



Market Information

Fixed Update

Office of Telecommunications
 50 Ludgate Hill
 London EC4M 7JJ

www.oftel.gov.uk

Tel: 020 7634 8700 Fax: 020 7634 8943

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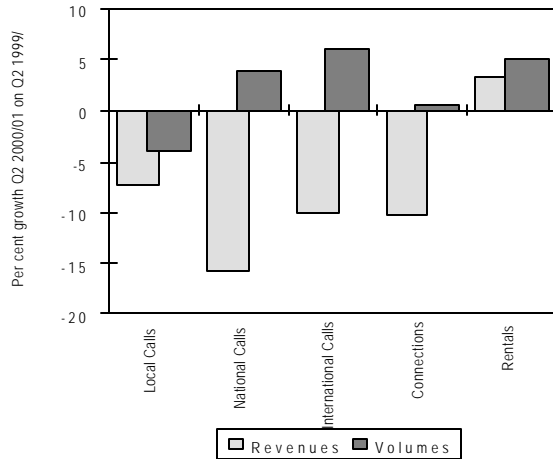
OfTel has been working to ensure full data capture from Indirect Access (I.A.) Operators. As a result of the improvements which have been made call revenues & volumes for 'Other' operators have been re-stated in this publication. See page 3 for more details.

MARKET GROWTH

CALL VOLUMES

- All call minutes increased during the quarter however Local Calls remain down year on year
- Calls to Mobile & Other Calls continued to show the strongest growth in volumes over the year

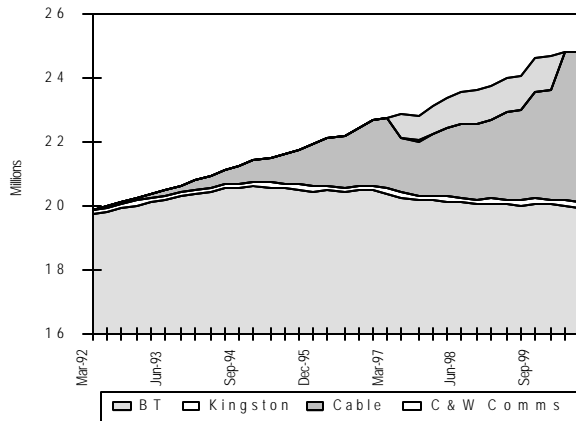
Annual Growth Rates - Fixed Market



CALL REVENUES

- During the quarter, revenues fell for all call types except Calls to Mobile and Other Calls where call volume increases resulted in revenue growth
- Total call revenues increased during the period. This was in line with previous quarters
- Over the year revenue growth remained below that of call volumes indicating a decrease in the cost of making calls

Residential Exchange Lines

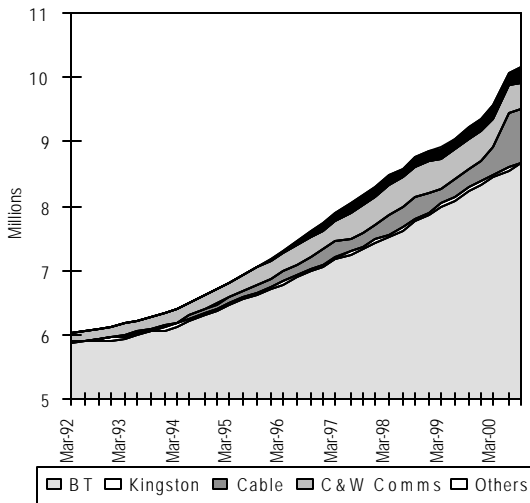


For further information about the data in this publication please contact Nicholas Collins or Robert Turner in OFTEL's Customers & Markets Unit on 020 7634 8851 or 8778 respectively.

CONNECTIONS

- The total number of lines increased during the quarter with the business market accounting for all of this growth
- The number of residential lines fell slightly during the quarter
- Connection revenues increased during the quarter. This was against trend where revenues were falling

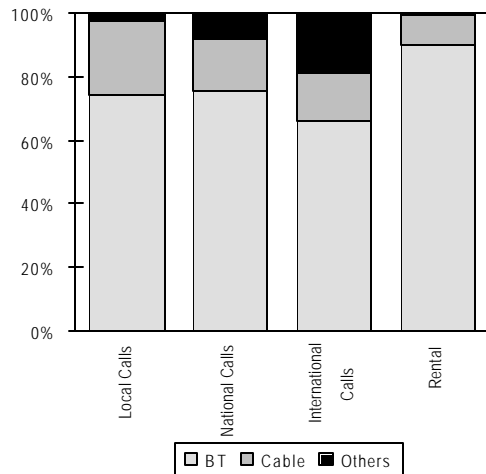
Business Exchange Lines



MARKET SHARES

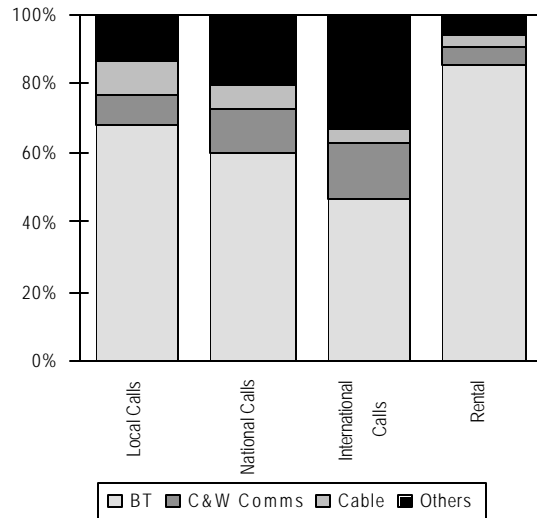
- On the basis of revised data BT is estimated to have a 71 percent share of fixed revenues

Market Shares - Residential Customers Q2 2000/01 Revenues



Market Shares - Business Customers

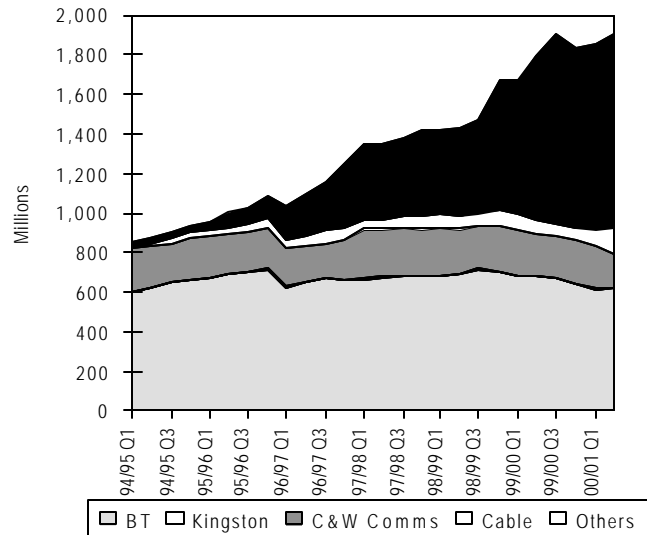
Q2 2000/01 Revenues



- BT is estimated to have call revenue market shares of 74 and 52 percent in the residential and business markets respectively
- 'Other' operators (including Worldcom) now account for around 16 percent of call volumes and almost a third of all business minutes
- BT's share of business international call minutes is now estimated to be 33 percent.

Fixed Lines: International Call Minutes

All Customers

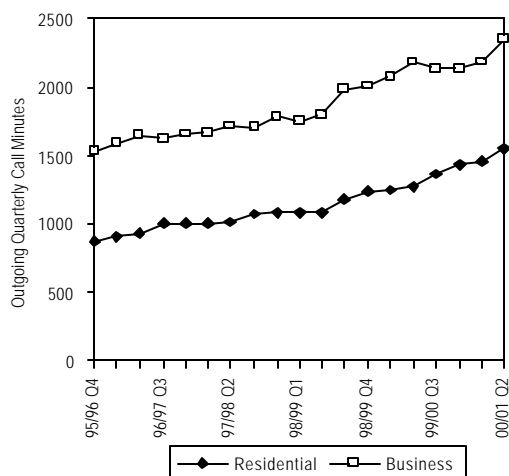


The Annex at the end of the publication contains further information on International Direct Dial traffic and shows traffic flows on a route by route basis

TRAFFIC PER EXCHANGE LINE

- Call minutes per fixed exchange line increased during the quarter
- In the business market call volumes increased, fuelled by growth in the number of lines
- The residential market witnessed a larger increase in call volumes

Outgoing Call Minutes per Fixed Line



NOTES

Indirect Access Data

OFTEL consumer research conducted during 2000 suggested that around 5 percent of households were using an Indirect Access (IA) supplier. With suppliers generally targeting higher spend customers it was likely that these households would account for a larger proportion of call revenues and volumes, even though not all calls would be made with these suppliers.

In the light of this information OFTEL came to the conclusion that the advances made by these suppliers were not being measured precisely in the data collected for Market Information. Consequently OFTEL introduced an initiative to improve the quality of data received from operators already participating in market information and to widen the coverage of the data collection to include more operators whose returns had previously been estimated. As a result of this initiative 'Other' company data has been re-stated in this publication.

Company revenues and in particular minutes have increased in comparison to those published previously. In general the market shares of named operators have decreased. Previous OFTEL estimates suggested that the degree of the discrepancy was around 1 to 2 percent of BT's total residential market share volume estimate. In fact overall residential volumes in Q1 were 5% higher than previously stated reducing BT's share by just under 3 percentage points. Business estimates have also been revised. Revisions are larger for 'other' call minutes reflecting previous understatement of the volume of Internet traffic.

Worldcom

Separate data for Worldcom is included in the business section of the report from Q4 1999/00. Prior to this, Worldcom data is included in the 'Others' category.

BT and Concert

Information on Concert is included in the 'Others' category from Q4 1999/00 onwards. In previous quarters Concert is included in the BT column.

NTL Consumerco

In May 2000 ntl Incorporated purchased C&W Comms' UK Consumer division. Data for what is now ntl Consumerco is included in C&W Comms' data prior to Q1 2000/01. ntl Consumerco data for Q1 2000/01 is split between the C&W Comms and Cable columns to reflect the traffic and related revenues accrued to C&W Comms and ntl during the part of the quarter which each operator owned the company.

From Q2 2000/01 Update onwards ntl Consumerco data is included in the Cable column. Minor differences in reporting methods between Cable & Wireless Comms. and ntl mean that there may be some slight inconsistencies between data for Q4 1999/00 and the following quarter

It is planned to publish separate data for ntl and Telewest in Market Information reports from the Q3 2000/01 Update onwards.

Market Information Fixed Update Q2 2000/01

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Abbreviations used in the tables

n/a: Information not supplied by operator

- : Operator did not offer this service

Q1: April to June

Q2: July to September

Q3: October to December

Q4: January to March

The data in the tables is rounded. When summed the rounded data may not equal the rounded totals.

Table 1
Fixed Link PSTN Services : Summary of All Operators' Revenues

	Revenues		Annual Change (per cent)
	2000/01 Q2	1999/00 Q2	
Call Revenues (£millions)			
Local Calls	462	498	-7.2
National Calls	402	477	-15.8
International Calls	308	342	-10.1
Calls to Mobiles	438	326	34.3
Other Calls	672	598	12.4
All Calls	2,282	2,242	1.8
Connection	59	66	-10.2
Rental	904	876	3.3
Total Call & Exchange Line Revenues	3,246	3,184	1.9

Local, national and international only include simple voice calls (including ISDN). Other calls includes number translation service (including revenues from the called party), premium rate, DQ, operator calls, the speaking clock and public payphones. Calls to Internet Service Providers will be included in Other calls. Exchange line revenues includes all revenues for directly connected exchange lines - including ISDN and private payphone lines.

Table 2
Fixed Link PSTN Services : Summary of All Operators' Volumes

	Volumes		Annual Change (per cent)
	2000/01 Q2	1999/00 Q2	
Call Minutes (millions)			
Local Calls	20,607	21,471	-4.0
National Calls	12,625	12,145	4.0
International Calls	1,900	1,789	6.2
Calls to Mobiles	3,105	2,189	41.9
Other Calls	24,546	13,014	88.6
All Calls	62,783	50,608	24.1
Exchange Line Numbers (thousands)			
Connections During Quarter	1,340	1,334	0.5
Lines at End of Quarter	35,042	33,323	5.2

Local, national and international only include simple voice calls (including ISDN). Other calls includes number translation services, premium rate, DQ, operator calls, the speaking clock and public payphones. Calls to Internet Service Providers will be included in Other calls. Exchange line revenues includes all revenues for directly connected exchange lines - including ISDN and private payphone lines.

Table 3
Fixed Link PSTN Services : Summary of Market Shares -
Revenues Q2 2000/01

	BT	Kingston	C&W Comms	Cable	Others
Call Revenues (per cent)					
					Includes Concert (See page 3)
Local Calls	71.9	0.5	2.9	18.5	6.1
National Calls	61.1	0.5	6.5	9.9	22.0
International Calls	50.8	0.3	7.1	8.5	33.3
Calls to Mobile	64.4	0.5	7.2	16.8	11.1
Other Calls	66.4	0.3	10.4	9.8	13.1
All Calls Total	64.1	0.4	7.1	12.7	15.6
Exchange Line Revenues (per cent)					
Connection	82.5	1.1	0.9	11.5	3.9
Rental	87.6	0.5	2.3	7.1	2.5
Call & Exchange Line Revenues	71.0	0.5	5.7	11.1	11.7

Local, national and international only include simple voice calls (including ISDN). Other calls includes number translation service (including revenues from the called party), premium rate, DQ, operator calls, the speaking clock and public payphones. Calls to Internet Service Providers will be included in Other calls. Exchange line revenues includes all revenues for directly connected exchange lines - including ISDN and private payphone lines.

Table 3a
Fixed Link PSTN Services : Summary of Market Shares -
Call Minutes Q2 2000/01

	BT	Kingston	C&W Comms	Cable	Others
Call Minutes (per cent)					
					Includes Concert (See page 3)
Local Calls	68.8	1.3	3.8	19.6	6.5
National Calls	55.4	0.5	9.1	9.1	25.9
International Calls	32.7	0.2	9.0	7.0	51.1
Calls to Mobile	62.7	0.5	7.4	16.6	13.0
Other Calls	64.8	0.3	2.3	16.7	15.8
All Calls Total	63.1	0.7	4.6	15.8	15.7
Exchange Line Numbers (per cent)					
Connections During Quarter	70.6	n/a	n/a	28.3	1.1
Lines at End of Quarter	81.7	0.7	1.2	15.8	0.7

Local, national and international only include simple voice calls (including ISDN). Other calls includes number translation service (including revenues from the called party), premium rate, DQ, operator calls, the speaking clock and public payphones. Calls to Internet Service Providers will be included in Other calls. Exchange line revenues includes all revenues for directly connected exchange lines - including ISDN and private payphone lines.

Table 3b
Fixed Operators :
Business and Residential Split - Q2 2000/01

	Residential	Business
<i>Call Revenues (per cent)</i>		
Local Calls	66.7	33.3
National Calls	40.6	59.4
International Calls	46.9	53.1
Calls to Mobile	56.3	43.7
Other Calls	47.1	52.9
All Calls Total	51.8	48.2
Connection	32.9	67.1
Rental	56.4	43.6
<i>Total Market Share</i>	53.0	47.0
<i>Exchange Line Numbers (per cent)</i>		
Connections During Quarter	58.7	41.3
Lines at End of Quarter	70.9	29.1
<i>Call Minutes (per cent)</i>		
Local Calls	70.6	29.4
National Calls	45.4	54.6
International Calls	40.2	59.8
Calls to Mobile	58.4	41.6
Other Calls	64.9	35.1
All Calls Total	61.8	38.2

Local, national and international only include simple voice calls (including ISDN). Other calls includes number translation service (including revenues from the called party), premium rate, DQ, operator calls, the speaking clock and public payphones. Calls to Internet Service Providers will be included in Other calls. Exchange line numbers includes all directly connected lines including ISDN and private payphones. Residential and Business market shares have been calculated on the basis of residential and business revenues and exchange line numbers as a percentage of residential plus business revenues and exchange line numbers.

Table 4
Fixed Link PSTN Services : Call Revenues
by Type of Call by Operator

	All Operators	BT	Kingston	C&W Comms* (See page 3)	Cable (See page 3)	Others* (See page 3) Includes Concert from Q4 99/00
Revenues (£millions)						
Local Calls						
1999/00 Q2	498	388	2	39	51	17
1999/00 Q3	481	368	2	38	54	18
1999/00 Q4	481	363	2	37	55	24
2000/01 Q1	467	343	2	28	67	27
2000/01 Q2	462	332	2	14	86	28
National Calls						
1999/00 Q2	477	321	2	47	29	78
1999/00 Q3	438	287	2	44	28	77
1999/00 Q4	431	273	2	44	26	86
2000/01 Q1	407	249	2	36	30	90
2000/01 Q2	402	246	2	26	40	88
International Calls						
1999/00 Q2	342	185	1	42	18	97
1999/00 Q3	339	177	1	39	18	104
1999/00 Q4	324	160	1	39	15	109
2000/01 Q1	316	154	1	33	20	108
2000/01 Q2	308	157	1	22	26	102
Calls to Mobiles						
1999/00 Q2	326	219	2	39	31	36
1999/00 Q3	353	238	2	41	35	38
1999/00 Q4	378	256	2	45	40	35
2000/01 Q1	407	269	2	41	54	40
2000/01 Q2	438	282	2	32	74	49
Other Calls						
1999/00 Q2	598	426	2	72	45	53
1999/00 Q3	621	437	2	76	48	59
1999/00 Q4	621	416	2	80	46	76
2000/01 Q1	649	420	2	79	63	84
2000/01 Q2	672	446	2	70	66	88
All Calls						
1999/00 Q2	2,242	1,539	9	240	174	281
1999/00 Q3	2,233	1,507	9	238	182	296
1999/00 Q4	2,235	1,467	10	245	183	330
2000/01 Q1	2,247	1,436	10	217	234	350
2000/01 Q2	2,282	1,463	10	163	291	356

*Figures have been updated to reflect more accurate data. Local, national and international only include simple voice calls (including ISDN). Other calls includes number translation service (including revenues from the called party), premium rate, DQ, operator calls, the speaking clock and public payphones. Calls to Internet Service Providers will be included in Other calls. There may be some double counting of revenues and minutes, particularly for international calls, due to calls supplied by an operator to a reseller being counted by both the operator and the reseller.

Table 5
Fixed Link PSTN Services : Call Minutes
by Type of Call by Operator

	All Operators	BT	Kingston	C&W Comms* (See page 3)	Cable (See page 3)	Others* (See page 3) Includes Concert from Q4 99/00
Call minutes (millions)						
Local Calls						
1999/00 Q2	21,471	16,098	208	1,923	2,333	910
1999/00 Q3	22,085	16,323	239	1,950	2,503	1,070
1999/00 Q4	21,775	15,933	245	1,966	2,548	1,083
2000/01 Q1	20,502	14,711	277	1,477	2,806	1,232
2000/01 Q2	20,607	14,172	269	774	4,042	1,349
National Calls						
1999/00 Q2	12,145	7,747	59	1,353	677	2,309
1999/00 Q3	12,435	7,694	61	1,452	667	2,561
1999/00 Q4	12,525	7,532	62	1,388	681	2,862
2000/01 Q1	12,558	7,023	58	1,427	725	3,325
2000/01 Q2	12,625	6,995	58	1,145	1,152	3,275
International Calls						
1999/00 Q2	1,789	681	3	211	67	827
1999/00 Q3	1,914	673	3	205	64	969
1999/00 Q4	1,855	639	4	219	64	930
2000/01 Q1	1,853	616	3	214	84	937
2000/01 Q2	1,900	621	3	172	133	971
Calls to Mobiles						
1999/00 Q2	2,189	1,459	10	224	192	304
1999/00 Q3	2,433	1,576	11	266	227	353
1999/00 Q4	2,651	1,724	12	312	249	353
2000/01 Q1	2,870	1,841	13	302	336	378
2000/01 Q2	3,105	1,946	14	229	514	403
Other Calls						
1999/00 Q2	13,014	8,584	63	1,038	1,463	1,866
1999/00 Q3	14,917	10,293	64	1,091	1,589	1,880
1999/00 Q4	17,922	12,529	89	1,449	1,779	2,075
2000/01 Q1	20,556	14,134	68	1,434	2,565	2,355
2000/01 Q2	24,546	15,897	84	576	4,105	3,885
All Calls						
1999/00 Q2	50,608	34,569	342	4,749	4,733	6,216
1999/00 Q3	53,786	36,559	378	4,965	5,050	6,833
1999/00 Q4	56,728	38,357	412	5,333	5,321	7,304
2000/01 Q1	58,339	38,325	419	4,853	6,516	8,227
2000/01 Q2	62,783	39,631	428	2,894	9,947	9,883

*Figures have been updated to reflect more accurate data. Local, national and international only include simple voice calls (including ISDN). Other calls includes number translation service, premium rate, DQ, operator calls, and the speaking clock. Calls to Internet Service Providers will be included in Other calls. There may be some double counting of revenues and minutes, particularly for international calls, due to calls supplied by an operator to a reseller being counted by both the operator and the reseller.

Table 5a
Fixed Telephones : Revenues and Minutes by Type of Call

	99/00 Q2	99/00 Q3	99/00 Q4	00/01 Q1	00/01 Q2
Revenues (£millions)*					
Local Calls	498	481	481	467	462
National Calls	477	438	431	407	402
International Calls	342	339	324	316	308
Calls to Mobile	326	353	378	407	438
Special Local Rate (calling party)	177	200	214	251	258
Special National Rate (calling party)	29	28	29	30	34
Calls to Premium Rate Services	74	78	74	73	74
DQ / IDQ Calls	44	47	47	46	45
Other Calls Through the Operator	11	11	10	10	11
Calls to Paging Operators	3	3	2	2	1
Calls to the Speaking Clock	1	1	1	1	1
Chargecard Calls	25	19	16	15	16
VPN OFFNET (Breakout) Calls	14	16	17	16	16
Calls from Public Payphones	82	72	61	55	59
Other Calls	10	7	8	8	9
Freephone, Special Local & National Rate (called party)	128	139	142	143	149
Total	2,242	2,233	2,235	2,247	2,282
Call Minutes (millions)*					
	99/00 Q2	99/00 Q3	99/00 Q4	00/01 Q1	00/01 Q2
Local Calls	21,471	22,085	21,775	20,502	20,607
National Calls	12,145	12,435	12,525	12,558	12,625
International Calls	1,789	1,914	1,855	1,853	1,900
Calls to Mobile	2,189	2,433	2,651	2,870	3,105
Freephone Calls	861	1,176	1,795	3,851	7,058
Special Local Rate	10,601	12,130	14,425	14,955	15,772
Special National Rate	579	595	634	672	629
Calls to Premium Rate Services	198	215	248	267	251
DQ / IDQ Calls	193	233	239	230	236
Other Calls Through the Operator	19	20	20	19	20
Calls to Paging Operators	12	9	9	10	9
Calls to the Speaking Clock	9	10	9	7	8
Chargecard Calls	123	88	76	74	76
VPN OFFNET (Breakout) Calls	379	395	415	416	428
Other Calls	41	45	52	54	58
Total	50,608	53,786	56,728	58,339	62,783

*Figures have been updated to reflect more accurate data. Local, national and international comprise only simple voice calls (including ISDN). Calls from BT private payphone lines are classified as 'other'. There may be some double counting of revenues and minutes, particularly for international calls, due to calls supplied by an operator to a reseller being counted by both the operator and the reseller. Revenues for premium services include the part of the revenues passed by the network operator to the service provider.

Table 6
Fixed Link PSTN Services : Exchange Line Revenues
Rental and Connection by Operator

<i>Revenues (£millions)</i>	All Operators	BT	Kingston	C&W Comms (See page 3)	Cable (See page 3)	Others* Includes Concert from Q4 99/00
Connections						
1999/00 Q2	66	57	0	3	5	1
1999/00 Q3	68	57	1	5	4	1
1999/00 Q4	63	52	1	2	6	2
2000/01 Q1	56	46	1	3	5	1
2000/01 Q2	59	49	1	1	7	2
Line Rentals						
1999/00 Q2	876	768	4	39	58	6
1999/00 Q3	887	788	5	39	50	5
1999/00 Q4	939	791	4	44	76	24
2000/01 Q1	924	789	5	30	76	25
2000/01 Q2	904	792	5	21	64	23

Shows revenues from directly connected exchange lines including ISDN and private payphone lines.

Table 7
Fixed Link PSTN Services : Exchange Line Numbers
Connections, Stocks and Net Changes by Operator

	All Operators	BT	Kingston	C&W Comms* (See page 3)	Cable** (See page 3)	Others Includes Concert from Q4 99/00
Connections During Quarter (000s)						
1999/00 Q2	1,334	932	n/a	89	294	19
1999/00 Q3	1,559	1,084	n/a	139	321	15
1999/00 Q4	1,448	1,037	n/a	69	328	13
2000/01 Q1	1,334	990	n/a	n/a	327	18
2000/01 Q2	1,340	946	n/a	n/a	380	15
Lines at End of Quarter (000s)						
Sep 1999	33,323	28,241	219	1,531	3,134	198
Dec 1999	34,011	28,433	224	1,535	3,610	209
Mar 2000	34,275	28,485	229	1,527	3,824	211
Jun 2000	34,927	28,552	231	426	5,497	221
Sep 2000	35,042	28,629	233	417	5,533	231
Net Change During Quarter (000s)						
1999/00 Q2	266	91	7	57	97	14
1999/00 Q3	688	192	5	3	476	11
1999/00 Q4	264	52	5	-8	214	2
2000/01 Q1	652	68	2	-1,100	1,673	10
2000/01 Q2	115	76	2	-9	36	10

*Figures have been updated to reflect more accurate data. **Discontinuities in line numbers exist as a result of the ntl takeover of Cable & Wireless' Consumer Division during Q1 2000/01. Includes directly connected exchange lines including ISDN.

Table 8
Fixed Link PSTN Services : Summary of Residential Market Shares-
Revenues Q2 2000/01

	BT	Kingston	C&W Comms	Cable	Others
Call Revenues (per cent)					
Local Calls	74.5	n/a	n/a	22.9	2.6
National Calls	75.7	n/a	n/a	15.9	8.4
International Calls	66.4	n/a	n/a	14.7	18.9
Calls to Mobile	71.6	n/a	n/a	24.2	4.2
Other Calls	77.4	n/a	n/a	19.7	2.9
All Calls	73.7	0.0	n/a	20.4	5.9
Exchange Line Revenues (per cent)					
Connection	75.7	2.4	-	21.9	-
Rental	89.5	0.5	-	10.0	-
Call & Exchange Line Revenues	78.6	0.2	n/a	17.2	4.0

Local, national and international only include simple voice calls (including ISDN). Other calls includes number translation service (including revenues from the called party), premium rate, DQ, operator calls, the speaking clock and public payphones. Calls to Internet Service Providers will be included in Other calls. Exchange line numbers includes all directly connected lines including ISDN. For number translation service calls the business and residential split relates to the originating caller but the number dialled is generally controlled by the terminating business service provider.

Table 8a
Fixed Link PSTN Services : Summary of Residential Market Shares -
Call Minutes Q2 2000/01

	BT	Kingston	C&W Comms	Cable	Others
Call Minutes (per cent)					
Local Calls	73.3	n/a	n/a	24.2	2.5
National Calls	73.7	n/a	n/a	14.5	11.8
International Calls	52.3	n/a	n/a	14.6	33.1
Calls to Mobile	70.4	n/a	n/a	24.2	5.3
Other Calls	73.8	n/a	n/a	22.4	3.8
All Calls	73.0	n/a	n/a	21.8	5.2
Exchange Line Numbers (per cent)					
Connections during quarter	55.1	0.0	-	44.9	-
Lines at end of quarter	80.3	0.7	-	19.0	-

Local, national and international only include simple voice calls (including ISDN). Other calls includes number translation service (including revenues from the called party), premium rate, DQ, operator calls, the speaking clock and public payphones. Calls to Internet Service Providers will be included in Other calls. Exchange line numbers includes all directly connected lines including ISDN. For number translation service calls the business and residential split relates to the originating caller but the number dialled is generally controlled by the terminating business service provider.

Table 9
Fixed Link PSTN Services : Call Revenues -
Residential Customers by Type of Call by Operator

Revenues (£millions)	All Operators	BT	C&W Comms (See page 3)	Cable (See page 3)	Others* (See page 3)
Local Calls					
1999/00 Q2	330	265	19	42	4
1999/00 Q3	316	247	20	44	5
1999/00 Q4	318	248	19	45	6
2000/01 Q1	309	234	12	55	8
2000/01 Q2	307	229	0	70	8
National Calls					
1999/00 Q2	219	177	15	18	9
1999/00 Q3	197	154	15	17	11
1999/00 Q4	182	141	15	14	12
2000/01 Q1	165	125	8	18	14
2000/01 Q2	162	123	0	26	14
International Calls					
1999/00 Q2	163	114	13	14	22
1999/00 Q3	162	111	13	14	24
1999/00 Q4	148	98	12	12	26
2000/01 Q1	142	94	7	15	26
2000/01 Q2	144	96	0	21	27
Calls to Mobiles					
1999/00 Q2	166	124	11	24	6
1999/00 Q3	188	139	13	28	8
1999/00 Q4	208	152	15	32	9
2000/01 Q1	229	164	10	44	11
2000/01 Q2	245	176	0	59	10
Other Calls					
1999/00 Q2	222	180	14	26	2
1999/00 Q3	238	192	15	29	3
1999/00 Q4	238	189	16	29	4
2000/01 Q1	263	203	11	43	6
2000/01 Q2	281	218	0	55	8
All Calls					
1999/00 Q2	1,100	860	73	125	43
1999/00 Q3	1,101	843	76	132	51
1999/00 Q4	1,095	829	77	132	58
2000/01 Q1	1,107	819	49	174	65
2000/01 Q2	1,139	840	0	232	67

*Figures have been updated to reflect more accurate data. Local, national and international only include simple voice calls (including ISDN). Other calls includes number translation service (including revenues from the called party), premium rate, DQ, operator calls and the speaking clock. Calls to Internet Service Providers will be included in Other calls. For number translation service calls the business and residential split relates to the originating caller but the number dialled is generally controlled by the terminating business service provider.

Table 10
Fixed Link PSTN Services : Call Minutes -
Residential Customers by Type of Call by Operator

<i>Call Minutes (millions of minutes)</i>	All Operators	BT	C&W Comms* (See page 3)	Cable (See page 3)	Others* (See page 3)
Local Calls					
1999/00 Q2	14,898	11,686	1,000	1,984	227
1999/00 Q3	15,594	12,109	1,047	2,120	318
1999/00 Q4	15,220	11,789	1,030	2,146	255
2000/01 Q1	14,344	10,937	634	2,456	317
2000/01 Q2	14,358	10,522	0	3,481	356
National Calls					
1999/00 Q2	5,894	4,624	470	482	318
1999/00 Q3	6,221	4,723	585	467	446
1999/00 Q4	5,955	4,614	475	460	405
2000/01 Q1	5,800	4,272	265	524	740
2000/01 Q2	5,707	4,204	0	828	675
International Calls					
1999/00 Q2	721	426	52	48	195
1999/00 Q3	814	432	53	49	280
1999/00 Q4	732	414	49	47	221
2000/01 Q1	720	396	32	66	226
2000/01 Q2	763	399	0	111	252
Calls to Mobiles					
1999/00 Q2	1,187	877	88	158	64
1999/00 Q3	1,325	983	92	186	64
1999/00 Q4	1,483	1,099	114	205	65
2000/01 Q1	1,634	1,196	80	278	80
2000/01 Q2	1,805	1,271	0	437	96
Other Calls					
1999/00 Q2	7,819	5,860	648	1,240	71
1999/00 Q3	9,379	7,283	701	1,319	77
1999/00 Q4	11,963	9,222	976	1,580	186
2000/01 Q1	13,581	10,326	687	2,275	293
2000/01 Q2	15,878	11,720	0	3,551	606
All Calls					
1999/00 Q2	30,518	23,473	2,259	3,911	876
1999/00 Q3	33,333	25,530	2,478	4,140	1,185
1999/00 Q4	35,353	27,138	2,645	4,438	1,133
2000/01 Q1	36,078	27,127	1,699	5,597	1,656
2000/01 Q2	38,510	28,116	0	8,408	1,985

*Figures have been updated to reflect more accurate data. Local, national and international only include simple voice calls (including ISDN). Other calls includes number translation service (including revenues from the called party), premium rate, DQ, operator calls and the speaking clock. Calls to Internet Service Providers will be included in Other calls. For number translation service calls the business and residential split relates to the originating caller but the number dialled is generally controlled by the terminating business service provider.

Table 11
Fixed Link PSTN Services : Residential Exchange Line Revenues
Rental and Connection by Operator

<i>Revenues (£millions)</i>	All Operators	BT	Kingston	C&W Comms (See page 3)	Cable* (See page 3)
Connections					
1999/00 Q2	22	18	0	1	2
1999/00 Q3	20	16	1	1	2
1999/00 Q4	21	15	0	1	4
2000/01 Q1	19	14	0	1	4
2000/01 Q2	20	15	0	0	4
Line Rentals					
1999/00 Q2	507	443	3	15	46
1999/00 Q3	504	453	3	13	35
1999/00 Q4	537	464	3	13	58
2000/01 Q1	532	457	3	9	64
2000/01 Q2	510	457	3	0	51

Shows revenues from directly connected exchange lines including ISDN.

Table 12
Fixed Link PSTN Services : Residential Exchange Line Numbers
Connections, Stocks and Net Changes by Operator

	All Operators	BT	Kingston	*C&W Comms (See page 3)	*Cable** (See page 3)
Connections During Quarter (000s)					
1999/00 Q2	738	398	n/a	80	259
1999/00 Q3	851	481	n/a	81	288
1999/00 Q4	844	470	n/a	68	306
2000/01 Q1	730	448	n/a	n/a	282
2000/01 Q2	787	433	n/a	n/a	353
Lines at End of Quarter (000s)					
Sep 1999	24,087	20,002	170	1,074	2,841
Dec 1999	24,644	20,082	173	1,089	3,300
Mar 2000	24,694	20,035	175	1,089	3,395
Jun 2000	24,842	19,993	176	n/a	4,673
Sep 2000	24,830	19,940	177	n/a	4,714
Net Change During Quarter (000s)					
1999/00 Q2	51	-47	2	10	86
1999/00 Q3	556	80	3	15	458
1999/00 Q4	51	-47	2	0	96
2000/01 Q1	148	-42	1	-1,089	1,277
2000/01 Q2	-12	-53	1	n/a	41

Discontinuities in line numbers exist as a result of the ntl takeover of Cable & Wireless' Consumer Division during Q1 2000/01.

**Figures have been updated to reflect more accurate data. Only includes directly connected exchange lines. Exchange line numbers for Ionica and Atlantic Telecommunications included within the figure for "Cable" so as not to disclose information on Ionica or Atlantic.

Table 13
Fixed Link PSTN Services : Summary of Business Market Shares -
Revenues Q2 2000/01

	BT	Kingston	C&W Comms	Worldcom**	Cable	Others
<i>Call Revenues (per cent)</i>						
						Includes Concert (See page 3)
Local Calls	67.7	0.0	8.8	0.0	10.1	13.3
National Calls	51.8	0.0	10.9	13.9	5.9	17.5
International Calls	37.4	0.0	13.4	19.3	3.1	26.7
Calls to Mobile	56.0	0.0	16.5	0.0	7.4	20.1
Other Calls	49.3	0.0	22.1	9.5	3.2	15.9
All Calls	51.9	0.0	15.3	8.9	5.6	18.3
Connection	84.9	1.6	1.4	0.0	6.3	5.7
Rental	85.3	0.5	5.3	0.0	3.3	5.5
<i>Call & Exchange Line Revenues</i>						
Total	85.3	0.6	4.9	0.0	3.6	5.5

Local, national and international only include simple voice calls (including ISDN). Other calls includes number translation service (including revenues from the called party), premium rate, DQ, operator calls, the speaking clock and public payphones. Calls to Internet Service Providers will be included in Other calls. Exchange line numbers includes all directly connected lines including ISDN and private payphones. For number translation service calls the business and residential split relates to the originating caller but the number dialled is generally controlled by the terminating business service provider.

Table 13a
Fixed Link PSTN Services : Summary of Business Market Shares -
Call Minutes Q2 1999/00

	BT	Kingston	C&W Comms	Worldcom**	Cable	Others
<i>Call Minutes (per cent)</i>						
						Includes Concert (See page 3)
Local Calls	61.0	0.0	12.9	0.0	9.4	16.6
National Calls	40.7	0.0	16.7	12.7	4.7	25.3
International Calls	19.6	0.0	15.1	27.7	1.9	35.7
Calls to Mobile	52.5	0.0	17.8	0.0	5.9	23.8
Other Calls	48.4	0.0	6.7	7.4	6.8	30.8
All Calls	48.2	0.0	12.1	7.6	6.6	25.5
<i>Exchange Line Numbers (per cent)</i>						
Connections during quarter	92.9	n/a	n/a	0.0	4.8	2.3
Lines at end of quarter	85.1	0.5	4.1	0.0	8.0	2.3

****Local call data for Worldcom is included in national calls.** Local, national and international only include simple voice calls (including ISDN). Other calls includes number translation service (including revenues from the called party), premium rate, DQ, operator calls, the speaking clock and public payphones. Calls to Internet Service Providers will be included in Other calls. Exchange line numbers includes all directly connected lines including ISDN and private payphones. For number translation service calls the business and residential split relates to the originating caller but the number dialled is generally controlled by the terminating business service provider.

Table 13b
Fixed Link PSTN Services : Business Market Shares for
International Calls - Q2 2000/01

	Call Revenues (£millions)	Market Share (per cent)
BT	61.0	37.4%
WorldCom	31.6	19.3%
C&W Comms	21.9	13.4%
Viatel	9.7	5.9%
RSL Com	6.3	3.9%
Concert	5.9	3.6%
ACC Long Distance	4.7	2.9%
COLT	4.1	2.5%
Global One	3.4	2.1%
Others	9.7	5.9%
Cable	5.0	3.1%
Total	163.2	

Table 15
Fixed Link PSTN Services : Call Minutes -
Business Customers by Type of Call by Operator

	All Operators	BT	C&W Comms* (See page 3)	**Worldcom	Cable (See page 3)	Others* (See page 3) Includes Concert from Q4 99/00
Call Minutes (millions of minutes)						
Local Calls						
1999/00 Q2	6,366	4,412	922	n/a	349	682
1999/00 Q3	6,252	4,214	904	n/a	383	751
1999/00 Q4	6,311	4,144	936	n/a	402	828
2000/01 Q1	5,883	3,774	843	n/a	351	915
2000/01 Q2	5,979	3,650	774	n/a	562	994
National Calls						
1999/00 Q2	6,192	3,123	882	n/a	195	1,992
1999/00 Q3	6,153	2,971	867	n/a	201	2,114
1999/00 Q4	6,510	2,918	913	1,075	221	1,382
2000/01 Q1	6,698	2,751	1,162	1,107	200	1,478
2000/01 Q2	6,858	2,791	1,145	868	322	1,732
International Calls						
1999/00 Q2	1,065	255	159	n/a	19	632
1999/00 Q3	1,097	241	152	n/a	15	690
1999/00 Q4	1,119	225	169	303	16	405
2000/01 Q1	1,131	219	182	320	19	391
2000/01 Q2	1,134	222	172	314	22	405
Calls to Mobiles						
1999/00 Q2	992	582	136	n/a	34	240
1999/00 Q3	1,098	593	175	n/a	41	289
1999/00 Q4	1,155	625	197	n/a	45	288
2000/01 Q1	1,223	645	222	n/a	57	298
2000/01 Q2	1,286	675	229	n/a	76	306
Other Calls						
1999/00 Q2	5,112	2,705	390	n/a	222	1,795
1999/00 Q3	5,456	2,992	391	n/a	269	1,803
1999/00 Q4	5,852	3,290	473	488	199	1,402
2000/01 Q1	6,890	3,791	746	453	291	1,609
2000/01 Q2	8,597	4,160	576	635	583	2,644
All Calls						
1999/00 Q2	19,728	11,077	2,490	n/a	821	5,340
1999/00 Q3	20,055	11,011	2,487	n/a	909	5,648
1999/00 Q4	20,947	11,202	2,689	1,866	884	4,306
2000/01 Q1	21,824	11,180	3,155	1,880	919	4,691
2000/01 Q2	23,854	11,498	2,894	1,817	1,565	6,081

*Figures have been updated to reflect more accurate data. **Local call data for Worldcom is included in national calls. Local, national and international only include simple voice calls (including ISDN). Other calls includes number translation service (including revenues from the called party), premium rate, DQ, operator calls and the speaking clock. Calls to Internet Service Providers will be included in Other calls. There may be some double counting of revenues and minutes, particularly for international calls, due to calls supplied by an operator to a reseller being counted by both the operator and the reseller. For number translation service calls the business and residential split relates to the originating caller but the number dialled is generally controlled by the terminating business service provider.

Table 16
Fixed Link PSTN Services : Business Exchange Line Revenues
Rental and Connection by Operator

<i>Revenues (£millions)</i>	All Operators	BT	Kingston	C&W Comms (See page 3)	Cable (See page 3)	Others* Includes Concert from Q4 99/00
Connections						
1999/00 Q2	44	38	0	2	2	1
1999/00 Q3	48	40	0	4	2	1
1999/00 Q4	42	37	1	1	2	2
2000/01 Q1	38	33	1	2	1	1
2000/01 Q2	40	34	1	1	3	2
Line Rentals						
1999/00 Q2	369	325	2	24	12	6
1999/00 Q3	383	335	2	26	15	5
1999/00 Q4	402	327	2	31	17	24
2000/01 Q1	392	333	2	21	11	25
2000/01 Q2	393	336	2	21	13	22

Includes revenues from directly connected exchange lines including ISDN and private payphones.

Table 17
Fixed Link PSTN Services : Business Exchange Line Numbers
Connections, Stocks and Net Changes by Operator

	All Operators	BT	Kingston	**C&W Comms (See page 3)	**Cable* (See page 3)	Others* Includes Concert from Q4 99/00
Connections During Quarter (000s)						
1999/00 Q2	589	533	n/a	9	34	12
1999/00 Q3	708	603	n/a	58	33	15
1999/00 Q4	605	566	n/a	1	23	15
2000/01 Q1	603	542	n/a	n/a	44	17
2000/01 Q2	552	512	n/a	n/a	26	13
Lines at End of Quarter (000s)						
Sep 1999	9,236	8,239	50	457	292	198
Dec 1999	9,367	8,351	52	446	310	209
Mar 2000	9,581	8,450	54	438	428	211
June 2000	10,085	8,559	55	426	824	221
Sep 2000	10,212	8,689	56	417	819	231
Net Change During Quarter (000s)						
1999/00 Q2	171	138	5	4	11	13
1999/00 Q3	131	112	2	-12	18	11
1999/00 Q4	214	99	3	-8	118	3
2000/01 Q1	504	110	1	-11	395	10
2000/01 Q2	127	129	1	-9	-4	10

*Figures have been updated to reflect more accurate data. **Discontinuities in line numbers exist as a result of the ntl takeover of Cable & Wireless' Consumer Division during Q1 2000/01. Only includes directly connected exchange lines.

Table 18
Fixed Link PSTN Services : Interconnect Revenues
by Type of Call by Operator

Revenues (£millions)	Operator Receiving Revenues					
	All Operators	BT	Kingston	C&W Comms* (See page 3)	Cable (See page 3)	Others Includes Concert from Q4 99/00
From UK Fixed Inland						
1999/00 Q2	364	169	1	98	22	74
1999/00 Q3	400	204	0	94	26	76
1999/00 Q4	415	213	0	97	28	76
2000/01 Q1	433	238	0	94	23	78
2000/01 Q2	462	275	0	88	19	80
From UK Fixed Outgoing International						
1999/00 Q2	129	23	1	34	-	71
1999/00 Q3	134	20	0	41	-	73
1999/00 Q4	215	12	0	40	-	162
2000/01 Q1	223	20	1	36	2	165
2000/01 Q2	237	12	1	42	0	182
From UK Cellular						
1999/00 Q2	100	85	-	12	-	2
1999/00 Q3	126	112	-	13	-	1
1999/00 Q4	157	141	-	15	-	2
2000/01 Q1	172	142	-	28	-	2
2000/01 Q2	191	157	-	33	-	1
From Overseas Incoming International						
1999/00 Q2	152	74	-	68	1	10
1999/00 Q3	142	68	-	64	1	9
1999/00 Q4	179	24	-	69	2	84
2000/01 Q1	196	28	-	78	2	89
2000/01 Q2	199	26	-	78	0	95
Total						
1999/00 Q2	745	352	1	213	22	157
1999/00 Q3	803	405	1	211	27	159
1999/00 Q4	967	391	1	221	30	324
2000/01 Q1	1,025	428	1	236	27	333
2000/01 Q2	1,090	470	1	241	19	359

*Figures have been updated to reflect more accurate data. Payments and revenues and the associated minutes may not reconcile due to timing differences or missing / incorrect data.

Table 19
Fixed Link PSTN Services : Interconnect Revenues -
Related Minutes by Type of Call by Operator

<i>Minutes (millions)</i>	Operator Receiving Revenues					
	All Operators	BT	Kingston	C&W Comms* <small>(See page 3)</small>	Cable <small>(See page 3)</small>	Others <small>Includes Concert from Q4 99/00</small>
From UK Fixed Inland						
1999/00 Q2	24,001	11,005	9	4,454	3,404	5,128
1999/00 Q3	26,059	12,191	5	4,717	3,950	5,196
1999/00 Q4	28,304	13,615	7	4,980	4,470	5,232
2000/01 Q1	28,738	13,827	5	4,983	4,654	5,269
2000/01 Q2	29,079	14,207	5	4,975	4,537	5,355
From UK Fixed Outgoing International						
1999/00 Q2	1,127	165	9	337	-	617
1999/00 Q3	1,218	153	5	403	-	657
1999/00 Q4	2,142	128	7	422	-	1,585
2000/01 Q1	2,223	128	10	464	27	1,594
2000/01 Q2	2,286	173	10	497	1	1,606
From UK Cellular						
1999/00 Q2	4,173	3,796	-	375	-	2
1999/00 Q3	5,098	4,640	-	455	-	3
1999/00 Q4	5,873	5,353	-	517	-	3
2000/01 Q1	6,170	5,491	-	675	-	4
2000/01 Q2	6,571	5,847	-	714	-	10
From Overseas Incoming International						
1999/00 Q2	2,045	1,045	-	711	56	233
1999/00 Q3	2,096	1,039	-	709	90	258
1999/00 Q4	2,248	n/a	-	809	145	1,294
2000/01 Q1	2,416	n/a	-	932	175	1,309
2000/01 Q2	2,710	n/a	-	931	-	1,779
Total						
1999/00 Q2	31,345	16,011	18	5,877	3,460	5,980
1999/00 Q3	34,472	18,023	10	6,284	4,040	6,115
1999/00 Q4	38,567	19,096	13	6,728	4,615	8,114
2000/01 Q1	39,547	19,446	15	7,054	4,856	8,176
2000/01 Q2	40,646	20,227	15	7,117	4,538	8,749

*Figures have been updated to reflect more accurate data. Payments and revenues and the associated minutes may not reconcile due to timing differences or missing / incorrect data.

Table 20
Fixed Link PSTN Services : Interconnect Payments
by Type of Call by Operator

Payments (£millions)	Operator Making Payment					
	All Operators	BT	Kingston	C&W Comms (See page 3)	Cable (See page 3)	Others Includes Concert from Q4 99/00
To UK Fixed						
Inland						
1999/00 Q2	341	150	2	68	68	52
1999/00 Q3	361	166	2	67	77	49
1999/00 Q4	393	186	2	73	83	49
2000/01 Q1	413	200	3	65	91	54
2000/01 Q2	448	227	3	64	98	56
To UK Fixed						
Outgoing International						
1999/00 Q2	127	-	0	7	7	112
1999/00 Q3	121	-	0	7	7	107
1999/00 Q4	145	-	0	7	7	131
2000/01 Q1	151	-	0	7	5	139
2000/01 Q2	142	-	0	8	8	125
To UK Cellular						
1999/00 Q2	372	298	n/a	61	-	12
1999/00 Q3	420	344	n/a	63	-	13
1999/00 Q4	498	418	n/a	67	-	13
2000/01 Q1	496	421	n/a	64	0	12
2000/01 Q2	524	451	n/a	62		11
To Overseas						
Outgoing International						
1999/00 Q2	205	91	-	81	-	32
1999/00 Q3	195	81	-	80	-	34
1999/00 Q4	292	82	-	81	-	129
2000/01 Q1	288	86	-	91	-	112
2000/01 Q2	293	82		93	-	119
Total						
1999/00 Q2	1,044	540	3	218	75	209
1999/00 Q3	1,096	590	3	216	83	203
1999/00 Q4	1,328	687	3	228	89	321
2000/01 Q1	1,348	707	3	226	96	316
2000/01 Q2	1,406	759	3	227	106	311

Payments and revenues and the associated minutes may not reconcile due to timing differences or missing / incorrect data

Table 21
Fixed Link PSTN Services : Interconnect Payments -
Related Minutes by Type of Call by Operator

<i>Minutes (millions)</i>	Operator Making Payment					
	All Operators	BT*	Kingston	C&W Comms* <small>(See page 3)</small>	Cable <small>(See page 3)</small>	Others <small>Includes Concert from Q4 99/00</small>
To UK Fixed Inland						
1999/00 Q2	29,111	12,599	101	7,353	4,268	4,790
1999/00 Q3	31,888	14,046	120	7,867	4,977	4,878
1999/00 Q4	36,412	17,201	137	8,667	5,482	4,925
2000/01 Q1	36,246	17,351	137	8,149	5,535	5,074
2000/01 Q2	37,259	18,245	146	8,352	5,382	5,134
To UK Fixed Outgoing International						
1999/00 Q2	999	-	3	79	77	840
1999/00 Q3	1,028	-	3	78	93	854
1999/00 Q4	2,054	-	3	80	85	1,886
2000/01 Q1	2,016	-	3	60	57	1,896
2000/01 Q2	2,087	-	2	71	103	1,911
To UK Cellular						
1999/00 Q2	3,033	2,471	n/a	488	-	74
1999/00 Q3	3,488	2,911	n/a	500	-	77
1999/00 Q4	4,088	3,461	n/a	547	-	80
2000/01 Q1	4,399	3,771	n/a	543	-	85
2000/01 Q2	4,752	4,134	n/a	539	-	79
To Overseas Outgoing International						
1999/00 Q2	2,027	985	-	724	-	318
1999/00 Q3	2,077	987	-	768	-	322
1999/00 Q4	2,930	892	-	817	-	1,221
2000/01 Q1	2,976	790	-	932	-	1,254
2000/01 Q2	3,063	782	-	959	-	1,322
Total						
1999/00 Q2	35,169	16,055	104	8,644	4,345	6,021
1999/00 Q3	38,481	17,944	123	9,213	5,070	6,131
1999/00 Q4	45,484	21,554	140	10,111	5,567	8,112
2000/01 Q1	45,638	21,912	140	9,684	5,592	8,310
2000/01 Q2	47,162	23,161	148	9,921	5,485	8,447

*Figures have been updated to reflect more accurate data. Payments and revenues and the associated minutes may not reconcile due to timing differences or missing / incorrect data.

Annex

International Traffic by Route - Q2 2000/01

The table below shows the volumes of international traffic to and from the UK on those routes carrying over one million minutes of outbound traffic in Q1 2000/01 (July to September 2000). The table is based on International Direct Dialed (IDD) traffic carried by International Facilities Licenced (IFL) operators and thus excludes any traffic carried by International Simple Voice Resale (ISVR) operators over leased circuits and services such as ISDN and VPN. The operators who contributed to this exercise are:

ACC Long Distance	Esprit	Racal
Call Net	Facilicom	SingTel
Carrier 1	Global One	Teleglobe
COLT	Great Northern Telegraph Co.	Telia
Concert	Interoute	Viatel
CWC	KDD	Worldcom
Energis	Pacific Gateway Exchange	

Seasonal effects (such as Christmas) and difficulties of obtaining information from all operators on a consistent basis mean that the data should be interpreted with a degree of caution. In particular, it should be noted that the total outgoing minutes do not reconcile with figures shown in Table 5 of this Update. This is because the table below includes both retail and some wholesale outbound minutes whereas Table 5 reports retail minutes only.

UK IDD Traffic Volumes Q2 2000/01 (July to September 2000) Millions of Minutes

Rank	Country	Outbound	Incoming	Rank
	All Routes	2730.6	1886.0	
1	USA (inc. Hawaii & Alaska)	457.0	403.8	(1)
2	Germany	193.0	160.8	(2)
3	Ireland	183.1	140.0	(4)
4	France	178.6	144.0	(3)
5	Spain	112.1	108.2	(5)
6	Italy	101.2	57.2	(9)
7	Australia	90.4	86.7	(7)
8	Netherlands	89.4	60.5	(8)
9	Canada	62.3	90.7	(6)
10	India	55.7	14.6	(24)
11	Poland	53.4	12.5	(27)
12	Turkey	51.3	16.3	(19)
13	Pakistan	47.8	5.4	(37)
14	Switzerland	46.8	42.8	(11)
15	South Africa	46.0	25.2	(15)
16	Belgium	44.7	25.5	(14)
17	Sweden	42.1	43.0	(10)
18	Japan	41.7	14.6	(25)
19	Austria	37.1	17.0	(18)
20	Greece	36.0	35.2	(12)
21	Portugal	32.3	17.1	(17)
22	Russia	26.9	8.8	(29)
23	Nigeria	24.6	6.5	(32)
24	Hong Kong	22.4	22.1	(16)
25	Ghana	21.2	3.9	(50)

Annex
UK IDD Traffic Volumes
Q2 2000/01 (July to September 2000)
Millions of Minutes

Rank	Country	Outbound	Incoming	Rank
26	Denmark	20.6	15.3	(21)
27	Norway	18.8	14.7	(23)
28	Hungary	16.7	5.5	(36)
29	Egypt	16.7	5.9	(35)
30	Morocco	15.9	4.8	(41)
31	Afghanistan	15.6	0.0	(215)
32	Cyprus	14.6	11.7	(28)
33	Czech Republic	14.5	4.0	(47)
34	Israel	14.3	13.7	(26)
35	New Zealand	14.0	15.8	(20)
36	China	14.0	6.0	(34)
37	Croatia	13.8	1.6	(72)
38	Uzbekistan	13.2	0.2	(126)
39	Finland	13.1	8.0	(31)
40	Yugoslavia (Serbia)	12.6	2.8	(58)
41	Indonesia	11.1	2.4	(60)
42	Brazil	11.0	4.8	(42)
43	Singapore	10.9	32.5	(13)
44	UAE (Emirates)	10.4	14.8	(22)
45	Philippines	10.3	6.5	(33)
46	Malaysia	9.3	5.4	(38)
47	Bangladesh	9.1	3.1	(55)
48	Thailand	9.1	4.8	(43)
49	Saudi Arabia	9.0	8.5	(30)
50	Jamaica	8.9	3.9	(48)
51	Slovenia	8.8	0.7	(86)
52	Kuwait	8.7	1.8	(70)
53	Slovak Republic	8.6	2.2	(64)
54	Vietnam	7.7	4.0	(46)
55	Puerto Rico	7.7	0.0	(202)
56	Taiwan	7.3	3.8	(52)
57	Algeria	7.2	3.0	(56)
58	Iran	7.1	4.6	(45)
59	Bulgaria	7.0	1.2	(78)
60	Tunisia	6.9	1.8	(68)
61	Romania	6.6	1.9	(67)
62	Chile	6.6	3.5	(53)
63	Ukraine	6.5	1.3	(76)
64	Colombia	6.2	2.3	(63)
65	Luxembourg	6.2	3.9	(49)
66	Lebanon	6.1	4.7	(44)
67	Monaco	6.1	1.6	(73)
68	Gambia	6.0	0.6	(96)
69	Senegal	5.9	0.4	(113)
70	Sri Lanka	5.8	1.8	(69)
71	Korea, Republic of	5.8	4.9	(40)
72	Ecuador	5.8	1.1	(82)
73	Malta	4.5	3.8	(51)
74	Lithuania	4.4	0.7	(88)
75	Mexico	4.3	3.2	(54)
76	Kenya	4.2	2.0	(66)
77	Peru	4.1	0.4	(105)
78	Cuba	3.9	0.8	(85)
79	Bosnia and Herzegovina	3.9	1.1	(81)
80	Argentina	3.9	1.6	(71)

Annex
UK IDD Traffic Volumes
Q2 2000/01 (July to September 2000)
Millions of Minutes

Rank	Country	Outbound	Incoming	Rank
81	Zimbabwe	3.8	5.3	(39)
82	Mauritius	3.6	3.0	(57)
83	Syrian Arab Republic	3.4	1.4	(74)
84	Gibraltar	3.2	2.1	(65)
85	Latvia	3.2	0.6	(95)
86	Tanzania	3.2	0.7	(87)
87	Jordan	3.1	2.4	(59)
88	Uganda	3.0	1.0	(83)
89	Macedonia	3.0	0.4	(104)
90	Cape Verde Islands	2.9	0.2	(129)
91	Iceland	2.8	1.3	(77)
92	Zaire	2.6	1.2	(79)
93	Dominican Republic	2.3	0.4	(111)
94	Guyana	2.1	0.4	(107)
95	Barbados	2.1	0.4	(108)
96	Albania	2.0	0.1	(151)
97	Trinidad & Tobago	2.0	1.3	(75)
98	Qatar	2.0	0.5	(102)
99	Netherland Antilles	2.0	0.3	(118)
100	Cote d'Ivoire (Ivory Coast)	1.9	0.2	(135)
101	Cameroon	1.9	0.3	(122)
102	Bahrain	1.8	2.3	(61)
103	Oman	1.8	0.9	(84)
104	Iraq	1.8	0.3	(120)
105	Honduras	1.7	0.1	(149)
106	Sierra Leone	1.7	0.6	(92)
107	Mali	1.7	0.1	(154)
108	Sudan	1.6	0.2	(130)
109	Yemen Arab Republic	1.4	0.4	(114)
110	Kazakhstan	1.4	0.4	(115)
111	Belarus	1.4	0.3	(121)
112	Bermuda	1.3	1.1	(80)
113	Guinea	1.3	0.1	(145)
114	Venezuela	1.3	0.6	(91)
115	Guadeloupe	1.3	0.0	(187)
116	Brunei	1.2	0.4	(112)
117	Ethiopia	1.2	0.7	(89)
118	Nepal	1.2	0.6	(93)
119	Libya	1.2	2.3	(62)
120	Guatemala	1.1	0.0	(175)
121	Grenada	1.0	0.5	(101)
122	Costa Rica	1.0	0.2	(139)
123	St. Lucia	1.0	0.4	(110)
Top 123 Routes		2694.8	1662.9	
Other		35.9	25.9	
All Routes		2730.6	1886.0	

GENERAL NOTES

This publication presents information from OFTEL's Market Information project. Data is collected quarterly from all licensed operators in the UK, both fixed and cellular, to assist OFTEL in meeting its goal of providing the best possible deal for the customer in terms of quality choice and value for money. Summary data is published allowing customers and those within the industry to gain a better understanding of the market.

This quarterly publication is designed to release key information as soon as it is available. There is, inevitably, some delay between the period in question and the data being published for that period, with data needing to be compiled and validated by the operators and then by OFTEL. OFTEL is working, in conjunction with the operators, to reduce this delay to a minimum.

The supply of relevant data by the operators to OFTEL is a requirement under the licences issued to them. This has ensured responses from almost all operators. In a few cases, due to lack of resources, operators have not been able to supply information to the required level of detail. Generally, this will not significantly alter the interpretation of the tables in this publication. Areas where incomplete information may materially affect the statistics in the table are highlighted in the notes.

Users should note that some of the data in this report exhibits seasonality, which may affect the interpretation of the results, particularly when comparing consecutive quarters. Some of the data presented in this publication, particularly that relating to the previous quarter, is subject to revision as more complete data becomes available. This is unlikely to materially affect any conclusions drawn from the data.

All information is shown for the UK as a whole and market shares are calculated on this basis. It should be noted that many fixed link operators - mainly cable operators - have licences that permit them to offer telephony services in a limited geographical area, not the whole of the country.

Some information is shown separately for three fixed-link operators - BT, Kingston Communications, and Cable and Wireless Communications. Data for the other fixed link operators are aggregated, with a split shown between cable TV operators and other operators.

Information for the wireless local loop operators, Ionica and Atlantic, has been included with the cable operators data to avoid disclosure.

Users should note that this report only covers revenues from cellular network operators and thus excludes the revenue retained by the service providers (or for Orange and One 2 One, the parts of their businesses with the corresponding role) who sell airtime to the public. Some information on cellular service providers is collected and published in the annual Market Information publication. Information is shown separately for the four cellular network operators.

Tables 18 to 21 and 32 present data on wholesale services for both purchasers and suppliers. The information does not balance for a number of reasons including timing differences and mis-reporting of information. As a result there is a greater degree of uncertainty attached to these data than the other data in this report.