.9%	-30.7%
Operating free cash flow (£m)										
	(16)	88	10	177	259	(8)	63	115	178	348
YoY % change						-50.0%	-28.4%	n/m	0.6%	34.4%
Operational										
Order intake (£m)										
	71	116	344	217	748	501	308	416	806	2,031
YoY % change						605.6%	165.5%	20.9%	271.4%	171.5%

5. Openreach	2011/12					2012/13				
	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
YoY % change						-7.6%	-9.3%	-8.6%	-9.3%	-8.7%
LLU	290	306	313	311	1,220	289	295	297	292	1,173
YoY % change						-0.3%	-3.6%	-5.1%	-6.1%	-3.9%
Ethernet	171	182	194	203	750	208	217	214	222	861
YoY % change						21.6%	19.2%	10.3%	9.4%	14.8%
Fibre broadband	9	13	18	28	68	33	40	53	60	186
YoY % change						266.7%	207.7%	194.4%	114.3%	173.5%
Other	138	137	140	127	542	129	136	130	120	515
YoY % change						-6.5%	-0.7%	-7.1%	-5.5%	-5.0%
Total	1,269	1,294	1,313	1,311	5,187	1,270	1,283	1,286	1,276	5,115
YoY % change						0.1%	-0.9%	-2.1%	-2.7%	-1.4%
- of which internal	887	890	902	885	3,564	855	850	839	824	3,368
YoY % change						-3.6%	-4.5%	-7.0%	-6.9%	-5.5%
EBITDA (£m)										
	617	648	672	681	2,618	633	664	662	683	2,642
YoY % change						2.6%	2.5%	-1.5%	0.3%	0.9%
Capex (£m)										
	253	251	292	279	1,075	286	278	287	293	1,144
YoY % change						13.0%	10.8%	-1.7%	5.0%	6.4%
Operating free cash flow (£m)										
	256	431	385	442	1,514	289	328	448	410	1,475
YoY % change						12.9%	-23.9%	16.4%	-7.2%	-2.6%
Operational										
Internal physical lines ('000)										
	14,973	14,661	14,425	14,125		13,864	13,626	13,402	13,212	
External physical lines ('000)										
	5,237	5,258	5,172	5,155		5,156	5,094	5,091	5,052	
Fully unbundled physical lines (MPF) ('000)										
	4,583	4,885	5,240	5,631		5,848	6,110	6,384	6,702	
Total physical lines ('000)										
	24,793	24,804	24,838	24,912		24,868	24,830	24,878	24,966	
QoQ movement ('000)	18	11	34	74		-44	-38	48	88	

6. Broadband
000s

	2011/12			
	Q1	Q2	Q3	Q4

	2012/13			
	Q1	Q2	Q3	Q4

Retail

Total Broadband
Net adds in quarter
Retail share of DSL + fibre net adds
Retail share of DSL + fibre installed base

5,832	5,998	6,144	6,280
141	166	146	136
56%	64%	56%	45%
37%	37%	37%	37%

6,365	6,446	6,569	6,704
85	81	122	136
54%	54%	50%	48%
38%	38%	38%	38%

Wholesale

Total BT Wholesale Broadband
Net adds in quarter
External Wholesale
Net adds in quarter

8,391	8,510	8,551	8,543
279	119	41	(8)
2,559	2,512	2,407	2,263
138	(47)	(105)	(144)

8,577	8,591	8,653	8,770
34	14	62	117
2,212	2,144	2,084	2,066
(51)	(67)	(60)	(19)

Openreach

External broadband volumes
Full LLU (MPF)
Shared LLU (SMPF) + external fibre on WLR lines
Total
Net adds in quarter

4,583	4,885	5,240	5,631
2,996	2,836	2,700	2,622
7,579	7,722	7,941	8,253
(29)	142	219	312

5,848	6,110	6,384	6,702
2,528	2,401	2,308	2,158
8,376	8,511	8,693	8,859
123	135	182	167

Group

Total DSL + fibre
Net adds in quarter

15,969	16,232	16,491	16,795
250	261	260	304

16,952	17,102	17,345	17,629
157	150	243	284

7. Costs & other statistics	2011/12					2012/13				
	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
Indirect labour costs	242	232	230	210	914	221	214	205	205	845
Leaver costs	28	29	11	29	97	23	16	12	7	58
Gross labour costs	1,465	1,481	1,440	1,443	5,829	1,437	1,412	1,382	1,399	5,630
Capitalised labour	(241)	(242)	(247)	(257)	(987)	(237)	(243)	(241)	(245)	(966)
Net labour costs	1,224	1,239	1,193	1,186	4,842	1,200	1,169	1,141	1,154	4,664
Payments to telecommunications operators	825	786	800	742	3,153	697	653	651	676	2,677
Property and energy costs	273	270	270	253	1,066	261	259	253	249	1,022
Network operating and IT costs	170	163	144	153	630	156	156	137	138	587
Other costs	868	971	873	960	3,672	738	768	806	934	3,246
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
Depreciation and amortisation	739	753	734	746	2,972	723	722	706	692	2,843
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
Specific items	66	(343)	26	14	(237)	2	50	(87)	151	116
Total operating costs	4,165	3,839	4,040	4,054	16,098	3,777	3,777	3,607	3,994	15,155

Capital expenditure (£m)										
Capital expenditure by line of business										
BT Global Services	117	155	139	149	560	128	125	121	150	524
BT Retail	102	117	115	134	468	103	105	85	99	392
BT Wholesale	74	89	82	91	336	72	57	52	52	233
Openreach	253	251	292	279	1,075	286	278	287	293	1,144
Other	36	40	37	42	155	33	31	27	54	145
Total	582	652	665	695	2,594	622	596	572	648	2,438

Lines ('000)										
Lines sold through BT lines of business										
Consumer	11,563	11,323	11,138	10,919		10,717	10,534	10,361	10,207	
<i>QoQ movement</i>	-239	-240	-185	-219		-202	-183	-173	-154	
Business/Corporate	4,827	4,722	4,636	4,551		4,437	4,340	4,262	4,165	
<i>QoQ movement</i>	-90	-105	-86	-85		-114	-97	-78	-97	
Total	16,390	16,045	15,774	15,470		15,154	14,874	14,623	14,372	
<i>QoQ movement</i>	-329	-345	-271	-304		-316	-280	-251	-251	

8. Glossary

Global Services

Revenue	Geographic analysis of revenue is on the basis of the country in which the contract or services are supplied, and the revenue is earned
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Retail

Revenue	
UK consumer lines & calls	Lines revenue is rentals, connections and calling features revenue for analogue and digital lines sold to consumers in the UK by BT Consumer (including Plusnet) and BT Ireland. 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 by BT Consumer (including Plusnet) and BT Ireland.
UK consumer broadband & TV	Revenue from broadband sold to consumers in the UK by BT Consumer (including Plusnet) and BT Ireland. Includes BT Infinity and BT TV.
UK consumer other	Mainly telephones and equipment sold by BT Consumer
Business lines & calls	Lines revenue is rentals, connections and calling features revenue for analogue and digital lines sold to SMEs in the UK by BT Business and Plusnet. 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 in the UK by BT Business and Plusnet.
Business broadband	Revenue from broadband sold to SMEs in the UK by BT Business and Plusnet. Includes mobility revenue.
Business IT services	Revenue from three specialist IT units in BT Business - BT Engage IT, BT iNet and BT Business Direct
Business other	Mainly ICT and managed network services revenue outside of the three specialist IT units
BT Conferencing	Revenue from audio, video and web conferencing and collaboration services for business customers in the UK and around the world
Enterprises other	Revenue from BT Directories, BT Expedite & Fresca, BT Redcare, BT Payphones, BT Wi-fi, BT Tikit and BT Fleet (from April 2013)
Ireland (ex Consumer, ex Transit)	In Northern Ireland, includes revenue from SMEs and the public sector (excludes revenue from consumers). In Republic of Ireland, includes revenue from the corporate sector, the public sector and from wholesale network services.
Ireland 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)
Internal	BT Conferencing revenue from BT Global Services, BT Business IT services & managed networks revenue from BT Global Services, and other internal revenue in BT Enterprises and BT Ireland
Operational	
Call minutes	Includes BT Retail and BT Global Services non geographic and geographic call minutes - local, national and international call minutes, fixed to mobile, 0800, 0870 and 0845
Consumer ARPU	12 month rolling consumer revenue, less mobile POLOs, divided by the number of primary lines
Active consumer lines	The number of UK consumer lines over which BT is the call provider (including Plusnet and Northern Ireland)
TV base	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

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.
Broadband	IPStream Connect and Wholesale Broadband Connect revenue from sales to external CP customers including that not deemed managed solutions. Excludes managed broadband network service contracts.
Lines & calls	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
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

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
Ethernet	Internal and external Ethernet 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 Retail 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 and ISDN30)
Fully unbundled physical lines (MPF)	MPF lines provided by Openreach to other CPs

Broadband

Total broadband base (BT Retail)	BT's total retail broadband base - BT Consumer (including BT Infinity), BT Business, Plusnet, Northern Ireland and broadband lines sold by Global Services
Total BT Wholesale Broadband	Total physical and fibre broadband lines sold by BT Wholesale both internally and externally to CP customers
External broadband volumes: full LLU (MPF)	MPF lines provided by Openreach to other CPs
External broadband volumes: shared LLU (SMPF) + external fibre on WLR lines	SMPF lines provided by Openreach to other CPs - includes Generic Ethernet Access (fibre) provided by Openreach to other CPs on WLR lines

Costs & other stats

Consumer lines	Total lines (analogue lines and ISDN channels (WLR)) sold by BT Retail, including Northern Ireland and Plusnet
Business/Corporate lines	Total lines (analogue lines and ISDN channels (WLR)) sold by BT Business, BT Global Services and BT Wholesale