





BT trumpets huge profits



BT has announced pre-tax profits of £3.073bn, down from £3.075bn the previous year. BT accepts that profits are large but points out that most are spent in reinvestment to improve services. 87% of residential customers and 85% of business customers report that they are satisfied with the service. BT has announced job losses of 24,000 over the next year

How costs have changed: 1981-92

				
	3 minute local call at cheap rate	Residential quarterly rental	Residential connection charge	Business quarterly rental
Cost in 1981	4.3p	£11.00	£70.00	£17.75
Cost in 1992	4.2p	£18.46	£139.36	£29.90
Cost if kept pace with inflation	7.84	£20.09	£127.55	£32.34

Local telephone calls – average charge for 3 minutes

While the cost of the average British call is more expensive than many other countries, BT's local call area is much larger (2,175 sq km as opposed to 1,257 sq km in Germany and just 160 sq km in Italy). Peak-charge hours are fewer, 20hrs per week in Britain compared with 50hrs in Holland and Germany

