



Hyperoptic Ltd
Kings House
174 Hammersmith Road
Hammersmith
London W6 7JP

Hyperoptic Ltd

Mid-Year Update Report for the Six Months to 30 June 2025

The Company's strategy is to deploy and operate a fibre-to-the-premises (FTTP) or 'full fibre' network in buildings and geographic areas with a high customer and acquisition potential, with a focus on subscriber acquisition and revenue growth for its own internet service provider. Hyperoptic's objective is to be the broadband provider of choice for residents and businesses, giving users a reliable connection, underpinned by 5-star customer service.

The results for the six months to 30 June 2025 show that Hyperoptic is continuing to deliver on its ambitions. The company continued to grow its full fibre network, turnover and customer base compared with both the previous six-month period and the six months ending 30 June 2024. This growth was driven by an increase in both the number of homes passed, and the customer acquisition and retention activities across the network.

Revenue grew 24% compared to the same period in 2024, slightly higher than the customer base growth of 19% period on period due to an increasing revenue per user. This improved revenue per user was in part as a result of a higher % of the customer base on high-speed tariffs with 56% of customers on a 500Mb/s or 1Gb/s plan during H1 2025 (up 6% year on year). Penetration stood at 30% of Hyperoptic's fully serviced homes.

Hyperoptic continued to invest in its network deployment during the six months to 30 June 2025. Absolute capital expenditure was 28% lower than the six months ending 30 June 2024 primarily due to us completing our planned Hyperzone network build in 2025, whilst Total Homes Passed increased by 209,000 in the six months ended 30 June 2025, to a total of 1,941,000.

Hyperoptic also continues to grow its business through close partnerships with developers, social housing providers, local authorities, and property owners, designing and installing dedicated fibre infrastructure to new and existing properties. The company has partnerships with more than 50 councils across the UK, and more than 300 developer partnerships, including some of the biggest housebuilders in the UK – Barratt Homes, Taylor Wimpey, Keepmoat, Bellway, CALA Homes, and Berkeley Homes.

Customer Satisfaction remained strong in the period, as we continue to demonstrate the positive impact we are having for customers, developers, and other organisations. Hyperoptic has over 35,000 5-star Trustpilot reviews and an overall score of 4.5 stars. The average rating has improved from 4.39 in 2022 to 4.47 in 2023 and now 4.5 in 2024 and 2025, noting a 35% increase in review volumes compared to the same period last year. Hyperoptic continues to have more 5-star Trustpilot ratings than Sky, BT, Virgin Media, EE and Plusnet combined.



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Hyperoptic is committed to scaling its business responsibly, ensuring that staff, customers and partners are all treated fairly, and with respect and kindness. The company passionately believes in giving back and has continued its patronship with The King's Trust in the UK, and a partnership with SOS Children's Villages in Serbia – committing to help young people in its two home countries. The relationships are focused on volunteering, fundraising and mentoring.

Signed on behalf of Hyperoptic Ltd

Signed by:

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Sam Horrocks, Chief Financial Officer and Director