



Key Performance Indicators Q1 2014/15

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The figures in this document have been restated to reflect the move, with effect from 1 April 2014, of Conferencing from BT Business into BT Global Services and Security from Group into BT Global Services, and were published on 16 June 2014. See note 1 of the Q1 2014/15 results release for further information.

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1. Group income statement £m unless otherwise stated	2013/14 Q1	YoY Change %	2014/15 Q1	2013/14 Q2	2013/14 Q3	2013/14 Q4	2013/14 Full Year
Revenue¹							
BT Global Services	1,752	(6.0)	1,647	1,743	1,847	1,927	7,269
BT Business	785	(2.9)	762	799	808	821	3,213
BT Consumer	950	10.1	1,046	987	1,014	1,068	4,019
BT Wholesale	638	(17.7)	525	624	589	571	2,422
Openreach	1,245	0.0	1,245	1,271	1,274	1,271	5,061
Other	18	5.6	19	18	14	32	82
Eliminations	(939)	(5.2)	(890)	(951)	(947)	(942)	(3,779)
Total	4,449	(2.1)	4,354	4,491	4,599	4,748	18,287
- of which transit	192		144	183	173	149	697
Underlying revenue² excluding transit (YoY % change)	-1.1%		0.5%	-0.5%	2.4%	1.2%	0.5%
EBITDA¹							
BT Global Services	210	1.4	213	222	290	319	1,041
BT Business	236	1.7	240	247	257	262	1,002
BT Consumer	231	3.0	238	158	175	269	833
BT Wholesale	157	(19.7)	126	159	146	152	614
Openreach	605	3.1	624	642	660	694	2,601
Other	1	n/m	(6)	6	9	9	25
Total	1,440	(0.3)	1,435	1,434	1,537	1,705	6,116
Depreciation and amortisation ¹	(697)	(6.5)	(652)	(677)	(670)	(651)	(2,695)
Operating profit¹	743	5.4	783	757	867	1,054	3,421
Net finance expense ¹	(146)	(0.7)	(145)	(148)	(144)	(153)	(591)
Share of post tax profits/losses of associates & joint ventures ¹	(2)		0	0	(1)	0	(3)
Profit before tax¹	595	7.2	638	609	722	901	2,827
Specific items	(87)		(19)	(52)	(46)	(95)	(280)
Net interest on pensions	(59)		(73)	(58)	(59)	(59)	(235)
Total specific items	(146)		(92)	(110)	(105)	(154)	(515)
Reported profit before tax	449	21.6	546	499	617	747	2,312
Tax - excluding tax on specific items	(135)	(5.9)	(127)	(136)	(151)	(191)	(613)
Tax on specific items	32		22	250	27	10	319
Tax rate	22.6%		19.9%	22.3%	20.9%	21.2%	21.7%
Net income	346	27.5	441	613	493	566	2,018
EPS¹ (p)	5.9	10.2	6.5	6.0	7.3	9.0	28.2
Reported EPS (p)	4.4	27.3	5.6	7.8	6.3	7.2	25.7
Dividend per share (p)	-		-	3.4	-	7.5	10.9
Average number of shares in issue (m)	7,839		7,856	7,864	7,867	7,858	7,857

Group free cash flow							
EBITDA ¹	1,440		1,435	1,434	1,537	1,705	6,116
Capital expenditure ³	(600)	(11.7)	(530)	(634)	(568)	(544)	(2,346)
Interest	(222)	(7.7)	(205)	(71)	(205)	(110)	(608)
Tax (excluding cash tax benefit of pension deficit payments)	(31)		(133)	(91)	(152)	(150)	(424)
Change in working capital	(716)		(519)	(72)	(95)	503	(380)
Other	69		74	44	37	(58)	92
Normalised free cash flow⁴	(60)	n/m	122	610	554	1,346	2,450
Cash tax benefit of pension deficit payments	20		19	19	19	19	77
Purchases of telecoms licences	0		0	0	0	0	0
Specific items	(134)		(80)	(72)	(58)	(92)	(356)
Reported free cash flow	(174)	n/m	61	557	515	1,273	2,171
Gross pension deficit payment	0		0	0	0	(325)	(325)
Free cash flow (post pension deficit payments)	(174)	n/m	61	557	515	948	1,846
Net debt	8,058	(12.1)	7,079	8,074	7,640	7,028	7,028

¹ before specific items

² excludes specific items, foreign exchange movements and the effect of acquisitions and disposals

³ before purchases of telecommunications licences

⁴ before specific items, purchases of telecommunications licences, pension deficit payments and the cash tax benefit of pension deficit payments

n/m = not meaningful

2. BT Global Services	2012/13					2013/14					2014/15
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1
Financial											
Revenue (£m)											
UK	823	833	814	905	3,375	766	756	832	883	3,237	731
YoY % change	-5.0%	-15.2%	-6.9%	-3.6%	-7.8%	-6.9%	-9.2%	2.2%	-2.4%	-4.1%	-4.6%
Continental Europe	552	533	552	619	2,256	559	546	552	587	2,244	521
YoY % change	-15.3%	-17.7%	-14.3%	-6.5%	-13.4%	1.3%	2.4%	0.0%	-5.2%	-0.5%	-6.8%
US & Canada	242	250	236	249	977	239	242	243	222	946	208
YoY % change	-8.7%	-3.1%	-5.6%	-1.6%	-4.8%	-1.2%	-3.2%	3.0%	-10.8%	-3.2%	-13.0%
AsiaPac, Latam & MEA	174	193	197	220	784	188	199	220	235	842	187
YoY % change	1.2%	2.7%	5.3%	8.9%	4.7%	8.0%	3.1%	11.7%	6.8%	7.4%	-0.5%
Total	1,791	1,809	1,799	1,993	7,392	1,752	1,743	1,847	1,927	7,269	1,647
YoY % change	-8.4%	-12.9%	-8.0%	-3.1%	-8.1%	-2.2%	-3.6%	2.7%	-3.3%	-1.7%	-6.0%
- of which internal	9	8	10	8	35	8	7	8	8	31	8
YoY % change	28.6%	14.3%	25.0%	33.3%	25.0%	-11.1%	-12.5%	-20.0%	0.0%	-11.4%	0.0%
- of which transit	111	105	105	104	425	102	99	93	90	384	88
YoY % change	-3.5%	-5.4%	-4.5%	-14.0%	-7.0%	-8.1%	-5.7%	-11.4%	-13.5%	-9.6%	-13.7%
Underlying revenue excluding transit (YoY % change)	-6.2%	-10.2%	-6.1%	-2.8%	-5.8%	-3.4%	-4.9%	3.8%	0.6%	-1.0%	-1.5%
EBITDA (£m)	197	209	246	298	950	210	222	290	319	1,041	213
YoY % change	-6.6%	-11.4%	7.4%	9.6%	0.2%	6.6%	6.2%	17.9%	7.0%	9.6%	1.4%
Operating profit (£m)	38	55	87	136	316	57	70	136	162	425	73
YoY % change	2.7%	12.2%	50.0%	41.7%	31.7%	50.0%	27.3%	56.3%	19.1%	34.5%	28.1%
Capex (£m)	129	127	122	157	535	116	125	143	132	516	106
YoY % change	9.3%	-18.6%	-14.1%	3.3%	-5.8%	-10.1%	-1.6%	17.2%	-15.9%	-3.6%	-8.6%
Operating free cash flow (£m)	(242)	(99)	168	487	314	(262)	91	111	559	499	(337)
YoY % change	n/m	-571.4%	-23.6%	92.5%	-36.3%	8.3%	-191.9%	-33.9%	14.8%	58.9%	28.6%
Operational											
Order intake (£m)¹	1,156	1,279	1,938	1,975	6,348	1,702	1,518	1,509	2,234	6,963	1,058
YoY % change						47.2%	18.7%	-22.1%	13.1%	9.7%	-37.8%

¹ Historic order book restated following review of Conferencing order book in Q1 2014/15 to fully align with BT Global Services methodology

3. BT Business	2012/13					2013/14					2014/15
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1
Financial											
Revenue (£m)											
SME & Corporate voice	253	257	251	253	1,014	250	246	251	247	994	239
YoY % change	-9.0%	-5.2%	-5.3%	-5.2%	-6.2%	-1.2%	-4.3%	0.0%	-2.4%	-2.0%	-4.4%
SME & Corporate data & networking	188	196	198	196	778	192	199	198	199	788	192
YoY % change	0.0%	0.5%	3.7%	-1.0%	0.8%	2.1%	1.5%	0.0%	1.5%	1.3%	0.0%
IT services	112	120	121	151	504	129	137	133	145	544	126
YoY % change	-3.4%	-4.0%	9.0%	13.5%	3.9%	15.2%	14.2%	9.9%	-4.0%	7.9%	-2.3%
Ireland Business (ex Transit)	143	143	151	166	603	149	151	157	167	624	142
YoY % change	-1.4%	-7.1%	1.3%	7.8%	0.2%	4.2%	5.6%	4.0%	0.6%	3.5%	-4.7%
Transit	13	13	14	10	50	10	7	12	9	38	10
YoY % change	30.0%	18.2%	16.7%	-16.7%	11.1%	-23.1%	-46.2%	-14.3%	-10.0%	-24.0%	0.0%
Other (incl. eliminations)	66	68	67	70	271	55	59	57	54	225	53
YoY % change	-14.3%	-5.6%	-26.4%	1.4%	-12.3%	-16.7%	-13.2%	-14.9%	-22.9%	-17.0%	-3.6%
Total	775	797	802	846	3,220	785	799	808	821	3,213	762
YoY % change	-4.8%	-3.7%	-2.1%	1.6%	-2.2%	1.3%	0.3%	0.7%	-3.0%	-0.2%	-2.9%
- of which internal	100	99	102	122	423	101	105	103	106	415	88
YoY % change	11.1%	-2.0%	3.0%	9.9%	5.5%	1.0%	6.1%	1.0%	-13.1%	-1.9%	-12.9%
Underlying revenue excluding transit (YoY % change)	-4.7%	-2.8%	-1.6%	1.1%	-2.0%	0.4%	-0.5%	-0.3%	-2.7%	-0.8%	-2.6%
EBITDA (£m)	220	227	239	254	940	236	247	257	262	1,002	240
YoY % change	-3.9%	-0.9%	0.4%	4.5%	0.1%	7.3%	8.8%	7.5%	3.1%	6.6%	1.7%
Operating profit (£m)	162	169	179	197	707	183	197	206	219	805	197
YoY % change	-3.6%	-5.1%	-0.6%	10.7%	0.4%	13.0%	16.6%	15.1%	11.2%	13.9%	7.7%
Capex (£m)	42	42	30	28	142	33	29	32	33	127	24
YoY % change	-6.7%	-4.5%	-33.3%	-48.1%	-24.5%	-21.4%	-31.0%	6.7%	17.9%	-10.6%	-27.3%
Operating free cash flow (£m)	121	165	255	275	816	109	217	218	255	799	190
YoY % change	-30.5%	-15.8%	41.7%	22.2%	5.3%	-9.9%	31.5%	-14.5%	-7.3%	-2.1%	74.3%
Operational											
Order intake (£m)	433	708	545	516	2,202	471	473	499	655	2,098	484
YoY % change	4.3%	40.8%	23.9%	8.2%	20.0%	8.8%	-33.2%	-8.4%	26.9%	-4.7%	2.8%

4. BT Consumer	2012/13					2013/14					2014/15
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1
Financial											
Revenue (£m)											
Calls & lines	661	642	637	650	2,590	626	633	633	659	2,551	641
YoY % change	-6.6%	-7.9%	-9.0%	-6.1%	-7.4%	-5.3%	-1.4%	-0.6%	1.4%	-1.5%	2.4%
Broadband & TV	276	281	288	305	1,150	300	330	351	377	1,358	377
YoY % change	12.2%	11.1%	12.5%	13.4%	12.3%	8.7%	17.4%	21.9%	23.6%	18.1%	25.7%
Other (incl. eliminations)	22	29	28	27	106	24	24	30	32	110	28
YoY % change	-12.0%	-6.5%	-3.4%	42.1%	1.9%	9.1%	-17.2%	7.1%	18.5%	3.8%	16.7%
Total	959	952	953	982	3,846	950	987	1,014	1,068	4,019	1,046
YoY % change	-2.0%	-3.0%	-3.2%	0.2%	-2.0%	-0.9%	3.7%	6.4%	8.8%	4.5%	10.1%
- of which internal	10	11	11	12	44	12	10	13	14	49	14
YoY % change	42.9%	120.0%	n/m	n/m	175.0%	20.0%	-9.1%	18.2%	16.7%	11.4%	16.7%
EBITDA (£m)											
YoY % change	246	238	228	256	968	231	158	175	269	833	238
YoY % change	13.9%	11.2%	6.5%	7.6%	9.8%	-6.1%	-33.6%	-23.2%	5.1%	-13.9%	3.0%
Operating profit (£m)											
YoY % change	184	175	166	195	720	176	105	120	213	614	183
YoY % change	17.2%	19.0%	9.2%	12.1%	14.3%	-4.3%	-40.0%	-27.7%	9.2%	-14.7%	4.0%
Capex (£m)											
YoY % change	59	61	53	68	241	56	60	48	47	211	39
YoY % change	5.4%	-14.1%	-20.9%	-11.7%	-11.1%	-5.1%	-1.6%	-9.4%	-30.9%	-12.4%	-30.4%
Operating free cash flow (£m)											
YoY % change	100	147	190	218	655	146	11	99	216	472	227
YoY % change	-28.6%	5.0%	90.0%	2.8%	10.6%	46.0%	-92.5%	-47.9%	-0.9%	-27.9%	55.5%
Operational											
Consumer ARPU (£)											
YoY % change	350	355	359	365		370	377	383	391		398
YoY % change	6.1%	6.0%	6.5%	6.4%		5.7%	6.2%	6.7%	7.1%		7.6%
Total consumer lines ('000)											
QoQ movement ('000)	10,717	10,534	10,361	10,207		10,070	10,027	9,957	9,908		9,839
QoQ movement ('000)	-202	-183	-173	-154		-130 ¹	-65 ²	-70	-49		-69
Active consumer lines ('000)											
QoQ movement ('000)	10,184	10,053	9,931	9,824		9,727	9,715	9,675	9,650		9,599
QoQ movement ('000)	-137	-131	-122	-107		-97	-34 ²	-40	-25		-51
TV customers ('000)											
QoQ movement ('000)	728	749	770	810		833	903	956	1,002		1,007 ³
QoQ movement ('000)	21	21	21	40		23	70	53	46		40

¹ Excludes 7k lines relating to accounts transferred from BT Consumer to BT Business

² Excludes 22k lines relating to a small acquisition

³ Base adjusted to remove 35k inactive customers

5. BT Wholesale	2012/13					2013/14					2014/15
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1
Financial											
Revenue (£m)											
Managed solutions	195	197	208	232	832	239	232	199	219	889	190
YoY % change	-2.0%	0.0%	4.5%	18.4%	5.2%	22.6%	17.8%	-4.3%	-5.6%	6.9%	-20.5%
Calls, lines & circuits	228	204	210	206	848	188	183	181	157	709	144
YoY % change	-0.9%	-12.1%	-9.5%	-5.1%	-6.9%	-17.5%	-10.3%	-13.8%	-23.8%	-16.4%	-23.4%
Broadband	62	58	55	54	229	52	51	47	45	195	44
YoY % change	-15.1%	-22.7%	-21.4%	-15.6%	-18.8%	-16.1%	-12.1%	-14.5%	-16.7%	-14.8%	-15.4%
IP services	49	48	48	56	201	55	59	66	77	257	78
YoY % change	40.0%	11.6%	14.3%	30.2%	23.3%	12.2%	22.9%	37.5%	37.5%	27.9%	41.8%
Transit	119	86	95	94	394	80	77	68	50	275	46
YoY % change	-36.4%	-47.9%	-41.4%	-40.1%	-41.3%	-32.8%	-10.5%	-28.4%	-46.8%	-30.2%	-42.5%
Other	25	23	29	27	104	24	22	28	23	97	23
YoY % change	-28.6%	-8.0%	0.0%	-25.0%	-16.8%	-4.0%	-4.3%	-3.4%	-14.8%	-6.7%	-4.2%
Total	678	616	645	669	2,608	638	624	589	571	2,422	525
YoY % change	-10.7%	-16.4%	-12.1%	-6.2%	-11.4%	-5.9%	1.3%	-8.7%	-14.6%	-7.1%	-17.7%
Underlying revenue excluding transit (YoY % change)	-2.3%	-7.30%	-3.8%	3.4%	-2.6%	-0.2%	3.2%	-5.3%	-9.4%	-3.0%	-14.4%
EBITDA (£m)	163	143	153	161	620	157	159	146	152	614	126
YoY % change	-5.2%	-16.4%	-8.9%	3.2%	-7.0%	-3.7%	11.2%	-4.6%	-5.6%	-1.0%	-19.7%
Operating profit (£m)	99	81	89	97	366	93	97	86	93	369	67
YoY % change	-6.6%	-25.7%	-15.2%	10.2%	-10.3%	-6.1%	19.8%	-3.4%	-4.1%	0.8%	-28.0%
Capex (£m)	72	57	52	52	233	64	63	61	56	244	53
YoY % change	-2.7%	-36.0%	-36.6%	-42.9%	-30.7%	-11.1%	10.5%	17.3%	7.7%	4.7%	-17.2%
Operating free cash flow (£m)	(8)	63	115	178	348	(31)	154	30	219	372	11
YoY % change	-50.0%	-28.4%	n/m	0.6%	34.4%	287.5%	144.4%	-73.9%	23.0%	6.9%	-135.5%
Operational											
Order intake (£m)	501	308	416	806	2,031	509	409	467	525	1,910	264
YoY % change	605.6%	165.5%	20.9%	271.4%	171.5%	1.6%	32.8%	12.3%	-34.9%	-6.0%	-48.1%

6. Openreach	2012/13					2013/14					2014/15
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1
Financial											
Revenue (£m)											
WLR	611	595	592	582	2,380	548	540	532	524	2,144	509
YoY % change	-7.6%	-9.3%	-8.6%	-9.3%	-8.7%	-10.3%	-9.2%	-10.1%	-10.0%	-9.9%	-7.1%
LLU	289	295	297	292	1,173	286	298	304	300	1,188	296
YoY % change	-0.3%	-3.6%	-5.1%	-6.1%	-3.9%	-1.0%	1.0%	2.4%	2.7%	1.3%	3.5%
Ethernet	208	217	214	222	861	219	224	225	229	897	222
YoY % change	21.6%	19.2%	10.3%	9.4%	14.8%	5.3%	3.2%	5.1%	3.2%	4.2%	1.4%
Fibre broadband	33	40	53	60	186	71	86	91	98	346	104
YoY % change	266.7%	207.7%	194.4%	114.3%	173.5%	115.2%	115.0%	71.7%	63.3%	86.0%	46.5%
Other	129	136	130	120	515	121	123	122	120	486	114
YoY % change	-6.5%	-0.7%	-7.1%	-5.5%	-5.0%	-6.2%	-9.6%	-6.2%	0.0%	-5.6%	-5.8%
Total	1,270	1,283	1,286	1,276	5,115	1,245	1,271	1,274	1,271	5,061	1,245
YoY % change	0.1%	-0.9%	-2.1%	-2.7%	-1.4%	-2.0%	-0.9%	-0.9%	-0.4%	-1.1%	0.0%
- of which internal	855	850	839	824	3,368	806	816	814	803	3,239	769
YoY % change	-3.6%	-4.5%	-7.0%	-6.9%	-5.5%	-5.7%	-4.0%	-3.0%	-2.5%	-3.8%	-4.6%
EBITDA (£m)	633	664	662	683	2,642	605	642	660	694	2,601	624
YoY % change	2.6%	2.5%	-1.5%	0.3%	0.9%	-4.4%	-3.3%	-0.3%	1.6%	-1.6%	3.1%
Operating profit (£m)	275	307	304	328	1,214	236	287	315	357	1,195	275
YoY % change	3.4%	3.7%	-4.4%	1.9%	1.0%	-14.2%	-6.5%	3.6%	8.8%	-1.6%	16.5%
Capex (£m)	286	278	287	293	1,144	280	268	249	252	1,049	258
YoY % change	13.0%	10.8%	-1.7%	5.0%	6.4%	-2.1%	-3.6%	-13.2%	-14.0%	-8.3%	-7.9%
Operating free cash flow (£m)	289	328	448	410	1,475	269	311	452	460	1,492	298
YoY % change	12.9%	-23.9%	16.4%	-7.2%	-2.6%	-6.9%	-5.2%	0.9%	12.2%	1.2%	10.8%
Operational											
Internal physical lines ('000)	13,866	13,628	13,405	13,214		13,034	12,932	12,808	12,697		12,572
External physical lines ('000)	5,192	5,130	5,127	5,088		4,988	4,838	4,688	4,544		4,515
Fully unbundled physical lines (MPF) ('000)	5,848	6,110	6,384	6,702		6,995	7,239	7,585	7,846		8,013
Total physical lines ('000)	24,906	24,869	24,917	25,004		25,017	25,009	25,081	25,087		25,099
QoQ movement ('000)	-44	-38	48	88		12	-8	72	6		12

7. Broadband 000s	2012/13				2013/14				2014/15
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
Total retail broadband									
Total retail broadband	6,365	6,446	6,569	6,704	6,799	6,961	7,111	7,281	7,385
<i>Net adds in quarter</i>	85	81	122	136	95	156 ¹	150	170	104
Total retail share of DSL + fibre net adds	54%	54%	50%	48%	50%	93% ¹	60%	79%	64%
Total retail share of DSL + fibre installed base	38%	38%	38%	38%	38%	39%	39%	39%	40%
Of which:									
Total retail fibre base	668	825	1,025	1,236	1,433	1,628	1,856	2,105	2,332
<i>Net adds in quarter</i>	154	157	200	211	197	195	228	249	226
Wholesale									
BT Wholesale external broadband	2,212	2,144	2,084	2,066	2,061	2,000	1,886	1,872	1,866
<i>Net adds in quarter</i>	-51	-67	-60	-19	-5	-60	-114	-14	-5
Openreach²									
Internal DSL & fibre broadband (sold to other BT lines of business)	8,577	8,591	8,653	8,770	8,860	8,962	8,997	9,153	9,252
Full LLU (MPF)	5,848	6,110	6,384	6,702	6,995	7,239	7,585	7,846	8,013
Shared LLU (SMPF) + external fibre on WLR lines	2,528	2,401	2,308	2,158	1,963	1,786	1,656	1,455	1,353
Total DSL + fibre	16,952	17,102	17,345	17,629	17,818	17,986	18,238	18,455	18,618
<i>Net adds in quarter</i>	157	150	243	284	189	168	252	217	163
Of which:									
Openreach fibre base	708	895	1,140	1,411	1,676	1,992	2,330	2,677	3,019
<i>Net adds in quarter</i>	170	186	245	271	265	316	339	347	341

¹ Excludes 6k lines relating to a small acquisition

² Includes Northern Ireland

8. Costs & other statistics	2012/13					2013/14					2014/15
	Q1	Q2	Q3	Q4	FY	Q1	Q2	Q3	Q4	FY	Q1
Operating costs (£m)											
Direct labour costs before leaver costs	1,193	1,182	1,165	1,187	4,727	1,181	1,173	1,158	1,177	4,689	1,177
Indirect labour costs	221	214	205	205	845	210	216	217	205	848	200
Leaver costs	23	16	12	7	58	6	4	-	4	14	2
Gross labour costs	1,437	1,412	1,382	1,399	5,630	1,397	1,393	1,375	1,386	5,551	1,379
Capitalised labour	(237)	(243)	(241)	(245)	(966)	(238)	(245)	(260)	(253)	(996)	(261)
Net labour costs	1,200	1,169	1,141	1,154	4,664	1,159	1,148	1,115	1,133	4,555	1,118
Payments to telecommunications operators	697	653	651	676	2,677	646	639	620	567	2,472	530
Property and energy costs	261	259	253	249	1,022	246	251	258	204	959	244
Network operating and IT costs	156	156	137	138	587	164	149	142	136	591	159
Other costs (including programme rights costs)	738	768	806	934	3,246	794	870	927	1,003	3,594	868
Operating costs before depreciation and specific items	3,052	3,005	2,988	3,151	12,196	3,009	3,057	3,062	3,043	12,171	2,919
Depreciation and amortisation	723	722	706	692	2,843	697	677	670	651	2,695	652
Total operating costs before specific items	3,775	3,727	3,694	3,843	15,039	3,706	3,734	3,732	3,694	14,866	3,571
Specific items	2	50	(87)	151	116	84	52	46	94	276	44
Total operating costs	3,777	3,777	3,607	3,994	15,155	3,790	3,786	3,778	3,788	15,142	3,615
Capital expenditure (£m)											
Capital expenditure by line of business											
BT Global Services	129	127	122	157	535	116	125	143	132	516	106
BT Business	42	42	30	28	142	33	29	32	33	127	24
BT Consumer	59	61	53	68	241	56	60	48	47	211	39
BT Wholesale	72	57	52	52	233	64	63	61	56	244	53
Openreach	286	278	287	293	1,144	280	268	249	252	1,049	258
Other	34	31	28	50	143	47	50	48	54	199	36
Total	622	596	572	648	2,438	596	595	581	574	2,346	516
Other Stats											
Lines sold through BT lines of business											
Total consumer lines (as sheet 4)	10,717	10,534	10,361	10,207		10,070	10,027	9,957	9,908		9,839
QoQ movement	-202	-183	-173	-154		-130 ¹	-65 ²	-70	-49		-69
Business/Corporate lines	4,437	4,340	4,262	4,165		4,071	3,978	3,878	3,784		3,695
QoQ movement	-114	-97	-78	-97		-101 ¹	-93	-100	-94		-89
Total	15,154	14,874	14,623	14,372		14,141	14,005	13,835	13,693		13,534
QoQ movement	-316	-280	-251	-251		-231	-158 ²	-170	-142		-159
Call minutes across BT lines of business (bn)	9.07	8.84	8.78	8.71	35.40	8.07	7.83	7.79	7.59	31.28	6.95
YoY % change	-7.2%	-9.1%	-8.8%	-10.1%	-8.8%	-11.0%	-11.4%	-11.3%	-12.9%	-11.6%	-13.9%

¹ Excludes 7k lines relating to accounts transferred from BT Consumer to BT Business

² Excludes 22k lines relating to a small acquisition

9. Glossary

BT Global Services

Revenue	Geographic split of revenue is based on the country of origin from which the customer is invoiced. Reported growth rates are not adjusted for the effect of foreign exchange movements.
Underlying revenue excluding transit	The YoY change in underlying revenue excluding transit. Underlying revenue excludes specific items, foreign exchange movements and the effect of acquisitions and disposals
Operational	
Order intake	Orders for all business types including new business, renewals and extensions. Where a renewal or extension overlaps with a previous contract value reported as Order intake, only the incremental increase is included. Also includes all orders for BT Global Services's Conferencing and Security units.

BT Business

Revenue	
SME & Corporate voice	Revenue from calls, lines, mobile and VoIP services. Calls revenue is local and national geographic calls, international direct dial, fixed to mobile, other non-geographic calls and revenue from call packages sold to SMEs and mid-tier corporates in the UK under both the BT and Plusnet brands. Lines revenue is rentals and connections revenue from analogue and digital lines sold to SMEs and mid-tier corporates in the UK under both the BT and Plusnet brands.
SME & Corporate data & networking	Revenue from broadband, analogue and digital private circuits, and ICT and managed network services sold to SMEs and mid-tier corporates in the UK under both the BT and Plusnet brands.
IT services	Revenue from five specialist IT services units in BT Business - BT Engage IT, BT iNet, BT Business Direct, BT Expedite & Fresca and BT Tikit
Ireland Business (ex Transit)	In Northern Ireland, includes revenue from SMEs and the public sector, plus internal charges related to usage of the network in Northern Ireland. In Republic of Ireland, includes revenue from the corporate sector, the public sector and from wholesale network services.
Transit	Ireland revenues from the carriage of telecoms traffic across BT's network where neither the originating nor the terminating network is owned or controlled by BT (including the pass through of mobile terminating traffic)
Other (incl. eliminations)	Mainly revenue from certain units previously reported within BT Enterprises: BT Directories, BT Redcare, BT Payphones and BT Fleet, as well as Inbound and Select Services revenue. Also includes revenue from audio, video and web conferencing and collaboration services for business customers in the UK.
Internal	Contains IT services & managed networks revenue from BT Global Services; and internal charges from Ireland to other parts of BT relating to usage of the network in Northern Ireland.
Underlying revenue excluding transit	The YoY change in underlying revenue excluding transit. Underlying revenue excludes specific items, foreign exchange movements and the effect of acquisitions and disposals
Operational	
Order intake	Orders for calls & lines, broadband, IT services and conferencing services sold by BT Business in the UK and Ireland. Includes all connections, installations and one-off charges, plus all recurring charges for the term of the contract. Excludes orders for volume products such as calls & lines and broadband ordered directly through our outbound sales desks.

BT Consumer

All measures include consumers in Northern Ireland, and Plusnet's consumer business

Revenue	
Calls & lines	Calls revenue is local and national geographic calls, international direct dial, fixed to mobile, other non-geographic calls and revenue from call packages sold to consumers in the UK. Lines revenue is rentals, connections and calling features revenue for analogue and digital lines sold to consumers in the UK.
Broadband & TV	Revenue from broadband sold to consumers in the UK. Includes BT Infinity, BT TV and retail and wholesale BT Sport.
Other (incl. eliminations)	Mainly sales of telephones and other equipment, BT Wi-fi direct revenue from the sale of wi-fi vouchers to customers, and wi-fi revenue from corporate customers.
Internal	Mainly BT Wi-fi revenue from services sold by BT Global Services on certain contracts; services and applications sold by Plusnet to BT Global Services.
Operational	
Consumer ARPU	12 month rolling consumer revenue, less mobile POLOs, less BT Sport revenue from: satellite customers paying for the channels, our wholesale deals and from commercial premises. This is divided by the average number of primary lines.
Total consumer lines	Total number of UK consumer analogue lines and ISDN channels (WLR)
Active consumer lines	The number of UK consumer lines over which BT is the call provider
TV customers	Total number of customers, with either a BT Vision or a YouView box, that are registered & enabled on the BT TV platform to receive video on demand

BT Wholesale

Revenue	
Managed solutions	Managed network services, white label managed services and wholesale calls sold to external communications providers (CPs) in the UK. Includes managed broadband network service contracts.
Calls, lines & circuits	Direct and indirect conveyance, wholesale and international direct dial calls (not sold as part of a managed service), interconnect circuits, private circuits and partial private circuits
Broadband	IPStream Connect, Datastream and Wholesale Broadband Connect revenue from sales to external CP customers including that not deemed managed solutions. Excludes managed broadband network service contracts.
IP services	Voice over IP services (including IP Exchange), Fixed Wholesale Ethernet and other wholesale data revenue including MPLS products such as SHDS & IP Clear
Transit	UK revenues from the carriage of telecoms traffic across BT's network where neither the originating nor the terminating network is owned or controlled by BT (includes the pass through of mobile terminating traffic)
Other	Media & Broadcast revenue and equipment sales
Underlying revenue excluding transit	The YoY change in underlying revenue excluding transit. Underlying revenue excludes specific items, foreign exchange movements and the effect of acquisitions and disposals
Operational	
Order intake	Orders for all business types including new business, renewals and extensions.

Openreach

Revenue	
WLR	Internal and external WLR connection and rental revenue
LLU	Internal and external SMPF and MPF connection and rental revenue, co-location connection and rental revenue, copper port build, tie cables and TAMs
Ethernet	Internal and external Ethernet connection and rental revenue
Fibre broadband	Internal and external Fibre connection and rental revenue
Other	Primarily revenue from service-based activity and some legacy connectivity products
Internal	Primarily rental and connection revenue related to WLR, SMPF, Ethernet and fibre supplied to the customer-facing BT lines of business
Operational	
Internal physical lines	Lines provided by Openreach to other BT lines of business - including Plusnet and physical lines operated by BT Consumer and BT Business in Northern Ireland (includes analogue lines and ISDN lines provided over copper (WLR), but excludes non-equivalent traded products and ISDN30)
External physical lines	Lines provided by Openreach to other CPs (includes analogue and ISDN lines provided over copper (WLR), but excludes full LLU (MPF) and ISDN30)
Fully unbundled physical lines (MPF)	MPF lines provided by Openreach to other CPs

Broadband

Total retail broadband	
Total retail broadband	BT's total retail broadband base (including retail fibre) - BT Consumer (including Plusnet and Northern Ireland), BT Business and broadband lines sold by Global Services
Total retail fibre base	BT's total retail fibre base - BT Consumer (including Plusnet and Northern Ireland) and BT Business. Included within retail broadband numbers
Wholesale	
BT Wholesale external broadband	Total broadband lines sold by BT Wholesale to external CP customers
Openreach	
Internal DSL & fibre broadband (sold to other BT lines of business)	Total broadband (including fibre) lines sold via BT lines of business. Calculated as the sum of 'Total retail broadband' base + 'BT Wholesale external broadband' base
Full LLU (MPF)	MPF lines provided by Openreach to other external CPs
Shared LLU (SMPF) + external fibre on WLR lines	SMPF lines provided by Openreach to other external CPs - includes fibre provided by Openreach to other CPs on WLR lines
Total DSL + fibre	Total number of broadband lines sold by Openreach both internally and externally. Includes fibre. Calculated as the total of the 3 rows above
Openreach fibre base	Total fibre lines sold by Openreach, both internally to BT lines of business and externally to other CPs. Included within the 'Total DSL + fibre' number

Costs & other statistics

Total consumer lines (as sheet 4)	Total number of UK consumer analogue lines and ISDN channels (WLR) sold by BT Consumer. Includes consumers in Northern Ireland and Plusnet.
Business/Corporate lines	Total lines (analogue lines and ISDN channels (WLR)) sold by BT Global Services, BT Business and BT Wholesale
Call minutes	Includes BT Consumer (including Northern Ireland), BT Business (including Northern Ireland) and BT Global Services non-geographic and geographic call minutes - local, national and international call minutes, fixed to mobile, 0800, 0870 and 0845