



Performance Indicators Q2 2009/10

Index

- Group income statement and free cash flow
- Revenue analysis
- Revenue trends
- Line of business statistics
- Line of business trends
- Broadband
- Costs

For further information please contact

BT Investor Relations

Phone +44 (0)20 7356 4909

Fax +44 (0)1908 860 884

Email bt.investorrelations@bt.com



Group income statement	2008/9	Change	2009/10	2008/9	Change	2009/10	2007/8	Change	2008/9
	Q1		Q1	Q2		Q2	Full Year		Full Year
£m unless stated	Restated ¹	%	Actual	Restated ¹	%	Actual	Restated ²	%	Restated ¹
Revenue									
BT Global Services	1,994	4.3	2,079	2,095	(3.4)	2,024	7,664	12.0	8,587
BT Retail	2,158	(2.2)	2,110	2,176	(5.2)	2,062	8,681	(0.2)	8,663
BT Wholesale	1,156	(1.2)	1,142	1,168	(3.7)	1,125	4,959	(6.1)	4,658
Openreach	1,306	0.0	1,306	1,303	(1.4)	1,285	5,266	(0.7)	5,231
Other	7	85.7	13	12	(16.7)	10	31	29.0	40
Eliminations	(1,444)	(2.0)	(1,415)	(1,451)	(4.6)	(1,384)	(5,897)	(1.8)	(5,789)
Group revenue	5,177	1.1	5,235	5,303	(3.4)	5,122	20,704	3.3	21,390
EBITDA									
BT Global Services	182	(65.9)	62	105	(9.5)	95			(1,313)
BT Retail	377	26.3	476	429	10.7	475			1,682
BT Wholesale	324	(1.2)	320	324	1.2	328			1,283
Openreach	491	2.4	503	489	3.7	507			2,025
Other	43	(76.7)	10	60	(48.3)	31			126
Group EBITDA pre leavers	1,417	(3.2)	1,371	1,407	2.1	1,436	5,911	(35.7)	3,803
Leaver costs	(73)	(38.4)	(45)	(36)	(41.7)	(21)	(127)	60.6	(204)
Group EBITDA post leavers	1,344	(1.3)	1,326	1,371	3.2	1,415	5,784	(37.8)	3,599
Group depreciation	(691)	6.8	(738)	(685)	10.8	(759)	(2,889)	0.0	(2,890)
Group operating profit post leavers	653	(10.0)	588	686	(4.4)	656	2,895	(75.5)	709
Finance costs (pre net interest on pensions)	(208)	2.9	(214)	(237)	(5.1)	(225)	(798)		(933)
Net interest on pensions	78		(69)	78		(70)	420		313
Net finance costs	(130)	117.7	(283)	(159)	85.5	(295)	(378)	64.0	(620)
Share of post tax profits/losses of associates & joint ventures	1		8	5		9	(11)		39
Underlying PBT	524	(40.3)	313	532	(30.5)	370	2,506	(94.9)	128
Specific Items: Net gains (losses)	(27)		(41)	(38)		(95)	(530)		(372)
Reported PBT	497	(45.3)	272	494	(44.3)	275	1,976	(112.3)	(244)
Tax - Underlying	(123)		(69)	(126)		(83)	(581)		10
Tax on specific items	8		11	10		236	343		43
Tax rate	23.5%		22.2%	23.7%		22.4%	23.2%		(7.8)%
Memo: Minorities	(1)		0	0		0	(1)		(2)
Net Income	382	(44.1)	214	378	13.2	428	1,738	(111.0)	(191)
EPS before leavers, net interest on pensions and specific items	5.1		4.2	4.9		4.5	21.3		0.8
EPS before net interest on pensions and specific items	4.4		3.8	4.5		4.3	20.1		(1.2)
EPS before specific items	5.1		3.2	5.3		3.7	23.9		1.8
EPS after specific items	4.9		2.8	4.9		5.5	21.5		(2.5)
Net dividend per share	-		-	5.4		2.3	15.8		6.5
Average Number of Shares in Issue	7,731		7,735	7,697		7,739	8,066		7,724
Group free cash flow									
Group EBITDA post leavers	1,344		1,326	1,371		1,415	5,784		3,599
Capital expenditure	(836)	(18.9)	(678)	(712)	(22.1)	(555)	(3,253)	(6.6)	(3,038)
Interest	(285)	(0.4)	(284)	(145)	4.8	(152)	(731)	28.2	(937)
Tax (ex. pension top-up tax shield)	0		210	(2)		201	203		(228)
Change in working capital	(962)		(599)	(168)		(100)	(24)		695
Specific items	(27)		(41)	(38)		(95)	(530)		(35)
Other	32		(56)	63		(9)	278		681
Free cash flow (pre net pension top-ups)	(734)	83.4	(122)	369	91.1	705	1,727	(57.3)	737
Net pension top-ups	0		0	0		0	(224)		0
Free cash flow (post net pension top-ups)	(734)	83.4	(122)	369	91.1	705	1,503	(51.0)	737
Net debt	10,581	(0.6)	10,517	11,028	(10.4)	9,878	9,460	9.5	10,361
Operating cash flow by line of business		Change £m			Change £m				
BT Global Services	(637)	178	(459)	(222)	128	(94)			
BT Retail	169	194	363	253	200	453			
BT Wholesale	45	63	108	318	(122)	196			
Openreach	256	(19)	237	277	30	307			

¹ restated for the adoption of IFRS2 'Share-based payment - vesting conditions and cancellations' and customer account moves between Global Services and Retail

² revenue restated to reflect account moves between Global Services and Retail

³ includes £110m non-cash share based payment adjustment

⁴ includes HMRC tax rebate: £504m in 2007/8; £215m in Q2 2009/10

⁵ includes associated interest from HMRC tax rebate: £66m in 2007/8

Revenue analysis		2007/8 ¹					2008/9 ¹					2009/10	
		Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2
£m													
ICT & Managed Networks	BT Global Services	802	841	912	1,098	3,653	926	974	1,065	1,121	4,086	895	916
	BT Retail	111	121	139	159	530	144	149	150	156	599	138	142
	BT Wholesale	64	72	76	83	295	81	108	166	163	518	167	180
MPLS		977	1,034	1,127	1,340	4,478	1,151	1,231	1,381	1,440	5,203	1,200	1,238
Total	BT Global Services	181	199	213	222	815	247	286	276	337	1,146	326	361
	BT Global Services	983	1,040	1,125	1,320	4,468	1,173	1,260	1,341	1,458	5,232	1,221	1,277
	BT Retail	111	121	139	159	530	144	149	150	156	599	138	142
	BT Wholesale	64	72	76	83	295	81	108	166	163	518	167	180
Total Managed Solutions		1,158	1,233	1,340	1,562	5,293	1,398	1,517	1,657	1,777	6,349	1,526	1,599
	BT Global Services	55	72	71	77	275	67	73	89	92	321	82	83
	BT Retail	279	297	301	324	1,201	319	332	333	329	1,313	326	330
	BT Wholesale	175	158	149	142	624	129	119	118	116	482	117	110
	Openreach	103	104	113	129	449	120	120	134	127	501	131	143
Broadband (incl. LLU) and Convergence²		612	631	634	672	2,549	635	644	674	664	2,617	656	666
Lines ³	BT Global Services ⁵	158	150	153	148	609	133	130	127	121	511	122	117
	BT Retail	790	783	788	772	3,133	784	779	764	737	3,064	775	720
	Openreach	948	933	941	920	3,742	917	909	891	858	3,575	897	837
Calls	BT Global Services ⁵	64	56	52	58	230	51	50	51	48	200	48	46
	BT Retail	613	621	608	578	2,420	575	545	544	513	2,177	514	495
	Openreach	677	677	660	636	2,650	626	595	595	561	2,377	562	541
Private Circuits	BT Global Services ⁵	105	94	84	75	358	94	88	83	79	344	78	78
	BT Retail	47	50	49	47	193	46	47	47	41	181	41	37
	BT Wholesale	124	125	103	110	462	105	112	84	84	385	87	71
	Openreach	276	269	236	232	1,013	245	247	214	204	910	206	186
Total	BT Global Services	327	300	289	281	1,197	278	268	261	248	1,055	248	241
	BT Retail	1,450	1,454	1,445	1,397	5,746	1,405	1,371	1,355	1,291	5,422	1,330	1,252
	BT Wholesale	124	125	103	110	462	105	112	84	84	385	87	71
Total Calls and Lines		1,901	1,879	1,837	1,788	7,405	1,788	1,751	1,700	1,623	6,862	1,665	1,564
Transit, conveyance, interconnect circuits, WLR, global carrier and other wholesale (incl. FRIACO)	BT Global Services	182	196	201	198	777	215	220	227	242	904	200	199
	BT Wholesale	586	541	511	475	2,113	476	461	467	424	1,828	417	385
	Openreach	108	104	105	120	437	117	122	131	142	512	149	156
	Other ⁴	876	841	817	793	3,327	808	803	825	808	3,244	766	740
Total	BT Global Services ⁵	212	219	224	292	947	261	274	276	264	1,075	328	224
	BT Retail	206	236	243	254	939	222	242	254	268	986	233	248
	BT Wholesale	61	51	51	50	213	58	60	41	58	217	48	71
	Openreach	479	506	518	596	2,099	541	576	571	590	2,278	609	543
	BT Global Services	394	415	425	490	1,724	476	494	503	506	1,979	528	423
	BT Retail	206	236	243	254	939	222	242	254	268	986	233	248
	BT Wholesale	647	592	562	525	2,326	534	521	508	482	2,045	465	456
	Openreach	108	104	105	120	437	117	122	131	142	512	149	156
Total Other		1,355	1,347	1,335	1,389	5,426	1,349	1,379	1,396	1,398	5,522	1,375	1,283
Internal revenue	BT Retail	50	70	67	78	265	68	82	88	105	343	83	90
	BT Wholesale	308	309	315	320	1,252	307	308	307	306	1,228	306	308
	Openreach	1,110	1,099	1,100	1,071	4,380	1,069	1,061	1,064	1,024	4,218	1,026	986
Total internal revenue		1,468	1,478	1,482	1,469	5,897	1,444	1,451	1,459	1,435	5,789	1,415	1,384
Total line of business revenue	BT Global Services	1,759	1,827	1,910	2,168	7,664	1,994	2,095	2,194	2,304	8,587	2,079	2,024
	BT Retail	2,096	2,178	2,195	2,212	8,681	2,158	2,176	2,180	2,149	8,663	2,110	2,062
	BT Wholesale	1,318	1,256	1,205	1,180	4,959	1,156	1,168	1,183	1,151	4,658	1,142	1,125
	Openreach	1,321	1,307	1,318	1,320	5,266	1,306	1,303	1,329	1,293	5,231	1,306	1,285
	Other	7	5	8	11	31	7	12	10	11	40	13	10
	Eliminations	(1,468)	(1,478)	(1,482)	(1,469)	(5,897)	(1,444)	(1,451)	(1,459)	(1,435)	(5,789)	(1,415)	(1,384)
Total Group Revenue		5,033	5,095	5,154	5,422	20,704	5,177	5,303	5,437	5,473	21,390	5,235	5,122

¹ restated to reflect account moves between Global Services and Retail

² includes VOIP and BT Vision revenues

³ includes connection and rental fees

⁴ includes Global Services revenue from non-UK global products and Retail revenue from conferencing, directories, payphones and other select services

⁵ figures restated due to revenue re-alignment post account transfers carried out at Q1 09/10

Revenue trends		2008/9					2009/10	
		Q1	Q2	Q3	Q4	Total	Q1	Q2
ICT & Managed Networks	BT Global Services	15.5%	15.8%	16.8%	2.1%	11.9%	(3.3)%	(6.0)%
	BT Retail	29.7%	23.1%	7.9%	(1.9)%	13.0%	(4.2)%	(4.7)%
	BT Wholesale	26.6%	50.0%	118.4%	96.4%	75.6%	106.2%	66.7%
MPLS		17.8%	19.1%	22.5%	7.5%	16.2%	4.3%	0.6%
Total	BT Global Services	36.5%	43.7%	29.6%	51.8%	40.6%	32.0%	26.2%
	BT Retail	19.3%	21.2%	19.2%	10.5%	17.1%	4.1%	1.3%
	BT Wholesale	29.7%	23.1%	7.9%	(1.9)%	13.0%	(4.2)%	(4.7)%
Total Managed Solutions		26.6%	50.0%	118.4%	96.4%	75.6%	106.2%	66.7%
		20.7%	23.0%	23.7%	13.8%	20.0%	9.2%	5.4%
	BT Global Services	21.8%	1.4%	25.4%	19.5%	16.7%	22.4%	13.7%
	BT Retail	14.3%	11.8%	10.6%	1.5%	9.3%	2.2%	(0.6)%
	BT Wholesale	(26.3)%	(24.7)%	(20.8)%	(18.3)%	(22.8)%	(9.3)%	(7.6)%
	Openreach	16.5%	15.4%	18.6%	(1.6)%	11.6%	9.2%	19.2%
Broadband (incl. LLU) and Convergence		3.8%	2.1%	6.3%	(1.2)%	2.7%	3.3%	3.4%
Lines								
Calls	BT Global Services	(15.8)%	(13.3)%	(17.0)%	(18.2)%	(16.1)%	(8.3)%	(10.0)%
	BT Retail	(0.8)%	(0.5)%	(3.0)%	(4.5)%	(2.2)%	(1.1)%	(7.6)%
Private Circuits	BT Global Services	(3.3)%	(2.6)%	(5.3)%	(6.7)%	(4.5)%	(2.2)%	(7.9)%
	BT Retail	(20.3)%	(10.7)%	(1.9)%	(17.2)%	(13.0)%	(5.9)%	(8.0)%
Total	BT Retail	(6.2)%	(12.2)%	(10.5)%	(11.2)%	(10.0)%	(10.6)%	(9.2)%
	BT Wholesale	(7.5)%	(12.1)%	(9.8)%	(11.8)%	(10.3)%	(10.2)%	(9.1)%
	BT Global Services	(10.5)%	(6.4)%	(1.2)%	5.3%	(3.9)%	(17.0)%	(11.4)%
Total	BT Retail	(2.1)%	(6.0)%	(4.1)%	(12.8)%	(6.2)%	(10.9)%	(21.3)%
	BT Wholesale	(15.3)%	(10.4)%	(18.4)%	(23.6)%	(16.7)%	(17.1)%	(36.6)%
	BT Global Services	(11.2)%	(8.2)%	(9.3)%	(12.1)%	(10.2)%	(15.9)%	(24.7)%
Total Calls and Lines		(15.0)%	(10.7)%	(9.7)%	(11.7)%	(11.9)%	(10.8)%	(10.1)%
		(3.1)%	(5.7)%	(6.2)%	(7.6)%	(5.6)%	(5.3)%	(8.7)%
		(15.3)%	(10.4)%	(18.4)%	(23.6)%	(16.7)%	(17.1)%	(36.6)%
		(5.9)%	(6.8)%	(7.5)%	(9.2)%	(7.3)%	(6.9)%	(10.7)%
Transit, conveyance, interconnect circuits, WLR, global carrier and other wholesale (incl. FRIACO)	BT Global Services	18.1%	12.2%	12.9%	22.2%	16.3%	(7.0)%	(9.5)%
	BT Wholesale	(18.8)%	(14.8)%	(8.6)%	(10.7)%	(13.5)%	(12.4)%	(16.5)%
	Openreach	8.3%	17.3%	24.8%	18.3%	17.2%	27.4%	27.9%
Other		(7.8)%	(4.5)%	1.0%	1.9%	(2.5)%	(5.2)%	(7.8)%
Total	BT Global Services	23.1%	25.1%	23.2%	(9.6)%	13.5%	25.7%	(18.2)%
	BT Retail	7.8%	2.5%	4.5%	5.5%	5.0%	5.0%	2.5%
	BT Wholesale	(4.9)%	17.6%	(19.6)%	16.0%	1.9%	(17.2)%	18.3%
		12.9%	13.8%	10.2%	(1.0)%	8.5%	12.6%	(5.7)%
Total	BT Global Services	20.8%	19.0%	18.4%	3.3%	14.8%	10.9%	(14.4)%
	BT Retail	7.8%	2.5%	4.5%	5.5%	5.0%	5.0%	2.5%
	BT Wholesale	(17.5)%	(12.0)%	(9.6)%	(8.2)%	(12.1)%	(12.9)%	(12.5)%
		8.3%	17.3%	24.8%	18.3%	17.2%	27.4%	27.9%
Total Other		(0.4)%	2.4%	4.6%	0.6%	1.8%	1.9%	(7.0)%
Internal revenue								
Total internal revenue	BT Retail	36.0%	17.1%	31.3%	34.6%	29.4%	22.1%	9.8%
	BT Wholesale	(0.3)%	(0.3)%	(2.5)%	(4.4)%	(1.9)%	(0.3)%	0.0%
	Openreach	(3.7)%	(3.5)%	(3.3)%	(4.4)%	(3.7)%	(4.0)%	(7.1)%
		(1.6)%	(1.8)%	(1.6)%	(2.3)%	(1.8)%	(2.0)%	(4.6)%
Total line of business revenue								
Total Group Revenue	BT Global Services	13.4%	14.7%	14.9%	6.3%	12.0%	4.3%	(3.4)%
	BT Retail	3.0%	(0.1)%	(0.7)%	(2.8)%	(0.2)%	(2.2)%	(5.2)%
	BT Wholesale	(12.3)%	(7.0)%	(1.8)%	(2.5)%	(6.1)%	(1.2)%	(3.7)%
	Openreach	(1.1)%	(0.3)%	0.8%	(2.0)%	(0.7)%	0.0%	(1.4)%
		2.9%	4.1%	5.5%	0.9%	3.3%	1.1%	(3.4)%

Line of business statistics	2007/8					2008/9					2009/10	
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2
Global Services												
Order intake¹ (€m)	1,654	1,580	1,855	2,746		1,868	1,772	1,745	2,532		1,411	1,436
Retail												
Business unit revenue¹ (€m)												
Consumer	1,118	1,143	1,160	1,120	4,541	1,121	1,105	1,096	1,040	4,362	1,105	1,042
Business	661	692	695	719	2,767	705	703	696	702	2,806	648	644
Enterprises	129	163	146	171	609	135	174	184	209	702	164	182
Ireland	186	186	194	205	771	198	194	202	206	800	198	200
Other (incl. eliminations)	2	(6)	0	(3)	(7)	(1)	0	2	(8)	(7)	(5)	(6)
Total	2,096	2,178	2,195	2,212	8,681	2,158	2,176	2,180	2,149	8,663	2,110	2,062
Calls (mins bn)												
Non geographic	5.22	4.96	4.61	4.39		4.02	3.81	3.50	3.40		3.13	3.05
Geographic	12.02	11.70	11.64	11.48		10.79	10.47	10.45	10.35		9.32	9.15
Total	17.24	16.66	16.25	15.87		14.81	14.28	13.95	13.75		12.45	12.20
Consumer ARPU² (€)	266	271	273	274		278	283	285	287		290	296
Active consumer lines³ ('000)	13,448	13,194	12,912	12,600		12,416	12,229	12,043	11,789		11,583	11,388
BT Vision installed base ('000)	15	46	120	214		282	320	376	423		433	436
Openreach												
External WLR lines ('000)	4,285	4,366	4,528	4,666		4,853	5,077	5,323	5,647		5,972	6,138
Group												
Lines ('000)												
Consumer	16,486	16,248	16,050	15,793		15,527	15,289	14,954	14,514		14,089	13,696
Business⁴	7,158	7,018	6,898	6,750		6,547	6,362	6,167	5,992		5,835	5,679
Total	23,644	23,266	22,948	22,543		22,074	21,651	21,121	20,506		19,924	19,375
Total exchange lines ('000)	27,929	27,632	27,476	27,209		26,927	26,728	26,444	26,153		25,896	25,513

¹ restated to reflect account moves between Global Services and Retail

² 12 month rolling consumer revenue, less mobile POLOs, divided by number of primary lines. Note: Q1&Q2 2009/10 figures show underlying ARPU, excluding €3 relating to Q1 09/10 one-off benefit

³ 'Active consumer lines' has replaced 'Active customers'. 'Active consumer lines' represents the number of lines over which BT is the call provider (ex. NI)

⁴ 2008/9 figures restated to reflect reporting of WLR3 lines on consistent basis with PSTN

Line of business trends	2008/9					2009/10	
	Q1	Q2	Q3	Q4	Total	Q1	Q2
Global Services							
Order intake (£m)	12.9%	12.2%	(5.9)%	(7.8)%		(24.5)%	(19.0)%
Retail							
Business unit revenue (£m)							
Consumer	0.3%	(3.3)%	(5.5)%	(7.1)%	(3.9)%	(1.4)%	(5.7)%
Business	6.7%	1.6%	0.1%	(2.4)%	1.4%	(8.1)%	(8.4)%
Enterprises	4.7%	6.7%	26.0%	22.2%	15.3%	21.5%	4.6%
Ireland	6.5%	4.3%	4.1%	0.5%	3.8%	0.0%	3.1%
Other (incl. eliminations)							
Total	3.0%	(0.1)%	(0.7)%	(2.8)%	(0.2)%	(2.2)%	(5.2)%
Calls (mins bn)							
Non geographic	(23.0)%	(23.2)%	(24.1)%	(22.6)%		(22.1)%	(19.9)%
Geographic	(10.2)%	(10.5)%	(10.2)%	(9.8)%		(13.6)%	(12.6)%
Total	(14.1)%	(14.3)%	(14.2)%	(13.4)%		(15.9)%	(14.6)%
Consumer ARPU (£)	4.5%	4.4%	4.4%	4.7%		4.3%	4.6%
Active consumer lines ('000)	(7.7)%	(7.3)%	(6.7)%	(6.4)%		(6.7)%	(6.9)%
BT Vision installed base ('000)	1780.0%	595.7%	213.3%	97.7%		53.5%	36.3%
Openreach							
External WLR lines ('000)	13.3%	16.3%	17.6%	21.0%		23.1%	20.9%
Group							
Lines ('000)							
Consumer	(5.8)%	(5.9)%	(6.8)%	(8.1)%		(9.3)%	(10.4)%
Business	(8.5)%	(9.3)%	(10.6)%	(11.2)%		(10.9)%	(10.7)%
Total	(6.6)%	(6.9)%	(8.0)%	(9.0)%		(9.7)%	(10.5)%
Total exchange lines ('000)	(3.6)%	(3.3)%	(3.8)%	(3.9)%		(3.8)%	(4.5)%

Broadband	2007/8				2008/9				2009/10	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
000s										
Retail										
Total Broadband	3,834	4,074	4,251	4,402	4,505	4,574	4,658	4,757	4,835	4,906
Net adds in quarter	175	178 ¹	177	150	103	69	83	99	78	72
Retail share of DSL + LLU net adds	38%	37% ¹	35%	30%	31%	27%	28%	42%	46%	43%
Retail share of DSL + LLU installed base	34%	35%	35%	35%	35%	34%	34%	34%	35%	35%
Wholesale										
Total Wholesale Broadband	8,772	8,480	8,457	8,385	8,261	8,196	8,074	8,062	8,026	8,031
Net adds in quarter	(55)	(292)	(23)	(72)	(123)	(65)	(122)	(12)	(36)	5
External Wholesale	4,938	4,405	4,205	3,983	3,756	3,622	3,416	3,305	3,191	3,124
Net adds in quarter	(230)	(470) ²	(200)	(222)	(227)	(134)	(206)	(110)	(114)	(67)
Openreach										
External LLU Volumes ('000)										
Full and shared loops	2,424	3,195	3,729	4,300	4,761	5,084	5,501	5,750	5,957	6,121
Net adds in quarter	514	771	534	571	461	323	417	249	207	164
Group										
Total DSL + LLU	11,195	11,674	12,186	12,684	13,022	13,280	13,575	13,812	13,983	14,152
Net adds in quarter	459	479	511	499	338	258	295	237	171	168

¹ Net adds excludes the acquisition of Brightview (63k customers)

² Adjusted for the impact of Plusnet and Brightview acquisitions by Retail

Costs £m	2007/8					2008/9					2009/10	
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2
Summary cost analysis												
Staff costs before leaver costs ¹	1,299	1,297	1,273	1,362	5,231	1,386	1,344	1,352	1,330	5,412	1,266	1,206
Own work capitalised	(187)	(192)	(177)	(168)	(724)	(158)	(155)	(192)	(168)	(673)	(144)	(133)
Net staff costs before leavers	1,112	1,105	1,096	1,194	4,507	1,228	1,189	1,160	1,162	4,739	1,122	1,073
Leaver costs	8	43	20	56	127	73	36	33	62	204	45	21
Total staff costs incl. leaver costs	1,120	1,148	1,116	1,250	4,634	1,301	1,225	1,193	1,224	4,943	1,167	1,094
Other operating costs	1,501	1,561	1,649	1,697	6,408	1,585	1,771	2,289	3,289	8,934	1,773	1,666
Sub total	2,621	2,709	2,765	2,947	11,042	2,886	2,996	3,482	4,513	13,877	2,940	2,760
POLO's	1,062	1,054	1,023	1,098	4,237	1,037	1,043	1,094	1,092	4,266	1,048	1,040
Depreciation and amortisation	706	681	727	732	2,846	680	672	702	774	2,828	722	747
Amortisation of acquired intangibles	3	12	5	23	43	11	13	21	17	62	16	12
Total costs²	4,392	4,456	4,520	4,800	18,168	4,614	4,724	5,299	6,396	21,033	4,726	4,559

¹ restated for the adoption of IFRS2 'Share-based payment - vesting conditions and cancellations'

² under IFRS basis and before specific items

Capital expenditure												
Platform/Network	1,426					329	333	287	311	1,260	207	217
Line of Business	840					233	200	223	216	873	130	131
Access	844					171	167	166	159	663	143	130
Regulatory & compliance	171					53	50	59	65	227	59	56
Support functions	58					16	15	26	7	65	20	24
Total	3,339					802	766	762	758	3,088	559	558