

Q1 FINANCIAL RESULTS 2020



All figures UK & Ireland combined unless otherwise stated

£241m

Operating Free Cash Flow (OFCF)
+5.8%

£1,266m

Total Revenue
-0.6%
(Subscription Revenue +1.2%)

£512m

Operating Cash Flow (OCF)
-3.5%



£919m

Cable Revenue
+0.9%



£146m

Mobile Revenue
-5.0%



£185m

Business Revenue
-4.3%



£51.97

Monthly Cable ARPU
+1.2%



Cable Customers

6.0 million

Quarterly Additions

-1,000



Mobile Customers

3.3 million

Quarterly Additions

+41,000

(+72,000 postpaid)



Premises Passed

15.9 million

Q1 Lightning adds

+93,000



Gigabit Rollout

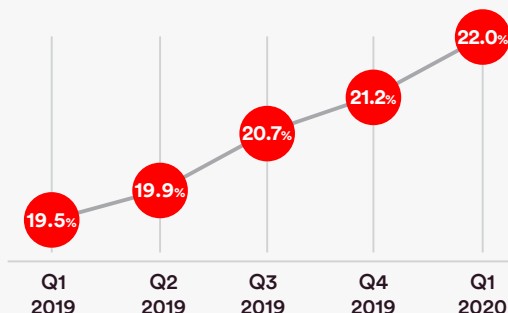
13%
of UK footprint

Gig1

On track for full network rollout by end 2021



FMC: 22.0%



BUSINESS

- 7.4% SOHO base increase
- 11.4% growth in B2B subscription revenue
- Notable contract wins: Greater Manchester LFFN and SSE Enterprise Telecoms



Total Lightning build

2.2m premises



Speed Leadership

+95% of UK broadband customers on +100Mbps

JARGON BUSTER

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 Percentage of fixed broadband base that takes a postpaid mobile product (UK & Ireland)

OCF Our measure of profitability, calculated as Operating income less interest, depreciation, amortisation, tax and certain other items.

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