



# Performance Indicators Q1 2009/10

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Group income statement	2008/9	Change	2009/10	2007/8	Change	2008/9
	Q1		Q1	Full Year		Full Year
£m unless stated	Restated <sup>1</sup>	%	Actual	Restated <sup>2</sup>	%	Restated <sup>1</sup>
<b>Revenue</b>						
BT Global Services	1,994	4.3	2,079	7,664	12.0	8,587
BT Retail	2,158	(2.2)	2,110	8,681	(0.2)	8,663
BT Wholesale	1,156	(1.2)	1,142	4,959	(6.1)	4,658
Openreach	1,306	0.0	1,306	5,266	(0.7)	5,231
Other	7	85.7	13	31	29.0	40
Eliminations	(1,444)	(2.0)	(1,415)	(5,897)	(1.8)	(5,789)
<b>Group revenue</b>	<b>5,177</b>	<b>1.1</b>	<b>5,235</b>	<b>20,704</b>	<b>3.3</b>	<b>21,390</b>
<b>EBITDA</b>						
BT Global Services	182	(65.9)	62			(1,313)
BT Retail	377	26.3	476			1,682
BT Wholesale	324	(1.2)	320			1,283
Openreach	491	2.4	503			2,025
Other	43	(76.7)	10			126
<b>Group EBITDA pre leavers</b>	<b>1,417</b>	<b>(3.2)</b>	<b>1,371</b>	<b>5,911</b>	<b>(35.7)</b>	<b>3,803</b>
Leaver costs	(73)	(38.4)	(45)	(127)	60.6	(204)
Group EBITDA post leavers	1,344	(1.3)	1,326	5,784	(37.8)	3,599
Group depreciation	(691)	6.8	(738)	(2,889)	0.0	(2,890)
Group operating profit post leavers	653	(10.0)	588	2,895	(75.5)	709
Finance costs (pre net interest on pensions)	(208)	2.9	(214)	(798)		(933)
Net interest on pensions	78		(69)	420		313
Net finance costs	(130)	117.7	(283)	(378)	64.0	(620)
Share of post tax profits/losses of associates & joint ventures	1		8	(11)		39
<b>Underlying PBT</b>	<b>524</b>	<b>(40.3)</b>	<b>313</b>	<b>2,506</b>	<b>(94.9)</b>	<b>128</b>
Specific Items: Net gains (losses)	(27)		(41)	(530)		(372)
<b>Reported PBT</b>	<b>497</b>	<b>(45.3)</b>	<b>272</b>	<b>1,976</b>	<b>(112.3)</b>	<b>(244)</b>
Tax - Underlying	(123)		(69)	(581)		10
Tax on specific items	8		11	343		43
Tax rate	23.5%		22.2%	23.2%		(7.8)%
Memo: Minorities	(1)		0	(1)		(2)
<b>Net Income</b>	<b>382</b>	<b>(44.1)</b>	<b>214</b>	<b>1,738</b>	<b>(111.0)</b>	<b>(191)</b>
<b>EPS before leavers, net interest on pensions and specific items</b>	<b>5.1</b>		<b>4.2</b>	<b>21.3</b>		<b>0.8</b>
<b>EPS before net interest on pensions and specific items</b>	<b>4.4</b>		<b>3.8</b>	<b>20.1</b>		<b>(1.2)</b>
<b>EPS before specific items</b>	<b>5.1</b>		<b>3.2</b>	<b>23.9</b>		<b>1.8</b>
<b>EPS after specific items</b>	<b>4.9</b>		<b>2.8</b>	<b>21.5</b>		<b>(2.5)</b>
<b>Net dividend per share</b>	<b>-</b>		<b>-</b>	<b>15.8</b>		<b>6.5</b>
<b>Average Number of Shares in Issue</b>	<b>7,731</b>		<b>7,735</b>	<b>8,066</b>		<b>7,724</b>
<b>Group free cash flow</b>						
Group EBITDA post leavers	1,344		1,326	5,784		3,599
Capital expenditure	(836)	(18.9)	(678)	(3,253)	(6.6)	(3,038)
Interest	(285)	(0.4)	(284)	(731)	28.2	(937)
Tax (ex. pension top-up tax shield)	0		210	203		(228)
Change in working capital	(962)		(599)	(24)		695
Specific items	(27)		(41)	(530)		(35)
Other	32		(56)	278		681
<b>Free cash flow (pre net pension top-ups)</b>	<b>(734)</b>	<b>83.4</b>	<b>(122)</b>	<b>1,727</b>	<b>(57.3)</b>	<b>737</b>
Net pension top-ups	0		0	(224)		0
<b>Free cash flow (post net pension top-ups)</b>	<b>(734)</b>	<b>83.4</b>	<b>(122)</b>	<b>1,503</b>	<b>(51.0)</b>	<b>737</b>
<b>Net debt</b>	<b>10,581</b>	<b>(0.6)</b>	<b>10,517</b>	<b>9,460</b>	<b>9.5</b>	<b>10,361</b>
<b>Operating cash flow by line of business</b>		Change £m				
BT Global Services	(637)	178	(459)			
BT Retail	169	194	363			
BT Wholesale	45	63	108			
Openreach	256	(19)	237			

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

<sup>2</sup> revenue restated to reflect account moves between Global Services and Retail

<sup>3</sup> includes £110m non-cash share based payment adjustment

<sup>4</sup> includes HMRC tax rebate: £504m in 2007/8

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

Revenue analysis		2007/8 <sup>1</sup>					2008/9 <sup>1</sup>					2009/10
		Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1
£m												
ICT & Managed Networks	BT Global Services	802	841	912	1,098	3,653	926	974	1,065	1,121	4,086	895
	BT Retail	111	121	139	159	530	144	149	150	156	599	138
	BT Wholesale	64	72	76	83	295	81	108	166	163	518	167
MPLS		977	1,034	1,127	1,340	4,478	1,151	1,231	1,381	1,440	5,203	1,200
Total	BT Global Services	181	199	213	222	815	247	286	276	337	1,146	326
	BT Global Services	983	1,040	1,125	1,320	4,468	1,173	1,260	1,341	1,458	5,232	1,221
	BT Retail	111	121	139	159	530	144	149	150	156	599	138
	BT Wholesale	64	72	76	83	295	81	108	166	163	518	167
<b>Total Managed Solutions</b>		<b>1,158</b>	<b>1,233</b>	<b>1,340</b>	<b>1,562</b>	<b>5,293</b>	<b>1,398</b>	<b>1,517</b>	<b>1,657</b>	<b>1,777</b>	<b>6,349</b>	<b>1,526</b>
	BT Global Services	55	72	71	77	275	67	73	89	92	321	82
	BT Retail	279	297	301	324	1,201	319	332	333	329	1,313	326
	BT Wholesale	175	158	149	142	624	129	119	118	116	482	117
	Openreach	103	104	113	129	449	120	120	134	127	501	131
<b>Broadband (incl. LLU) and Convergence<sup>2</sup></b>		<b>612</b>	<b>631</b>	<b>634</b>	<b>672</b>	<b>2,549</b>	<b>635</b>	<b>644</b>	<b>674</b>	<b>664</b>	<b>2,617</b>	<b>656</b>
Lines <sup>3</sup>	BT Global Services	168	159	163	159	649	145	144	141	136	566	135
	BT Retail	790	783	788	772	3,133	784	779	764	737	3,064	775
		958	942	951	931	3,782	929	923	905	873	3,630	910
Calls	BT Global Services	64	59	56	61	240	62	58	56	53	229	53
	BT Retail	613	621	608	578	2,420	575	545	544	513	2,177	514
		677	680	664	639	2,660	637	603	600	566	2,406	567
Private Circuits	BT Global Services	105	94	84	75	358	97	93	86	84	360	78
	BT Retail	47	50	49	47	193	46	47	47	41	181	41
	BT Wholesale	124	125	103	110	462	105	112	84	84	385	87
		276	269	236	232	1,013	248	252	217	209	926	206
Total	BT Global Services	337	312	303	295	1,247	304	295	283	273	1,155	266
	BT Retail	1,450	1,454	1,445	1,397	5,746	1,405	1,371	1,355	1,291	5,422	1,330
	BT Wholesale	124	125	103	110	462	105	112	84	84	385	87
<b>Total Calls and Lines</b>		<b>1,911</b>	<b>1,891</b>	<b>1,851</b>	<b>1,802</b>	<b>7,455</b>	<b>1,814</b>	<b>1,778</b>	<b>1,722</b>	<b>1,648</b>	<b>6,962</b>	<b>1,683</b>
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
	BT Wholesale	586	541	511	475	2,113	476	461	467	424	1,828	417
	Openreach	108	104	105	120	437	117	122	131	142	512	149
		876	841	817	793	3,327	808	803	825	808	3,244	766
Other <sup>4</sup>	BT Global Services	202	207	210	278	897	235	247	254	239	975	310
	BT Retail	206	236	243	254	939	222	242	254	268	986	233
	BT Wholesale	61	51	51	50	213	58	60	41	58	217	48
		469	494	504	582	2,049	515	549	549	565	2,178	591
Total	BT Global Services	384	403	411	476	1,674	450	467	481	481	1,879	510
	BT Retail	206	236	243	254	939	222	242	254	268	986	233
	BT Wholesale	647	592	562	525	2,326	534	521	508	482	2,045	465
	Openreach	108	104	105	120	437	117	122	131	142	512	149
<b>Total Other</b>		<b>1,345</b>	<b>1,335</b>	<b>1,321</b>	<b>1,375</b>	<b>5,376</b>	<b>1,323</b>	<b>1,352</b>	<b>1,374</b>	<b>1,373</b>	<b>5,422</b>	<b>1,357</b>
Internal revenue	BT Retail	50	70	67	78	265	68	82	88	105	343	83
	BT Wholesale	308	309	315	320	1,252	307	308	307	306	1,228	306
	Openreach	1,110	1,099	1,100	1,071	4,380	1,069	1,061	1,064	1,024	4,218	1,026
<b>Total internal revenue</b>		<b>1,468</b>	<b>1,478</b>	<b>1,482</b>	<b>1,469</b>	<b>5,897</b>	<b>1,444</b>	<b>1,451</b>	<b>1,459</b>	<b>1,435</b>	<b>5,789</b>	<b>1,415</b>
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
	BT Retail	2,096	2,178	2,195	2,212	8,681	2,158	2,176	2,180	2,149	8,663	2,110
	BT Wholesale	1,318	1,256	1,205	1,180	4,959	1,156	1,168	1,183	1,151	4,658	1,142
	Openreach	1,321	1,307	1,318	1,320	5,266	1,306	1,303	1,329	1,293	5,231	1,306
	Other	7	5	8	11	31	7	12	10	11	40	13
	Eliminations	(1,468)	(1,478)	(1,482)	(1,469)	(5,897)	(1,444)	(1,451)	(1,459)	(1,435)	(5,789)	(1,415)
<b>Total Group Revenue</b>		<b>5,033</b>	<b>5,095</b>	<b>5,154</b>	<b>5,422</b>	<b>20,704</b>	<b>5,177</b>	<b>5,303</b>	<b>5,437</b>	<b>5,473</b>	<b>21,390</b>	<b>5,235</b>

<sup>1</sup> restated to reflect account moves between Global Services and Retail

<sup>2</sup> includes VOIP and BT Vision revenues

<sup>3</sup> includes connection and rental fees

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

Revenue trends		2008/9					2009/10
		Q1	Q2	Q3	Q4	Total	Q1
ICT & Managed Networks	BT Global Services	15.5%	15.8%	16.8%	2.1%	11.9%	(3.3)%
	BT Retail	29.7%	23.1%	7.9%	(1.9)%	13.0%	(4.2)%
	BT Wholesale	26.6%	50.0%	118.4%	96.4%	75.6%	106.2%
MPLS		17.8%	19.1%	22.5%	7.5%	16.2%	4.3%
Total	BT Global Services	36.5%	43.7%	29.6%	51.8%	40.6%	32.0%
	BT Retail	19.3%	21.2%	19.2%	10.5%	17.1%	4.1%
	BT Wholesale	29.7%	23.1%	7.9%	(1.9)%	13.0%	(4.2)%
<b>Total Managed Solutions</b>		26.6%	50.0%	118.4%	96.4%	75.6%	106.2%
		<b>20.7%</b>	<b>23.0%</b>	<b>23.7%</b>	<b>13.8%</b>	<b>20.0%</b>	<b>9.2%</b>
Broadband (incl. LLU) and Convergence	BT Global Services	21.8%	1.4%	25.4%	19.5%	16.7%	22.4%
	BT Retail	14.3%	11.8%	10.6%	1.5%	9.3%	2.2%
	BT Wholesale	(26.3)%	(24.7)%	(20.8)%	(18.3)%	(22.8)%	(9.3)%
	Openreach	16.5%	15.4%	18.6%	(1.6)%	11.6%	9.2%
<b>Total</b>		<b>3.8%</b>	<b>2.1%</b>	<b>6.3%</b>	<b>(1.2)%</b>	<b>2.7%</b>	<b>3.3%</b>
Lines	BT Global Services	(13.7)%	(9.4)%	(13.5)%	(14.5)%	(12.8)%	(6.9)%
	BT Retail	(0.8)%	(0.5)%	(3.0)%	(4.5)%	(2.2)%	(1.1)%
	BT Wholesale	(3.0)%	(2.0)%	(4.8)%	(6.2)%	(4.0)%	(2.0)%
Calls	BT Global Services	(3.1)%	(1.7)%	0.0%	(13.1)%	(4.6)%	(14.5)%
	BT Retail	(6.2)%	(12.2)%	(10.5)%	(11.2)%	(10.0)%	(10.6)%
Private Circuits	BT Global Services	(5.9)%	(11.3)%	(9.6)%	(11.4)%	(9.5)%	(11.0)%
	BT Retail	(7.6)%	(1.1)%	2.4%	12.0%	0.6%	(19.6)%
	BT Wholesale	(2.1)%	(6.0)%	(4.1)%	(12.8)%	(6.2)%	(10.9)%
Total	BT Global Services	(15.3)%	(10.4)%	(18.4)%	(23.6)%	(16.7)%	(17.1)%
	BT Retail	(10.1)%	(6.3)%	(8.1)%	(9.9)%	(8.6)%	(16.9)%
	BT Wholesale	(9.8)%	(5.4)%	(6.6)%	(7.5)%	(7.4)%	(12.5)%
<b>Total Calls and Lines</b>		<b>(5.1)%</b>	<b>(6.0)%</b>	<b>(7.0)%</b>	<b>(8.5)%</b>	<b>(6.6)%</b>	<b>(7.2)%</b>
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)%
	BT Wholesale	(18.8)%	(14.8)%	(8.6)%	(10.7)%	(13.5)%	(12.4)%
	Openreach	8.3%	17.3%	24.8%	18.3%	17.2%	27.4%
Other	BT Global Services	(7.8)%	(4.5)%	1.0%	1.9%	(2.5)%	(5.2)%
	BT Retail	16.3%	19.3%	21.0%	(14.0)%	8.7%	31.9%
	BT Wholesale	7.8%	2.5%	4.5%	5.5%	5.0%	5.0%
Total	BT Global Services	(4.9)%	17.6%	(19.6)%	16.0%	1.9%	(17.2)%
	BT Retail	9.8%	11.1%	8.9%	(2.9)%	6.3%	14.8%
	BT Wholesale	17.2%	15.9%	17.0%	1.1%	12.2%	13.3%
<b>Total Other</b>		<b>(1.6)%</b>	<b>1.3%</b>	<b>4.0%</b>	<b>(0.1)%</b>	<b>0.9%</b>	<b>2.6%</b>
Internal revenue	BT Retail	36.0%	17.1%	31.3%	34.6%	29.4%	22.1%
	BT Wholesale	(0.3)%	(0.3)%	(2.5)%	(4.4)%	(1.9)%	(0.3)%
	Openreach	(3.7)%	(3.5)%	(3.3)%	(4.4)%	(3.7)%	(4.0)%
<b>Total internal revenue</b>		<b>(1.6)%</b>	<b>(1.8)%</b>	<b>(1.6)%</b>	<b>(2.3)%</b>	<b>(1.8)%</b>	<b>(2.0)%</b>
Total line of business revenue	BT Global Services	13.4%	14.7%	14.9%	6.3%	12.0%	4.3%
	BT Retail	3.0%	(0.1)%	(0.7)%	(2.8)%	(0.2)%	(2.2)%
	BT Wholesale	(12.3)%	(7.0)%	(1.8)%	(2.5)%	(6.1)%	(1.2)%
	Openreach	(1.1)%	(0.3)%	0.8%	(2.0)%	(0.7)%	0.0%
<b>Total Group Revenue</b>		<b>2.9%</b>	<b>4.1%</b>	<b>5.5%</b>	<b>0.9%</b>	<b>3.3%</b>	<b>1.1%</b>

Line of business statistics	2007/8					2008/9					2009/10
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1
<b>Global Services</b>											
Order intake <sup>1</sup> (£m)	1,654	1,580	1,855	2,746		1,868	1,772	1,745	2,532		1,411
<b>Retail</b>											
<b>Business unit revenue<sup>1</sup> (£m)</b>											
Consumer	1,118	1,143	1,160	1,120	4,541	1,121	1,105	1,096	1,040	4,362	1,105
Business	661	692	695	719	2,767	705	703	696	702	2,806	648
Enterprises	129	163	146	171	609	135	174	184	209	702	164
Ireland	186	186	194	205	771	198	194	202	206	800	198
Other (incl. eliminations)	2	(6)	0	(3)	(7)	(1)	0	2	(8)	(7)	(5)
<b>Total</b>	<b>2,096</b>	<b>2,178</b>	<b>2,195</b>	<b>2,212</b>	<b>8,681</b>	<b>2,158</b>	<b>2,176</b>	<b>2,180</b>	<b>2,149</b>	<b>8,663</b>	<b>2,110</b>
<b>Calls (mins bn)</b>											
Non geographic	5.22	4.96	4.61	4.39		4.02	3.81	3.50	3.40		3.13
Geographic	12.02	11.70	11.64	11.48		10.79	10.47	10.45	10.35		9.32
<b>Total</b>	<b>17.24</b>	<b>16.66</b>	<b>16.25</b>	<b>15.87</b>		<b>14.81</b>	<b>14.28</b>	<b>13.95</b>	<b>13.75</b>		<b>12.45</b>
Customers on call plans ('000)	14,950	14,801	14,640	14,429		14,203	13,960	13,762	13,530		13,238
ARPU <sup>2</sup> (£)	266	271	273	274		278	283	285	287		290
Active customers <sup>3</sup> ('000)	13,044	12,821	12,557	12,246		12,056	11,890	11,723	11,511		11,324
BT Vision installed base ('000)	15	46	120	214		282	320	376	423		433
<b>Openreach</b>											
External WLR lines ('000)	4,285	4,366	4,528	4,666		4,853	5,077	5,323	5,647		5,972
<b>Group</b>											
<b>Lines ('000)</b>											
Consumer	16,486	16,248	16,050	15,793		15,527	15,289	14,954	14,514		14,089
Business <sup>4</sup>	7,158	7,018	6,898	6,750		6,547	6,362	6,167	5,992		5,835
<b>Total</b>	<b>23,644</b>	<b>23,266</b>	<b>22,948</b>	<b>22,543</b>		<b>22,074</b>	<b>21,651</b>	<b>21,121</b>	<b>20,506</b>		<b>19,924</b>
<b>Total exchange lines ('000)</b>	<b>27,929</b>	<b>27,632</b>	<b>27,476</b>	<b>27,209</b>		<b>26,927</b>	<b>26,728</b>	<b>26,444</b>	<b>26,153</b>		<b>25,896</b>

<sup>1</sup> restated to reflect account moves between Global Services and Retail

<sup>2</sup> 12 month rolling consumer revenue, less mobile POLOs, divided by number of primary lines. Note: Q1 2009/10 figure shows underlying ARPU, excluding £3 relating to one-off benefit

<sup>3</sup> Customers who makes their calls through BT

<sup>4</sup> 2008/9 figures restated to reflect reporting of WLR3 lines on constant basis with PSTN

Line of business trends	2008/9					2009/10
	Q1	Q2	Q3	Q4	Total	Q1
<b>Global Services</b>						
Order intake (£m)	12.9%	12.2%	(5.9)%	(7.8)%		(24.5)%
<b>Retail</b>						
<b>Business unit revenue (£m)</b>						
Consumer	0.3%	(3.3)%	(5.5)%	(7.1)%	(3.9)%	(1.4)%
Business	6.7%	1.6%	0.1%	(2.4)%	1.4%	(8.1)%
Enterprises	4.7%	6.7%	26.0%	22.2%	15.3%	21.5%
Ireland	6.5%	4.3%	4.1%	0.5%	3.8%	0.0%
Other (incl. eliminations)						
<b>Total</b>	3.0%	(0.1)%	(0.7)%	(2.8)%	(0.2)%	(2.2)%
<b>Calls (mins bn)</b>						
Non geographic	(23.0)%	(23.2)%	(24.1)%	(22.6)%		(22.1)%
Geographic	(10.2)%	(10.5)%	(10.2)%	(9.8)%		(13.6)%
<b>Total</b>	(14.1)%	(14.3)%	(14.2)%	(13.4)%		(15.9)%
Customers on call plans ('000)	(5.0)%	(5.7)%	(6.0)%	(6.2)%		(6.8)%
ARPU <sup>2</sup> (£)	4.5%	4.4%	4.4%	4.7%		4.3%
Active customers <sup>3</sup> ('000)	(7.6)%	(7.3)%	(6.6)%	(6.0)%		(6.1)%
BT Vision installed base ('000)	1780.0%	595.7%	213.3%	97.7%		53.5%
<b>Openreach</b>						
External WLR lines ('000)	13.3%	16.3%	17.6%	21.0%		23.1%
<b>Group</b>						
<b>Lines ('000)</b>						
Consumer	(5.8)%	(5.9)%	(6.8)%	(8.1)%		(9.3)%
Business	(8.5)%	(9.3)%	(10.6)%	(11.2)%		(10.9)%
<b>Total</b>	(6.6)%	(6.9)%	(8.0)%	(9.0)%		(9.7)%
<b>Total exchange lines ('000)</b>	(3.6)%	(3.3)%	(3.8)%	(3.9)%		(3.8)%

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

<sup>1</sup> Net adds excludes the acquisition of Brightview (63k customers)

<sup>2</sup> Adjusted for the impact of Plusnet and Brightview acquisitions by Retail

<b>Costs</b>
£m

2007/8				
Q1	Q2	Q3	Q4	Total

2008/9				
Q1	Q2	Q3	Q4	Total

2009/10
Q1

<b>Summary cost analysis</b>
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Staff costs before leaver costs <sup>1</sup>
Own work capitalised
<b>Net staff costs before leavers</b>
Leaver costs
<b>Total staff costs incl. leaver costs</b>
Other operating costs
<b>Sub total</b>
POLO's
Depreciation and amortisation
Amortisation of acquired intangibles
<b>Total costs<sup>2</sup></b>

1,299	1,297	1,273	1,362	<b>5,231</b>
(187)	(192)	(177)	(168)	<b>(724)</b>
<b>1,112</b>	<b>1,105</b>	<b>1,096</b>	<b>1,194</b>	<b>4,507</b>
8	43	20	56	<b>127</b>
<b>1,120</b>	<b>1,148</b>	<b>1,116</b>	<b>1,250</b>	<b>4,634</b>
1,501	1,561	1,649	1,697	<b>6,408</b>
<b>2,621</b>	<b>2,709</b>	<b>2,765</b>	<b>2,947</b>	<b>11,042</b>
1,062	1,054	1,023	1,098	<b>4,237</b>
706	681	727	732	<b>2,846</b>
3	12	5	23	<b>43</b>
<b>4,392</b>	<b>4,456</b>	<b>4,520</b>	<b>4,800</b>	<b>18,168</b>

1,386	1,344	1,352	1,330	<b>5,412</b>
(158)	(155)	(192)	(168)	<b>(673)</b>
<b>1,228</b>	<b>1,189</b>	<b>1,160</b>	<b>1,162</b>	<b>4,739</b>
73	36	33	62	<b>204</b>
<b>1,301</b>	<b>1,225</b>	<b>1,193</b>	<b>1,224</b>	<b>4,943</b>
1,585	1,771	2,289	3,289	<b>8,934</b>
<b>2,886</b>	<b>2,996</b>	<b>3,482</b>	<b>4,513</b>	<b>13,877</b>
1,037	1,043	1,094	1,092	<b>4,266</b>
680	672	702	774	<b>2,828</b>
11	13	21	17	<b>62</b>
<b>4,614</b>	<b>4,724</b>	<b>5,299</b>	<b>6,396</b>	<b>21,033</b>

1,266
(144)
<b>1,122</b>
45
<b>1,167</b>
1,773
<b>2,940</b>
1,048
722
16
<b>4,726</b>

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

<sup>2</sup> under IFRS basis and before specific items

<b>Capital expenditure</b>
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<b>Platform/Network</b>
<b>Line of Business</b>
<b>Access</b>
<b>Regulatory &amp; compliance</b>
<b>Support functions</b>
<b>Total</b>

<b>1,426</b>
<b>840</b>
<b>844</b>
<b>171</b>
<b>58</b>
<b>3,339</b>

329	333	287	311	<b>1,260</b>
233	200	223	216	<b>873</b>
171	167	166	159	<b>663</b>
53	50	59	65	<b>227</b>
16	15	26	7	<b>65</b>
802	766	762	758	<b>3,088</b>

207
130
143
59
20
559