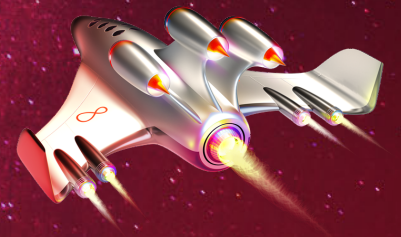




Q3 FINANCIAL RESULTS 2020

All figures UK & Ireland combined unless otherwise stated
All figures are year on year (yoy) unless otherwise stated



£235m

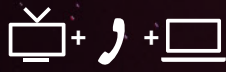
Operating Free Cash Flow (OFCF)
-1.4%

£1,291m

Total Revenue
+0.7%

£515m

Adjusted EBITDA
-3.4%



£908m

Cable Revenue
-0.2%



£171m

Mobile Revenue
+3.6%



£200m

Business Revenue
+5.2%



£50.89

Monthly Cable ARPU
-1.0%



Cable Customers
6.0 million

Quarterly Additions
+37,300

(Best customer gain since Q3 2017)
(Added 48,000 broadband subs)



Mobile Customers
3.5 million

Quarterly Additions
+92,900

(+86,000 postpaid adds)



Premises Passed
16.1 million

Q3 Lightning adds
+125,000



Gigabit Rollout
45%
of UK footprint*

Gig1
The UK's largest gigabit provider on track for full network rollout by end 2021



FMC: 23.4%



BUSINESS



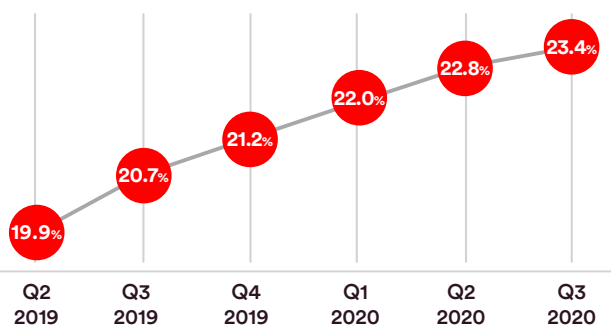
Total Lightning build

2.4m premises



Speed Leadership

97% of UK broadband customers on +100Mbps

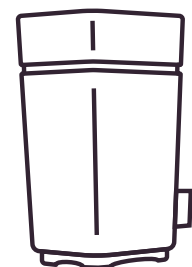


- ∞ 13.6% SOHO base increase
- ∞ 11.6% growth in B2B subscription revenue
- ∞ 26.1% increase in Wholesale revenue as work on new contract wins gets underway

∞ 70% of our UK TV customers now have our V6 set-top box



∞ 87% of UK broadband customers have our Hub 3.0 or 4.0 routers



JARGON BUSTER

Adjusted EBITDA A measure of profitability, calculated as earnings less interest, tax, depreciation, amortisation, non-operating income and expenses, and certain other items such as share-based compensation

Cable Customers Customers taking one or more of our TV, Broadband and Home phone products (not including Mobile).

Cable Customer Additions The combined number of customers that we added and lost in one quarter.

FMC Fixed-Mobile Convergence. Percentage of fixed broadband base that takes a postpaid mobile product (UK & Ireland)

OFCF Operating Free Cash Flow (OFCF) - revenue less cost of sales minus both our operating costs (OpEx) and our capital expenditure (CapEx), including Premises and Equipment.

ARPU Average Revenue Per Unit is the average monthly subscription revenue per average customer