

Performance Indicators: Q1 2008/9

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The Performance Indicators include a new format for the analysis of external revenue by LOB (with the old format included at the back of the pack for Q1, this quarter only). This provides an additional level of disclosure, including the introduction of Managed Network Solutions, MPLS and Global Carrier revenue categories. The New Wave and Traditional revenue categories are now replaced by four new sub categories of Managed Solutions, Broadband and Convergence, Calls and Lines and Other.

Q1 2008/9

BT Group Results - P&L	2008/9 Q1 Actual BT Group	2007/8 Q1 Restated BT Group	Better / (worse) %	2007/8 Q4 Actual BT Group	2006/07 Q4 Restated BT Group	Better / (worse) %	2007/8 FY Actual BT Group	2006/7 FY Restated BT Group	Better (worse) %
<i>€m unless stated</i>									
Revenue									
BT Global Services	2,052	1,815	13.1	2,226	2,025	9.9	7,889	7,312	7.9
BT Retail	2,109	2,047	3.0	2,158	2,123	1.6	8,477	8,346	1.6
BT Wholesale	1,156	1,318	(12.3)	1,180	1,335	(11.6)	4,959	5,386	(7.9)
Openreach	1,306	1,321	(1.1)	1,320	1,336	(1.2)	5,266	5,223	0.8
Other	7	7	0.0	9	5	80.0	28	17	64.7
Eliminations	(1,453)	(1,475)	1.5	(1,471)	(1,532)	4.0	(5,915)	(6,061)	2.4
Group Revenue	5,177	5,033	2.9	5,422	5,292	2.5	20,704	20,223	2.4
Leaver costs	73	8	-	56	63	-	127	147	
EBITDA before leavers									
BT Global Services	195	178	9.6	304	270	12.6	883	776	13.8
BT Retail	368	331	11.2	391	363	7.7	1,511	1,381	9.4
BT Wholesale	322	375	(14.1)	320	373	(14.2)	1,401	1,511	(7.3)
Openreach	491	482	1.9	496	497	(0.2)	1,938	1,931	0.4
Other	57	59	(3.4)	58	34	70.6	178	181	(1.7)
Group EBITDA before leavers	1,433	1,425	0.6	1,569	1,537	2.1	5,911	5,780	2.3
Group EBITDA post leavers	1,360	1,417	(4.0)	1,513	1,474	2.6	5,784	5,633	2.7
Depreciation & amortisation of intangibles									
BT Global Services	186	171	(8.8)	201	191	(5.2)	744	665	(11.9)
BT Retail	109	109	0.0	119	121	1.7	445	445	0.0
BT Wholesale	197	209	5.7	250	232	(7.8)	893	908	1.7
Openreach	184	181	(1.7)	172	177	2.8	689	707	2.5
Other	15	39	61.5	13	52	75.0	118	195	39.5
Group Depreciation	691	709	2.5	755	773	2.3	2,889	2,920	1.1
Op Profit before leavers									
BT Global Services	9	7	28.6	103	79	30.4	139	111	25.2
BT Retail	259	222	16.7	272	242	12.4	1,066	936	13.9
BT Wholesale	125	166	(24.7)	70	141	(50.4)	508	603	(15.8)
Openreach	307	301	2.0	324	320	1.3	1,249	1,224	2.0
Other	42	20	110.0	45	(18)	(350.0)	60	(14)	(528.6)
Group Op Profit before leavers	742	716	3.6	814	764	6.5	3,022	2,860	5.7
Group Op Profit post leavers	669	708	(5.5)	758	701	8.1	2,895	2,713	6.7
Net Finance Costs	(130)	(55)	(136.4)	(97)	(70)	(38.6)	(378)	(233)	62.2
Share of post tax profits/losses of associates and joint ventures	1	(3)	(133.3)	(3)	1	(400.0)	(11)	15	(173.3)
Underlying PBT	540	650	(16.9)	658	632	4.1	2,506	2,495	0.4
Specific Items : Net gains (losses)	(27)	(50)	-	(164)	(31)	-	(530)	(11)	
Reported PBT	513	600	(14.5)	494	601	(17.8)	1,976	2,484	(20.5)
Tax - Underlying	(123)	(161)	23.6	(147)	(155)	5.2	(581)	(611)	4.9
Tax on specific items	8	169		79	9		343	979	
Tax rate	22.8%	24.8%		22.3%	24.5%		23.2%	24.5%	
Net Income	398	608	(34.5)	426	455	(6.4)	1,738	2,852	(39.1)
<i>Memo: Minority Interest</i>	1	1		1	1		1	2	
EPS before specific items and leavers costs (p)	6.1	6.0	1.7	7.0	6.3	11.1	25.0	23.9	4.6
EPS before specific items (p)	5.4	5.9	(8.5)	6.5	5.8	12.1	23.9	22.7	5.3
EPS after specific items (p)	5.1	7.4	(31.1)	5.4	5.5	(1.8)	21.5	34.4	(37.5)
Proposed Dividend (p)	-	-		10.40	10.00		15.80	15.10	4.6
Average Number of Shares in Issue	7,731	8,216		7,904	8,265		8,066	8,293	
Capital Expenditure	802	903	11.2	774	905	14.5	3,339	3,247	(2.8)
Free Cash Flow	(734)	(152)		1,705	1,558		1,503	1,354	
Net Debt	10,581	8,631	(22.6)	9,460	7,914	(19.5)	9,460	7,914	(19.5)

EXTERNAL REVENUE BY SEGMENT	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
Major Corporate	1,659	1,665	1,796	1,969	7,089	1,747	1,793	1,882	2,151	7,573	1,961
Business	616	618	607	615	2,456	628	639	647	676	2,590	661
Consumer	1,252	1,257	1,310	1,305	5,124	1,231	1,289	1,292	1,259	5,071	1,228
Wholesale / Global Carrier	1,331	1,397	1,411	1,398	5,537	1,420	1,369	1,326	1,327	5,442	1,320
Other	6	4	2	5	17	7	5	7	9	28	7
Total External Revenue	4,864	4,941	5,126	5,292	20,223	5,033	5,095	5,154	5,422	20,704	5,177

EXTERNAL REVENUE BY SEGMENT YEAR-ON-YEAR GROWTH	2006/7					2007/8					2008/9
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1
Major Corporate	6.4%	4.5%	5.8%	4.5%	5.3%	5.3%	7.7%	4.8%	9.2%	6.8%	12.2%
Business	0.3%	1.7%	2.8%	0.2%	1.2%	1.9%	3.4%	6.6%	9.9%	5.5%	5.3%
Consumer	(5.4%)	(5.9%)	(1.1%)	(0.5%)	(3.2%)	(1.7%)	2.5%	(1.4%)	(3.5%)	(1.0%)	(0.2%)
Wholesale / Global Carrier	8.3%	13.9%	11.3%	5.9%	9.8%	6.7%	(2.0%)	(6.0%)	(5.1%)	(1.7%)	(7.0%)
Other	n/m	n/m	n/m	n/m	n/m	n/m	n/m	n/m	n/m	n/m	n/m
Total Headline growth	2.8%	3.7%	5.0%	3.1%	3.6%	3.5%	3.1%	0.5%	2.5%	2.4%	2.9%
Total excluding the impact of mobile termi	2.8%	3.7%	5.0%	3.1%	3.6%	3.5%	3.1%	0.5%	2.5%	2.4%	2.9%

EXTERNAL REVENUE ANALYSIS - BT Group	2006/7					2007/8					2008/9				
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m
Networked IT Services (a)	869	870	986	1,143	3,868	920	968	1,057	1,265	4,210	1,080	-	-	-	1,080
Managed Network Solutions (b)	73	76	70	87	306	64	72	76	83	295	81	-	-	-	81
MPLS (c)	139	162	164	186	651	181	199	213	222	815	247	-	-	-	247
Total Managed Solutions	1,081	1,108	1,220	1,416	4,825	1,165	1,239	1,346	1,570	5,320	1,408	-	-	-	1,408
Broadband & LLU	454	486	520	556	2,016	540	543	550	586	2,219	555	-	-	-	555
Mobility & Convergence	71	72	73	78	294	75	93	89	91	348	85	-	-	-	85
Total Broadband and Convergence	525	558	593	634	2,310	615	636	639	677	2,567	640	-	-	-	640
Exchange lines/ISDN - connection and rental	876	851	844	819	3,390	841	830	837	813	3,321	814	-	-	-	814
Calls	685	655	692	676	2,708	641	641	629	595	2,506	596	-	-	-	596
Private Circuits (d)	263	268	241	228	1,000	274	262	229	226	991	237	-	-	-	237
Total Calls and Lines	1,824	1,774	1,777	1,723	7,098	1,756	1,733	1,695	1,634	6,818	1,647	-	-	-	1,647
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	-	-	-	827
Other (f)	591	628	657	662	2,538	604	628	639	730	2,601	655	-	-	-	655
Total Other	1,434	1,501	1,536	1,519	5,990	1,497	1,487	1,474	1,541	5,999	1,482	-	-	-	1,482
Total External Revenue	4,864	4,941	5,126	5,292	20,223	5,033	5,095	5,154	5,422	20,704	5,177	0	0	0	5,177

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

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

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

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

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

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

EXTERNAL REVENUE ANALYSIS - BT Group	YoY Movement 2007/8					YoY Movement 2008/9				
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m
Networked IT Services (a)	5.9%	11.3%	7.2%	10.7%	8.8%	17.4%				
Managed Network Solutions(c) MPLS (b)	-12.3%	-5.3%	8.6%	-4.6%	-3.6%	26.6%				
Total Managed Solutions	7.8%	11.8%	10.3%	10.9%	10.3%	20.9%				
Broadband & LLU	18.9%	11.7%	5.8%	5.4%	10.1%	2.8%				
Mobility & Convergence	5.6%	29.2%	21.9%	16.7%	18.4%	13.3%				
Total Broadband and Convergence	17.1%	14.0%	7.8%	6.8%	11.1%	4.1%				
Exchange lines/ISDN - connection and rental	-4.0%	-2.5%	-0.8%	-0.7%	-2.0%	-3.2%				
Calls	-6.4%	-2.1%	-9.1%	-12.0%	-7.5%	-7.0%				
Private Circuits (d)	4.2%	-2.2%	-5.0%	-0.9%	-0.9%	-13.5%				
Total Calls and Lines	-3.7%	-2.3%	-4.6%	-5.2%	-3.9%	-6.2%				
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%				
Other (f)	2.2%	0.0%	-2.7%	10.3%	2.5%	8.4%				
Total Other	4.4%	-0.9%	-4.0%	1.4%	0.2%	-1.0%				
Total Revenue	3.5%	3.1%	0.5%	2.5%	2.4%	2.9%				

EXTERNAL REVENUE ANALYSIS - Global Services	2006/7					2007/8					2008/9				
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
Networked IT Services	780	786	889	1,052	3,507	827	866	936	1,125	3,754	952	-	-	-	952
Managed Network Solutions	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MPLS	139	162	164	186	651	181	199	213	222	815	247	-	-	-	247
Total Managed Solutions	919	948	1,053	1,238	4,158	1,008	1,065	1,149	1,347	4,569	1,199	-	-	-	1,199
Broadband	12	13	15	18	58	15	16	15	17	63	16	-	-	-	16
Mobility & Convergence	44	45	48	50	187	46	64	64	68	242	59	-	-	-	59
Total Broadband and Convergence	56	58	63	68	245	61	80	79	85	305	75	-	-	-	75
Exchange lines/ISDN - connection and rental	144	140	140	132	556	141	134	138	139	552	126	-	-	-	126
Calls	75	68	66	58	267	63	59	58	57	237	56	-	-	-	56
Private Circuits	114	111	105	108	438	118	105	94	83	400	101	-	-	-	101
Total Calls and Lines	333	319	311	298	1,261	322	298	290	279	1,189	283	-	-	-	283
Transit, conveyance, interconnect circuits, WLR, global carrier and other wholesale (incl. FRIACO) (a)	171	173	164	161	669	182	196	201	198	777	215	-	-	-	215
Other (b)	235	227	257	260	979	242	244	246	317	1,049	280	-	-	-	280
Total Other	406	400	421	421	1,648	424	440	447	515	1,826	495	-	-	-	495
Total External Revenue	1,714	1,725	1,848	2,025	7,312	1,815	1,883	1,965	2,226	7,889	2,052	0	0	0	2,052
Internal Revenue	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Global Services Revenue	1,714	1,725	1,848	2,025	7,312	1,815	1,883	1,965	2,226	7,889	2,052	0	0	0	2,052

(a) Global Carrier revenue only

(b) Mainly non-UK revenue

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

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
124

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

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

2008/9 Q1 £m
1,230
663
1,893

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

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

2008/9 Q1 £m
5,297
2,927
8,224

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	-	-	-	128
Managed Network Solutions	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MPLS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Managed Solutions	89	84	97	91	361	93	102	121	140	456	128	-	-	-	128
Broadband	207	213	219	239	878	247	265	273	298	1,083	290	-	-	-	290
Mobility & Convergence	27	27	25	28	107	29	29	25	23	106	26	-	-	-	26
Total Broadband and Convergence	234	240	244	267	985	276	294	298	321	1,189	316	-	-	-	316
Exchange lines/ISDN - connection and rental	732	711	704	687	2,834	700	696	699	674	2,769	688	-	-	-	688
Calls	610	587	626	618	2,441	578	582	571	538	2,269	540	-	-	-	540
Private Circuits	34	36	33	31	134	32	32	32	33	129	31	-	-	-	31
Total Calls and Lines	1,376	1,334	1,363	1,336	5,409	1,310	1,310	1,302	1,245	5,167	1,259	-	-	-	1,259
Transit, conveyance, interconnect circuits, WLR, global carrier and other wholesale (incl. FRIACO) (a)	21	19	17	17	74	17	18	18	18	71	22	-	-	-	22
Other (b)	285	330	325	331	1,271	294	328	335	354	1,311	310	-	-	-	310
Total Other	306	349	342	348	1,345	311	346	353	372	1,382	332	-	-	-	332
Total External Revenue	2,005	2,007	2,046	2,042	8,100	1,990	2,052	2,074	2,078	8,194	2,035	0	0	0	2,035
Internal Revenue	49	54	62	81	246	57	74	72	80	283	74	-	-	-	74
Total Retail Revenue	2,054	2,061	2,108	2,123	8,346	2,047	2,126	2,146	2,158	8,477	2,109	0	0	0	2,109

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

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

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	-2.0%	3.0%	-1.0%	-2.8%	-0.7%	0.1%	-	-	-	-	-	-	-	-	-
BT Business	-0.2%	3.9%	7.4%	6.9%	4.5%	7.2%	-	-	-	-	-	-	-	-	-
Enterprises	2.9%	-5.2%	-5.4%	-1.6%	-2.6%	4.0%	-	-	-	-	-	-	-	-	-
Ireland	3.1%	2.0%	0.7%	14.9%	5.0%	3.9%	-	-	-	-	-	-	-	-	-
Other	na	na	na	na	na	na	-	-	-	-	-	-	-	-	-
Retail External Revenue	-0.7%	2.2%	1.4%	1.8%	1.2%	2.3%	-	-	-	-	-	-	-	-	-

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	-	-	-	81
MPLS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Managed Solutions	73	76	70	87	306	64	72	76	83	295	81	-	-	-	81
Broadband	186	189	200	196	771	175	158	149	142	624	129	-	-	-	129
Mobility & Convergence	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Broadband and Convergence	186	189	200	196	771	175	158	149	142	624	129	-	-	-	129
Exchange lines/ISDN - connection and rental	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Private Circuits	115	121	103	89	428	124	125	103	110	462	105	-	-	-	105
Total Calls and Lines	115	121	103	89	428	124	125	103	110	462	105	-	-	-	105
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	-	-	-	476
Other	65	67	73	66	271	61	51	51	50	213	58	-	-	-	58
Total Other	635	657	668	644	2,604	647	592	562	525	2,326	534	-	-	-	534
Total External Revenue	1,009	1,043	1,041	1,016	4,109	1,010	947	890	860	3,707	849	0	0	0	849
Internal Revenue	319	319	320	319	1,277	308	309	315	320	1,252	307	-	-	-	307
Total Wholesale Revenue	1,328	1,362	1,361	1,335	5,386	1,318	1,256	1,205	1,180	4,959	1,156	-	-	-	1,156

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

EXTERNAL REVENUE ANALYSIS - Openreach	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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
MPLS	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Managed Solutions	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
LLU	49	71	86	103	309	103	104	113	129	449	120	-	-	-	120
Mobility & convergence	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Broadband and Convergence	49	71	86	103	309	103	104	113	129	449	120	-	-	-	120
Exchange lines/ISDN - connection and rental	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Calls	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Private Circuits	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Calls and Lines	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Transit, conveyance, interconnect circuits, WLR, global carrier and other wholesale (incl. FRIACO)	81	91	103	101	376	108	104	105	120	437	114	-	-	-	114
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total Other	81	91	103	101	376	108	104	105	120	437	114	-	-	-	114
Total External Revenue	130	162	189	204	685	211	208	218	249	886	234	0	0	0	234
Internal Revenue	1,141	1,128	1,137	1,132	4,538	1,110	1,099	1,100	1,071	4,380	1,073	-	-	-	-
Total Openreach Revenue	1,271	1,290	1,326	1,336	5,223	1,321	1,307	1,318	1,320	5,266	1,307	0	0	0	234

EXTERNAL REVENUE ANALYSIS - Openreach	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	-	-	-	-	-	-	-	-	-	-
MPLS	-	-	-	-	-	-	-	-	-	-
Total Managed Solutions	-	-	-	-	-	-	-	-	-	-
LLU	110.2%	46.5%	31.4%	25.2%	45.3%	16.5%	-	-	-	-
Mobility & Convergence	-	-	-	-	-	-	-	-	-	-
Total Broadband and Convergence	110.2%	46.5%	31.4%	25.2%	45.3%	16.5%	-	-	-	-
Exchange lines/ISDN - connection and rental	-	-	-	-	-	-	-	-	-	-
Calls	-	-	-	-	-	-	-	-	-	-
Private Circuits	-	-	-	-	-	-	-	-	-	-
Total Calls and Lines	-	-	-	-	-	-	-	-	-	-
Transit, conveyance, interconnect circuits, WLR, global carrier and other wholesale (incl. FRIACO)	33.3%	14.3%	1.9%	18.8%	16.2%	5.6%	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-
Total Other	33.3%	14.3%	1.9%	18.8%	16.2%	5.6%	-	-	-	-
Total External Revenue	62.3%	28.4%	15.3%	22.1%	29.3%	10.9%	-	-	-	-

Summary Cost Analysis	2004/5					2005/6					2006/7					2007/8					2008/9
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m
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
Own work capitalised [^]	(172)	(206)	(169)	(175)	(722)	(161)	(159)	(179)	(175)	(674)	(171)	(175)	(186)	(186)	(718)	(187)	(192)	(177)	(168)	(724)	(158)
Net Staff costs before leavers	898	859	929	980	3,666 #	995	1,051	1,047	1,066	4,159 #	1,085	1,099	1,096	1,078	4,358	1,112	1,105	1,096	1,194	4,507	1,212
Leaver costs	102	8	12	44	166	6	37	23	67	133	24	33	27	63	147	8	43	20	56	127	73
Total Staff costs incl. leaver costs	1,000	867	941	1,024	3,832 #	1,001	1,088	1,070	1,133	4,292 #	1,109	1,132	1,123	1,141	4,505	1,120	1,148	1,116	1,250	4,634	1,285
Other operating costs [^]	1,285	1,371	1,370	1,502	5,528	1,406	1,395	1,453	1,633	5,887	1,437	1,442	1,593	1,687	6,159	1,501	1,561	1,649	1,697	6,408	1,585
Sub total	2,285	2,238	2,311	2,526	9,360	2,407	2,483	2,523	2,766	10,179	2,546	2,574	2,716	2,828	10,664	2,621	2,709	2,765	2,947	11,042	2,870
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
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
Amortisation of acquired intangibles	-	-	-	-	-	3	2	3	3	11	3	3	4	3	13	3	12	5	23	43	11
Total costs*	3,973	3,906	3,886	4,164	15,929	4,125	4,164	4,265	4,554	17,108	4,255	4,311	4,508	4,672	17,746	4,392	4,456	4,520	4,800	18,168	4,598

[^] 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
Headline FTE	103.1	103.0	103.4	104.4	106.4	105.6	107.4	110.0	109.5
FTE increase in the quarter due to acquisitions	0.2	-	0.1	1.1	0.9	0.2	1.7	3.8	0.4

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
By Category																					
Transmission Equipment	357	392	401	338	1,488	373	347	356	353	1,429	297	297	303	312	1,209	289	279	267	282	1,117	216
Exchange Equipment	41	36	40	26	143	18	18	21	23	80	14	39	24	41	118	31	24	13	15	83	9
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
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
Software	97	147	94	106	444	99	137	174	182	592	180	202	219	206	807	257	153	196	220	826	247
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
Land and Buildings	10	15	16	23	64	11	12	19	26	68	22	10	17	12	61	17	6	7	3	33	5
Total	694	803	770	744	3,011	716	694	759	973	3,142	715	812	815	905	3,247	903	799	863	774	3,339	802

Total Fixed Network Calls	2004/5				2005/6				2006/7				2007/8				2008/9
Quarterly Minutes (billions)	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
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
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
Total Non Geographic Calls	13.13	12.33	11.46	10.76	9.64	8.94	8.22	7.86	6.99	6.35	5.87	5.82	5.22	4.96	4.61	4.39	4.02
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
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
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
Total Geographic	16.66	16.37	16.40	15.98	15.11	14.40	14.49	14.35	13.12	12.80	13.01	12.99	12.02	11.70	11.64	11.48	10.79
Total Retail	29.79	28.70	27.86	26.74	24.75	23.34	22.71	22.21	20.11	19.15	18.88	18.81	17.24	16.65	16.25	15.87	14.81
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
BT Group Originating Calls*	50.67	47.25	44.57	42.58	37.58	33.24	31.09	29.37	26.07	23.90	24.10	22.84	20.65	19.85	19.00	18.31	16.78
* Excluding Payphones and Directories (c0.3bn mins/qtr)																	
Total Fixed Network Calls	2004/5				2005/6				2006/7				2007/8				2008/9
Quarterly Year on Year Minutes Change	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Internet Related and Other Non Geo	(22)%	(22)%	(25)%	(30)%	(31)%	(32)%	(34)%	(32)%	(33)%	(36)%	(36)%	(33)%	(32)%	(28)%	(27)%	(30)%	(29)%
Fixed to Mobile	(7)%	(7)%	(7)%	(8)%	(4)%	(6)%	(5)%	(4)%	(7)%	(5)%	(5)%	(5)%	(8)%	(9)%	(10)%	(12)%	(12)%
Total Non Geographic Calls	(19)%	(20)%	(23)%	(27)%	(27)%	(27)%	(28)%	(27)%	(28)%	(29)%	(29)%	(26)%	(25)%	(22)%	(22)%	(25)%	(23)%
Local	(12)%	(11)%	(12)%	(14)%	(10)%	(13)%	(12)%	(11)%	(14)%	(12)%	(11)%	(10)%	(10)%	(10)%	(12)%	(13)%	(12)%
National	(10)%	(10)%	(10)%	(12)%	(8)%	(11)%	(11)%	(9)%	(12)%	(10)%	(9)%	(9)%	(7)%	(7)%	(10)%	(10)%	(9)%
International	(7)%	(6)%	(7)%	(9)%	(6)%	(7)%	(9)%	(8)%	(8)%	(6)%	(2)%	0%	3%	3%	2%	1%	1%
Total Geographic	(11)%	(11)%	(11)%	(13)%	(9)%	(12)%	(12)%	(10)%	(13)%	(11)%	(10)%	(9)%	(8)%	(9)%	(10)%	(12)%	(10)%
Total Retail	(15)%	(15)%	(16)%	(19)%	(17)%	(19)%	(18)%	(17)%	(19)%	(18)%	(17)%	(15)%	(14)%	(13)%	(14)%	(16)%	(14)%
Freephone and FRIACO	(10)%	(16)%	(25)%	(33)%	(39)%	(47)%	(50)%	(55)%	(54)%	(52)%	(38)%	(44)%	(43)%	(33)%	(47)%	(39)%	(42)%
BT Group Originating Calls*	(13)%	(15)%	(20)%	(25)%	(26)%	(30)%	(30)%	(31)%	(31)%	(28)%	(22)%	(22)%	(21)%	(17)%	(21)%	(20)%	(19)%
CPS Volumes ('000)	2004/5				2005/6				2006/7				2007/8				2008/9
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
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
Net adds in quarter	424	446	402	338	382	263	225	288	268	62	(83)	(102)	(74)	(356)	111	(36)	(122)
* 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
Product Group Summary																	
Retail																	
Total Broadband	1,102	1,283	1,509	1,780	1,981	2,167	2,410	2,668	2,826	2,980	3,219	3,659	3,834	4,074	4,251	4,402	4,505
Broadband Net adds in quarter	135	181	226	271	201	186	243	258	158	154	239	245 ¹	175	178 ²	177	150	103
Retail Share of DSL + LLU Net Adds	28%	30%	25%	32%	28%	27%	30%	30%	30%	25%	34%	32% ¹	38%	37% ²	35%	30%	31%
Retail Share of DSL + LLU Installed Base	41%	39%	36%	35%	34%	33%	33%	33%	33%	32%	32%	34%	34%	35%	35%	35%	35%
Wholesale																	
Total Wholesale Broadband	2,687	3,294	4,182	5,023	5,713	6,348	7,078	7,760	8,071	8,439	8,679	8,827	8,772	8,480	8,457	8,385	8,261
Net adds in quarter	472	607	888	841	690	635	730	682	311	368	240	148	(55)	(292)	(23)	(72)	(123)
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
Net adds in quarter	337	426	662	570	489	449	487	424	153	214	1	(97) ³	(230)	(470) ³	(200)	(222)	(227)
Openreach																	
External LLU Volumes ('000)																	
Full and Shared loops	14	20	28	41	72	122	192	356	580	838	1,295	1,910	2,424	3,195	3,729	4,300	4,761
Net adds in quarter	3	6	8	13	31	50	70	164	224	258	457	615	514	771	534	571	461
Group																	
Total DSL + LLU	2,701	3,314	4,210	5,064	5,785	6,470	7,270	8,116	8,651	9,277	9,974	10,737	11,195	11,674	12,186	12,684	13,022
Net adds in quarter	475	613	896	854	721	685	800	846	535	626	697	763	459	479	511	499	338

BT Vision	2007/8				2008/9
	Q1	Q2	Q3	Q4	Q1
Installed Base ('000)	15	46	120	214	282

1 Net adds excludes the acquisition of Plusnet (195k customers)

2 Net adds excludes the acquisition of Brightview (63k customers)

3 Adjusted for the impact of Plusnet and Brightview acquisitions by Retail

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

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
Product Group Summary																	
BT Retail																	
Business PSTN	5,260	5,148	5,043	4,976	4,895	4,789	4,735	4,645	4,558	4,473	4,390	4,330	4,271	4,190	4,136	4,065	3,992
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
Total Business	8,736	8,600	8,456	8,358	8,206	8,043	7,942	7,797	7,658	7,513	7,377	7,264	7,158	7,018	6,898	6,750	6,592
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
Residential ISDN	198	170	140	115	93	74	61	49	41	35	24	2	1	1	1	1	1
Total Residential	19,752	19,667	19,607	19,520	19,179	18,775	18,421	17,912	17,260	16,871	16,753	16,636	16,486	16,248	16,050	15,793	15,527
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
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
Total Retail Lines	28,488	28,267	28,063	27,878	27,385	26,818	26,363	25,709	24,918	24,384	24,130	23,900	23,644	23,266	22,948	22,543	22,119
Openreach																	
External WLR ('000)																	
Analogue lines / ISDN Channels	491	630	825	1,026	1,450	1,882	2,333	2,874	3,557	4,003	4,193	4,227	4,285	4,366	4,528	4,666	4,853
Net adds in quarter	114	139	195	201	424	432	451	541	683	446	190	34	58	80	163	137	187
Total Exchange Lines	28,979	28,897	28,888	28,904	28,835	28,700	28,696	28,583	28,475	28,387	28,323	28,127	27,929	27,632	27,476	27,209	26,972

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
	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£	£
Annual revenue	265	261	258	254	252	251	250	251	253	254	258	262	266	271	273	274	278
Contracted**	59%	60%	62%	64%	65%	66%	67%	67%	68%	69%	68%	68%	68%	68%	69%	70%	70%
Non-contracted	41%	40%	38%	36%	35%	34%	33%	33%	32%	31%	32%	32%	32%	32%	31%	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
Total	8,991	17,617	17,599	17,560	17,268	16,914	16,609	16,158	15,563	15,229	15,165	15,109	14,950	14,801	14,640	14,429	14,203
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
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
Unlimited Anytime Plan (3)	433	515	556	582	582	575	573	586	598	681	774	835	884	961	1,006	1,103	1,248
BTT Local	1,699	1,563	1,439	1,335	1,223	1,116	1,027	938	857	766	701	626	580	539	503	460	417

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

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

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

EXTERNAL REVENUE ANALYSIS - BT Group	2006/7					2007/8					2008/9
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
Networked IT Services	981	1,001	1,117	1,287	4,386	1,061	1,120	1,222	1,438	4,841	1,269
Broadband and LLU	454	486	520	556	2,016	540	543	550	586	2,219	555
Mobility	71	72	73	78	294	75	93	89	91	348	85
Other	135	177	170	196	678	139	158	153	185	635	147
Total New Wave	1,641	1,736	1,880	2,117	7,374	1,815	1,914	2,014	2,300	8,043	2,056
Exchange lines/ISDN - connection and rental	876	851	844	819	3,390	841	830	837	813	3,321	814
Calls	685	655	692	676	2,708	641	641	629	595	2,506	596
Private Circuits	309	317	291	275	1,192	312	310	274	266	1,162	274
Transit, conveyance, interconnect circuits, WLR and other wholesale (incl. FRIACO)	656	687	704	686	2,733	703	654	627	606	2,590	604
Other	697	695	715	719	2,826	721	746	773	842	3,082	833
Total Traditional	3,223	3,205	3,246	3,175	12,849	3,218	3,181	3,140	3,122	12,661	3,121
Total Revenue	4,864	4,941	5,126	5,292	20,223	5,033	5,095	5,154	5,422	20,704	5,177

EXTERNAL REVENUE ANALYSIS - Year-on-year growth	2006/7					2007/8					2007/8
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
Networked IT Services	9.1%	9.5%	7.6%	6.0%	7.9%	8.2%	11.9%	9.4%	11.7%	10.4%	19.6%
Broadband and LLL	44.6%	38.9%	39.0%	32.1%	38.2%	18.9%	11.7%	5.8%	5.4%	10.1%	2.8%
Mobility	7.6%	4.3%	(2.7%)	(4.9%)	0.7%	5.6%	29.2%	21.9%	16.7%	18.4%	13.3%
Other	27.4%	67.0%	41.7%	46.3%	45.5%	3.0%	(10.7%)	(10.0%)	(5.6%)	(6.3%)	5.8%
Total New Wave	18.5%	20.6%	17.0%	14.4%	17.4%	10.6%	10.3%	7.1%	8.6%	9.1%	13.3%
Exchange lines/ISDN - connection and rental	(4.9%)	(6.7%)	(5.1%)	(7.0%)	(5.9%)	(4.0%)	(2.5%)	(0.8%)	(0.7%)	(2.0%)	(3.2%)
Calls	(10.3%)	(12.6%)	(5.2%)	(5.2%)	(8.4%)	(6.4%)	(2.1%)	(9.1%)	(12.0%)	(7.5%)	(7.0%)
Private Circuits	(1.6%)	5.0%	(9.6%)	(8.9%)	(3.9%)	1.0%	(2.2%)	(5.8%)	(3.3%)	(2.5%)	(12.2%)
Transit, conveyance, interconnect circuits, WLR and other wholesale (incl. FRIACO)	4.1%	8.4%	10.7%	4.7%	7.0%	7.2%	(4.8%)	(10.9%)	(11.7%)	(5.2%)	(14.1%)
Other	(2.8%)	(4.9%)	2.4%	(1.8%)	(1.8%)	3.4%	7.3%	8.1%	17.1%	9.1%	15.5%
Total Traditional	(3.7%)	(3.7%)	(0.9%)	(3.3%)	(2.9%)	(0.2%)	(0.7%)	(3.3%)	(1.7%)	(1.5%)	(3.0%)
Total Revenue	2.8%	3.7%	5.0%	3.1%	3.6%	3.5%	3.1%	0.5%	2.5%	2.4%	2.9%

EXTERNAL REVENUE ANALYSIS - Global Services	2006/7					2007/8					2008/9
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
Networked IT Services	892	917	1,020	1,196	4,025	968	1,018	1,101	1,298	4,385	1,141
Broadband	12	13	15	18	58	15	16	15	17	63	16
Mobility	44	45	48	50	187	46	64	64	68	242	59
Other	-	-	-	-	-	-	-	-	-	-	-
Total New Wave	948	975	1,083	1,264	4,270	1,029	1,098	1,180	1,383	4,690	1,216
Exchange lines/ISDN - connection and rental	144	140	140	132	556	141	134	138	139	552	126
Calls	75	68	66	58	267	63	59	58	57	237	56
Private Circuits	114	111	105	108	438	118	105	94	83	400	101
Transit, conveyance, interconnect circuits, WLR and other wholesale (incl. FRIACO)	-	-	-	-	-	-	-	-	-	-	-
Other UK	51	46	47	50	194	48	39	47	48	182	45
Other Non UK	382	385	407	413	1,587	416	448	448	516	1,828	508
Total Traditional	766	750	765	761	3,042	786	785	785	843	3,199	836
Total Revenue	1,714	1,725	1,848	2,025	7,312	1,815	1,883	1,965	2,226	7,889	2,052
Memo: Internal Revenue	-	-	-	-	-	-	-	-	-	-	-
Total Global Services Reported Revenue	1,714	1,725	1,848	2,025	7,312	1,815	1,883	1,965	2,226	7,889	2,052

EXTERNAL REVENUE ANALYSIS - Retail	2006/7					2007/8					2008/9
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
Networked IT Services	89	84	97	91	361	93	102	121	140	456	128
Broadband	207	213	219	239	878	247	265	273	298	1,083	290
Mobility	27	27	25	28	107	29	29	25	23	106	26
Other	48	89	83	97	317	61	92	82	103	338	59
Total New Wave	371	413	424	455	1,663	430	488	501	564	1,983	503
Exchange lines/ISDN - connection and rental	732	711	704	687	2,834	700	696	699	674	2,769	688
Calls	610	587	626	618	2,441	578	582	571	538	2,269	540
Private Circuits	34	36	33	31	134	32	32	32	33	129	31
Transit, conveyance, interconnect circuits, WLR and other wholesale (incl. FRIACO)	-	-	-	-	-	-	-	-	-	-	-
Other	258	260	259	251	1,028	250	254	271	269	1,044	273
Total Traditional	1,634	1,594	1,622	1,587	6,437	1,560	1,564	1,573	1,514	6,211	1,532
Total External Revenue	2,005	2,007	2,046	2,042	8,100	1,990	2,052	2,074	2,078	8,194	2,035
Memo: Internal Revenue	49	54	62	81	246	57	74	72	80	283	74
Total Retail Reported Revenue	2,054	2,061	2,108	2,123	8,346	2,047	2,126	2,146	2,158	8,477	2,109

EXTERNAL REVENUE ANALYSIS - Wholesale	2006/7					2007/8					2008/9	
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	
Networked IT Services	-	-	-	-	-	-	-	-	-	-	-	-
Broadband	186	189	200	196	771	175	158	149	142	624	129	
Mobility	-	-	-	-	-	-	-	-	-	-	-	
Other	87	88	87	99	361	78	66	71	82	297	88	
Total New Wave	273	277	287	295	1,132	253	224	220	224	921	217	
Exchange lines/ISDN - connection and rental	-	-	-	-	-	-	-	-	-	-	-	
Calls	-	-	-	-	-	-	-	-	-	-	-	
Private Circuits	161	170	153	136	620	162	173	148	150	633	142	
Transit, conveyance, interconnect circuits, WLR and other wholesale (incl. FRIACO)	575	596	601	585	2,357	595	550	522	486	2,153	490	
Other	-	-	-	-	-	-	-	-	-	-	-	
Total Traditional	736	766	754	721	2,977	757	723	670	636	2,786	632	
Total External Revenue	1,009	1,043	1,041	1,016	4,109	1,010	947	890	860	3,707	849	
Memo: Internal Revenue	319	319	320	319	1,277	308	309	315	320	1,252	307	
Total Wholesale Reported Revenue	1,328	1,362	1,361	1,335	5,386	1,318	1,256	1,205	1,180	4,959	1,156	

EXTERNAL REVENUE ANALYSIS - Openreach	2006/7					2007/8					2008/9
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
Networked IT Services	-	-	-	-	-	-	-	-	-	-	-
LLU	49	71	86	103	309	103	104	113	129	449	120
Mobility	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-
Total New Wave	49	71	86	103	309	103	104	113	129	449	120
Exchange lines/ISDN - connection and rental	-	-	-	-	-	-	-	-	-	-	-
Calls	-	-	-	-	-	-	-	-	-	-	-
Private Circuits	-	-	-	-	-	-	-	-	-	-	-
Transit, conveyance, interconnect circuits, WLR and other wholesale (incl. FRIACO)	81	91	103	101	376	108	104	105	120	437	114
Other	-	-	-	-	-	-	-	-	-	-	-
Total Traditional	81	91	103	101	376	108	104	105	120	437	114
Total Revenue	130	162	189	204	685	211	208	218	249	886	234
Memo: Internal Revenue	1,141	1,128	1,137	1,132	4,538	1,110	1,099	1,100	1,071	4,380	1,073
Total Openreach Reported Revenue	1,271	1,290	1,326	1,336	5,223	1,321	1,307	1,318	1,320	5,266	1,307