

Performance Indicators - Q2 2006/7

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BT Group Results	2005/06	Better /	2006/07	2005/06	Better /	2006/07	2005/06	2005/06	2005/06
£m unless stated	Q1	(worse) vs	Q1	Q2	(worse) vs	Q2	Q3	Q4	Full Year
	Restated	Pr Year	Actual	Restated	Pr Year	Actual	Actual	Restated	Restated
	BT Group	%	BT Group	BT Group	%	BT Group	Restated	BT Group	BT Group
Revenue									
BT Retail	2,120	(2.5)	2,068	2,136	(2.8)	2,077	2,116	2,135	8,507
BT Wholesale	1,814	1.8	1,847	1,813	4.0	1,885	1,848	1,868	7,343
BT Global Services	2,067	4.3	2,155	2,102	2.6	2,157	2,197	2,406	8,772
Openreach	1,294	(2.7)	1,259	1,271	0.6	1,279	1,278	1,299	5,142
Other	6	(16.7)	5	4	0.0	4	3	5	18
Eliminations	(2,570)	3.9	(2,470)	(2,559)	3.8	(2,461)	(2,560)	(2,579)	(10,268)
Group Revenue	4,731	2.8	4,864	4,767	3.7	4,941	4,882	5,134	19,514
Leaver costs	6	-	24	37	-	33	23	67	133
EBITDA Inc. leaver costs									
BT Retail	155	16.1	180	189	20.6	228	175	197	716
BT Wholesale	468	1.9	477	464	1.1	469	481	448	1,861
BT Global Services	219	(3.7)	211	198	13.1	224	223	286	926
Openreach	507	(7.3)	470	482	(4.6)	460	487	507	1,983
Other	8	200.0	24	15	(73.3)	4	15	(7)	31
Group EBITDA	1,357	0.4	1,362	1,348	2.7	1,385	1,381	1,431	5,517
Depreciation & amortisation of intangibles									
BT Retail	34	(17.6)	40	39	0.0	39	36	38	147
BT Wholesale	271	(5.2)	285	274	(6.2)	291	271	286	1,102
BT Global Services	152	2.6	148	158	0.6	157	160	168	638
Openreach	186	5.9	175	188	5.3	178	196	230	800
Other	66	16.7	55	33	(15.2)	38	47	51	197
Group Depreciation	709	0.8	703	692	(1.6)	703	710	773	2,884
Op Profit Inc. leaver costs									
BT Retail	121	15.7	140	150	26.0	189	139	159	569
BT Wholesale	197	(2.5)	192	190	(6.3)	178	210	162	759
BT Global Services	67	6.0	63	40	(67.5)	67	63	118	288
Openreach	321	8.1	295	294	4.1	282	291	277	1,183
Other	(58)	46.6	(31)	(18)	(88.9)	(34)	(32)	(58)	(166)
Underlying Group Op Profit	648	1.7	659	656	4.0	682	671	658	2,633
Net Finance Costs	(142)	67.6	(46)	(100)	45.0	(55)	(129)	(101)	(472)
Share of post tax profits/losses of associates and joint ventures	5	60.0	2	3	(66.7)	5	3	5	16
Underlying PBT	511	20.4	615	559	13.1	632	545	562	2,177
Specific Items : Net gains (losses)	(12)	-	0	(70)	-	(3)	0	(55)	(137)
Reported PBT	499	23.2	615	489	28.6	629	545	507	2,040
Tax - Underlying	(129)	(17.1)	(151)	(139)	(11.5)	(155)	(134)	(131)	(533)
Tax on specific items	4	-	0	21	-	1	0	16	41
Tax rate	25.2%	-	24.6%	24.9%	-	24.5%	24.6%	23.3%	24.5%
Net Income	374	24.1	464	371	28.0	475	411	392	1,548
<i>Memo: Minority Interest</i>									
EPS before specific items	4.5	24.4	5.6	5.0	14.0	5.7	4.9	5.1	19.5
EPS after specific items	4.4	27.3	5.6	4.4	29.5	5.7	4.9	4.7	18.4
Proposed Dividend	-	-	-	4.30	19%	5.10		7.60	11.90
Average Number of Shares in Issue	8,471	-	8,314	8,456	-	8,308	8,407	8,354	8,422
Capital Expenditure	716	0.1	715	694	(17.0)	812	759	973	3,142
Net Debt	8,121	4.9	7,727	8,133	0.7	8,079	8,113	7,534	7,534

EXTERNAL REVENUE BY SEGMENT	2004/5					2005/6					2006/7	
	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	1,416	1,410	1,400	1,373	5,599	1,324	1,336	1,324	1,312	5,296	1,252	1,257
Major Corporate	1,391	1,412	1,440	1,693	5,936	1,597	1,629	1,732	1,922	6,880	1,699	1,703
Business	617	624	600	601	2,442	586	583	568	587	2,324	588	593
Wholesale / Global Carrier	1,088	1,102	1,090	1,147	4,427	1,218	1,215	1,255	1,308	4,996	1,319	1,384
Other	7	6	6	6	25	6	4	3	5	18	6	4
Total	4,519	4,554	4,536	4,820	18,429	4,731	4,767	4,882	5,134	19,514	4,864	4,941

Headline Year-on-Year Growth

EXTERNAL REVENUE BY SEGMENT	2005/6					2006/7	2006/7
	Q1	Q2	Q3	Q4	Total	Q1	Q2
Consumer	(6.5%)	(5.2%)	(5.4%)	(4.4%)	(5.4%)	(5.4%)	(5.9%)
Major Corporate	14.8%	15.4%	20.3%	13.5%	15.9%	6.4%	4.5%
Business	(5.0%)	(6.6%)	(5.3%)	(2.3%)	(4.8%)	0.3%	1.7%
Wholesale / Global Carrier	11.9%	10.3%	15.1%	14.0%	12.9%	8.3%	13.9%
Other	n/m	n/m	n/m	n/m	n/m	n/m	n/m
Total	4.7%	4.7%	7.6%	6.5%	5.9%	2.8%	3.7%

Underlying Year-on-Year Growth - excluding impact of mobile termination and revenues from Infonet and Albacom (for 2005/6)

EXTERNAL REVENUE BY SEGMENT	2005/6					2006/7	2006/7
	Q1	Q2	Q3	Q4	Total	Q1	Q2
Consumer	(4.9%)	(4.5%)	(5.4%)	(4.4%)	(4.8%)	(5.4%)	(5.9%)
Major Corporate	4.2%	5.6%	8.9%	8.9%	7.0%	6.4%	4.5%
Business	(2.8%)	(4.8%)	(5.3%)	(2.3%)	(3.8%)	0.3%	1.7%
Wholesale / Global Carrier	16.8%	11.6%	11.6%	13.6%	13.4%	8.3%	13.9%
Other	n/m	n/m	n/m	n/m	n/m	n/m	n/m
Total	3.4%	2.5%	3.2%	4.7%	3.4%	2.8%	3.7%

EXTERNAL REVENUE ANALYSIS - BT Group	2004/5					2005/6					2006/7	
	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	918	959	952	934	3,763	921	912	889	881	3,603	876	851
Calls	982	888	820	799	3,489	764	749	730	713	2,956	685	655
Private Circuits	326	325	325	316	1,292	314	302	322	302	1,240	309	317
Transit, conveyance, interconnect circuits, WLR and other wholesale (incl. FRIACO)	657	650	619	599	2,525	630	634	636	655	2,555	661	689
Other	700	699	685	726	2,810	717	731	698	732	2,878	692	693
Total Traditional	3,583	3,521	3,401	3374	13,879	3,346	3,328	3,275	3283	13,232	3,223	3,205
Networked IT Services	634	699	738	995	3,066	899	914	1,038	1,214	4,065	981	1,001
Broadband and LLU	186	199	253	292	930	314	350	374	421	1,459	454	486
Mobility	43	49	55	58	205	66	69	75	82	292	71	72
Other	73	86	89	101	349	106	106	120	134	466	135	177
Total New Wave	936	1,033	1,135	1,446	4,550	1,385	1,439	1,607	1,851	6,282	1,641	1,736
Total Revenue (Incl. Infonet and Albacom)	4,519	4,554	4,536	4,820	18,429	4,731	4,767	4,882	5,134	19,514	4,864	4,941

EXTERNAL REVENUE ANALYSIS - Retail	2004/5					2005/6					2006/7	
	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	752	801	795	780	3,128	766	754	741	736	2,997	719	699
Calls	875	787	729	710	3,101	678	664	650	631	2,623	603	581
Private Circuits	43	47	48	35	173	41	41	41	35	158	34	35
Transit, conveyance, interconnect circuits, WLR and other wholesale (incl. FRIACO)	-	-	-	-	-	-	-	-	-	-	-	-
Other	266	277	272	254	1,069	260	272	257	253	1,042	251	254
Total Traditional	1,936	1,912	1,844	1,779	7,471	1,745	1,731	1,689	1,655	6,820	1,607	1,569
Networked IT Services	56	73	72	83	284	75	73	83	102	333	83	78
Broadband	108	111	131	146	496	159	176	185	198	718	212	219
Mobility	17	23	30	32	102	27	30	31	27	115	26	26
Other	14	18	19	26	77	17	26	29	44	116	49	90
Total New Wave	195	225	252	287	959	278	305	328	371	1,282	370	413
Total External Revenue	2,131	2,137	2,096	2,066	8,430	2,023	2,036	2,017	2,026	8,102	1,977	1,982
Memo: Internal Revenue	53	68	64	83	268	97	100	99	109	405	91	95
Total Retail Reported Revenue	2,184	2,205	2,160	2,149	8,698	2,120	2,136	2,116	2,135	8,507	2,068	2,077

Shading = not restated for proforma Openreach

EXTERNAL REVENUE ANALYSIS - Wholesale	2004/5					2005/6					2006/7	
	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 rents	-	-	-	-	-	-	-	-	-	-	-	-
Calls	-	-	-	-	-	-	-	-	-	-	-	-
Private Circuits	154	155	155	167	631	161	150	169	158	638	158	168
Transit, conveyance, interconnect circuits, WLR and other wholesale (incl. FRIACO)	657	650	619	599	2,525	588	587	575	582	2,332	574	594
Other	-	-	-	-	-	-	-	-	-	-	-	-
Total Traditional	811	805	774	766	3,156	749	737	744	740	2,970	732	762
Networked IT Services:	-	-	-	-	-	-	-	-	-	-	-	-
Broadband and LLL	71	79	110	132	392	130	147	152	159	588	179	181
Mobility	-	-	-	-	-	-	-	-	-	-	-	-
Other	59	68	70	75	272	89	80	91	90	350	86	87
Total New Wave	130	147	180	207	664	219	227	243	249	938	265	268
Total External Revenue	941	952	954	973	3,820	968	964	987	989	3,908	997	1,030
Memo: Internal Revenue	1,332	1,311	1,318	1,314	5,275	847	849	861	879	3,435	850	855
Total Wholesale Reported Revenue	2,273	2,263	2,272	2,287	9,095	1,815	1,813	1,848	1,868	7,344	1,847	1,885

Shading = not restated for proforma Openreach

EXTERNAL REVENUE ANALYSIS - Global Services	2004/5					2005/6					2006/7	
	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	166	158	157	154	635	155	158	148	145	606	157	152
Calls	107	101	91	89	388	86	85	80	82	333	82	74
Private Circuits	129	123	122	114	488	112	111	112	109	444	117	114
Transit, conveyance, interconnect circuits, WLR and other wholesale (incl. FRIACO)	-	-	-	-	-	-	-	-	-	-	-	-
Other (a)	427	416	407	466	1,716	451	455	438	474	1,818	441	439
Total Traditional	829	798	777	823	3,227	804	809	778	810	3,201	797	779
Networked IT Services	578	626	666	912	2,782	824	841	955	1,112	3,732	898	923
Broadband and LLU	7	9	12	14	42	14	14	15	15	58	14	15
Mobility	26	26	25	26	103	39	39	44	55	177	45	46
Other	-	-	-	-	-	-	-	-	-	-	-	-
Total New Wave	611	661	703	952	2,927	877	894	1,014	1,182	3,967	957	984
Total Revenue	1,440	1,459	1,480	1,775	6,154	1,681	1,703	1,792	1,992	7,168	1,754	1,763
Memo: Internal Revenue	287	332	330	385	1,334	386	399	405	414	1,604	401	394
Total Global Services Reported Revenue(b)	1,727	1,791	1,810	2,160	7,488	2,067	2,102	2,197	2,406	8,772	2,155	2,157

Shading = not restated for proforma Openreach

Memo information		2005/6					2006/7	
		Q1	Q2	Q3	Q4	Total	Q1	Q2
		£m	£m	£m	£m	£m	£m	£m
(a) Other Traditional	UK	72	53	59	56	240	59	54
	Non-UK	379	402	379	418	1,578	382	385
	Total	451	455	438	474	1,818	441	439
(b) Reclassified total revenue	Traditional (as reported above excluding Other)	353	354	340	336	1,383	356	340
	UK Traditional (Included in Other)	72	53	59	56	240	59	54
	Internal	126	135	130	123	514	101	102
	GS Traditional	551	542	529	515	2,137 #	516	496
	New wave (as reported above)	877	894	1,014	1,182	3,967	957	984
	Non-UK (Included in Other)	379	402	379	418	1,578	382	385
	Internal	260	264	275	291	1,090	300	292
GS New Wave	1,516	1,560	1,668	1,891	6,635 #	1,639	1,661	
Total GS Reported Revenue	2,067	2,102	2,197	2,406	8,772	2,155	2,157	

Global Services ORDER VALUE	2004/5				2005/6				2006/7	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m
Networked IT Services order intake	1,276	852	1,235	3,798	2,359	752	1,194	1,086	1,041	702
Other Order Intake	571	477	926	491	466	706	1,203	1,232	739	915
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

EXTERNAL REVENUE ANALYSIS - Openreach	2004/5					2005/6					2006/7	
	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	-	-	-	-	-	-	-	-	-	-	-	-
Calls	-	-	-	-	-	-	-	-	-	-	-	-
Private Circuits	-	-	-	-	-	-	-	-	-	-	-	-
Transit, conveyance, interconnect circuits, WLR and other wholesale (incl. FRIACO)	-	-	-	-	-	42	47	61	73	223	81	91
Other	-	-	-	-	-	-	-	-	-	-	-	-
Total Traditional						42	47	61	73	223	81	91
Networked IT Services	-	-	-	-	-	-	-	-	-	-	-	-
Broadband and LLU	-	-	-	-	-	11	13	22	49	95	49	71
Mobility	-	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-	-
Total New Wave						11	13	22	49	95	49	71
Total Revenue						53	60	83	122	318	130	162
Memo: Internal Revenue						1,241	1,211	1,195	1,177	4,824	1,129	1,117
Total Openreach Reported Revenue						1,294	1,271	1,278	1,299	5,142	1,259	1,279

Shading = not restated for proforma Openreach

Summary Cost Analysis	2004/5					2005/6					2006/7	
	Q1	Q2	Q3	Q4	Total	Q1	Q2	Q3	Q4	Total	Q1	Q2
	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£m	£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
Leaver costs	102	8	12	44	166	6	37	23	67	133	24	33
Staff costs (including leaver costs)	1,172	1,073	1,110	1,199	4,554	1,162	1,247	1,249	1,308	4,966	1,280	1,307
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
Own work capitalised^	(172)	(206)	(169)	(175)	(722)	(161)	(159)	(179)	(175)	(674)	(171)	(175)
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
POLO's	988	964	880	893	3,725	1,009	989	1,032	1,015	4,045	1,006	1,034
Depreciation and amortisation	700	704	695	745	2,844	706	690	707	770	2,873	700	700
Amortisation of acquired intangibles	-	-	-	-	-	3	2	3	3	11	3	3
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

^ 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

Shading = not restated

Capex by Line of Business	2004/5					2005/6					2006/7	
	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m	Q3 £m	Q4 £m	Total £m	Q1 £m	Q2 £m
BT Retail	31	41	44	54	170	35	33	32	53	153	40	40
Openreach						257	246	270	265	1,038	271	279
Access	269	274	268	225	1,036	20	20	19	22	81	16	17
Switch	30	25	31	14	100	10	8	9	5	32	2	2
Transmission	45	50	73	62	230	32	39	35	33	139	20	23
Products/Systems Support	133	199	142	141	615	168	131	158	266	723	162	224
BT Wholesale	477	548	514	442	1,981	230	198	221	326	975	200	266
Solutions and C&SI	47	61	66	86	260	51	49	55	61	216	53	53
UK Networks	37	35	24	25	121	27	32	23	33	115	24	23
Other	60	65	51	48	224	64	90	91	126	371	72	100
BT Global Services	144	161	141	159	605	142	171	169	220	702	149	176
Others (includes Fleet and Property)	42	53	71	89	255	52	46	67	109	274	55	51
Total	694	803	770	744	3,011	716	694	759	973	3,142	715	812
Shading = not restated for proforma Openreach												

Total Fixed Network Calls														
Quarterly Minutes (billions)	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Mar-05	Jun-05	Sep-05	Dec-05	Mar-06	Jun-06	Sep-06
Internet Related and Other Non Geo	13.94	13.06	12.51	12.45	10.93	10.13	9.33	8.68	7.51	6.86	6.20	5.87	5.00	4.37
Fixed to Mobile	2.37	2.37	2.29	2.26	2.21	2.20	2.13	2.08	2.13	2.08	2.02	1.99	1.99	1.98
Total Non Geographic Calls	16.31	15.43	14.79	14.70	13.13	12.33	11.46	10.76	9.64	8.94	8.22	7.86	6.99	6.35
Local	12.04	11.67	11.89	11.78	10.61	10.34	10.42	10.15	9.53	9.02	9.15	9.01	8.20	7.93
National	6.14	6.09	6.07	6.09	5.53	5.51	5.46	5.33	5.09	4.90	4.87	4.87	4.47	4.42
International	0.56	0.55	0.56	0.55	0.52	0.52	0.52	0.50	0.49	0.48	0.47	0.47	0.45	0.45
Total Geographic	18.74	18.31	18.51	18.43	16.66	16.37	16.40	15.98	15.11	14.40	14.49	14.35	13.12	12.80
Total Retail	35.04	33.74	33.30	33.13	29.79	28.70	27.86	26.74	24.75	23.34	22.71	22.21	20.11	19.15
Freephone and FRIACO	23.20	22.10	22.23	23.64	20.88	18.55	16.71	15.84	12.83	9.90	8.38	7.16	5.96	4.75
BT Group Originating Calls*	58.24	55.84	55.54	56.77	50.67	47.25	44.57	42.58	37.58	33.24	31.09	29.37	26.07	23.90
* Excluding Payphones and Directories (c0.3bn mins/qtr)														
Total Fixed Network Calls														
Quarterly Year on Year Minutes Change	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Mar-05	Jun-05	Sep-05	Dec-05	Mar-06	Jun-06	Sep-06
Internet Related and Other Non Geo	(11)%	(12)%	(16)%	(16)%	(22)%	(22)%	(25)%	(30)%	(31)%	(32)%	(34)%	(32)%	(33)%	(36)%
Fixed to Mobile	5%	1%	(2)%	(2)%	(7)%	(7)%	(7)%	(8)%	(4)%	(6)%	(5)%	(4)%	(7)%	(5)%
Total Non Geographic Calls	(9)%	(10)%	(14)%	(14)%	(19)%	(20)%	(23)%	(27)%	(27)%	(27)%	(28)%	(27)%	(28)%	(29)%
Local	(7)%	(8)%	(10)%	(8)%	(12)%	(11)%	(12)%	(14)%	(10)%	(13)%	(12)%	(11)%	(14)%	(12)%
National	(7)%	(8)%	(9)%	(7)%	(10)%	(10)%	(10)%	(12)%	(8)%	(11)%	(11)%	(9)%	(12)%	(10)%
International	(3)%	(3)%	(3)%	(4)%	(7)%	(6)%	(7)%	(9)%	(6)%	(7)%	(9)%	(8)%	(8)%	(6)%
Total Geographic	(7)%	(8)%	(9)%	(7)%	(11)%	(11)%	(11)%	(13)%	(9)%	(12)%	(12)%	(10)%	(13)%	(11)%
Total Retail	(8)%	(9)%	(11)%	(11)%	(15)%	(15)%	(16)%	(19)%	(17)%	(19)%	(18)%	(17)%	(19)%	(18)%
Freephone and FRIACO	29%	18%	7%	3%	(10)%	(16)%	(25)%	(33)%	(39)%	(47)%	(50)%	(55)%	(54)%	(52)%
BT Group Originating Calls*	4%	0%	(5)%	(5)%	(13)%	(15)%	(20)%	(25)%	(26)%	(30)%	(30)%	(31)%	(31)%	(28)%

Fixed to Fixed Voice Market Share *			
	FY 04	FY 05	FY 06
Residential	70%	64%	58%
Business	44%	42%	41%
* BT annual estimates: Local, national, international and non-geographic voice minut			

Exchange Lines ('000)														
Product Group Summary	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Mar-05	Jun-05	Sep-05	Dec-05	Mar-06	Jun-06	Sep-06
Retail														
Business Voice	5,539	5,483	5,395	5,324	5,260	5,148	5,043	4,976	4,895	4,789	4,735	4,645	4,558	4,473
Business ISDN	3,519	3,528	3,524	3,500	3,476	3,452	3,413	3,382	3,311	3,254	3,207	3,152	3,100	3,040
Business Broadband	158	184	218	247	272	297	343	366	390	416	448	481	507	534
Major Corporate Broadband	20	26	33	40	47	55	65	75	83	90	99	103	106	113
Total Business	9,236	9,221	9,170	9,111	9,055	8,952	8,864	8,799	8,679	8,549	8,489	8,381	8,271	8,160
Residential Voice	19,716	19,679	19,683	19,649	19,554	19,497	19,467	19,405	19,086	18,701	18,360	17,863	17,219	16,836
Residential ISDN	280	264	243	221	198	170	140	115	93	74	61	49	41	35
Residential Broadband	378	455	578	680	783	931	1,101	1,339	1,508	1,661	1,863	2,084	2,213	2,333
Total Residential	20,374	20,398	20,504	20,550	20,535	20,598	20,708	20,859	20,687	20,436	20,284	19,996	19,473	19,204
Total Voice	25,255	25,162	25,078	24,973	24,814	24,645	24,510	24,381	23,981	23,490	23,095	22,508	21,777	21,309
Total ISDN	3,799	3,792	3,767	3,721	3,674	3,622	3,553	3,497	3,404	3,328	3,268	3,201	3,141	3,075
Total Broadband (incl. Major Corporates)	556	665	829	967	1,102	1,283	1,509	1,780	1,981	2,167	2,410	2,668	2,826	2,980
Total Retail Lines	29,610	29,619	29,674	29,661	29,590	29,550	29,572	29,658	29,366	28,985	28,773	28,377	27,744	27,364
BT Wholesale														
BT Wholesale Broadband Connections	1,058	1,339	1,753	2,215	2,687	3,294	4,182	5,023	5,713	6,348	7,078	7,760	8,071	8,439
Broadband numbers adjusted from Dec-04. This is due to all data now being sourced from equivalent BT Wholesale systems and also from the inclusion of BT own use and test lines														

BT Together Packages ('000)														
	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Mar-05	Jun-05	Sep-05	Dec-05	Mar-06	Jun-06	Sep-06
Total	8,873	8,934	8,956	8,859	8,991	17,617	17,599	17,560	17,268	16,914	16,609	16,158	15,563	15,229
Option 1	5,100	5,255	5,379	5,419	5,609	14,270	14,314	14,326	14,119	13,836	13,600	13,192	12,630	11,997
Option 2	1,087	1,173	1,220	1,218	1,250	1,269	1,290	1,317	1,344	1,387	1,409	1,442	1,478	1,785
Option 3	82	210	274	324	433	515	556	582	582	575	573	586	598	681
BTT Local	2,604	2,296	2,083	1,898	1,699	1,563	1,439	1,335	1,223	1,116	1,027	938	857	766

BT Mobility Connections ('000)														
	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Mar-05	Jun-05	Sep-05	Dec-05	Mar-06	Jun-06	Sep-06
Total	57	70	106	145	215	305	341	372	370	350	334	341	337	329
Business	51	59	82	104	127	144	162	185	196	204	209	214	219	223
Consumer	6	11	24	41	88	161	179	187	174	146	125	127	118	106

Average Revenue per Consumer Household *														
	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Mar-05	Jun-05	Sep-05	Dec-05	Mar-06	Jun-06	Sep-06
	£	£	£	£	£	£	£	£	£	£	£	£	£	£
Annual revenue	272	270	268	266	265	261	258	254	252	251	250	251	253	254
Contracted**	56%	57%	57%	58%	59%	60%	62%	64%	65%	66%	67%	67%	68%	69%
Non-contracted	44%	43%	43%	42%	41%	40%	38%	36%	35%	34%	33%	33%	32%	31%

* Rolling 12 month consumer revenue, less mobile polos, divided by average number of primary lines

** Includes line rental, broadband, select services and packages.

CPS Volumes ('000)														
	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Mar-05	Jun-05	Sep-05	Dec-05	Mar-06	Jun-06	Sep-06
Number of users*	1,622	2,120	2,725	3,299	3,723	4,169	4,571	4,909	5,291	5,554	5,779	6,067	6,335	6,397
Net adds in quarter	578	498	605	574	424	446	402	338	382	263	225	288	268	62
* CPS numbers include those customers who have migrated from Indirect Access														
External WLR ('000)														
	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Mar-05	Jun-05	Sep-05	Dec-05	Mar-06	Jun-06	Sep-06
Analogue lines / ISDN Channels	121	180	291	377	491	630	825	1,026	1,450	1,882	2,333	2,874	3,557	4,003
Net adds in quarter	30	59	111	86	114	139	195	201	424	432	451	541	683	446
External LLU Volumes ('000)														
	Jun-03	Sep-03	Dec-03	Mar-04	Jun-04	Sep-04	Dec-04	Mar-05	Jun-05	Sep-05	Dec-05	Mar-06	Jun-06	Sep-06
Full and Shared loops	6	8	8	11	14	20	28	41	72	122	192	356	580	838
Net adds in quarter	3	2	-	3	3	6	8	13	31	50	70	164	224	258