



Market Information

Fixed Update

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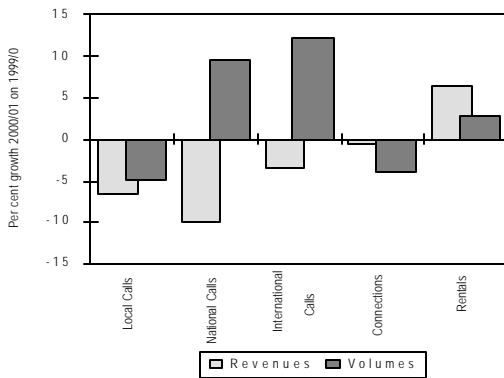
Q4 2000/01 (January to March 2001)

SUMMARY

CALL VOLUMES

- Call minutes increased on the year for all call types except Local
- Calls to Mobile & Other Calls continue to show strongest volume growth. There was also strong growth in international call volumes

Annual Growth Rates - Fixed Market



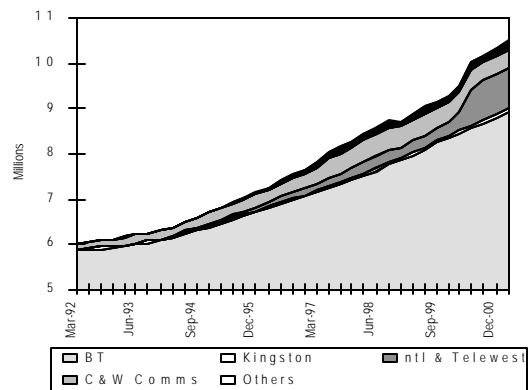
CALL REVENUES

- Over the year, revenues dropped for all call types except Calls to Mobile & Other Calls

CONNECTIONS

- The total number of lines increased during the quarter
- The number of residential lines increased after falling in the previous two periods

Business Exchange Lines

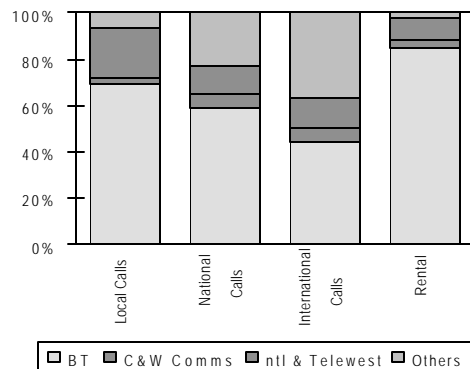


MARKET SHARES

- BT is estimated to have a share 68 percent of all fixed revenues
- This ranges from 85 percent of line rental to 45 percent of international call revenues

Market Shares - Revenues

Q4 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 Q4 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		Per Cent Change
	2000/01	1999/00	
Call Revenues (£millions)			
Local Calls	1,824	1,954	-6.7
National Calls	1,594	1,770	-10.0
International Calls	1,227	1,271	-3.5
Calls to Mobiles	1,758	1,347	30.5
Other Calls	2,746	2,294	19.7
All Calls	9,149	8,637	5.9
Connection Rental	253	254	-0.6
	3,797	3,564	6.5
Total Call & Exchange Line Revenues	13,199	12,455	6.0

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 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		Per Cent Change
	2000/01	1999/00	
Call Minutes (millions)			
Local Calls	82,473	86,719	-4.9
National Calls	53,438	48,793	9.5
International Calls	7,981	7,115	12.2
Calls to Mobiles	12,206	9,084	34.4
Other Calls	110,585	56,443	95.9
All Calls	266,682	208,155	28.1
Exchange Line Numbers (thousands)			
Connections During	5,355	5,573	-3.9
Lines at End of Quarter	35,177	34,197	2.9

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

	BT	Kingston	C&W Comms (See page 28)	ntl & Telewest (See page 28)	*Others (See page 28) Includes Concert
Market Shares (percent)					
Local Calls*					
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
2000/01 Q4	68.6	0.5	3.0	21.5	6.4
National Calls*					
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
2000/01 Q4	58.6	0.5	6.0	12.0	22.9
International Calls					
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
2000/01 Q4	44.6	0.3	5.5	13.1	36.5
Calls to Mobiles					
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
2000/01 Q4	61.7	0.5	7.6	18.2	12.1
Other Calls					
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	63.3	0.3	10.2	12.3	13.9
2000/01 Q4	59.8	0.3	10.3	15.2	14.4
All Calls					
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	62.6	0.4	6.9	14.1	15.9
2000/01 Q4	59.7	0.4	7.0	16.2	16.7
Connections					
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
2000/01 Q4	78.8	2.1	4.4	11.1	3.6
Line Rentals					
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
2000/01 Q4	85.0	0.5	2.9	9.4	2.1
Call & Exchange Line Revenues					
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	69.4	0.5	5.4	12.9	11.9
2000/01 Q4	67.5	0.5	5.8	14.1	12.2

*Worldcom local call data is included in national calls

Table 3a
Fixed Link PSTN Services: Summary of Market Shares
Volumes

	BT	Kingston	C&W Comms (See page 28)	ntl & Telewest (See page 28)	*Others (See page 28) Includes Concert
Market Shares (percent)					
Local Calls*					
1999/00 Q4	73.9	1.1	9.2	11.2	4.5
2000/01 Q1	72.0	1.4	7.3	13.9	5.4
2000/01 Q2	69.6	1.3	3.8	19.2	6.0
2000/01 Q3	69.1	1.3	3.8	19.5	6.3
2000/01 Q4	66.9	1.1	4.0	21.1	6.9
National Calls*					
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
2000/01 Q4	47.9	0.4	7.8	19.1	24.9
International Calls					
1999/00 Q4	35.6	0.2	12.2	3.3	48.7
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
2000/01 Q4	27.9	0.1	7.4	12.0	52.6
Calls to Mobiles					
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
2000/01 Q4	62.8	0.4	7.7	17.4	11.6
Other Calls					
1999/00 Q4	74.3	0.5	7.9	9.3	8.0
2000/01 Q1	71.8	0.3	6.8	11.8	9.2
2000/01 Q2	67.5	0.3	2.3	15.7	14.2
2000/01 Q3	66.3	0.3	1.9	16.8	14.7
2000/01 Q4	66.5	0.7	1.7	17.9	13.2
All Calls					
1999/00 Q4	69.7	0.7	9.4	9.0	11.2
2000/01 Q1	67.3	0.7	8.3	11.1	12.5
2000/01 Q2	64.8	0.7	4.6	15.2	14.7
2000/01 Q3	62.9	0.6	4.1	17.2	15.1
2000/01 Q4	61.7	0.7	4.0	18.8	14.8
Connections During Quarter					
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
2000/01 Q4	72.3	n/a	n/a	25.9	1.7
Lines at End of Quarter					
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	82.3	0.6	1.1	15.2	0.6
2000/01 Q4	82.1	0.6	1.1	15.4	0.7

*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
Revenues (£millions)						
Local Calls						
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
2000/01 Q4	447	307	2	13	96	28
National Calls						
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
2000/01 Q4	394	231	2	23	47	90
International Calls						
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
2000/01 Q4	308	138	1	17	40	112
Calls to Mobiles						
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
2000/01 Q4	479	295	2	36	87	58
Other Calls						
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	710	449	2	72	87	98
2000/01 Q4	734	439	2	76	111	105
All Calls						
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	2,314	1,449	10	160	327	369
2000/01 Q4	2,361	1,409	10	166	382	394

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
Call minutes (millions)						
Local Calls						
1999/00 Q4	21,352	15,778	245	1,966	2,400	963
2000/01 Q1	20,204	14,554	277	1,477	2,801	1,095
2000/01 Q2	20,165	14,039	269	774	3,868	1,215
2000/01 Q3	20,736	14,336	270	784	4,047	1,299
2000/01 Q4	21,368	14,302	240	853	4,509	1,464
National Calls						
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
2000/01 Q4	14,733	7,053	60	1,145	2,810	3,664
International Calls						
1999/00 Q4	1,796	639	4	219	59	875
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
2000/01 Q4	2,247	627	3	166	270	1,182
Calls to Mobiles						
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
2000/01 Q4	3,355	2,108	14	258	584	391
Other Calls						
1999/00 Q4	18,428	13,690	89	1,449	1,717	1,483
2000/01 Q1	21,098	15,156	68	1,434	2,496	1,944
2000/01 Q2	25,546	17,253	84	576	4,014	3,620
2000/01 Q3	29,361	19,455	93	567	4,929	4,317
2000/01 Q4	34,580	23,012	233	605	6,173	4,556
All Calls						
1999/00 Q4	56,494	39,363	412	5,333	5,057	6,329
2000/01 Q1	58,208	39,190	419	4,853	6,460	7,287
2000/01 Q2	63,005	40,854	428	2,894	9,599	9,230
2000/01 Q3	69,185	43,543	441	2,870	11,877	10,455
2000/01 Q4	76,283	47,102	550	3,027	14,346	11,258

*Previous quarters figures have been revised. 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 Q4	00/01 Q1	00/01 Q2	00/01 Q3	00/01 Q4
Revenues (£millions)*					
Local Calls	476	462	457	458	447
National Calls	427	403	398	399	394
International Calls	319	311	303	305	308
Calls to Mobile	376	406	430	443	479
Special Local Rate (calling party)	257	268	280	309	315
Special National Rate (calling party)	37	45	49	56	62
Calls to Premium Rate Services	89	96	109	125	148
DQ / IDQ Calls	62	62	62	62	67
Other Calls Through the Operator	15	14	14	13	11
Calls to Paging Operators	2	2	2	2	2
Calls to the Speaking Clock	2	1	1	2	2
Chargecard Calls	21	25	23	21	19
VPN OFFNET (Breakout) Calls	23	21	21	22	19
Calls from Public Payphones	73	71	79	73	57
Other Calls	24	28	30	25	32
Total	2,205	2,216	2,258	2,314	2,361
Freephone, Special Local & National Rate (called party)	171	180	182	182	222
Call Minutes (millions)*					
Local Calls	21,352	20,204	20,165	20,736	21,368
National Calls	12,378	12,340	12,443	13,922	14,733
International Calls	1,796	1,821	1,859	2,054	2,247
Calls to Mobile	2,540	2,747	2,992	3,112	3,355
Freephone Calls	2,083	4,398	7,153	6,960	10,206
Special Local Rate	14,156	14,034	15,874	19,103	20,910
Special National Rate	733	798	851	990	1,153
Calls to Premium Rate Services	153	162	166	182	211
DQ / IDQ Calls	101	102	98	96	91
Other Calls Through the Operator	22	22	19	25	29
Calls to Paging Operators	8	11	10	8	6
Calls to the Speaking Clock	10	7	7	9	15
Chargecard Calls	80	95	89	92	86
VPN OFFNET (Breakout) Calls	621	656	598	688	649
Other Calls	462	813	682	1,208	1,223
Total	56,494	58,208	63,005	69,185	76,283

*Previous quarters figures have been revised. 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
Connections						
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
2000/01 Q4	73	57	2	3	8	3
Line Rentals						
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
2000/01 Q4	1,010	858	5	30	95	21

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
Connections During Quarter (000s)						
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
2000/01 Q4	1,340	969	n/a	n/a	348	23
Lines at End of Quarter (000s)						
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	34,900	28,739	223	400	5,318	220
Mar 2001	35,177	28,881	227	398	5,428	243
Net Change During Quarter (000s)						
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	204	110	-10	-17	96	24
2000/01 Q4	277	142	5	-3	110	23

*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

	BT	Kingston	C&W Comms (See page 28)	ntl & Telewest (See page 28)	*Others (See page 28) Includes Concert
Market Shares (percent)					
Local Calls					
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
2000/01 Q4	70.4	n/a	n/a	27.3	2.3
National Calls					
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
2000/01 Q4	67.3	n/a	n/a	21.9	10.8
International Calls					
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
2000/01 Q4	52.1	n/a	n/a	24.5	23.5
Calls to Mobiles					
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
2000/01 Q4	68.3	n/a	n/a	26.8	4.8
Other Calls					
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
2000/01 Q4	70.0	n/a	n/a	27.1	2.9
All Calls					
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
2000/01 Q4	67.1	n/a	n/a	26.1	6.8
Connections					
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
2000/01 Q4	66.3	6.4	n/a	27.3	n/a
Line Rentals					
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	85.6	0.5	n/a	13.9	n/a
2000/01 Q3	85.2	0.1	n/a	14.8	n/a
2000/01 Q4	86.0	0.1	n/a	13.9	n/a
Call & Exchange Line Revenues					
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	77.7	0.2	n/a	17.9	4.2
2000/01 Q3	75.6	0.0	n/a	19.9	4.5
2000/01 Q4	73.2	0.1	n/a	22.2	4.5

*Worldcom local call data is included in national calls

Table 8a
Fixed Link PSTN Services: Summary of Residential Market Shares
Volumes

	BT	Kingston	C&W Comms (See page 28)	ntl & Telewest (See page 28)	*Others (See page 28) Includes Concert
Market Shares (percent)					
Local Calls					
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
2000/01 Q4	73.1	n/a	n/a	23.9	3.0
National Calls					
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
2000/01 Q4	60.1	n/a	n/a	27.6	12.2
International Calls					
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
2000/01 Q4	42.7	n/a	n/a	21.4	36.0
Calls to Mobiles					
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
2000/01 Q4	70.8	n/a	n/a	23.6	5.6
Other Calls					
1999/00 Q4	78.8	n/a	7.7	12.0	1.5
2000/01 Q1	77.9	n/a	4.8	15.4	2.0
2000/01 Q2	76.9	n/a	n/a	20.6	2.5
2000/01 Q3	75.8	n/a	n/a	21.5	2.7
2000/01 Q4	74.9	n/a	n/a	22.2	2.9
All Calls					
1999/00 Q4	77.6	n/a	7.3	11.8	3.2
2000/01 Q1	76.7	n/a	4.6	14.7	4.0
2000/01 Q2	74.7	n/a	n/a	20.7	4.7
2000/01 Q3	73.2	n/a	n/a	21.9	4.9
2000/01 Q4	71.4	n/a	n/a	23.6	5.0
Connections During Quarter					
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
2000/01 Q4	55.8	n/a	n/a	44.2	n/a
Lines at End of Quarter					
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
2000/01 Q4	81.1	0.6	n/a	18.3	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

Revenues (£millions)	All Operators	BT	C&W Comms (See page 28)	ntl & Telewest (See page 28)	Others Includes Concert
Local Calls					
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
2000/01 Q4	303	213	n/a	83	7
National Calls					
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
2000/01 Q4	162	109	n/a	35	17
International Calls					
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
2000/01 Q4	148	77	n/a	36	35
Calls to Mobiles					
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
2000/01 Q4	269	184	n/a	72	13
Other Calls					
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
2000/01 Q4	313	219	n/a	85	9
All Calls					
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
2000/01 Q4	1,195	802	n/a	312	81

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
Local Calls					
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
2000/01 Q4	14,877	10,868	n/a	3,561	448
National Calls					
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
2000/01 Q4	6,975	4,194	n/a	1,928	853
International Calls					
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
2000/01 Q4	926	395	n/a	198	333
Calls to Mobiles					
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
2000/01 Q4	1,953	1,383	n/a	460	110
Other Calls					
1999/00 Q4	12,728	10,029	976	1,532	191
2000/01 Q1	14,458	11,258	687	2,220	293
2000/01 Q2	16,872	12,974	n/a	3,479	419
2000/01 Q3	19,477	14,754	n/a	4,197	526
2000/01 Q4	23,431	17,550	n/a	5,206	675
All Calls					
1999/00 Q4	35,989	27,945	2,645	4,231	1,169
2000/01 Q1	36,596	28,059	1,699	5,382	1,456
2000/01 Q2	39,321	29,370	n/a	8,121	1,830
2000/01 Q3	43,516	31,841	n/a	9,550	2,124
2000/01 Q4	48,161	34,390	n/a	11,353	2,419

*Previous quarters figures have been revised. 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
Connections					
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
2000/01 Q4	24	16	2	n/a	6
Line Rentals					
1999/00 Q4	536	464	3	13	57
2000/01 Q1	531	457	3	9	63
2000/01 Q2	533	457	3	n/a	74
2000/01 Q3	548	467	0	n/a	81
2000/01 Q4	576	495	0	n/a	80

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 28)	ntl & Telewest
Connections During Quarter (000s)					
1999/00 Q4	834	470	n/a	68	296
2000/01 Q1	721	448	n/a	n/a	274
2000/01 Q2	777	433	n/a	n/a	344
2000/01 Q3	778	432	n/a	n/a	347
2000/01 Q4	789	440	n/a	n/a	349
Lines at End of Quarter (000s)					
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
Dec 2000	24,507	19,932	153	n/a	4,423
Mar 2001	24,625	19,969	153	n/a	4,503
Net Change During Quarter (000s)					
1999/00 Q4	58	-47	2	0	103
2000/01 Q1	148	-42	1	-1,089	1,277
2000/01 Q2	-12	-53	1	n/a	41
2000/01 Q3	-323	-8	-24	n/a	-291
2000/01 Q4	118	37	0	n/a	80

*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. 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

	BT	Kingston	C&W Comms (See page 28)	*Worldcom	ntl & Telewest (See page 28)	Others (See page 28) Includes Concert
Market Shares (percent)						
Local Calls						
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
2000/01 Q4	63.9	n/a	9.2	n/a	12.0	14.8
National Calls						
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
2000/01 Q4	52.1	n/a	10.0	14.7	6.9	16.4
International Calls						
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
2000/01 Q4	37.0	n/a	10.4	19.2	5.0	28.4
Calls to Mobiles						
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
2000/01 Q4	52.7	n/a	17.2	n/a	8.9	21.3
Other Calls						
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	48.1	n/a	21.1	11.6	5.1	14.0
2000/01 Q4	45.9	n/a	20.7	8.3	7.1	18.0
All Calls						
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	51.2	n/a	15.1	9.8	6.2	17.6
2000/01 Q4	49.5	n/a	14.8	8.6	7.7	19.4
Connections						
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
2000/01 Q4	83.5	0.0	5.6	n/a	4.9	6.0
Line Rentals						
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
2000/01 Q4	84.5	1.0	5.0	n/a	4.5	5.0
Call & Exchange Line Revenues						
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	61.4	0.4	12.0	6.9	5.3	14.1
2000/01 Q4	59.8	0.3	11.9	6.0	6.8	15.2

*Worldcom local call data is included in national calls

Table 13a
Fixed Link PSTN Services: Summary of Business Market Shares
Volumes

	BT	Kingston	C&W Comms (See page 28)	*Worldcom	ntl & Telewest (See page 28)	Others (See page 28) Includes Concert
Market Shares (percent)						
Local Calls						
1999/00 Q4	66.7	n/a	15.7	n/a	6.2	11.4
2000/01 Q1	63.5	n/a	14.8	n/a	8.0	13.7
2000/01 Q2	62.1	n/a	13.7	n/a	9.4	14.8
2000/01 Q3	58.6	n/a	13.6	n/a	12.4	15.4
2000/01 Q4	54.9	n/a	13.6	n/a	15.2	16.2
National Calls						
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
2000/01 Q4	37.2	n/a	14.9	11.8	11.3	24.8
International Calls						
1999/00 Q4	21.2	n/a	16.0	28.5	1.3	33.0
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
2000/01 Q4	17.6	n/a	12.6	32.2	5.6	32.0
Calls to Mobiles						
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
2000/01 Q4	53.1	n/a	18.9	n/a	7.3	20.6
Other Calls						
1999/00 Q4	65.1	n/a	8.5	8.7	3.3	14.4
2000/01 Q1	59.2	n/a	11.4	6.9	4.2	18.3
2000/01 Q2	49.5	n/a	6.7	7.4	6.6	29.8
2000/01 Q3	47.9	n/a	5.8	8.2	7.6	30.6
2000/01 Q4	51.0	n/a	5.7	2.5	7.0	33.9
All Calls						
1999/00 Q4	56.8	n/a	13.4	9.3	4.1	16.4
2000/01 Q1	52.5	n/a	14.9	8.9	5.1	18.7
2000/01 Q2	49.3	n/a	12.4	7.8	6.5	24.0
2000/01 Q3	46.4	n/a	11.4	8.0	9.2	25.1
2000/01 Q4	46.5	n/a	11.1	5.9	10.0	26.5
Connections During Quarter						
1999/00 Q4	96.1	n/a	0.2	n/a	3.6	0.1
2000/01 Q1	93.2	n/a	n/a	n/a	5.7	1.1
2000/01 Q2	91.6	n/a	n/a	n/a	8.1	0.4
2000/01 Q3	93.2	n/a	n/a	n/a	6.4	0.4
2000/01 Q4	92.6	n/a	n/a	n/a	7.1	0.4
Lines at End of Quarter						
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	85.2	0.6	4.1	n/a	8.5	1.7
2000/01 Q3	85.0	0.7	3.9	n/a	8.6	1.8
2000/01 Q4	84.7	0.7	3.8	n/a	8.8	2.0

*Worldcom local call data is included in national calls

Table 13b
Fixed Link PSTN Services : Business Market Shares for
International Calls - Q4 2000/01

	Call Revenues (£millions)	Market Share (per cent)
BT	60.5	37.0%
WorldCom	31.4	19.2%
C&W Comms	16.9	10.4%
Viatel	12.0	7.4%
RSL Com	5.9	3.6%
Concert	5.7	3.5%
ACC Long Distance	5.2	3.2%
Telewest	4.8	3.0%
COLT	4.8	2.9%
ntl	3.4	2.1%
Others	12.7	7.8%
Total	163.3	

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
Revenues (£millions)						
Local Calls						
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
2000/01 Q4	146	93	13	n/a	18	22
National Calls						
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
2000/01 Q4	234	122	23	34	16	38
International Calls						
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
2000/01 Q4	163	60	17	31	8	46
Calls to Mobiles						
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
2000/01 Q4	212	111	36	n/a	19	45
Other Calls						
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	342	165	72	40	18	48
2000/01 Q4	366	168	76	30	26	66
All Calls						
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	1,057	541	160	104	65	186
2000/01 Q4	1,121	555	166	96	86	217

*Local call data for Worldcom is included in national calls. 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
Call Minutes (millions of minutes)						
Local Calls						
1999/00 Q4	5,981	3,989	936	n/a	373	682
2000/01 Q1	5,695	3,617	843	n/a	457	778
2000/01 Q2	5,660	3,517	774	n/a	532	838
2000/01 Q3	5,763	3,377	784	n/a	715	886
2000/01 Q4	6,255	3,434	853	n/a	951	1,016
National Calls						
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
2000/01 Q4	7,681	2,859	1,145	909	866	1,903
International Calls						
1999/00 Q4	1,061	225	169	303	14	350
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
2000/01 Q4	1,321	232	167	426	74	423
Calls to Mobiles						
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
2000/01 Q4	1,364	725	258	n/a	100	281
Other Calls						
1999/00 Q4	5,595	3,644	473	488	185	805
2000/01 Q1	6,556	3,882	746	453	277	1,198
2000/01 Q2	8,602	4,261	576	635	565	2,565
2000/01 Q3	9,786	4,687	567	799	741	2,992
2000/01 Q4	10,682	5,447	604	265	750	3,617
All Calls						
1999/00 Q4	20,077	11,401	2,689	1,866	827	3,294
2000/01 Q1	21,177	11,114	3,155	1,880	1,078	3,951
2000/01 Q2	23,264	11,466	2,894	1,817	1,503	5,584
2000/01 Q3	25,214	11,688	2,870	2,010	2,326	6,320
2000/01 Q4	27,304	12,697	3,027	1,600	2,741	7,239

* Previous quarters data have been revised. **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 28)	ntl & Telewest	Others Includes Concert
Connections						
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
2000/01 Q4	43	36	0	2	2	3
Line Rentals						
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
2000/01 Q4	425	359	4	21	19	21

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
Connections During Quarter (000s)						
1999/00 Q4	589	566	n/a	1	21	1
2000/01 Q1	581	542	n/a	n/a	33	6
2000/01 Q2	560	512	n/a	n/a	45	2
2000/01 Q3	574	535	n/a	n/a	37	2
2000/01 Q4	572	529	n/a	n/a	40	2
Lines at End of Quarter (000s)						
Mar 2000	9,503	8,450	54	438	428	133
June 2000	10,025	8,559	55	426	824	161
Sep 2000	10,196	8,689	56	417	865	169
Dec 2000	10,363	8,808	70	400	895	190
Mar 2001	10,525	8,912	74	398	925	216
Net Change During Quarter (000s)						
1999/00 Q4	224	99	3	-8	118	13
2000/01 Q1	523	110	1	-11	395	28
2000/01 Q2	171	129	1	-9	42	8
2000/01 Q3	167	119	14	-17	30	21
2000/01 Q4	161	105	4	-3	30	25

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 <small>(See page 28)</small>	ntl & Telewest	Others <small>Includes Concert</small>	
From UK Fixed Inland							
1999/00 Q4	453	213	-	97	28	115	
2000/01 Q1	464	238	-	94	23	109	
2000/01 Q2	512	275	-	88	18	130	
2000/01 Q3	519	289	-	81	27	121	
2000/01 Q4	548	320	-	84	32	112	
From UK Fixed Outgoing International							
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	
2000/01 Q4	223	25	1	38	4	155	
From UK Cellular							
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	
2000/01 Q4	250	217	-	33	-	0	
From Overseas Incoming International							
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	
2000/01 Q4	124	21	-	84	0	19	
Total							
1999/00 Q4	954	391	0	221	30	312	
2000/01 Q1	982	428	1	236	27	291	
2000/01 Q2	1,061	470	1	241	18	331	
2000/01 Q3	1,055	496	1	231	28	300	
2000/01 Q4	1,145	583	1	239	36	287	

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 28)</small>	ntl & Telewest	Others <small>Includes Concert</small>
From UK Fixed Inland						
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
2000/01 Q4	44,051	16,292	-	4,967	7,467	15,324
From UK Fixed Outgoing International						
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
2000/01 Q4	3,272	171	13	484	1	2,603
From UK Cellular						
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
2000/01 Q4	7,531	6,827	-	694	-	10
From Overseas Incoming International						
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
2000/01 Q4	3,384	777	-	942	-	1,665
Total						
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
2000/01 Q4	58,244	24,067	13	7,087	7,475	19,602

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 28)	ntl & Telewest	Others Includes Concert
To UK Fixed						
Inland						
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
2000/01 Q4	584	268	4	73	137	104
To UK Fixed						
Outgoing International						
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
2000/01 Q4	100	-	0	7	4	88
To UK Cellular						
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
2000/01 Q4	583	510	-	59	-	14
To Overseas						
Outgoing International						
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
2000/01 Q4	344	79	-	93	0	171
Total						
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
2000/01 Q4	1,612	856	4	232	142	378

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 28)</small>	ntl & Telewest	Others <small>Includes Concert</small>
To UK Fixed						
Inland						
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
2000/01 Q4	47,418	21,056	181	9,138	7,855	9,188
To UK Fixed						
Outgoing International						
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
2000/01 Q4	1,357	-	2	80	132	1,144
To UK Cellular						
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
2000/01 Q4	5,438	4,843	-	510	-	86
To Overseas						
Outgoing International						
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
2000/01 Q4	3,812	899	-	1,077	5	1,831
Total						
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
2000/01 Q4	58,026	26,798	183	10,805	7,992	12,248

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

Annex

International Traffic by Route - Q4 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 Q4 2000/01 (January to March 2001). 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 Q4 2000/01 (January to March 2001) Millions of Minutes

Rank	Country	Outbound	Incoming	Rank
	All Routes	3122.4	1813.7	
1	USA (inc. Hawaii & Alaska)	522.9	411.9	1
2	Germany	202.7	159.7	2
3	France	202.4	127.3	4
4	Ireland	188.6	157.6	3
5	Spain	120.5	94.8	5
6	Italy	96.2	62.5	7
7	Australia	90.7	84.2	6
8	Netherlands	86.1	53.2	9
9	Canada	73.5	57.5	8
10	Turkey	66.9	12.1	25
11	Belgium	63.4	32.5	13
12	India	61.7	20.0	18
13	Switzerland	57.8	38.8	11
14	Sweden	50.8	48.6	10
15	Japan	50.5	11.3	26
16	Pakistan	48.0	4.9	39
17	South Africa	43.5	26.1	15
18	Poland	40.5	11.2	27
19	Russia	33.2	5.9	37
20	Brazil	32.7	4.9	40
21	Austria	32.2	15.0	20
22	Greece	31.0	26.8	14
23	China	29.7	6.4	33
24	Portugal	28.2	13.8	21
25	Hong Kong	27.0	20.9	16

Annex
UK IDD Traffic Volumes
Q4 2000/01 (January to March 2001)
Millions of Minutes

Rank	Country	Outbound	Incoming	Rank
26	Denmark	25.6	20.4	17
27	Norway	24.1	15.3	19
28	Israel	23.8	12.1	24
29	Nigeria	22.4	6.2	35
30	Ghana	21.1	4.0	49
31	Philippines	21.0	4.3	46
32	Morocco	19.6	4.2	47
33	Finland	18.7	8.1	31
34	New Zealand	17.5	12.3	23
35	Egypt	17.4	6.7	32
36	Hungary	17.4	4.8	41
37	Malaysia	16.7	5.0	38
38	Yugoslavia (Serbia)	16.6	2.7	56
39	Afghanistan	16.0	0.0	215
40	Mexico	15.3	2.0	62
41	Romania	15.1	1.4	71
42	Ukraine	15.1	1.1	79
43	Cyprus	15.0	9.4	29
44	Korea, Republic of	14.0	4.6	44
45	UAE (Emirates)	13.3	13.8	22
46	Singapore	13.3	35.1	12
47	Uzbekistan	13.3	0.2	132
48	Bangladesh	12.7	2.5	58
49	Czech Republic	12.6	9.3	30
50	Thailand	12.6	5.9	36
51	Jamaica	12.3	3.3	52
52	Taiwan	11.6	3.6	51
53	Other	10.7	10.4	28
54	Vietnam	10.6	3.7	50
55	Ecuador	10.5	0.8	84
56	Slovenia	10.2	1.0	80
57	Saudi Arabia	9.9	6.4	34
58	Colombia	9.0	3.0	54
59	Iran	8.8	4.8	42
60	Algeria	8.8	1.9	63
61	Croatia	8.4	0.9	83
62	Luxembourg	8.3	4.4	45
63	Chile	8.2	1.6	65
64	Bulgaria	7.4	1.1	78
65	Monaco	7.4	1.4	70
66	Indonesia	7.4	2.1	61
67	Peru	7.3	0.4	107
68	Gambia	7.2	0.6	90
69	Lebanon	6.8	4.7	43
70	Senegal	6.5	0.3	114
71	Tunisia	6.4	1.5	69
72	Slovak Republic	6.2	1.3	74
73	El Salvador	5.8	0.0	205
74	Malta	5.7	3.1	53
75	Macedonia	5.5	0.4	106
76	Sri Lanka	5.5	1.9	64
77	Sudan	5.2	0.5	98
78	Cuba	4.8	0.4	110
79	Kuwait	4.6	1.2	76
80	Tanzania	4.6	0.6	93

Annex
UK IDD Traffic Volumes
Q4 2000/01 (January to March 2001)
Millions of Minutes

Rank	Country	Outbound	Incoming	Rank
81	Kenya	4.4	2.1	59
82	Zimbabwe	4.3	4.0	48
83	Lithuania	4.2	0.4	113
84	Mauritius	4.1	2.8	55
85	Honduras	3.9	0.1	157
86	Venezuela	3.9	0.7	88
87	Iraq	3.6	0.2	126
88	Syrian Arab Republic	3.6	1.6	68
89	Gibraltar	3.5	2.1	60
90	Argentina	3.4	1.6	67
91	Uganda	3.2	0.7	87
92	Bahamas	3.2	0.6	97
93	Bosnia and Herzegovina	3.1	1.0	81
94	Cameroon	3.1	0.2	129
95	Jordan	3.0	1.6	66
96	Albania	3.0	0.0	196
97	Bahrain	3.0	1.4	73
98	Kazakhstan	3.0	0.3	119
99	Zaire	3.0	1.2	77
100	Puerto Rico	2.8	0.1	149
101	Yemen Arab Republic	2.7	0.3	115
102	Latvia	2.7	0.4	104
103	Guatemala	2.6	0.0	173
104	Dominican Republic	2.6	0.2	130
105	Trinidad & Tobago	2.6	1.2	75
106	Netherland Antilles	2.5	0.3	116
107	Qatar	2.4	0.6	96
108	Cape Verde Islands	2.4	0.2	131
109	Barbados	2.4	0.8	86
110	Sierra Leone	2.3	0.6	92
111	Ethiopia	2.3	0.3	120
112	Iceland	2.2	1.4	72
113	Cote d'Ivoire (Ivory Coast)	2.1	0.1	139
114	Guinea	2.0	0.1	144
115	Guyana	1.9	0.4	102
116	Oman	1.9	0.7	89
117	Somalia	1.5	0.0	183
118	Belarus	1.5	0.2	133
119	Bermuda	1.4	0.9	82
120	Guadeloupe	1.4	0.0	186
121	Angola	1.3	0.3	121
122	Libya	1.2	2.7	57
123	Panama	1.2	0.1	142
124	Nepal	1.2	0.6	95
125	Virgin Islands (American)	1.2	0.0	188
126	Estonia	1.1	0.5	100
127	St. Lucia	1.1	0.4	105
128	Togo	1.1	0.2	135
129	Grenada	1.1	0.4	109
130	Cayman Island	1.1	0.5	101
131	Moldavia	1.0	0.0	209
132	Zambia	1.0	0.5	99
133	Eritrea	1.0	0.1	159
134	Armenia	1.0	0.1	161
	Top 134 Routes	3096.1	1804.7	
	Other Routes	26.3	9.1	
	Total	3122.4	1813.7	

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.

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. In the meantime the combined data published should be considered subject to change.

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.