



# Market Information

## Fixed Update

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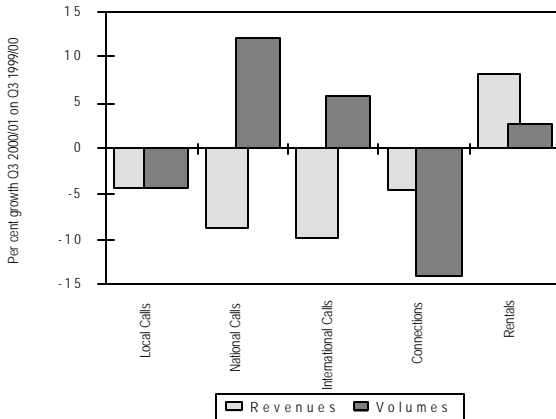
**July 2001**  
**Q3 2000/01 (October to December 2000)**

### SUMMARY

#### CALL VOLUMES

- Minutes were higher than a year earlier for all call types except local calls
- Calls to Mobile & Other Calls still show strongest volume growth

Annual Growth Rates - Fixed Market



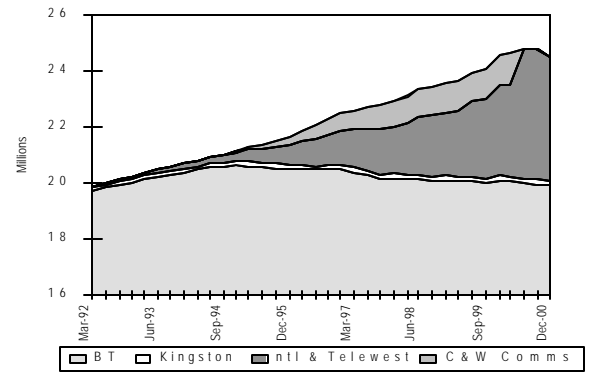
#### CALL REVENUES

- Over the year, revenues increased for all call types except other calls
- This was despite an estimated 5 percent fall in prices over the year

#### CONNECTIONS

- The total number of lines increased during the quarter
- This was despite a second consecutive fall in the number of residential lines

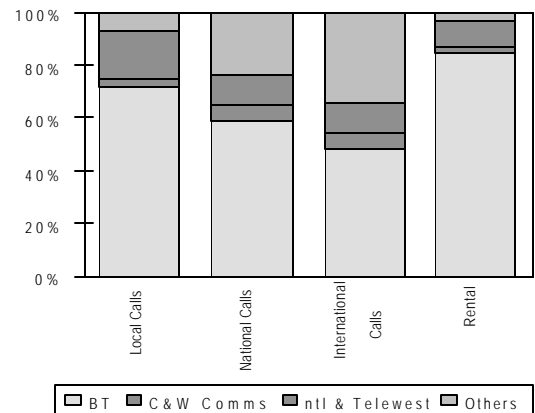
Residential Exchange Lines



#### MARKET SHARES

- BT is estimated to have a 70 percent share of all fixed revenues
- This ranges from 85 percent of line rental to 48 percent of international call revenues

Market Shares - Revenues  
 Q3 2000/01



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. For paper copies of previous reports contact OfTel's Research & Intelligence Unit on 020 7634 8761

# Market Information Fixed Update Q3 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 Q3	1999/00 Q3	
<b>Call Revenues (£millions)</b>			
Local Calls	458	479	-4.4
National Calls	399	438	-8.8
International Calls	305	338	-9.8
Calls to Mobiles	443	352	25.8
Other Calls	660	620	6.5
All Calls	2,265	2,226	1.7
Connection	64	68	-4.7
Rental	959	887	8.1
<b>Total Call &amp; Exchange Line Revenues</b>	<b>3,288</b>	<b>3,181</b>	<b>3.4</b>

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 Q3	1999/00 Q3	
<b>Call Minutes (millions)</b>			
Local Calls	20,969	21,938	-4.4
National Calls	13,922	12,419	12.1
International Calls	2,054	1,942	5.8
Calls to Mobiles	3,112	2,362	31.8
Other Calls	27,262	14,308	90.5
All Calls	67,319	52,969	27.1
<b>Exchange Line Numbers (thousands)</b>			
Connections During Quarter	1,341	1,559	-14.0
Lines at End of Quarter	34,807	33,915	2.6

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 Q3 2000/01**

	BT	Kingston	C&W Comms (See page 28)	ntl & Telewest (See page 28)	*Others (See page 28) Includes Concert from Q4 99/00
<b>Market Shares (percent)</b>					
<b>Local Calls*</b>					
1999/00 Q3	76.8	0.5	8.0	10.7	4.0
1999/00 Q4	76.2	0.5	7.8	11.0	4.5
2000/01 Q1	74.2	0.5	6.0	13.8	5.5
2000/01 Q2	72.8	0.5	3.0	18.0	5.8
2000/01 Q3	72.2	0.5	2.9	18.5	5.9
<b>National Calls*</b>					
1999/00 Q3	65.6	0.5	10.0	6.2	17.7
1999/00 Q4	63.9	0.5	10.3	5.8	19.4
2000/01 Q1	61.8	0.5	8.9	7.2	21.6
2000/01 Q2	61.7	0.5	6.5	9.7	21.5
2000/01 Q3	58.9	0.5	5.9	11.7	22.9
<b>International Calls</b>					
1999/00 Q3	52.4	0.3	11.5	5.0	30.8
1999/00 Q4	50.1	0.3	12.2	4.5	32.9
2000/01 Q1	49.6	0.3	10.6	5.9	33.5
2000/01 Q2	51.7	0.3	7.2	8.3	32.5
2000/01 Q3	48.4	0.3	6.0	11.8	33.6
<b>Calls to Mobiles</b>					
1999/00 Q3	67.6	0.5	11.6	9.4	10.9
1999/00 Q4	68.1	0.5	12.0	10.1	9.3
2000/01 Q1	66.3	0.5	10.2	12.8	10.3
2000/01 Q2	65.6	0.5	7.3	16.4	10.2
2000/01 Q3	64.7	0.5	7.4	16.2	11.2
<b>Other Calls</b>					
1999/00 Q3	70.5	0.3	12.2	7.4	9.6
1999/00 Q4	68.6	0.3	13.2	6.9	10.9
2000/01 Q1	66.4	0.3	12.5	9.6	11.2
2000/01 Q2	66.7	0.3	10.4	9.4	13.2
2000/01 Q3	68.1	0.3	3.4	13.2	14.9
<b>All Calls</b>					
1999/00 Q3	67.7	0.4	10.7	7.8	13.4
1999/00 Q4	66.6	0.4	11.1	7.8	14.1
2000/01 Q1	64.8	0.4	9.8	10.1	14.9
2000/01 Q2	64.8	0.4	7.2	12.4	15.2
2000/01 Q3	64.0	0.4	4.9	14.4	16.3
<b>Connections</b>					
1999/00 Q3	83.8	0.8	7.3	4.5	3.5
1999/00 Q4	82.5	1.0	3.5	9.2	3.8
2000/01 Q1	81.9	1.1	5.7	9.4	1.9
2000/01 Q2	82.5	1.1	0.9	11.4	4.0
2000/01 Q3	79.8	1.4	1.6	13.4	3.9
<b>Line Rentals</b>					
1999/00 Q3	88.9	0.5	4.4	5.5	0.7
1999/00 Q4	84.2	0.5	4.7	7.9	2.8
2000/01 Q1	85.4	0.5	3.2	8.0	2.9
2000/01 Q2	87.6	0.5	2.3	6.9	2.7
2000/01 Q3	85.0	0.5	2.1	9.8	2.6
<b>Call &amp; Exchange Line Revenues</b>					
1999/00 Q3	73.9	0.5	8.9	7.1	9.6
1999/00 Q4	72.0	0.5	9.1	7.8	10.6
2000/01 Q1	71.1	0.5	7.8	9.5	11.2
2000/01 Q2	71.5	0.5	5.7	10.8	11.5
2000/01 Q3	70.4	0.5	4.0	13.1	12.1

\*Worldcom local call data is included in national calls

**Table 3a**  
**Fixed Link PSTN Services: Summary of Market Shares**  
**Volumes Q3 2000/01**

	BT	Kingston	C&W Comms (See page 28)	ntl & Telewest (See page 28)	*Others (See page 28) Includes Concert from Q4 99/00
<b>Market Shares (percent)</b>					
<b>Local Calls*</b>					
1999/00 Q3	74.4	1.1	8.9	10.9	4.7
1999/00 Q4	74.1	1.1	9.1	11.2	4.5
2000/01 Q1	72.3	1.4	7.3	13.8	5.4
2000/01 Q2	69.8	1.3	3.8	19.1	6.0
2000/01 Q3	69.5	1.3	3.7	19.3	6.2
<b>National Calls*</b>					
1999/00 Q3	62.0	0.5	11.7	5.2	20.6
1999/00 Q4	60.8	0.5	11.2	5.2	22.2
2000/01 Q1	56.9	0.5	11.6	6.2	24.9
2000/01 Q2	56.2	0.5	9.2	8.8	25.3
2000/01 Q3	50.8	0.4	8.0	15.9	24.8
<b>International Calls</b>					
1999/00 Q3	34.6	0.2	10.6	3.1	51.5
1999/00 Q4	36.7	0.2	12.5	3.4	47.2
2000/01 Q1	33.8	0.2	11.8	4.4	49.9
2000/01 Q2	33.4	0.2	9.2	6.9	50.3
2000/01 Q3	30.8	0.1	7.8	10.3	50.9
<b>Calls to Mobiles</b>					
1999/00 Q3	66.7	0.5	11.3	9.2	12.3
1999/00 Q4	67.9	0.5	12.3	9.2	10.1
2000/01 Q1	67.0	0.5	11.0	11.7	9.8
2000/01 Q2	65.0	0.5	7.6	16.5	10.3
2000/01 Q3	65.6	0.4	7.7	15.3	11.0
<b>Other Calls</b>					
1999/00 Q3	71.9	0.4	7.6	10.8	9.1
1999/00 Q4	72.6	0.5	8.4	9.9	8.6
2000/01 Q1	70.4	0.3	7.1	12.4	9.7
2000/01 Q2	65.7	0.3	2.4	16.6	15.0
2000/01 Q3	63.7	0.3	2.1	18.1	15.8
<b>All Calls</b>					
1999/00 Q3	69.0	0.7	9.4	9.2	11.7
1999/00 Q4	69.2	0.7	9.6	9.1	11.3
2000/01 Q1	66.8	0.7	8.5	11.3	12.7
2000/01 Q2	64.1	0.7	4.7	15.5	14.9
2000/01 Q3	61.9	0.7	4.3	17.6	15.5
<b>Connections During Quarter</b>					
1999/00 Q3	69.5	n/a	8.9	20.4	1.1
1999/00 Q4	71.6	n/a	4.8	21.9	1.7
2000/01 Q1	74.2	n/a	n/a	23.8	2.1
2000/01 Q2	70.6	n/a	n/a	27.6	1.9
2000/01 Q3	72.1	n/a	n/a	26.1	1.8
<b>Lines at End of Quarter</b>					
1999/00 Q3	83.8	0.7	4.5	10.6	0.4
1999/00 Q4	83.3	0.7	4.5	11.2	0.4
2000/01 Q1	81.9	0.7	1.2	15.8	0.5
2000/01 Q2	82.5	0.7	1.2	15.1	0.6
2000/01 Q3	82.6	0.6	1.2	15.0	0.6

\*Worldcom local call data is included in national calls

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

	All Operators	BT	Kingston	C&W Comms (See page 28)	*ntl & Telewest (See page 28)	*Others (See page 28) Includes Concert from Q4 99/00
<b>Revenues (£millions)</b>						
<b>Local Calls</b>						
1999/00 Q3	479	368	2	38	51	19
1999/00 Q4	476	363	2	37	52	22
2000/01 Q1	462	343	2	28	64	25
2000/01 Q2	457	332	2	14	82	27
2000/01 Q3	458	331	2	13	85	27
<b>National Calls</b>						
1999/00 Q3	438	287	2	44	27	77
1999/00 Q4	427	273	2	44	25	83
2000/01 Q1	403	249	2	36	29	87
2000/01 Q2	398	246	2	26	39	85
2000/01 Q3	399	235	2	23	47	92
<b>International Calls</b>						
1999/00 Q3	338	177	1	39	17	104
1999/00 Q4	319	160	1	39	14	105
2000/01 Q1	311	154	1	33	18	104
2000/01 Q2	303	157	1	22	25	99
2000/01 Q3	305	147	1	18	36	102
<b>Calls to Mobiles</b>						
1999/00 Q3	352	238	2	41	33	38
1999/00 Q4	376	256	2	45	38	35
2000/01 Q1	406	269	2	41	52	42
2000/01 Q2	430	282	2	32	71	44
2000/01 Q3	443	287	2	33	72	49
<b>Other Calls</b>						
1999/00 Q3	620	437	2	76	46	59
1999/00 Q4	607	416	2	80	42	66
2000/01 Q1	633	420	2	79	61	71
2000/01 Q2	670	446	2	70	63	88
2000/01 Q3	660	449	2	23	87	98
<b>All Calls</b>						
1999/00 Q3	2,226	1,507	9	238	175	298
1999/00 Q4	2,205	1,467	10	245	172	311
2000/01 Q1	2,216	1,436	10	217	224	329
2000/01 Q2	2,258	1,463	10	163	280	342
2000/01 Q3	2,265	1,449	10	110	327	369

\*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 28)	*ntl & ** Telewest (See page 28)	*Others (See page 28) Includes Concert from Q4 99/00
<b>Call minutes (millions)</b>						
<b>Local Calls</b>						
1999/00 Q3	21,938	16,323	239	1,950	2,385	1,041
1999/00 Q4	21,507	15,933	245	1,966	2,400	963
2000/01 Q1	20,361	14,711	277	1,477	2,801	1,095
2000/01 Q2	20,298	14,172	269	774	3,868	1,215
2000/01 Q3	20,969	14,569	270	784	4,047	1,299
<b>National Calls</b>						
1999/00 Q3	12,419	7,694	61	1,452	649	2,563
1999/00 Q4	12,378	7,532	62	1,388	646	2,750
2000/01 Q1	12,340	7,023	58	1,427	760	3,072
2000/01 Q2	12,443	6,995	58	1,145	1,093	3,152
2000/01 Q3	13,922	7,078	61	1,120	2,212	3,451
<b>International Calls</b>						
1999/00 Q3	1,942	673	3	205	61	1,000
1999/00 Q4	1,743	639	4	219	59	822
2000/01 Q1	1,821	616	3	214	80	908
2000/01 Q2	1,859	621	3	172	129	935
2000/01 Q3	2,054	633	3	160	213	1,046
<b>Calls to Mobiles</b>						
1999/00 Q3	2,362	1,576	11	266	217	292
1999/00 Q4	2,540	1,724	12	312	235	258
2000/01 Q1	2,747	1,841	13	302	322	268
2000/01 Q2	2,992	1,946	14	229	494	309
2000/01 Q3	3,112	2,041	14	239	477	341
<b>Other Calls</b>						
1999/00 Q3	14,308	10,293	64	1,091	1,552	1,308
1999/00 Q4	17,267	12,529	89	1,449	1,717	1,483
2000/01 Q1	20,076	14,134	68	1,434	2,496	1,944
2000/01 Q2	24,190	15,897	84	576	4,014	3,620
2000/01 Q3	27,262	17,356	93	567	4,929	4,317
<b>All Calls</b>						
1999/00 Q3	52,969	36,559	378	4,965	4,863	6,203
1999/00 Q4	55,435	38,357	412	5,333	5,057	6,276
2000/01 Q1	57,343	38,325	419	4,853	6,460	7,287
2000/01 Q2	61,782	39,631	428	2,894	9,599	9,230
2000/01 Q3	67,319	41,677	441	2,870	11,877	10,455

\*Figures have been updated to reflect more accurate data. \*\*Provisional. 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 Q3	99/00 Q4	00/01 Q1	00/01 Q2	00/01 Q3
<b>Revenues (£millions)*</b>					
Local Calls	479	476	462	457	458
National Calls	438	427	403	398	399
International Calls	338	319	311	303	305
Calls to Mobile	352	376	406	430	443
Special Local Rate (calling party)	243	257	268	280	288
Special National Rate (calling party)	38	37	45	49	52
Calls to Premium Rate Services	95	89	96	109	116
DQ / IDQ Calls	63	62	62	62	57
Other Calls Through the Operator	16	15	14	14	12
Calls to Paging Operators	3	2	2	2	2
Calls to the Speaking Clock	2	2	1	1	1
Chargecard Calls	23	21	25	23	20
VPN OFFNET (Breakout) Calls	25	23	21	21	21
Calls from Public Payphones	87	73	71	79	68
Other Calls	24	24	28	30	23
<b>Total</b>	<b>2,226</b>	<b>2,205</b>	<b>2,216</b>	<b>2,258</b>	<b>2,265</b>
Freephone, Special Local & National Rate (called party)	178	171	180	182	182
<b>Call Minutes (millions)*</b>					
Local Calls	21,938	21,507	20,361	20,298	20,969
National Calls	12,419	12,378	12,340	12,443	13,922
International Calls	1,942	1,743	1,821	1,859	2,054
Calls to Mobile	2,362	2,540	2,747	2,992	3,112
Freephone Calls	1,468	1,951	4,184	6,773	6,463
Special Local Rate	10,539	13,264	13,354	15,032	17,738
Special National Rate	691	687	759	806	919
Calls to Premium Rate Services	242	143	154	157	169
DQ / IDQ Calls	92	94	97	93	89
Other Calls Through the Operator	123	21	21	18	23
Calls to Paging Operators	10	8	11	9	8
Calls to the Speaking Clock	9	9	7	6	8
Chargecard Calls	83	75	91	84	85
VPN OFFNET (Breakout) Calls	643	582	624	567	639
Other Calls	408	433	774	646	1,121
<b>Total</b>	<b>52,969</b>	<b>55,435</b>	<b>57,343</b>	<b>61,782</b>	<b>67,319</b>

\*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 28)	*ntl & Telewest (See page 28)	*Others Includes Concert from Q4 99/00
<b>Connections</b>						
1999/00 Q3	68	57	1	5	3	2
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
2000/01 Q3	64	51	1	1	9	3
<b>Line Rentals</b>						
1999/00 Q3	887	788	5	39	49	6
1999/00 Q4	939	791	4	44	74	26
2000/01 Q1	924	789	5	30	74	27
2000/01 Q2	904	792	5	21	62	25
2000/01 Q3	959	815	5	20	94	25

\*Figures have been updated to reflect more accurate data. 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**

		BT	Kingston	C&W Comms (See page 28)	*ntl & Telewest (See page 28)	*Others Includes Concert from Q4 99/00
<b>Connections During Quarter (000s)</b>						
1999/00 Q3	1,559	1,084	n/a	139	318	17
1999/00 Q4	1,448	1,037	n/a	69	317	25
2000/01 Q1	1,334	990	n/a	n/a	317	28
2000/01 Q2	1,340	946	n/a	n/a	370	25
2000/01 Q3	1,341	967	n/a	n/a	350	24
<b>Lines at End of Quarter (000s)</b>						
Dec 1999	33,915	28,433	224	1,535	3,603	120
Mar 2000	34,197	28,485	229	1,527	3,824	133
Jun 2000	34,873	28,552	231	426	5,497	167
Sep 2000	34,696	28,629	233	417	5,222	196
Dec 2000	34,807	28,739	223	400	5,225	220
<b>Net Change During Quarter (000s)</b>						
1999/00 Q3	680	192	5	3	469	10
1999/00 Q4	282	52	5	-8	221	13
2000/01 Q1	676	68	2	-1,100	1,673	34
2000/01 Q2	-177	76	2	-9	-275	29
2000/01 Q3	111	110	-10	-17	4	24

\*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 Q3 2000/01**

	<b>BT</b>	<b>Kingston</b>	<b>C&amp;W Comms</b> (See page 28)	<b>ntl &amp; Telewest</b> (See page 28)	<b>*Others</b> (See page 28) Includes Concert from Q4 99/00
<b>Market Shares (percent)</b>					
<b>Local Calls</b>					
1999/00 Q3	78.4	n/a	6.3	13.6	1.7
1999/00 Q4	78.5	n/a	6.1	13.4	2.0
2000/01 Q1	76.3	n/a	4.0	17.0	2.8
2000/01 Q2	75.1	n/a	n/a	22.2	2.8
2000/01 Q3	74.4	n/a	n/a	23.0	2.6
<b>National Calls</b>					
1999/00 Q3	78.3	n/a	7.8	8.5	5.4
1999/00 Q4	77.3	n/a	8.2	7.6	6.9
2000/01 Q1	75.9	n/a	5.0	10.6	8.5
2000/01 Q2	76.0	n/a	n/a	15.5	8.5
2000/01 Q3	71.3	n/a	n/a	19.0	9.7
<b>International Calls</b>					
1999/00 Q3	68.7	n/a	7.8	8.4	15.1
1999/00 Q4	66.6	n/a	7.9	7.5	18.0
2000/01 Q1	66.2	n/a	5.1	10.0	18.8
2000/01 Q2	66.7	n/a	n/a	14.2	19.1
2000/01 Q3	60.3	n/a	n/a	19.0	20.8
<b>Calls to Mobiles</b>					
1999/00 Q3	74.6	n/a	7.0	14.1	4.3
1999/00 Q4	73.5	n/a	7.0	14.9	4.6
2000/01 Q1	71.9	n/a	4.5	18.3	5.3
2000/01 Q2	72.1	n/a	n/a	23.4	4.4
2000/01 Q3	71.6	n/a	n/a	23.4	5.0
<b>Other Calls</b>					
1999/00 Q3	80.3	n/a	6.2	12.1	1.4
1999/00 Q4	79.1	n/a	6.8	11.5	2.7
2000/01 Q1	78.8	n/a	3.9	14.3	3.0
2000/01 Q2	77.3	n/a	n/a	19.0	3.7
2000/01 Q3	73.0	n/a	n/a	23.4	3.6
<b>All Calls</b>					
1999/00 Q3	76.7	n/a	6.9	11.7	4.7
1999/00 Q4	75.9	n/a	7.0	11.5	5.6
2000/01 Q1	74.7	n/a	4.3	14.8	6.2
2000/01 Q2	74.1	n/a	n/a	19.7	6.2
2000/01 Q3	71.2	n/a	n/a	22.1	6.7
<b>Connections</b>					
1999/00 Q3	83.9	2.7	3.5	9.9	n/a
1999/00 Q4	74.2	2.3	5.0	18.5	n/a
2000/01 Q1	71.4	2.5	3.9	22.3	n/a
2000/01 Q2	75.8	2.4	n/a	21.8	n/a
2000/01 Q3	68.3	2.0	n/a	29.7	n/a
<b>Line Rentals</b>					
1999/00 Q3	90.1	0.6	2.6	6.7	n/a
1999/00 Q4	86.6	0.5	2.3	10.6	n/a
2000/01 Q1	86.0	0.5	1.6	11.8	n/a
2000/01 Q2	89.7	0.5	n/a	9.8	n/a
2000/01 Q3	85.2	0.1	n/a	14.8	n/a
<b>Call &amp; Exchange Line Revenues</b>					
1999/00 Q3	80.9	0.2	5.5	10.1	3.2
1999/00 Q4	79.3	0.2	5.5	11.3	3.7
2000/01 Q1	78.3	0.2	3.5	13.9	4.2
2000/01 Q2	78.9	0.2	n/a	16.7	4.3
2000/01 Q3	75.6	0.0	n/a	19.9	4.5

\*Worldcom local call data is included in national calls

**Table 8a**  
**Fixed Link PSTN Services: Summary of Residential Market Shares**  
**Volumes Q3 2000/01**

	BT	Kingston	C&W Comms (See page 28)	ntl & Telewest (See page 28)	*Others (See page 28) Includes Concert from Q4 99/00
<b>Market Shares (percent)</b>					
<b>Local Calls</b>					
1999/00 Q3	78.3	n/a	6.8	13.1	1.9
1999/00 Q4	77.9	n/a	6.8	13.4	1.9
2000/01 Q1	76.8	n/a	4.5	16.5	2.2
2000/01 Q2	73.9	n/a	n/a	23.4	2.7
2000/01 Q3	74.5	n/a	n/a	22.7	2.8
<b>National Calls</b>					
1999/00 Q3	76.0	n/a	9.4	7.3	7.2
1999/00 Q4	77.8	n/a	8.0	7.3	6.9
2000/01 Q1	76.8	n/a	4.8	8.8	9.7
2000/01 Q2	74.2	n/a	n/a	13.7	12.0
2000/01 Q3	65.8	n/a	n/a	22.1	12.1
<b>International Calls</b>					
1999/00 Q3	53.1	n/a	6.6	5.9	34.4
1999/00 Q4	56.7	n/a	6.8	6.2	30.4
2000/01 Q1	55.2	n/a	4.5	8.8	31.5
2000/01 Q2	52.5	n/a	n/a	14.2	33.3
2000/01 Q3	49.0	n/a	n/a	18.0	33.0
<b>Calls to Mobiles</b>					
1999/00 Q3	73.2	n/a	6.8	13.2	6.8
1999/00 Q4	74.5	n/a	7.7	13.1	4.7
2000/01 Q1	73.7	n/a	4.9	16.5	4.9
2000/01 Q2	70.9	n/a	n/a	23.5	5.6
2000/01 Q3	72.6	n/a	n/a	21.6	5.8
<b>Other Calls</b>					
1999/00 Q3	78.2	n/a	7.4	13.6	0.9
1999/00 Q4	77.4	n/a	8.2	12.8	1.6
2000/01 Q1	76.7	n/a	5.0	16.2	2.1
2000/01 Q2	75.0	n/a	n/a	22.3	2.7
2000/01 Q3	73.7	n/a	n/a	23.4	2.9
<b>All Calls</b>					
1999/00 Q3	77.0	n/a	7.4	12.0	3.6
1999/00 Q4	77.2	n/a	7.5	12.0	3.3
2000/01 Q1	76.2	n/a	4.7	15.0	4.1
2000/01 Q2	73.9	n/a	n/a	21.3	4.8
2000/01 Q3	72.2	n/a	n/a	22.8	5.1
<b>Connections During Quarter</b>					
1999/00 Q3	56.6	n/a	9.5	33.8	n/a
1999/00 Q4	56.4	n/a	8.2	35.4	n/a
2000/01 Q1	62.1	n/a	n/a	37.9	n/a
2000/01 Q2	55.7	n/a	n/a	44.3	n/a
2000/01 Q3	55.5	n/a	n/a	44.5	n/a
<b>Lines at End of Quarter</b>					
1999/00 Q3	81.5	0.7	4.4	13.4	n/a
1999/00 Q4	81.1	0.7	4.4	13.7	n/a
2000/01 Q1	80.5	0.7	n/a	18.8	n/a
2000/01 Q2	80.3	0.7	n/a	19.0	n/a
2000/01 Q3	81.3	0.6	n/a	18.0	n/a

\*Worldcom local call data is included in national calls

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

<b>Revenues (£millions)</b>	<b>All Operators</b>	<b>BT</b>	<b>C&amp;W Comms</b> (See page 28)	<b>*ntl &amp; Telewest</b> (See page 28)	<b>*Others</b> Includes Concert from Q4 99/00
<b>Local Calls</b>					
1999/00 Q3	315	247	20	43	5
1999/00 Q4	317	248	19	42	6
2000/01 Q1	307	234	12	52	8
2000/01 Q2	305	229	n/a	67	8
2000/01 Q3	312	232	n/a	72	8
<b>National Calls</b>					
1999/00 Q3	197	154	15	17	11
1999/00 Q4	182	141	15	14	13
2000/01 Q1	164	125	8	17	14
2000/01 Q2	161	123	n/a	25	14
2000/01 Q3	169	120	n/a	32	16
<b>International Calls</b>					
1999/00 Q3	162	111	13	14	24
1999/00 Q4	148	98	12	11	27
2000/01 Q1	142	94	7	14	27
2000/01 Q2	143	96	n/a	20	27
2000/01 Q3	148	89	n/a	28	31
<b>Calls to Mobiles</b>					
1999/00 Q3	187	139	13	26	8
1999/00 Q4	207	152	15	31	9
2000/01 Q1	228	164	10	42	12
2000/01 Q2	243	176	n/a	57	11
2000/01 Q3	253	181	n/a	59	13
<b>Other Calls</b>					
1999/00 Q3	239	192	15	29	3
1999/00 Q4	239	189	16	27	6
2000/01 Q1	284	224	11	41	8
2000/01 Q2	281	218	n/a	53	10
2000/01 Q3	299	219	n/a	70	11
<b>All Calls</b>					
1999/00 Q3	1,099	843	76	128	52
1999/00 Q4	1,092	829	77	126	61
2000/01 Q1	1,125	840	49	166	70
2000/01 Q2	1,134	840	n/a	223	71
2000/01 Q3	1,182	842	n/a	261	79

\*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)</i>	All Operators	BT	C&W Comms (See page 28)	*ntl & ** Telewest (See page 28)	*Others Includes Concert from Q4 99/00
<b>Local Calls</b>					
1999/00 Q3	15,471	12,109	1,047	2,028	287
1999/00 Q4	15,126	11,789	1,030	2,027	281
2000/01 Q1	14,233	10,937	634	2,345	317
2000/01 Q2	14,236	10,522	n/a	3,336	378
2000/01 Q3	14,703	10,959	n/a	3,331	413
<b>National Calls</b>					
1999/00 Q3	6,213	4,723	585	457	448
1999/00 Q4	5,930	4,614	475	434	407
2000/01 Q1	5,564	4,272	265	487	540
2000/01 Q2	5,662	4,204	n/a	778	680
2000/01 Q3	6,622	4,356	n/a	1,466	800
<b>International Calls</b>					
1999/00 Q3	813	432	53	48	280
1999/00 Q4	730	414	49	45	222
2000/01 Q1	718	396	32	63	226
2000/01 Q2	760	399	n/a	108	253
2000/01 Q3	842	413	n/a	152	278
<b>Calls to Mobiles</b>					
1999/00 Q3	1,344	983	92	178	91
1999/00 Q4	1,475	1,099	114	193	69
2000/01 Q1	1,623	1,196	80	267	80
2000/01 Q2	1,792	1,271	n/a	421	100
2000/01 Q3	1,872	1,359	n/a	405	108
<b>Other Calls</b>					
1999/00 Q3	9,500	7,426	701	1,289	85
1999/00 Q4	11,944	9,245	976	1,532	191
2000/01 Q1	13,739	10,539	687	2,220	293
2000/01 Q2	15,618	11,720	n/a	3,479	419
2000/01 Q3	17,928	13,205	n/a	4,197	526
<b>All Calls</b>					
1999/00 Q3	33,341	25,673	2,478	3,999	1,190
1999/00 Q4	35,205	27,161	2,645	4,231	1,169
2000/01 Q1	35,877	27,340	1,699	5,382	1,456
2000/01 Q2	38,068	28,116	n/a	8,121	1,830
2000/01 Q3	41,967	30,292	n/a	9,550	2,124

\*Figures have been updated to reflect more accurate data. \*\*Provisional. 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 28)	ntl & Telewest (See page 28)
<b>Connections</b>					
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	19	15	0	n/a	4
2000/01 Q3	23	16	0	n/a	7
<b>Line Rentals</b>					
1999/00 Q3	503	453	3	13	34
1999/00 Q4	536	464	3	13	57
2000/01 Q1	531	457	3	9	63
2000/01 Q2	509	457	3	n/a	50
2000/01 Q3	548	467	0	n/a	81

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**

	BT	Kingston	C&W Comms (See page 28)	ntl & Telewest (See page 28)
<b>Connections During Quarter (000s)</b>				
1999/00 Q3	850	481	n/a	81
1999/00 Q4	834	470	n/a	68
2000/01 Q1	721	448	n/a	n/a
2000/01 Q2	777	433	n/a	n/a
2000/01 Q3	778	432	n/a	n/a
<b>Lines at End of Quarter (000s)</b>				
Dec 1999	24,636	20,082	173	1,089
Mar 2000	24,694	20,035	175	1,089
Jun 2000	24,842	19,993	176	n/a
Sep 2000	24,830	19,940	177	n/a
Dec 2000	24,507	19,932	153	n/a
<b>Net Change During Quarter (000s)</b>				
1999/00 Q3	549	80	3	15
1999/00 Q4	58	-47	2	0
2000/01 Q1	148	-42	1	-1,089
2000/01 Q2	-12	-53	1	n/a
2000/01 Q3	-323	-8	-24	n/a

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 Q3 2000/01**

	BT	Kingston	C&W Comms (See page 28)	*Worldcom	ntl & Telewest (See page 28)	Others (See page 28) Includes Concert from Q4 99/00
<b>Market Shares (percent)</b>						
<b>Local Calls</b>						
1999/00 Q3	75.0	n/a	11.3	n/a	5.3	8.3
1999/00 Q4	72.8	n/a	11.3	n/a	6.2	9.7
2000/01 Q1	71.1	n/a	10.1	n/a	7.7	11.1
2000/01 Q2	69.2	n/a	9.0	n/a	9.8	12.0
2000/01 Q3	68.5	n/a	9.1	n/a	9.1	13.3
<b>National Calls</b>						
1999/00 Q3	55.8	n/a	11.9	n/a	4.4	27.9
1999/00 Q4	54.5	n/a	12.0	13.1	4.6	15.9
2000/01 Q1	52.5	n/a	11.8	14.6	4.9	16.2
2000/01 Q2	52.4	n/a	11.1	14.1	5.9	16.5
2000/01 Q3	50.3	n/a	10.3	14.8	6.5	18.2
<b>International Calls</b>						
1999/00 Q3	37.6	n/a	15.0	n/a	1.8	45.5
1999/00 Q4	36.1	n/a	16.0	22.7	1.9	23.3
2000/01 Q1	36.0	n/a	15.4	21.2	2.6	24.9
2000/01 Q2	38.4	n/a	13.8	19.9	2.9	25.0
2000/01 Q3	37.4	n/a	11.7	19.6	4.9	26.4
<b>Calls to Mobiles</b>						
1999/00 Q3	60.2	n/a	17.1	n/a	4.1	18.5
1999/00 Q4	62.1	n/a	18.2	n/a	4.3	15.3
2000/01 Q1	59.8	n/a	17.7	n/a	5.7	16.9
2000/01 Q2	57.8	n/a	17.1	n/a	7.3	17.8
2000/01 Q3	56.1	n/a	17.5	n/a	6.7	19.6
<b>Other Calls</b>						
1999/00 Q3	55.5	n/a	20.2	n/a	5.7	18.6
1999/00 Q4	53.0	n/a	21.3	7.0	5.7	13.0
2000/01 Q1	46.4	n/a	24.2	6.2	7.1	16.1
2000/01 Q2	49.7	n/a	22.3	9.6	3.1	15.3
2000/01 Q3	56.3	n/a	7.8	13.6	6.0	16.4
<b>All Calls</b>						
1999/00 Q3	56.3	n/a	15.6	n/a	4.4	23.7
1999/00 Q4	55.0	n/a	16.3	8.8	4.7	15.3
2000/01 Q1	52.1	n/a	16.6	8.7	5.7	16.9
2000/01 Q2	52.9	n/a	15.6	9.1	5.4	17.0
2000/01 Q3	53.7	n/a	11.0	10.3	6.5	18.5
<b>Connections</b>						
1999/00 Q3	87.6	1.0	9.3	n/a	1.7	0.4
1999/00 Q4	88.9	1.5	2.9	n/a	4.8	2.0
2000/01 Q1	87.5	1.7	6.6	n/a	1.7	2.6
2000/01 Q2	85.0	1.6	1.4	n/a	6.2	5.7
2000/01 Q3	85.2	2.1	2.4	n/a	4.4	5.9
<b>Line Rentals</b>						
1999/00 Q3	88.6	0.5	6.8	n/a	3.9	0.2
1999/00 Q4	82.3	0.5	7.9	n/a	4.3	5.1
2000/01 Q1	86.1	0.5	5.5	n/a	2.9	5.2
2000/01 Q2	85.4	0.5	5.3	n/a	3.2	5.5
2000/01 Q3	85.1	1.1	4.8	n/a	3.2	5.7
<b>Call &amp; Exchange Line Revenues</b>						
1999/00 Q3	65.6	0.2	13.1	n/a	4.2	16.9
1999/00 Q4	63.3	0.2	13.6	6.2	4.6	12.1
2000/01 Q1	62.2	0.2	13.3	6.1	4.8	13.4
2000/01 Q2	62.4	0.2	12.5	6.4	4.8	13.6
2000/01 Q3	63.4	0.4	9.0	7.1	5.5	14.6

\*Worldcom local call data is included in national calls

**Table 13a**  
**Fixed Link PSTN Services: Summary of Business Market Shares**  
**Volumes Q3 2000/01**

	BT	Kingston	C&W Comms (See page 28)	*Worldcom	ntl & Telewest (See page 28)	Others (See page 28) Includes Concert from Q4 99/00
<b>Market Shares (percent)</b>						
<b>Local Calls</b>						
1999/00 Q3	67.7	n/a	14.5	n/a	5.7	12.1
1999/00 Q4	67.5	n/a	15.3	n/a	6.1	11.1
2000/01 Q1	64.5	n/a	14.4	n/a	7.8	13.3
2000/01 Q2	63.0	n/a	13.4	n/a	9.2	14.5
2000/01 Q3	60.2	n/a	13.1	n/a	11.9	14.8
<b>National Calls</b>						
1999/00 Q3	48.3	n/a	14.1	n/a	3.1	34.4
1999/00 Q4	45.7	n/a	14.3	16.8	3.3	19.9
2000/01 Q1	41.0	n/a	17.3	16.5	4.0	21.2
2000/01 Q2	41.5	n/a	17.0	12.9	4.7	23.9
2000/01 Q3	37.7	n/a	15.5	11.6	10.2	25.1
<b>International Calls</b>						
1999/00 Q3	21.4	n/a	13.5	n/a	1.2	64.0
1999/00 Q4	22.3	n/a	16.8	30.0	1.4	29.5
2000/01 Q1	19.9	n/a	16.5	29.1	1.6	32.9
2000/01 Q2	20.3	n/a	15.7	28.7	1.9	33.6
2000/01 Q3	18.2	n/a	13.2	30.7	5.1	32.8
<b>Calls to Mobiles</b>						
1999/00 Q3	58.9	n/a	17.3	n/a	3.8	19.9
1999/00 Q4	59.4	n/a	18.8	n/a	3.9	17.9
2000/01 Q1	58.1	n/a	20.0	n/a	4.9	17.0
2000/01 Q2	57.0	n/a	19.3	n/a	6.1	17.7
2000/01 Q3	55.7	n/a	19.5	n/a	5.8	19.0
<b>Other Calls</b>						
1999/00 Q3	60.3	n/a	8.3	n/a	5.5	25.9
1999/00 Q4	62.6	n/a	9.1	9.4	3.5	15.4
2000/01 Q1	57.2	n/a	11.9	7.2	4.4	19.2
2000/01 Q2	48.9	n/a	6.8	7.5	6.6	30.2
2000/01 Q3	44.8	n/a	6.1	8.7	8.0	32.4
<b>All Calls</b>						
1999/00 Q3	56.5	n/a	12.9	n/a	4.5	26.1
1999/00 Q4	56.5	n/a	13.6	9.4	4.2	16.4
2000/01 Q1	52.1	n/a	15.0	8.9	5.1	18.8
2000/01 Q2	49.4	n/a	12.4	7.8	6.5	24.0
2000/01 Q3	45.7	n/a	11.5	8.1	9.3	25.4
<b>Connections During Quarter</b>						
1999/00 Q3	87.0	n/a	8.4	n/a	4.5	0.1
1999/00 Q4	96.1	n/a	0.2	n/a	3.6	0.1
2000/01 Q1	91.6	n/a	n/a	n/a	7.3	1.0
2000/01 Q2	94.9	n/a	n/a	n/a	4.7	0.4
2000/01 Q3	97.3	n/a	n/a	n/a	2.3	0.4
<b>Lines at End of Quarter</b>						
1999/00 Q3	90.0	0.6	4.8	n/a	3.3	1.3
1999/00 Q4	88.9	0.6	4.6	n/a	4.5	1.4
2000/01 Q1	85.4	0.5	4.3	n/a	8.2	1.6
2000/01 Q2	85.7	0.6	4.1	n/a	8.0	1.7
2000/01 Q3	85.8	0.7	3.9	n/a	7.8	1.9

\*Worldcom local call data is included in national calls

**Table 13b**  
**Fixed Link PSTN Services : Business Market Shares for**  
**International Calls - Q3 2000/01**

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	Call Revenues (£millions)	Market Share (per cent)
BT	58.1	37.4%
WorldCom	30.4	19.6%
C&W Comms	18.3	11.7%
Viatel	10.8	7.0%
RSL Com	6.1	3.9%
Concert	5.9	3.8%
ACC Long Distance	5.2	3.3%
Telewest	4.2	2.7%
COLT	3.9	2.5%
ntl	3.4	2.2%
Others	9.1	5.9%
<b>Total</b>	<b>155.4</b>	

**Table 14**  
**Fixed Link PSTN Services : Call Revenues -**  
**Business Customers by Type of Call by Operator**

	All Operators	BT	C&W Comms (See page 28)	*Worldcom	**ntl & Telewest (See page 28)	**Others Includes Concert from Q4 99/00
<b>Revenues (£millions)</b>						
<b>Local Calls</b>						
1999/00 Q3	162	121	18	n/a	9	13
1999/00 Q4	157	114	18	n/a	10	15
2000/01 Q1	153	109	15	n/a	12	17
2000/01 Q2	150	104	14	n/a	15	18
2000/01 Q3	143	98	13	n/a	13	19
<b>National Calls</b>						
1999/00 Q3	239	133	29	n/a	10	67
1999/00 Q4	242	132	29	32	11	38
2000/01 Q1	237	125	28	35	12	38
2000/01 Q2	234	123	26	33	14	39
2000/01 Q3	228	115	23	34	15	41
<b>International Calls</b>						
1999/00 Q3	175	66	26	n/a	3	80
1999/00 Q4	171	62	27	39	3	40
2000/01 Q1	168	60	26	36	4	42
2000/01 Q2	159	61	22	32	5	40
2000/01 Q3	155	58	18	30	8	41
<b>Calls to Mobiles</b>						
1999/00 Q3	163	98	28	n/a	7	30
1999/00 Q4	167	104	30	n/a	7	26
2000/01 Q1	176	105	31	n/a	10	30
2000/01 Q2	185	107	32	n/a	13	33
2000/01 Q3	187	105	33	n/a	13	37
<b>Other Calls</b>						
1999/00 Q3	301	167	61	n/a	17	56
1999/00 Q4	300	159	64	21	17	39
2000/01 Q1	281	130	68	17	20	45
2000/01 Q2	313	156	70	30	10	48
2000/01 Q3	293	165	23	40	18	48
<b>All Calls</b>						
1999/00 Q3	1,040	586	162	n/a	46	246
1999/00 Q4	1,037	570	169	91	48	158
2000/01 Q1	1,015	529	168	88	58	172
2000/01 Q2	1,041	550	163	95	56	177
2000/01 Q3	1,007	541	110	104	65	186

\*Local call data for Worldcom is included in national calls. \*\*Figures have been updated to reflect more accurate data. Local, national and international only include simple voice calls (including ISDN). Other calls includes NTS (including called party revenues), premium rate, DQ, operator calls and the speaking clock. Calls to Internet Service Providers are included in Other calls. There may be some double counting of revenues and minutes, particularly for international calls, due to calls being counted by both the reseller and the supplying. For NTS 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 15**  
**Fixed Link PSTN Services : Call Minutes -**  
**Business Customers by Type of Call by Operator**

	All Operators	BT	C&W Comms (See page 28)	**Worldcom	**ntl &*** Telewest (See page 28)	**Others Includes Concert from Q4 99/00
<b>Call Minutes (millions of minutes)</b>						
<b>Local Calls</b>						
1999/00 Q3	6,228	4,214	904	n/a	357	754
1999/00 Q4	6,136	4,144	936	n/a	373	682
2000/01 Q1	5,852	3,774	843	n/a	457	778
2000/01 Q2	5,793	3,650	774	n/a	532	838
2000/01 Q3	5,996	3,610	784	n/a	715	886
<b>National Calls</b>						
1999/00 Q3	6,145	2,971	867	n/a	193	2,115
1999/00 Q4	6,387	2,918	913	1,075	213	1,269
2000/01 Q1	6,716	2,751	1,162	1,107	271	1,425
2000/01 Q2	6,721	2,791	1,145	868	314	1,603
2000/01 Q3	7,229	2,722	1,120	840	736	1,811
<b>International Calls</b>						
1999/00 Q3	1,126	241	152	n/a	13	720
1999/00 Q4	1,008	225	169	303	14	297
2000/01 Q1	1,100	219	182	320	18	362
2000/01 Q2	1,096	222	172	314	20	368
2000/01 Q3	1,210	220	160	371	62	397
<b>Calls to Mobiles</b>						
1999/00 Q3	1,007	593	175	n/a	39	201
1999/00 Q4	1,053	625	197	n/a	41	189
2000/01 Q1	1,110	645	222	n/a	54	188
2000/01 Q2	1,185	675	229	n/a	72	210
2000/01 Q3	1,225	682	239	n/a	71	233
<b>Other Calls</b>						
1999/00 Q3	4,725	2,849	391	n/a	262	1,223
1999/00 Q4	5,218	3,267	473	488	185	805
2000/01 Q1	6,252	3,578	746	453	277	1,198
2000/01 Q2	8,500	4,160	576	635	565	2,565
2000/01 Q3	9,236	4,137	567	799	741	2,992
<b>All Calls</b>						
1999/00 Q3	19,231	10,868	2,487	n/a	863	5,013
1999/00 Q4	19,802	11,179	2,689	1,866	827	3,241
2000/01 Q1	21,030	10,967	3,155	1,880	1,078	3,951
2000/01 Q2	23,295	11,498	2,894	1,817	1,503	5,584
2000/01 Q3	24,897	11,371	2,870	2,010	2,326	6,320

\*Local call data for Worldcom is included in national calls. \*\*Figures have been updated to reflect more accurate data.

\*\*\*Provisional. 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 28)	*ntl & Telewest	*Others Includes Concert from Q4 99/00
<b>Connections</b>						
1999/00 Q3	46	40	0	4	1	0
1999/00 Q4	41	37	1	1	2	1
2000/01 Q1	37	33	1	2	1	1
2000/01 Q2	40	34	1	1	3	2
2000/01 Q3	42	36	1	1	2	2
<b>Line Rentals</b>						
1999/00 Q3	379	335	2	26	15	1
1999/00 Q4	397	327	2	31	17	20
2000/01 Q1	386	333	2	21	11	20
2000/01 Q2	393	336	2	21	13	22
2000/01 Q3	409	348	5	20	13	23

\*Figures have been updated to reflect more accurate data. 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 28)	**ntl & Telewest* (See page 28)	**Others Includes Concert from Q4 99/00
<b>Connections During Quarter (000s)</b>						
1999/00 Q3	692	603	n/a	58	31	1
1999/00 Q4	589	566	n/a	1	21	1
2000/01 Q1	591	542	n/a	n/a	43	6
2000/01 Q2	540	512	n/a	n/a	26	2
2000/01 Q3	550	535	n/a	n/a	13	2
<b>Lines at End of Quarter (000s)</b>						
Dec 1999	9,279	8,351	52	446	310	120
Mar 2000	9,503	8,450	54	438	428	133
June 2000	10,025	8,559	55	426	824	161
Sep 2000	10,142	8,689	56	417	811	169
Dec 2000	10,271	8,808	70	400	803	190
<b>Net Change During Quarter (000s)</b>						
1999/00 Q3	133	112	2	-12	18	13
1999/00 Q4	224	99	3	-8	118	13
2000/01 Q1	523	110	1	-11	395	28
2000/01 Q2	117	129	1	-9	-13	8
2000/01 Q3	129	119	14	-17	-8	21

\*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.

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

Operator Receiving Revenues							
<i>Revenues (£millions)</i>	All Operators	BT	Kingston	C&W Comms* (See page 28)	*ntl & Telewest	*Others Includes Concert from Q4 99/00	
<b>From UK Fixed</b>							
<b>Inland</b>							
1999/00 Q3	434	204	0	94	25	110	
1999/00 Q4	453	213	0	97	28	115	
2000/01 Q1	464	238	0	94	23	109	
2000/01 Q2	512	275	0	88	18	130	
2000/01 Q3	519	289	0	81	27	121	
<b>From UK Fixed</b>							
<b>Outgoing International</b>							
1999/00 Q3	121	20	0	41	-	60	
1999/00 Q4	232	12	0	40	-	179	
2000/01 Q1	226	20	1	36	2	167	
2000/01 Q2	238	12	1	42	0	183	
2000/01 Q3	219	12	1	45	1	161	
<b>From UK Cellular</b>							
1999/00 Q3	126	112	-	13	-	1	
1999/00 Q4	156	141	-	15	-	1	
2000/01 Q1	171	142	-	28	-	0	
2000/01 Q2	191	157	-	33	-	1	
2000/01 Q3	202	170	-	32	-	0	
<b>From Overseas</b>							
<b>Incoming International</b>							
1999/00 Q3	150	68	-	64	1	18	
1999/00 Q4	112	24	-	69	2	17	
2000/01 Q1	122	28	-	78	2	14	
2000/01 Q2	121	26	-	78	0	17	
2000/01 Q3	115	24	-	73	0	18	
<b>Total</b>							
1999/00 Q3	830	405	1	211	26	188	
1999/00 Q4	954	391	1	221	30	312	
2000/01 Q1	982	428	1	236	27	291	
2000/01 Q2	1,062	470	1	241	18	331	
2000/01 Q3	1,055	496	1	231	28	300	

\*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>	<b>Operator Receiving Revenues</b>					
	All Operators	BT	Kingston	C&W Comms* (See page 28)	*ntl &** Telewest	*Others Includes Concert from Q4 99/00
<b>From UK Fixed Inland</b>						
1999/00 Q3	28,575	12,191	5	4,717	3,871	7,790
1999/00 Q4	32,669	13,615	7	4,980	4,378	9,689
2000/01 Q1	33,627	13,827	5	4,983	4,548	10,264
2000/01 Q2	34,838	14,207	5	4,975	4,404	11,248
2000/01 Q3	38,483	14,837	-	4,833	5,773	13,040
<b>From UK Fixed Outgoing International</b>						
1999/00 Q3	1,329	153	5	403	-	768
1999/00 Q4	2,472	128	7	422	-	1,915
2000/01 Q1	2,840	128	10	464	-	2,238
2000/01 Q2	3,465	173	10	497	1	2,785
2000/01 Q3	3,029	169	11	543	1	2,306
<b>From UK Cellular</b>						
1999/00 Q3	5,104	4,640	-	455	-	9
1999/00 Q4	5,881	5,353	-	517	-	11
2000/01 Q1	6,177	5,491	-	675	-	11
2000/01 Q2	6,571	5,847	-	714	-	10
2000/01 Q3	7,300	6,588	-	703	-	9
<b>From Overseas Incoming International</b>						
1999/00 Q3	2,149	1,039	-	709	-	401
1999/00 Q4	3,153	1,013	-	809	-	1,331
2000/01 Q1	3,317	1,040	-	932	-	1,345
2000/01 Q2	4,238	1,528	-	931	-	1,779
2000/01 Q3	3,402	940	-	909	-	1,553
<b>Total</b>						
1999/00 Q3	37,247	18,023	10	6,284	3,961	8,968
1999/00 Q4	44,320	20,109	13	6,728	4,523	12,946
2000/01 Q1	46,163	20,486	15	7,054	4,750	13,858
2000/01 Q2	49,112	21,755	15	7,117	4,404	15,821
2000/01 Q3	52,221	22,534	11	6,988	5,781	16,907

\*Figures have been updated to reflect more accurate data. \*\*Provisional. 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**

<i>Payments (£millions)</i>	<b>Operator Making Payment</b>					
	<b>All Operators</b>	<b>BT</b>	<b>Kingston</b>	<b>C&amp;W Comms</b> <small>(See page 28)</small>	<b>*ntl &amp; Telewest</b>	<b>*Others</b> <small>Includes Concert from Q4 99/00</small>
<b>To UK Fixed Inland</b>						
1999/00 Q3	434	166	2	67	76	124
1999/00 Q4	414	186	2	73	80	73
2000/01 Q1	454	200	3	65	89	97
2000/01 Q2	488	227	3	64	92	101
2000/01 Q3	478	202	4	66	110	96
<b>To UK Fixed Outgoing International</b>						
1999/00 Q3	120	-	0	7	6	106
1999/00 Q4	109	-	0	7	6	96
2000/01 Q1	106	-	0	7	4	94
2000/01 Q2	111	-	0	8	8	95
2000/01 Q3	108	-	0	9	9	90
<b>To UK Cellular</b>						
1999/00 Q3	415	344	-	63	-	9
1999/00 Q4	496	418	-	67	-	11
2000/01 Q1	497	421	-	64	-	12
2000/01 Q2	524	451	-	62	-	11
2000/01 Q3	575	507	-	56	-	12
<b>To Overseas Outgoing International</b>						
1999/00 Q3	196	81	-	80	-	35
1999/00 Q4	312	82	-	81	-	148
2000/01 Q1	299	86	-	91	-	122
2000/01 Q2	293	82	-	93	-	119
2000/01 Q3	346	86	-	107	0	153
<b>Total</b>						
1999/00 Q3	1,165	590	3	216	82	273
1999/00 Q4	1,332	687	3	228	86	328
2000/01 Q1	1,355	707	3	226	94	325
2000/01 Q2	1,416	759	3	227	100	326
2000/01 Q3	1,506	795	4	238	119	350

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

<i>Minutes (millions)</i>	<b>Operator Making Payment</b>					
	<b>All Operators</b>	<b>BT*</b>	<b>Kingston</b>	<b>C&amp;W Comms*</b> <small>(See page 28)</small>	<b>*ntl &amp;** Telewest</b>	<b>*Others</b> <small>Includes Concert from Q4 99/00</small>
<b>To UK Fixed</b>						
<b>Inland</b>						
1999/00 Q3	32,711	14,046	120	7,867	4,865	5,813
1999/00 Q4	37,735	17,201	137	8,667	5,298	6,432
2000/01 Q1	38,926	17,351	137	8,149	5,534	7,755
2000/01 Q2	40,066	18,245	146	8,352	5,076	8,248
2000/01 Q3	43,185	19,459	160	8,686	7,187	7,693
<b>To UK Fixed</b>						
<b>Outgoing International</b>						
1999/00 Q3	2,711	-	3	78	90	2,539
1999/00 Q4	1,317	-	3	80	82	1,153
2000/01 Q1	1,427	-	3	60	53	1,311
2000/01 Q2	1,368	-	2	71	98	1,196
2000/01 Q3	1,512	-	2	97	129	1,284
<b>To UK Cellular</b>						
1999/00 Q3	3,473	2,911	-	500	-	62
1999/00 Q4	4,082	3,461	-	547	-	74
2000/01 Q1	4,401	3,771	-	543	-	87
2000/01 Q2	4,752	4,134	-	539	-	79
2000/01 Q3	5,162	4,587	-	490	-	85
<b>To Overseas</b>						
<b>Outgoing International</b>						
1999/00 Q3	2,342	987	-	768	-	587
1999/00 Q4	3,265	892	-	817	-	1,556
2000/01 Q1	3,321	790	-	932	-	1,599
2000/01 Q2	3,774	782	-	959	-	2,033
2000/01 Q3	3,752	923	-	1,067	4	1,758
<b>Total</b>						
1999/00 Q3	41,236	17,944	123	9,213	4,955	9,001
1999/00 Q4	46,399	21,554	140	10,111	5,380	9,215
2000/01 Q1	48,076	21,912	140	9,684	5,587	10,753
2000/01 Q2	49,960	23,161	148	9,921	5,174	11,556
2000/01 Q3	53,610	24,969	162	10,340	7,320	10,820

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

## Annex

### International Traffic by Route - Q3 2000/01

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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 Q3 2000/01 (October to December 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:

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

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 Q3 2000/01 (October to December 2000) Millions of Minutes

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Rank	Country	Outbound	Incoming	Rank
	<b>All Routes</b>	<b>2701.0</b>	<b>1869.3</b>	
1	USA (inc. Hawaii & Alaska)	450.7	376.9	(1)
2	Germany	205.7	163.6	(2)
3	France	198.7	132.4	(4)
4	Ireland	183.1	145.9	(3)
5	Spain	117.2	99.6	(6)
6	Australia	110.1	100.2	(5)
7	Italy	101.1	59.4	(11)
8	Netherlands	93.6	62.3	(10)
9	Sweden	88.0	79.9	(9)
10	Canada	73.2	94.4	(7)
11	Turkey	71.7	14.5	(26)
12	Switzerland	66.7	41.3	(12)
13	Belgium	59.9	32.4	(14)
14	India	56.0	18.1	(21)
15	Pakistan	49.6	4.8	(44)
16	Poland	48.2	15.0	(25)
17	South Africa	45.9	26.7	(17)
18	Uzbekistan	41.7	87.1	(8)
19	Norway	36.7	33.4	(13)
20	Austria	36.4	18.0	(22)
21	Japan	33.6	15.8	(23)
22	Greece	33.4	30.9	(15)
23	Nigeria	28.4	6.1	(35)
24	Portugal	28.2	15.2	(24)
25	Ghana	27.8	5.9	(37)

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**Annex**  
**UK IDD Traffic Volumes**  
**Q3 2000/01 (October to December 2000)**  
**Millions of Minutes**

Rank	Country	Outbound	Incoming	Rank
26	Israel	26.7	19.1	(20)
27	Russia	24.3	7.1	(32)
28	Hong Kong	24.1	23.5	(18)
29	Egypt	22.0	6.4	(34)
30	Denmark	21.7	11.8	(28)
31	Brazil	20.5	4.1	(49)
32	Hungary	19.5	5.4	(40)
33	Finland	19.1	9.8	(30)
34	China	18.3	6.6	(33)
35	Indonesia	18.0	2.2	(65)
36	Philippines	17.6	4.0	(51)
37	Mexico	16.3	2.2	(66)
38	Afghanistan	15.8	0.0	(216)
39	New Zealand	15.3	20.1	(19)
40	Cyprus	15.3	9.9	(29)
41	Yugoslavia (Serbia)	15.2	3.3	(57)
42	Jamaica	14.3	3.6	(54)
43	UAE (Emirates)	14.0	13.7	(27)
44	Croatia	13.6	1.2	(80)
45	Malaysia	13.5	6.0	(36)
46	Morocco	12.9	4.4	(46)
47	Bangladesh	12.3	2.5	(63)
48	Singapore	11.7	27.4	(16)
49	Oman	11.6	0.6	(102)
50	Thailand	10.3	5.7	(39)
51	Ukraine	10.2	1.3	(78)
52	Iran	10.0	4.9	(43)
53	Slovenia	9.5	1.1	(85)
54	Czech Republic	9.5	4.3	(47)
55	Vietnam	9.1	3.7	(53)
56	Ecuador	9.0	0.8	(93)
57	Saudi Arabia	9.0	8.2	(31)
58	Romania	9.0	1.8	(71)
59	Algeria	9.0	3.5	(55)
60	Bulgaria	8.8	1.2	(81)
61	Tunisia	8.0	1.8	(70)
62	Monaco	7.4	1.5	(76)
63	Cuba	7.2	0.4	(115)
64	Kuwait	7.2	1.2	(79)
65	Colombia	7.2	3.1	(58)
66	Sri Lanka	7.1	1.5	(75)
67	Slovak Republic	7.0	1.7	(73)
68	Luxembourg	6.7	4.9	(42)
69	Taiwan	6.7	3.9	(52)
70	Zimbabwe	6.6	4.2	(48)
71	Lebanon	6.4	4.7	(45)
72	Cape Verde Islands	6.0	1.2	(82)
73	Malta	5.8	3.4	(56)
74	Syrian Arab Republic	5.5	1.8	(72)
75	Senegal	5.5	0.3	(122)
76	Kazakhstan	5.4	0.4	(116)
77	Lithuania	5.4	0.7	(96)
78	Gambia	5.4	0.7	(95)
79	Korea, Republic of	5.3	5.7	(38)
80	Chile	5.3	1.0	(89)

**Annex**  
**UK IDD Traffic Volumes**  
**Q3 2000/01 (October to December 2000)**  
**Millions of Minutes**

Rank	Country	Outbound	Incoming	Rank
81	Guyana	5.2	0.4	(110)
82	Honduras	4.7	0.1	(165)
83	Bosnia and Herzegovina	4.7	1.0	(90)
84	Peru	4.6	0.4	(109)
85	Netherland Antilles	4.4	5.1	(41)
86	Argentina	4.4	1.6	(74)
87	Tanzania	4.4	0.6	(100)
88	Jordan	4.4	2.4	(64)
89	Mauritius	4.2	2.9	(60)
90	Kenya	4.2	2.1	(68)
91	Venezuela	4.1	0.7	(97)
92	Uganda	3.9	0.8	(94)
93	Sudan	3.8	0.4	(113)
94	Faroe Islands	3.6	4.0	(50)
95	Iceland	3.4	2.9	(59)
96	Gibraltar	3.0	2.1	(69)
97	Latvia	2.9	0.9	(91)
98	French Guiana	2.9	2.5	(62)
99	Albania	2.8	0.0	(179)
100	Trinidad & Tobago	2.8	1.3	(77)
101	Guinea	2.8	0.1	(149)
102	Iraq	2.8	0.2	(130)
103	Cote d'Ivoire (Ivory Coast)	2.7	0.1	(140)
104	Dominican Republic	2.7	0.2	(133)
105	Macedonia	2.7	0.4	(108)
106	Ethiopia	2.6	0.3	(126)
107	Zaire	2.5	1.2	(83)
108	Barbados	2.4	0.8	(92)
109	Sierra Leone	2.3	0.6	(103)
110	Bahrain	2.2	2.2	(67)
111	Belarus	2.0	0.2	(132)
112	Yemen Arab Republic	2.0	0.4	(119)
113	Bolivia	2.0	0.4	(117)
114	Qatar	1.8	0.5	(107)
115	Greenland	1.8	0.2	(139)
116	Cameroon	1.8	0.2	(135)
117	El Salvador	1.7	0.0	(207)
118	St. Lucia	1.7	0.4	(114)
119	Grenada	1.7	0.4	(120)
120	Puerto Rico	1.6	0.1	(154)
121	Estonia	1.5	1.0	(87)
122	Libya	1.5	2.5	(61)
123	Bermuda	1.4	1.0	(86)
124	Guadeloupe	1.4	0.0	(191)
125	Nepal	1.3	0.6	(101)
126	Togo	1.2	0.2	(137)
127	Somalia	1.2	0.0	(188)
128	Guatemala	1.2	0.0	(180)
129	Cayman Island	1.2	0.5	(106)
130	Mali	1.1	0.1	(156)
131	Suriname	1.0	0.1	(159)
132	Zambia	1.0	0.5	(105)
133	Panama	1.0	0.1	(144)
<b>Top 133 Routes</b>		<b>2666.3</b>	<b>1852.1</b>	
<b>Other Routes</b>		<b>34.7</b>	<b>17.3</b>	
<b>Total</b>		<b>2701.0</b>	<b>1869.3</b>	

## NOTES

### 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 ntl & Telewest 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 ntl & Telewest 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

### ntl & Telewest Data

The planned publication of separate data for ntl and Telewest in Market Information reports has been postponed due to reporting difficulties experienced by the operators. When these have been resolved the data will be included in the publications

## GENERAL NOTES

This publication presents information from Oftel's Market Information project. Data is collected from all licensed operators to assist Oftel in measuring progress towards 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 publication is designed to release key information as soon as it is available. There is 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 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 ensures responses from almost all operators. In a few cases, due to lack of resources, operators are not 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.

Tables 18 to 21 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.