

## **Performance Indicators**

<b>Description</b>	<b>Page</b>
External Revenue by Segment	1
External Revenue Analysis / Sales Order Value	2
External Revenue Analysis - BT Retail	2a
External Revenue Analysis - BT Wholesale	2b
External Revenue Analysis - BT Global Services	2c
Summary Cost Analysis	3
Capex	4
Total Call Volumes / Growth	5
Exchange Lines	6
BTTogether Packages / Retail Mobility Connections	7
Consumer Revenue per Consumer Household	8
Market Share	9
Carrier Pre Select & Wholesale Line Rental	10

EXTERNAL REVENUE BY SEGMENT	2003/4					2004/5					2005/6	
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m
Consumer	1,497	1,498	1,505	1,474	<b>5,974</b>	1,425	1,421	1,409	1,382	<b>5,637</b>	1,334	1,345
Major Corporate *	1,416	1,413	1,407	1,645	<b>5,881</b>	1,424	1,444	1,473	1,728	<b>6,069</b>	1,630	1,666
Business	650	654	636	660	<b>2,600</b>	623	629	606	606	<b>2,464</b>	591	588
Wholesale / Global Carrier *	1,017	999	1,021	993	<b>4,030</b>	1,088	1,102	1,090	1,148	<b>4,428</b>	1,222	1,219
Other	6	4	9	15	<b>34</b>	7	6	6	6	<b>25</b>	6	4
<b>Total</b>	<b>4,586</b>	<b>4,568</b>	<b>4,578</b>	<b>4,787</b>	<b>18,519</b>	<b>4,567</b>	<b>4,602</b>	<b>4,584</b>	<b>4,870</b>	<b>18,623</b>	<b>4,783</b>	<b>4,822</b>

#### Headline Year-on-Year Growth

EXTERNAL REVENUE BY SEGMENT	2003/4					2004/5					2005/6	
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1 £m	Q2 £m
Consumer	1.8%	(2.9%)	(2.6%)	(2.3%)	<b>(1.5%)</b>	(4.8%)	(5.1%)	(6.4%)	(6.2%)	<b>(5.6%)</b>	(6.4%)	(5.3%)
Major Corporate	0.1%	0.9%	(2.6%)	7.2%	<b>1.5%</b>	0.6%	2.2%	4.7%	5.0%	<b>3.2%</b>	14.5%	15.4%
Business	(5.7%)	(4.4%)	(6.1%)	(0.9%)	<b>(4.3%)</b>	(4.2%)	(3.8%)	(4.7%)	(8.2%)	<b>(5.2%)</b>	(5.1%)	(6.5%)
Wholesale / Global Carrier	1.8%	(2.3%)	(0.3%)	(6.8%)	<b>(1.9%)</b>	7.0%	10.3%	6.8%	15.6%	<b>9.9%</b>	12.3%	10.6%
Other	n/m	n/m	n/m	n/m	<b>n/m</b>	n/m	n/m	n/m	n/m	<b>n/m</b>	n/m	n/m
<b>Total</b>	<b>0.0%</b>	<b>(2.0%)</b>	<b>(2.6%)</b>	<b>0.2%</b>	<b>(1.1%)</b>	<b>(0.4%)</b>	<b>0.7%</b>	<b>0.1%</b>	<b>1.7%</b>	<b>0.6%</b>	<b>4.7%</b>	<b>4.8%</b>

#### Underlying Year-on-Year Growth - excluding impact of mobile termination and revenues from Infonet and Albacom

EXTERNAL REVENUE BY SEGMENT	2003/4					2004/5					2005/6	
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1 £m	Q2 £m
Consumer	2.3%	(1.7%)	(1.7%)	(1.4%)	<b>(0.6%)</b>	(4.0%)	(4.3%)	(4.8%)	(4.8%)	<b>(4.5%)</b>	(4.8%)	(4.6%)
Major Corporate	0.1%	1.1%	(2.4%)	7.4%	<b>1.7%</b>	0.8%	2.5%	5.3%	0.8%	<b>2.3%</b>	4.1%	5.8%
Business	(5.1%)	(3.1%)	(5.2%)	0.2%	<b>(3.3%)</b>	(3.4%)	(2.9%)	(2.5%)	(6.2%)	<b>(3.8%)</b>	(2.9%)	(4.8%)
Wholesale / Global Carrier	3.2%	1.9%	3.1%	(3.5%)	<b>1.1%</b>	10.6%	14.4%	16.0%	21.7%	<b>15.6%</b>	16.8%	11.6%
Other	n/m	n/m	n/m	n/m	<b>n/m</b>	n/m	n/m	n/m	n/m	<b>n/m</b>	n/m	n/m
<b>Total</b>	<b>0.6%</b>	<b>(0.5%)</b>	<b>(1.4%)</b>	<b>1.4%</b>	<b>0.1%</b>	<b>0.8%</b>	<b>2.1%</b>	<b>3.2%</b>	<b>2.2%</b>	<b>2.1%</b>	<b>3.4%</b>	<b>2.5%</b>

EXTERNAL REVENUE ANALYSIS	2003/4					2004/5					2005/6	
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
Exchange lines/ISDN - connection and rental	949	962	939	929	3,779	918	959	952	934	3,763	921	912
Calls	1,120	1,091	1,059	1,044	4,314	982	888	820	799	3,489	764	749
Private Circuits	352	324	348	324	1,348	326	325	325	316	1,292	314	302
Transit, conveyance, interconnect circuits and other wholesale (incl. FRIACO)	638	632	597	607	2,474	657	650	619	599	2,525	630	634
Other	817	798	797	805	3,217	748	747	733	776	3,004	769	786
<b>Total Traditional</b>	<b>3,876</b>	<b>3,807</b>	<b>3,740</b>	<b>3,709</b>	<b>15,132</b>	<b>3,631</b>	<b>3,569</b>	<b>3,449</b>	<b>3,424</b>	<b>14,073</b>	<b>3,398</b>	<b>3,383</b>
Networked IT Services	552	584	611	799	2,546	634	699	738	995	3,066	904	918
Broadband	92	106	128	165	491	186	199	253	292	930	314	350
Mobility	16	17	26	40	99	43	49	55	58	205	61	65
Other	50	54	73	74	251	73	86	89	101	349	106	106
<b>Total New Wave</b>	<b>710</b>	<b>761</b>	<b>838</b>	<b>1,078</b>	<b>3,387</b>	<b>936</b>	<b>1,033</b>	<b>1,135</b>	<b>1,446</b>	<b>4,550</b>	<b>1,385</b>	<b>1,439</b>
<b>Total Revenue (Incl. Infonet and Albacom)</b>	<b>4,586</b>	<b>4,568</b>	<b>4,578</b>	<b>4,787</b>	<b>18,519</b>	<b>4,567</b>	<b>4,602</b>	<b>4,584</b>	<b>4,870</b>	<b>18,623</b>	<b>4,783</b>	<b>4,822</b>
Memo: Infonet and Albacom included above - Traditional									32	32	45	46
New Wave									79	79	158	147
									111	111	203	193

  

SOLUTIONS AND C&SI SALES ORDER VALUE	2003/4				2004/5				2005/6	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
<b>Total order intake</b>	2,048	561	2,078	2,325	1,276	852	1,235	3,798	2,359	752
<b>Rolling 12 months order intake</b>	5,875	6,020	6,343	7,012	6,240	6,531	5,688	7,161	8,244	8,144

EXTERNAL REVENUE ANALYSIS - Retail	2003/4					2004/5					2005/6	
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
Exchange lines/ISDN - connection and rental	775	791	770	761	3,097	752	801	795	780	3,128	766	754
Calls	992	967	944	927	3,830	875	787	729	710	3,101	678	664
Private Circuits	44	47	48	46	185	43	47	48	35	173	41	41
Transit, conveyance, interconnect circuits and other wholesale (incl. FRIACO)												
Other	302	298	323	277	1,200	281	294	287	267	1,129	277	290
<b>Total Traditional</b>	<b>2,113</b>	<b>2,103</b>	<b>2,085</b>	<b>2,011</b>	<b>8,312</b>	<b>1,951</b>	<b>1,929</b>	<b>1,859</b>	<b>1,792</b>	<b>7,531</b>	<b>1,762</b>	<b>1,749</b>
Networked IT Services	47	48	56	83	234	56	73	72	83	284	75	73
Broadband	63	73	80	99	315	108	110	131	147	496	159	176
Mobility	3	5	6	5	19	17	23	30	32	102	27	30
Other	3	9	13	17	42	14	18	19	26	77	17	26
<b>Total New Wave</b>	<b>116</b>	<b>135</b>	<b>155</b>	<b>204</b>	<b>610</b>	<b>195</b>	<b>224</b>	<b>252</b>	<b>288</b>	<b>959</b>	<b>278</b>	<b>305</b>
<b>Total External Revenue</b>	<b>2,229</b>	<b>2,238</b>	<b>2,240</b>	<b>2,215</b>	<b>8,922</b>	<b>2,146</b>	<b>2,153</b>	<b>2,111</b>	<b>2,080</b>	<b>8,490</b>	<b>2,040</b>	<b>2,054</b>
Memo: Internal Revenue	33	38	45	72	188	53	68	64	83	268	79	82
<b>Total Retail Reported Revenue</b>	<b>2,262</b>	<b>2,276</b>	<b>2,285</b>	<b>2,287</b>	<b>9,110</b>	<b>2,199</b>	<b>2,221</b>	<b>2,175</b>	<b>2,163</b>	<b>8,758</b>	<b>2,119</b>	<b>2,136</b>

EXTERNAL REVENUE ANALYSIS - Wholesale	2003/4					2004/5					2005/6	
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m
Exchange lines/ISDN - connection and rent:												
Calls												
Private Circuits	176	145	168	149	638	154	155	155	167	631	161	150
Transit, conveyance, interconnect circuits and other wholesale (incl. FRIACO)	638	632	597	607	2,474	657	650	619	599	2,525	630	634
Other												
<b>Total Traditional</b>	<b>814</b>	<b>777</b>	<b>765</b>	<b>756</b>	<b>3,112</b>	<b>811</b>	<b>805</b>	<b>774</b>	<b>766</b>	<b>3,156</b>	<b>791</b>	<b>784</b>
Networked IT Services:												
Broadband	25	29	40	58	152	71	79	110	132	392	141	160
Mobility												
Other	47	45	60	57	209	59	68	70	75	272	89	80
<b>Total New Wave</b>	<b>72</b>	<b>74</b>	<b>100</b>	<b>115</b>	<b>361</b>	<b>130</b>	<b>147</b>	<b>180</b>	<b>207</b>	<b>664</b>	<b>230</b>	<b>240</b>
<b>Total External Revenue</b>	<b>886</b>	<b>851</b>	<b>865</b>	<b>871</b>	<b>3,473</b>	<b>941</b>	<b>952</b>	<b>954</b>	<b>973</b>	<b>3,820</b>	<b>1,021</b>	<b>1,024</b>
Memo: Internal Revenue	1,392	1,368	1,359	1,369	5,488	1,332	1,311	1,318	1,314	5,275	1,283	1,254
<b>Total Wholesale Reported Revenue</b>	<b>2,278</b>	<b>2,219</b>	<b>2,224</b>	<b>2,240</b>	<b>8,961</b>	<b>2,273</b>	<b>2,263</b>	<b>2,272</b>	<b>2,287</b>	<b>9,095</b>	<b>2,304</b>	<b>2,278</b>

EXTERNAL REVENUE ANALYSIS - Global Services	2003/4					2004/5					2005/6	
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m
Exchange lines/ISDN - connection and rental	174	171	169	168	682	166	158	157	154	635	155	158
Calls	128	124	115	117	484	107	101	91	89	388	86	85
Private Circuits	132	132	132	129	525	129	123	122	114	488	112	111
Transit, conveyance, interconnect circuits and other wholesale (incl. FRIACO)					-					-		
Other	509	496	465	513	1,983	460	447	440	503	1,850	486	492
<b>Total Traditional</b>	<b>943</b>	<b>923</b>	<b>881</b>	<b>927</b>	<b>3,674</b>	<b>862</b>	<b>829</b>	<b>810</b>	<b>860</b>	<b>3,361</b>	<b>839</b>	<b>846</b>
Networked IT Services	505	536	555	716	2,312	578	626	666	912	2,782	829	845
Broadband	4	4	8	8	24	7	10	12	13	42	14	14
Mobility	13	12	20	35	80	26	26	25	26	103	34	35
Other	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total New Wave</b>	<b>522</b>	<b>552</b>	<b>583</b>	<b>759</b>	<b>2,416</b>	<b>611</b>	<b>662</b>	<b>703</b>	<b>951</b>	<b>2,927</b>	<b>877</b>	<b>894</b>
<b>Total Revenue (Incl. Infonet and Albacom)</b>	<b>1,465</b>	<b>1,475</b>	<b>1,464</b>	<b>1,686</b>	<b>6,090</b>	<b>1,473</b>	<b>1,491</b>	<b>1,513</b>	<b>1,811</b>	<b>6,288</b>	<b>1,716</b>	<b>1,740</b>
Memo: Internal Revenue	309	327	334	329	1,299	287	332	330	385	1,334	356	368
<b>Total Global Services Reported Revenue</b>	<b>1,774</b>	<b>1,802</b>	<b>1,798</b>	<b>2,015</b>	<b>7,389</b>	<b>1,760</b>	<b>1,823</b>	<b>1,843</b>	<b>2,196</b>	<b>7,622</b>	<b>2,072</b>	<b>2,108</b>
Memo: Infonet and Albacom included above - Traditional									32	32	45	46
New Wave									79	79	158	147
									<b>111</b>	<b>111</b>	<b>203</b>	<b>193</b>

Summary Cost Analysis	2004/5					2005/6	
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m
Net staff costs before leaver costs	898	859	929	980	<b>3,666</b>	965	1,002
Leaver costs	102	8	12	44	<b>166</b>	6	37
Net staff costs (including leaver costs)	1,000	867	941	1,024	<b>3,832</b>	971	1,039
Other operating costs	1,333	1,419	1,417	1,554	<b>5,722</b>	1,526	1,549
<b>Sub total</b>	<b>2,333</b>	<b>2,286</b>	<b>2,358</b>	<b>2,578</b>	<b>9,554</b>	<b>2,497</b>	<b>2,588</b>
POLO's	988	964	881	891	<b>3,725</b>	971	939
Depreciation and amortisation	700	704	695	745	<b>2,844</b>	706	690
Amortisation of acquired intangibles	-	-	-	-	-	3	2
<b>Total costs*</b>	<b>4,021</b>	<b>3,954</b>	<b>3,934</b>	<b>4,214</b>	<b>16,123</b>	<b>4,177</b>	<b>4,219</b>

\* Under IFRS basis and before specific items

Capex by Line of Business	2003/4					2004/5					2005/6	
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m
<b>BT Retail</b>	<b>24</b>	<b>19</b>	<b>35</b>	<b>34</b>	<b>112</b>	<b>31</b>	<b>41</b>	<b>44</b>	<b>54</b>	<b>170</b>	<b>35</b>	<b>33</b>
Access	215	232	270	249	<b>966</b>	269	274	269	225	<b>1,037</b>	257	228
Switch	11	22	37	17	<b>87</b>	30	25	31	14	<b>100</b>	10	8
Transmission	54	46	49	64	<b>213</b>	45	50	73	62	<b>230</b>	46	52
Products/Systems Support	89	109	134	216	<b>548</b>	133	199	142	140	<b>614</b>	174	156
<b>BT Wholesale</b>	<b>369</b>	<b>409</b>	<b>490</b>	<b>546</b>	<b>1,814</b>	<b>477</b>	<b>548</b>	<b>515</b>	<b>441</b>	<b>1,981</b>	<b>487</b>	<b>444</b>
Solutions and C&SI	36	25	19	41	<b>121</b>	47	61	66	86	<b>260</b>	51	49
UK Networks	24	35	33	39	<b>131</b>	37	35	24	25	<b>121</b>	27	32
Other	37	42	59	90	<b>228</b>	60	65	50	48	<b>223</b>	64	90
<b>BT Global Services</b>	<b>97</b>	<b>102</b>	<b>111</b>	<b>170</b>	<b>480</b>	<b>144</b>	<b>161</b>	<b>140</b>	<b>159</b>	<b>604</b>	<b>142</b>	<b>171</b>
Others (includes Fleet and Property)	62	48	63	94	<b>267</b>	42	53	71	90	<b>256</b>	52	46
<b>Total</b>	<b>552</b>	<b>578</b>	<b>699</b>	<b>844</b>	<b>2,673</b>	<b>694</b>	<b>803</b>	<b>770</b>	<b>744</b>	<b>3,011</b>	<b>716</b>	<b>694</b>

2003/4 and 2004/5 numbers restated to reflect trading model changes



<b>Total Fixed Network Calls</b>														
<b>Quarterly Minutes (billions)</b>	<b>Jun-02</b>	<b>Sep-02</b>	<b>Dec-02</b>	<b>Mar-03</b>	<b>Jun-03</b>	<b>Sep-03</b>	<b>Dec-03</b>	<b>Mar-04</b>	<b>Jun-04</b>	<b>Sep-04</b>	<b>Dec-04</b>	<b>Mar-05</b>	<b>Jun-05</b>	<b>Sep-05</b>
Internet Related and Other Non Geo	15.61	14.80	14.83	<b>14.81</b>	13.94	13.06	12.51	<b>12.45</b>	10.93	10.13	9.33	<b>8.68</b>	7.51	6.86
Fixed to Mobile	2.26	2.34	2.34	<b>2.31</b>	2.37	2.37	2.29	<b>2.26</b>	2.21	2.20	2.13	<b>2.08</b>	2.13	2.08
<b>Total Non Geographic Calls</b>	<b>17.88</b>	<b>17.13</b>	<b>17.18</b>	<b>17.12</b>	<b>16.31</b>	<b>15.43</b>	<b>14.79</b>	<b>14.70</b>	<b>13.13</b>	<b>12.33</b>	<b>11.46</b>	<b>10.76</b>	<b>9.64</b>	<b>8.94</b>
Local	12.96	12.66	13.16	<b>12.81</b>	12.04	11.67	11.89	<b>11.78</b>	10.61	10.34	10.42	<b>10.15</b>	9.53	9.02
National	6.58	6.59	6.65	<b>6.52</b>	6.14	6.09	6.07	<b>6.09</b>	5.53	5.51	5.46	<b>5.33</b>	5.09	4.90
International	0.57	0.57	0.58	<b>0.57</b>	0.56	0.55	0.56	<b>0.55</b>	0.52	0.52	0.52	<b>0.50</b>	0.49	0.48
<b>Total Geographic</b>	<b>20.11</b>	<b>19.83</b>	<b>20.39</b>	<b>19.91</b>	<b>18.74</b>	<b>18.31</b>	<b>18.51</b>	<b>18.43</b>	<b>16.66</b>	<b>16.37</b>	<b>16.40</b>	<b>15.98</b>	<b>15.11</b>	<b>14.40</b>
<b>Total Retail</b>	<b>37.98</b>	<b>36.96</b>	<b>37.56</b>	<b>37.03</b>	<b>35.04</b>	<b>33.74</b>	<b>33.30</b>	<b>33.13</b>	<b>29.79</b>	<b>28.70</b>	<b>27.86</b>	<b>26.74</b>	<b>24.75</b>	<b>23.34</b>
Freephone and FRIACO	18.03	18.80	20.83	<b>22.90</b>	23.20	22.10	22.23	<b>23.64</b>	20.88	18.55	16.71	<b>15.84</b>	12.83	9.90
<b>BT Group Originating Calls*</b>	<b>56.01</b>	<b>55.76</b>	<b>58.39</b>	<b>59.93</b>	<b>58.24</b>	<b>55.84</b>	<b>55.54</b>	<b>56.77</b>	<b>50.67</b>	<b>47.25</b>	<b>44.57</b>	<b>42.58</b>	<b>37.58</b>	<b>33.24</b>
* Excluding Payphones and Directories (c0.3bn mins/qtr)														
<b>Total Fixed Network Calls</b>														
<b>Quarterly Year on Year Minutes Change</b>	<b>Jun-02</b>	<b>Sep-02</b>	<b>Dec-02</b>	<b>Mar-03</b>	<b>Jun-03</b>	<b>Sep-03</b>	<b>Dec-03</b>	<b>Mar-04</b>	<b>Jun-04</b>	<b>Sep-04</b>	<b>Dec-04</b>	<b>Mar-05</b>	<b>Jun-05</b>	<b>Sep-05</b>
Internet Related and Other Non Geo	(3)%	(8)%	(8)%	<b>(11)%</b>	(11)%	(12)%	(16)%	<b>(16)%</b>	(22)%	(22)%	(25)%	<b>(30)%</b>	(31)%	(32)%
Fixed to Mobile	5%	7%	6%	<b>5%</b>	5%	1%	(2)%	<b>(2)%</b>	(7)%	(7)%	(7)%	<b>(8)%</b>	(4)%	(6)%
<b>Total Non Geographic Calls</b>	<b>(2)%</b>	<b>(6)%</b>	<b>(6)%</b>	<b>(9)%</b>	<b>(9)%</b>	<b>(10)%</b>	<b>(14)%</b>	<b>(14)%</b>	<b>(19)%</b>	<b>(20)%</b>	<b>(23)%</b>	<b>(27)%</b>	<b>(27)%</b>	<b>(27)%</b>
Local	(4)%	(5)%	(4)%	<b>(6)%</b>	(7)%	(8)%	(10)%	<b>(8)%</b>	(12)%	(11)%	(12)%	<b>(14)%</b>	(10)%	(13)%
National	(3)%	(3)%	(2)%	<b>(4)%</b>	(7)%	(8)%	(9)%	<b>(7)%</b>	(10)%	(10)%	(10)%	<b>(12)%</b>	(8)%	(11)%
International	(9)%	(11)%	(8)%	<b>(4)%</b>	(3)%	(3)%	(3)%	<b>(4)%</b>	(7)%	(6)%	(7)%	<b>(9)%</b>	(6)%	(7)%
<b>Total Geographic</b>	<b>(4)%</b>	<b>(4)%</b>	<b>(3)%</b>	<b>(5)%</b>	<b>(7)%</b>	<b>(8)%</b>	<b>(9)%</b>	<b>(7)%</b>	<b>(11)%</b>	<b>(11)%</b>	<b>(11)%</b>	<b>(13)%</b>	<b>(9)%</b>	<b>(12)%</b>
<b>Total Retail</b>	<b>(3)%</b>	<b>(5)%</b>	<b>(5)%</b>	<b>(7)%</b>	<b>(8)%</b>	<b>(9)%</b>	<b>(11)%</b>	<b>(11)%</b>	<b>(15)%</b>	<b>(15)%</b>	<b>(16)%</b>	<b>(19)%</b>	<b>(17)%</b>	<b>(19)%</b>
Freephone and FRIACO	149%	102%	70%	<b>38%</b>	29%	18%	7%	<b>3%</b>	(10)%	(16)%	(25)%	<b>(33)%</b>	(39)%	(47)%
<b>BT Group Originating Calls*</b>	<b>21%</b>	<b>16%</b>	<b>13%</b>	<b>6%</b>	<b>4%</b>	<b>0%</b>	<b>(5)%</b>	<b>(5)%</b>	<b>(13)%</b>	<b>(15)%</b>	<b>(20)%</b>	<b>(25)%</b>	<b>(26)%</b>	<b>(30)%</b>

Product Group Summary	Exchange Lines ('000)													
	Jun-02	Sep-02	Dec-02	Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Mar-05	Jun-05	Sep-05
<b>Retail</b>														
Business Voice	5,702	5,661	5,614	<b>5,570</b>	5,539	5,483	5,395	<b>5,324</b>	5,260	5,148	5,043	<b>4,976</b>	4,895	4,789
Business ISDN	3,358	3,425	3,468	<b>3,492</b>	3,519	3,528	3,524	<b>3,500</b>	3,476	3,452	3,413	<b>3,382</b>	3,311	3,254
Business Broadband	59	78	103	<b>136</b>	158	184	218	<b>247</b>	272	297	326	<b>347</b>	371	396
Major Corporate Broadband *	3	5	8	<b>10</b>	20	26	33	<b>40</b>	47	55	65	<b>75</b>	83	90
<b>Total Business</b>	<b>9,122</b>	<b>9,169</b>	<b>9,193</b>	<b>9,208</b>	<b>9,236</b>	<b>9,221</b>	<b>9,170</b>	<b>9,111</b>	<b>9,055</b>	<b>8,952</b>	<b>8,847</b>	<b>8,780</b>	<b>8,660</b>	<b>8,529</b>
Residential Voice	19,735	19,744	19,790	<b>19,775</b>	19,716	19,679	19,683	<b>19,649</b>	19,554	19,497	19,467	<b>19,405</b>	19,086	18,701
Residential ISDN	300	303	301	<b>290</b>	280	264	243	<b>221</b>	198	170	140	<b>115</b>	93	74
Residential Broadband	110	150	205	<b>293</b>	378	455	578	<b>680</b>	783	931	1,100	<b>1,330</b>	1,486	1,625
<b>Total Residential</b>	<b>20,145</b>	<b>20,197</b>	<b>20,296</b>	<b>20,358</b>	<b>20,374</b>	<b>20,398</b>	<b>20,504</b>	<b>20,550</b>	<b>20,535</b>	<b>20,598</b>	<b>20,707</b>	<b>20,850</b>	<b>20,665</b>	<b>20,400</b>
Total Voice	25,437	25,405	25,404	<b>25,345</b>	25,255	25,162	25,078	<b>24,973</b>	24,814	24,645	24,510	<b>24,381</b>	23,981	23,490
Total ISDN	3,658	3,728	3,769	<b>3,782</b>	3,799	3,792	3,767	<b>3,721</b>	3,674	3,622	3,553	<b>3,497</b>	3,404	3,328
Total Broadband*	172	233	316	<b>439</b>	556	665	829	<b>967</b>	1,102	1,283	1,491	<b>1,752</b>	1,940	2,111
<b>Total Retail Lines</b>	<b>29,267</b>	<b>29,366</b>	<b>29,489</b>	<b>29,566</b>	<b>29,610</b>	<b>29,619</b>	<b>29,674</b>	<b>29,661</b>	<b>29,590</b>	<b>29,550</b>	<b>29,554</b>	<b>29,630</b>	<b>29,325</b>	<b>28,929</b>
<b>BT Wholesale</b>														
<b>BT Wholesale Broadband Connections</b>	<b>277</b>	<b>391</b>	<b>555</b>	<b>800</b>	<b>1,058</b>	<b>1,339</b>	<b>1,753</b>	<b>2,215</b>	<b>2,687</b>	<b>3,294</b>	<b>4,107</b>	<b>4,932</b>	<b>5,598</b>	<b>6,229</b>
* Sold to Major Corporates as Connectivity and not as ISP.														

<b>BT Together Packages ('000)</b>															
	<b>Mar-02</b>	<b>Jun-02</b>	<b>Sep-02</b>	<b>Dec-02</b>	<b>Mar-03</b>	<b>Jun-03</b>	<b>Sep-03</b>	<b>Dec-03</b>	<b>Mar-04</b>	<b>Jun-04</b>	<b>Sep-04</b>	<b>Dec-04</b>	<b>Mar-05</b>	<b>Jun-05</b>	<b>Sep-05</b>
<b>Total</b>	<b>8,590</b>	<b>8,736</b>	<b>8,814</b>	<b>8,883</b>	<b>8,894</b>	<b>8,873</b>	<b>8,934</b>	<b>8,956</b>	<b>8,859</b>	<b>8,991</b>	<b>17,617</b>	<b>17,599</b>	<b>17,560</b>	<b>17,268</b>	<b>16,914</b>
Option 1	N/A	N/A	N/A	N/A	N/A	5,100	5,255	5,379	5,419	5,609	14,270	14,314	14,326	14,119	13,836
Option 2	N/A	N/A	N/A	N/A	N/A	1,087	1,173	1,220	1,218	1,250	1,269	1,290	1,317	1,344	1,387
Option 3	N/A	N/A	N/A	N/A	N/A	82	210	274	324	433	515	556	582	582	575
BTT Local	N/A	N/A	N/A	N/A	N/A	2,604	2,296	2,083	1,898	1,699	1,563	1,439	1,335	1,223	1,116
<b>BT Mobility Connections ('000)</b>															
	<b>Mar-02</b>	<b>Jun-02</b>	<b>Sep-02</b>	<b>Dec-02</b>	<b>Mar-03</b>	<b>Jun-03</b>	<b>Sep-03</b>	<b>Dec-03</b>	<b>Mar-04</b>	<b>Jun-04</b>	<b>Sep-04</b>	<b>Dec-04</b>	<b>Mar-05</b>	<b>Jun-05</b>	<b>Sep-05</b>
<b>Total</b>					<b>27</b>	<b>57</b>	<b>70</b>	<b>106</b>	<b>145</b>	<b>215</b>	<b>305</b>	<b>341</b>	<b>372</b>	<b>370</b>	<b>350</b>
Business	N/A	N/A	N/A	N/A	27	51	59	82	104	127	144	162	185	196	204
Consumer	N/A	N/A	N/A	N/A	N/A	6	11	24	41	88	161	179	187	174	146

Average Revenue per Consumer Household *														
	Jun-02	Sep-02	Dec-02	Mar-03	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Mar-05	Jun-05	Sep-05
	£	£	£	£	£	£	£	£	£	£	£	£	£	£
Annual revenue	266	269	270	<b>271</b>	272	271	269	<b>268</b>	265	262	259	<b>256</b>	254	253
Contracted**	55%	55%	56%	<b>56%</b>	56%	57%	57%	<b>58%</b>	59%	60%	61%	<b>63%</b>	65%	65%
Non-contracted	45%	45%	44%	<b>44%</b>	44%	43%	43%	<b>42%</b>	41%	40%	39%	<b>37%</b>	35%	35%

\* Rolling 12 month consumer revenue, less mobile polos, divided by average number of primary lines  
\*\* Includes line rental, broadband, select services and packages.

**Fixed to Fixed Voice Market Share \***

	<b>Jun-02</b>	<b>Sep-02</b>	<b>Dec-02</b>	<b>Mar-03</b>	<b>Jun-03</b>	<b>Sep-03</b>	<b>Dec-03</b>	<b>Mar-04</b>	<b>Jun-04</b>	<b>Sep-04</b>	<b>Dec-04</b>	<b>Mar-05</b>	<b>Jun-05</b>	<b>Sep-05</b>
Residential	73%	73%	74%	<b>73%</b>	72%	70%	69%	<b>68%</b>	66%	65%	63%	<b>62%</b>	61%	59%
Business	47%	47%	47%	<b>46%</b>	45%	44%	43%	<b>43%</b>	43%	42%	42%	<b>41%</b>	41%	41%

\* BT estimates: Local, national, international and non-geographic voice minutes

<b>CPS Volumes ('000)</b>															
	<b>Mar-02</b>	<b>Jun-02</b>	<b>Sep-02</b>	<b>Dec-02</b>	<b>Mar-03</b>	<b>Jun-03</b>	<b>Sep-03</b>	<b>Dec-03</b>	<b>Mar-04</b>	<b>Jun-04</b>	<b>Sep-04</b>	<b>Dec-04</b>	<b>Mar-05</b>	<b>Jun-05</b>	<b>Sep-05</b>
Number of users*	<b>72</b>	214	381	648	<b>1,044</b>	1,622	2,120	2,725	<b>3,299</b>	3,723	4,169	4,571	<b>4,909</b>	5,291	5,554
Net adds in quarter		142	167	267	<b>396</b>	578	498	605	<b>574</b>	424	446	402	<b>338</b>	382	263
* CPS numbers include those customers who have migrated from Indirect Access															
<b>WLR and Calls &amp; Access Volumes ('000)</b>															
		<b>Jun-02</b>	<b>Sep-02</b>	<b>Dec-02</b>	<b>Mar-03</b>	<b>Jun-03</b>	<b>Sep-03</b>	<b>Dec-03</b>	<b>Mar-04</b>	<b>Jun-04</b>	<b>Sep-04</b>	<b>Dec-04</b>	<b>Mar-05</b>	<b>Jun-05</b>	<b>Sep-05</b>
Analogue lines / ISDN Channels		51	57	72	<b>91</b>	121	180	291	<b>377</b>	491	630	825	1,026	1,450	1,882
<b>LLU Volumes ('000)</b>															
		<b>Jun-02</b>	<b>Sep-02</b>	<b>Dec-02</b>	<b>Mar-03</b>	<b>Jun-03</b>	<b>Sep-03</b>	<b>Dec-03</b>	<b>Mar-04</b>	<b>Jun-04</b>	<b>Sep-04</b>	<b>Dec-04</b>	<b>Mar-05</b>	<b>Jun-05</b>	<b>Sep-05</b>
Full and Shared loops		1	1	2	<b>3</b>	6	8	8	<b>11</b>	14	20	28	<b>41</b>	72	122