



FULL YEAR FINANCIAL RESULTS 2020

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



£967m

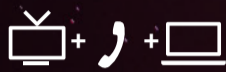
Operating Free Cash Flow (OFCF)
+1.1%

£5,129m

Total Revenue
-0.9%

£2,082m

Adjusted EBITDA
-5.0%



£3,629m

Cable Revenue
-1.1%



£640m

Mobile Revenue
-2.5%



£799m

Business Revenue
+2.9%



£50.99

2020 Cable ARPU
-1.4%



Cable Customers

6.1 million

2020 Additions

+102,000

(Best additions since 2017)
(Added 148,000 broadband subs)



Mobile Customers

3.5 million

2020 Additions

+201,000

(record postpaid additions
of +330,000)



Premises Passed

16.3 million

2020 Lightning build

+426,000



Gigabit Rollout

46%

of UK footprint

Gig1

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



FMC: 24.3%



BUSINESS



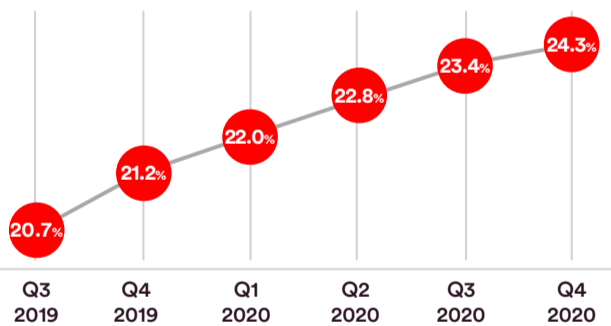
Total Lightning build

2.5m premises



Speed Leadership

97% of UK broadband
customers on +100Mbps



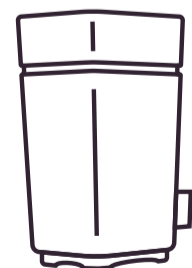
*UK only FMC: 25.2%

- ∞ 17.0% SOHO base increase
- ∞ 13.2% growth in B2B subscription revenue
- ∞ Wholesale revenue increased 17.3% following major contract wins

- ∞ 71% of our UK TV customers now have our V6 set-top box



- ∞ 89% 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