



# Market Information

## Fixed Update

Office of Telecommunications  
 50 Ludgate Hill  
 London EC4M 7JJ

www.oftel.gov.uk

Tel: 020 7634 8700 Fax: 020 7634 8943

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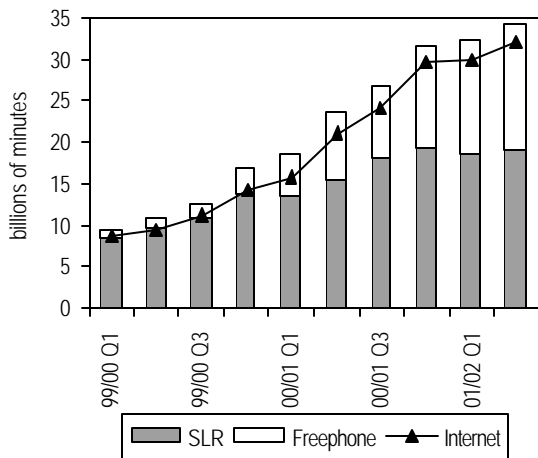
**March 2002**  
**Q2 2001/02 (July to September 2001)**

### Summary

#### Growth

- Call volumes increased for all call types except local calls
- A slowing trend in Special Local Rate call growth and increasing Freephone call volumes suggest that residential Internet users are increasingly taking up unmetered products

SLR, Freephone & Internet Volumes



#### Connections

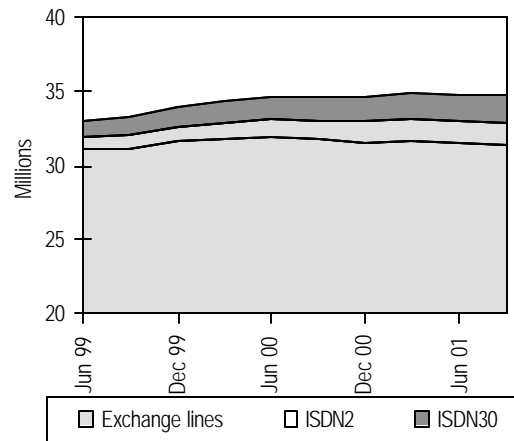
- The total number of lines decreased during the period, reflecting a fall in the number of residential lines

- This fall in the number of lines was despite increasing uptake of ISDN services in both the residential and business markets

#### Market Shares

- BT market share of retail revenues increased slightly during the period, to just over 69%
- This was as a result of market share gains in both the residential and business markets, mainly at the expense of cable operators
- The most competitive market remains that for international calls, where BT's market share is 48%

Access Lines by Type



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

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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****Summary of all operators' revenues**

	Revenues		Percent change
	2001/02 Q2	2000/01 Q2	
<b>Call revenues (£m)</b>			
Local calls	416	454	-8.4
National calls	382	396	-3.6
International calls	286	302	-5.3
Calls to mobiles	465	429	8.4
Other calls	689	676	1.9
All calls	2,238	2,257	-0.8
<b>Exchange line revenues (£m)</b>			
Connection	64	59	8.1
Line rental	1,011	904	11.8
<b>Total call &amp; exchange line revenues</b>	<b>3,313</b>	<b>3,221</b>	<b>2.9</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****Summary of all operators' volumes**

	Volumes		Percent change
	2001/02 Q2	2000/01 Q2	
<b>Call volumes (millions)</b>			
Local calls	18,472	19,592	-5.7
National calls	13,736	12,550	9.5
International calls	2,082	1,840	13.1
Calls to mobiles	3,380	2,941	14.9
Other calls	37,394	26,065	43.5
All calls	75,064	62,987	19.2
<b>Exchange lines (thousands)</b>			
Connections during period	1,353	1,340	0.9
Lines at end of period	34,646	34,524	0.4

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****Summary of revenue market shares**

<i>Market shares (percent)</i>	<b>BT</b>	<b>Kingston</b>	<b>C&amp;W Comms</b>	<b>ntl &amp; Telewest</b>	<b>*Others</b> Includes Concert
<b>Local calls*</b>					
2000/01 Q2	73.2	0.5	3.0	17.5	5.9
2000/01 Q3	73.9	0.5	2.9	16.6	6.1
2000/01 Q4	71.7	0.5	3.2	18.0	6.7
2001/02 Q1	71.6	0.5	3.0	19.1	5.7
2001/02 Q2	72.3	0.5	3.0	18.1	6.2
<b>National calls*</b>					
2000/01 Q2	61.9	0.5	6.6	9.4	21.6
2000/01 Q3	58.9	0.5	5.9	11.7	23.0
2000/01 Q4	58.5	0.5	5.9	12.2	22.8
2001/02 Q1	56.3	0.5	6.5	11.6	25.0
2001/02 Q2	55.2	0.5	6.3	11.7	26.2
<b>International calls</b>					
2000/01 Q2	51.9	0.3	7.3	7.9	32.6
2000/01 Q3	50.3	0.3	6.2	8.3	34.9
2000/01 Q4	47.0	0.3	5.8	8.5	38.4
2001/02 Q1	46.6	0.3	5.8	8.6	38.7
2001/02 Q2	47.6	0.3	5.6	8.5	38.0
<b>Calls to mobiles</b>					
2000/01 Q2	65.8	0.5	7.4	16.2	10.2
2000/01 Q3	65.2	0.5	7.5	15.7	11.2
2000/01 Q4	62.4	0.5	7.7	17.2	12.3
2001/02 Q1	62.5	0.5	7.3	17.9	11.8
2001/02 Q2	65.0	0.5	4.0	18.1	12.3
<b>Other calls</b>					
2000/01 Q2	66.1	0.3	10.3	10.2	13.1
2000/01 Q3	64.5	0.3	10.4	10.7	14.1
2000/01 Q4	62.9	0.4	10.9	10.8	15.1
2001/02 Q1	61.8	0.4	10.8	11.4	15.7
2001/02 Q2	61.0	0.4	14.0	10.8	13.9
<b>All calls</b>					
2000/01 Q2	64.8	0.4	7.2	12.4	15.2
2000/01 Q3	63.7	0.4	7.0	12.7	16.2
2000/01 Q4	61.6	0.4	7.3	13.4	17.3
2001/02 Q1	61.0	0.4	7.3	13.9	17.4
2001/02 Q2	61.2	0.5	7.5	13.5	17.3
<b>Connections</b>					
2000/01 Q2	82.5	1.1	0.9	11.4	4.0
2000/01 Q3	81.0	1.3	1.5	12.6	3.7
2000/01 Q4	78.8	2.1	4.4	11.1	3.6
2001/02 Q1	77.0	2.5	2.3	16.0	2.2
2001/02 Q2	78.2	2.4	0.9	15.1	3.4
<b>Line rental</b>					
2000/01 Q2	87.6	0.5	2.3	6.9	2.7
2000/01 Q3	85.1	0.5	2.0	9.8	2.6
2000/01 Q4	85.1	0.5	2.9	9.4	2.1
2001/02 Q1	85.6	0.5	2.6	9.1	2.3
2001/02 Q2	86.0	0.5	2.3	8.8	2.3
<b>Call &amp; exchange line revenues</b>					
2000/01 Q2	71.5	0.5	5.7	10.8	11.5
2000/01 Q3	70.2	0.5	5.5	11.8	12.0
2000/01 Q4	69.0	0.5	5.9	12.2	12.4
2001/02 Q1	68.9	0.5	5.7	12.5	12.4
2001/02 Q2	69.1	0.5	5.8	12.1	12.5

\*Worldcom local call data is included in national calls

**Table 3a****Summary of volume market shares**

<i>Market shares (percent)</i>	<b>BT</b>	<b>Kingston</b>	<b>C&amp;W Comms</b>	<b>ntl &amp; Telewest</b>	<b>*Others</b> Includes Concert
<b>Local calls*</b>					
2000/01 Q2	71.7	1.4	3.9	16.8	6.2
2000/01 Q3	72.5	1.4	4.0	15.5	6.6
2000/01 Q4	72.2	1.2	4.3	14.9	7.4
2001/02 Q1	71.7	1.2	4.4	15.1	7.5
2001/02 Q2	71.1	1.2	4.5	15.5	7.7
<b>National calls*</b>					
2000/01 Q2	55.7	0.5	9.1	9.6	25.1
2000/01 Q3	51.6	0.4	8.2	14.6	25.2
2000/01 Q4	50.0	0.4	8.1	15.5	26.0
2001/02 Q1	49.2	0.4	8.5	14.6	27.2
2001/02 Q2	48.1	0.4	8.1	14.7	28.8
<b>International calls</b>					
2000/01 Q2	33.7	0.2	9.3	6.0	50.8
2000/01 Q3	31.9	0.2	8.1	7.1	52.8
2000/01 Q4	29.7	0.1	7.9	6.4	55.9
2001/02 Q1	32.3	0.2	8.1	7.3	52.1
2001/02 Q2	29.6	0.1	7.6	7.9	54.8
<b>Calls to mobiles</b>					
2000/01 Q2	66.2	0.5	7.8	15.1	10.5
2000/01 Q3	66.3	0.5	7.8	14.4	11.1
2000/01 Q4	63.5	0.4	7.8	16.5	11.8
2001/02 Q1	65.1	0.5	7.4	15.5	11.5
2001/02 Q2	64.4	0.4	7.2	14.9	13.1
<b>Other calls</b>					
2000/01 Q2	66.2	0.3	2.2	17.4	13.9
2000/01 Q3	65.4	0.3	1.9	17.9	14.5
2000/01 Q4	67.3	0.3	1.8	17.3	13.3
2001/02 Q1	67.6	0.3	1.4	17.6	13.1
2001/02 Q2	68.5	0.3	1.4	15.7	14.2
<b>All calls</b>					
2000/01 Q2	64.9	0.7	4.6	15.2	14.7
2000/01 Q3	63.8	0.6	4.2	16.1	15.3
2000/01 Q4	64.1	0.6	4.1	15.9	15.3
2001/02 Q1	64.2	0.6	4.0	16.0	15.2
2001/02 Q2	64.1	0.5	3.8	15.2	16.3
<b>Connections during period</b>					
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	72.8	n/a	n/a	25.5	1.7
2001/02 Q1	73.9	n/a	n/a	24.3	1.8
2001/02 Q2	73.5	n/a	n/a	24.9	1.6
<b>Lines at end of period</b>					
2000/01 Q2	82.9	0.7	1.2	14.6	0.6
2000/01 Q3	83.3	0.6	1.2	14.3	0.6
2000/01 Q4	83.1	0.7	1.1	14.4	0.7
2001/02 Q1	83.4	0.7	1.1	14.2	0.7
2001/02 Q2	83.4	0.6	1.0	14.3	0.7

\*Worldcom local call data is included in national calls

**Table 4****Call revenues by call type & operator**

<i>Call revenues (£m)</i>	All operators	BT	Kingston	C&W Comms	ntl & Telewest	Others Includes Concert
<b>Local calls</b>						
2000/01 Q2	454	332	2	14	79	27
2000/01 Q3	448	331	2	13	74	27
2000/01 Q4	428	307	2	13	77	28
2001/02 Q1	406	291	2	12	78	23
2001/02 Q2	416	301	2	12	75	26
<b>National calls</b>						
2000/01 Q2	396	246	2	26	37	85
2000/01 Q3	399	235	2	23	47	92
2000/01 Q4	394	231	2	23	48	90
2001/02 Q1	371	209	2	24	43	93
2001/02 Q2	382	211	2	24	45	100
<b>International calls</b>						
2000/01 Q2	302	157	1	22	24	99
2000/01 Q3	293	147	1	18	24	102
2000/01 Q4	293	138	1	17	25	112
2001/02 Q1	269	125	1	16	23	104
2001/02 Q2	286	136	1	16	24	109
<b>Calls to mobiles</b>						
2000/01 Q2	429	282	2	32	69	44
2000/01 Q3	440	287	2	33	69	49
2000/01 Q4	474	295	2	36	82	58
2001/02 Q1	469	293	2	34	84	55
2001/02 Q2	465	303	2	19	84	57
<b>Other calls</b>						
2000/01 Q2	676	446	2	70	69	88
2000/01 Q3	697	449	2	72	75	98
2000/01 Q4	698	439	2	76	75	105
2001/02 Q1	676	418	3	73	77	106
2001/02 Q2	689	420	3	96	74	96
<b>All calls</b>						
2000/01 Q2	2,257	1,463	10	163	279	342
2000/01 Q3	2,277	1,449	10	160	289	369
2000/01 Q4	2,286	1,409	10	166	307	394
2001/02 Q1	2,191	1,336	10	159	305	381
2001/02 Q2	2,238	1,370	10	168	302	388

Local, national and international only include simple voice calls (including ISDN). Other calls includes number translation service (excluding 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****Call volumes by call type & operator**

<i>Call volumes (Mmmts)</i>	All operators	BT	Kingston	C&W Comms	ntl & Telewest	Others Includes Concert
<b>Local calls</b>						
2000/01 Q2	19,592	14,039	269	774	3,295	1,215
2000/01 Q3	19,762	14,336	270	784	3,073	1,299
2000/01 Q4	19,802	14,302	240	853	2,942	1,464
2001/02 Q1	18,781	13,475	218	831	2,844	1,413
2001/02 Q2	18,472	13,140	220	831	2,861	1,420
<b>National calls</b>						
2000/01 Q2	12,550	6,995	58	1,145	1,200	3,152
2000/01 Q3	13,712	7,078	61	1,120	2,003	3,451
2000/01 Q4	14,115	7,053	60	1,145	2,193	3,664
2001/02 Q1	13,452	6,617	55	1,146	1,969	3,665
2001/02 Q2	13,736	6,606	54	1,109	2,015	3,953
<b>International calls</b>						
2000/01 Q2	1,840	621	3	172	110	935
2000/01 Q3	1,982	633	3	160	140	1,046
2000/01 Q4	2,114	627	3	167	136	1,182
2001/02 Q1	1,881	608	3	153	137	980
2001/02 Q2	2,082	616	3	157	164	1,142
<b>Calls to mobiles</b>						
2000/01 Q2	2,941	1,946	14	229	443	309
2000/01 Q3	3,079	2,041	14	239	444	341
2000/01 Q4	3,317	2,108	14	258	546	391
2001/02 Q1	3,305	2,153	15	245	511	381
2001/02 Q2	3,380	2,175	15	244	503	443
<b>Other calls</b>						
2000/01 Q2	26,065	17,253	84	576	4,533	3,620
2000/01 Q3	29,753	19,455	93	567	5,321	4,317
2000/01 Q4	34,176	23,012	94	604	5,910	4,556
2001/02 Q1	34,872	23,587	109	492	6,126	4,558
2001/02 Q2	37,394	25,603	111	519	5,859	5,302
<b>All calls</b>						
2000/01 Q2	62,987	40,854	428	2,894	9,581	9,230
2000/01 Q3	68,289	43,543	441	2,870	10,980	10,455
2000/01 Q4	73,525	47,102	411	3,027	11,727	11,258
2001/02 Q1	72,291	46,440	400	2,866	11,588	10,997
2001/02 Q2	75,064	48,140	403	2,861	11,401	12,259

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****Revenues and volumes by call type**

	00/01 Q2	00/01 Q3	00/01 Q4	01/02 Q1	01/02 Q2
<b>Revenues (£m)</b>					
Local calls	454	448	428	406	416
National calls	396	399	394	371	382
International calls	302	293	293	269	286
Calls to mobile	429	440	474	469	465
Special Local Rate (calling party)	282	304	305	277	254
Special National Rate (calling party)	50	55	61	58	63
Calls to Premium Rate Services	110	122	131	125	136
DQ / IDQ Calls	63	61	64	60	63
Other calls through the operator	14	13	12	15	12
Calls to paging operators	2	2	2	2	1
Calls to the speaking clock	1	2	1	1	2
Chargecard calls	23	21	22	19	19
VPN Offnet (breakout) calls	21	22	16	20	22
Calls from public payphones	80	72	59	61	72
Other calls	30	25	24	39	45
<b>Total</b>	<b>2,257</b>	<b>2,277</b>	<b>2,286</b>	<b>2,191</b>	<b>2,238</b>
Freephone, Special Local & National Rate (called party)	106	118	140	142	142
Payments to service providers for premium rate services	85	81	88	76	78
	<b>00/01 Q2</b>	<b>00/01 Q3</b>	<b>00/01 Q4</b>	<b>01/02 Q1</b>	<b>01/02 Q2</b>
<b>Call volumes (Mmints)</b>					
Local calls	19,592	19,762	19,802	18,781	18,472
National calls	12,550	13,712	14,115	13,452	13,736
International calls	1,840	1,982	2,114	1,881	2,082
Calls to mobile	2,941	3,079	3,317	3,305	3,380
Freephone calls	8,263	8,363	12,151	13,611	15,439
Special Local Rate	15,341	18,318	19,392	18,607	18,883
Special National Rate	819	893	988	881	951
Calls to Premium Rate Services	160	165	181	178	167
DQ / IDQ Calls	100	92	87	79	85
Other calls through the operator	15	25	29	22	15
Calls to paging operators	8	8	7	6	6
Calls to the speaking clock	7	8	14	5	5
Chargecard calls	88	86	79	69	63
VPN Offnet (breakout) calls	606	659	668	611	641
Other calls	658	1,136	580	803	1,139
<b>Total</b>	<b>62,987</b>	<b>68,289</b>	<b>73,525</b>	<b>72,291</b>	<b>75,064</b>
of which to Internet	20,955	24,201	29,550	29,829	31,879

Local, national and international comprise only simple voice calls (including ISDN). Calls from BT private payphone lines are classified as 'other'. Total revenues in this table are greater than the sum of those appearing in the business and residential sections of the report as they do not contain data for payphone calls as no split is available. 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 6****Exchange line revenues by operator**

<i>Revenues (£millions)</i>	All operators	BT	Kingston	C&W Comms	ntl & Telewest	Others Includes Concert
<b>Connection</b>						
2000/01 Q2	59	49	1	1	7	2
2000/01 Q3	68	55	1	1	9	3
2000/01 Q4	73	57	2	3	8	3
2001/02 Q1	66	51	2	2	11	1
2001/02 Q2	64	50	2	1	10	2
<b>Line rental</b>						
2000/01 Q2	904	792	5	21	62	25
2000/01 Q3	963	819	5	20	94	25
2000/01 Q4	1,012	860	5	30	95	21
2001/02 Q1	1,004	860	5	26	91	23
2001/02 Q2	1,011	869	5	24	89	24

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

**Table 7****Exchange line numbers by operator**

	All operators	BT	Kingston	C&W Comms*	ntl & Telewest	Others Includes Concert
<b>Connections during period (000s)</b>						
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	1,365	994	n/a	n/a	348	23
2001/02 Q1	1,343	993	n/a	n/a	327	24
2001/02 Q2	1,353	994	n/a	n/a	337	22
<b>Lines at end of period (000s)</b>						
Sep 2000	34,524	28,629	233	417	5,037	209
Dec 2000	34,504	28,739	223	400	4,920	222
Mar 2001	34,766	28,881	227	398	5,017	243
Jun 2001	34,710	28,942	227	389	4,920	232
Sep 2001	34,646	28,891	219	350	4,943	242
<b>Net change during period (000s)</b>						
2000/01 Q2	-9	76	2	-9	-89	12
2000/01 Q3	-20	110	-10	-17	-117	13
2000/01 Q4	262	142	5	-3	96	21
2001/02 Q1	-56	61	-1	-8	-97	-11
2001/02 Q2	-64	-51	-7	-39	24	10

Includes directly connected exchange lines including ISDN and ADSL.

**Table 7a****Access lines by type**

	<u>Residential revenues (£m)</u>		<u>Business revenues (£m)</u>		<u>Number at end of period (000s)</u>	
	Connection	Rental	Connection	Rental	Residential	Business
<b>Exchange lines</b>						
2000/01 Q2	19	527	20	264	24,488	7,194
2000/01 Q3	22	540	21	272	24,304	7,196
2000/01 Q4	21	569	23	275	24,414	7,214
2001/02 Q1	19	559	23	281	24,304	7,155
2001/02 Q2	21	547	22	291	24,194	7,080
<b>ISDN2</b>						
					<b>(channels)</b>	
2000/01 Q2	1	7	12	62	184	1,172
2000/01 Q3	1	8	13	69	203	1,245
2000/01 Q4	2	7	13	70	212	1,310
2001/02 Q1	2	11	10	80	216	1,359
2001/02 Q2	2	11	12	83	219	1,403
<b>ISDN30</b>						
					<b>(channels)</b>	
2000/01 Q2	-	-	9	70	-	1,486
2000/01 Q3	-	-	8	75	-	1,556
2000/01 Q4	-	-	8	82	-	1,617
2001/02 Q1	-	-	7	79	-	1,674
2001/02 Q2	-	-	7	82	-	1,750
<b>Private payphones (lines)</b>						
2000/01 Q2	-	-	0	6	-	158
2000/01 Q3	-	-	0	6	-	152
2000/01 Q4	-	-	0	6	-	144
2001/02 Q1	-	-	0	5	-	139
2001/02 Q2	-	-	0	5	-	133

Private payphone lines are lines to which payphones may be attached by private customers however many will be connected to standard exchange lines. CWC are unable to separate out ISDN revenues and volumes and these are included within the exchange line data.

**Table 8****Summary of all operators' residential revenues**

<i>Market shares (percent)</i>	<b>BT</b>	<b>Kingston</b>	<b>ntl &amp; Telewest</b>	<b>*Others</b> Includes Concert
<b>Local calls</b>				
2000/01 Q2	75.1	n/a	21.8	3.1
2000/01 Q3	76.9	n/a	20.0	3.0
2000/01 Q4	74.9	n/a	22.4	2.7
2001/02 Q1	73.7	n/a	23.8	2.5
2001/02 Q2	74.6	n/a	22.3	3.1
<b>National calls</b>				
2000/01 Q2	75.3	n/a	16.0	8.7
2000/01 Q3	71.6	n/a	18.4	10.0
2000/01 Q4	68.1	n/a	20.7	11.1
2001/02 Q1	67.5	n/a	21.4	11.1
2001/02 Q2	67.7	n/a	20.8	11.5
<b>International calls</b>				
2000/01 Q2	66.7	n/a	14.0	19.2
2000/01 Q3	63.9	n/a	14.0	22.2
2000/01 Q4	58.3	n/a	15.4	26.4
2001/02 Q1	58.7	n/a	14.9	26.4
2001/02 Q2	60.0	n/a	14.7	25.3
<b>Calls to mobiles</b>				
2000/01 Q2	71.9	n/a	23.0	5.1
2000/01 Q3	72.5	n/a	22.2	5.3
2000/01 Q4	70.0	n/a	24.8	5.2
2001/02 Q1	69.8	n/a	25.5	4.7
2001/02 Q2	70.1	n/a	24.2	5.7
<b>Other calls</b>				
2000/01 Q2	71.9	n/a	18.1	10.1
2000/01 Q3	73.9	n/a	17.9	8.2
2000/01 Q4	73.9	n/a	18.2	7.9
2001/02 Q1	72.2	n/a	19.0	8.8
2001/02 Q2	71.8	n/a	19.7	8.5
<b>All calls</b>				
2000/01 Q2	72.6	n/a	19.3	8.1
2000/01 Q3	72.8	n/a	19.0	8.2
2000/01 Q4	70.6	n/a	20.8	8.6
2001/02 Q1	69.8	n/a	21.6	8.6
2001/02 Q2	70.1	n/a	21.0	8.9
<b>Connection</b>				
2000/01 Q2	75.8	2.4	21.8	n/a
2000/01 Q3	68.3	2.0	29.7	n/a
2000/01 Q4	66.3	6.4	27.3	n/a
2001/02 Q1	58.3	7.6	34.1	n/a
2001/02 Q2	63.0	6.5	30.5	n/a
<b>Line rentals</b>				
2000/01 Q2	85.6	0.5	13.9	n/a
2000/01 Q3	85.2	0.1	14.8	n/a
2000/01 Q4	86.0	0.1	13.9	n/a
2001/02 Q1	87.3	0.1	12.6	n/a
2001/02 Q2	87.4	0.1	12.5	n/a
<b>Call &amp; exchange line revenues</b>				
2000/01 Q2	76.8	0.2	17.6	5.4
2000/01 Q3	76.7	0.1	17.6	5.5
2000/01 Q4	75.7	0.1	18.6	5.6
2001/02 Q1	75.5	0.2	18.7	5.6
2001/02 Q2	75.7	0.2	18.4	5.9

\*Worldcom local call data is included in national calls

**Table 8a****Summary of all operators' residential volumes**

<i>Market shares (percent)</i>	<b>BT</b>	<b>Kingston</b>	<b>ntl &amp; Telewest</b>	<b>*Others</b> Includes Concert
<b>Local calls</b>				
2000/01 Q2	75.8	n/a	20.1	4.1
2000/01 Q3	78.0	n/a	17.7	4.3
2000/01 Q4	78.2	n/a	17.3	4.4
2001/02 Q1	78.3	n/a	17.3	4.5
2001/02 Q2	77.7	n/a	17.9	4.5
<b>National calls</b>				
2000/01 Q2	72.2	n/a	15.7	12.1
2000/01 Q3	66.5	n/a	20.9	12.7
2000/01 Q4	63.3	n/a	23.4	13.3
2001/02 Q1	63.4	n/a	22.6	14.0
2001/02 Q2	63.4	n/a	23.5	13.1
<b>International calls</b>				
2000/01 Q2	53.8	n/a	11.9	34.3
2000/01 Q3	52.5	n/a	12.1	35.4
2000/01 Q4	47.6	n/a	12.1	40.3
2001/02 Q1	47.1	n/a	14.1	38.9
2001/02 Q2	45.6	n/a	15.3	39.1
<b>Calls to mobiles</b>				
2000/01 Q2	72.5	n/a	21.3	6.2
2000/01 Q3	73.8	n/a	19.9	6.3
2000/01 Q4	71.6	n/a	22.3	6.1
2001/02 Q1	72.7	n/a	21.4	5.8
2001/02 Q2	72.7	n/a	20.3	7.0
<b>Other calls</b>				
2000/01 Q2	73.5	n/a	23.8	2.7
2000/01 Q3	72.8	n/a	24.4	2.9
2000/01 Q4	73.8	n/a	22.8	3.4
2001/02 Q1	73.4	n/a	23.4	3.2
2001/02 Q2	75.9	n/a	21.1	3.0
<b>All calls</b>				
2000/01 Q2	73.7	n/a	21.0	5.3
2000/01 Q3	73.2	n/a	21.3	5.5
2000/01 Q4	73.1	n/a	21.1	5.9
2001/02 Q1	73.0	n/a	21.3	5.7
2001/02 Q2	74.0	n/a	20.4	5.6
<b>Connections during period</b>				
2000/01 Q2	55.7	n/a	44.3	n/a
2000/01 Q3	55.5	n/a	44.5	n/a
2000/01 Q4	57.1	n/a	42.9	n/a
2001/02 Q1	60.8	n/a	39.2	n/a
2001/02 Q2	63.9	n/a	36.1	n/a
<b>Lines at end of period</b>				
2000/01 Q2	80.8	0.7	18.5	n/a
2000/01 Q3	81.3	0.6	18.0	n/a
2000/01 Q4	81.1	0.6	18.3	n/a
2001/02 Q1	81.5	0.6	17.9	n/a
2001/02 Q2	81.3	0.6	18.1	n/a

\*Worldcom local call data is included in national calls

**Table 9****Residential call revenues by call type & operator**

<i>Call revenues (£m)</i>	<b>All operators</b>	<b>BT</b>	<b>ntl &amp; Telewest</b>	<b>Others</b> Includes Concert
<b>Local calls</b>				
2000/01 Q2	303	229	66	8
2000/01 Q3	301	232	61	8
2000/01 Q4	284	213	64	7
2001/02 Q1	271	201	65	6
2001/02 Q2	282	211	63	8
<b>National calls</b>				
2000/01 Q2	163	123	26	14
2000/01 Q3	168	120	31	16
2000/01 Q4	159	109	33	17
2001/02 Q1	144	97	31	16
2001/02 Q2	149	101	31	17
<b>International calls</b>				
2000/01 Q2	143	96	20	27
2000/01 Q3	140	89	20	31
2000/01 Q4	132	77	20	35
2001/02 Q1	128	75	19	34
2001/02 Q2	137	82	20	34
<b>Calls to mobiles</b>				
2000/01 Q2	243	176	56	11
2000/01 Q3	249	181	56	13
2000/01 Q4	262	184	65	13
2001/02 Q1	262	183	67	12
2001/02 Q2	272	191	66	15
<b>Other calls</b>				
2000/01 Q2	257	197	50	10
2000/01 Q3	282	219	53	11
2000/01 Q4	282	219	54	9
2001/02 Q1	267	204	54	9
2001/02 Q2	260	196	54	10
<b>All calls</b>				
2000/01 Q2	1,108	820	218	71
2000/01 Q3	1,140	842	219	79
2000/01 Q4	1,120	802	236	81
2001/02 Q1	1,072	760	235	76
2001/02 Q2	1,099	782	234	83

Local, national and international only include simple voice calls (including ISDN). Other calls includes number translation service (excluding 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****Residential call volumes by call type & operator**

<i>Call volumes (Mmmts)</i>	<b>All operators</b>	<b>BT</b>	<b>ntl &amp; Telewest</b>	<b>Others</b> Includes Concert
<b>Local calls</b>				
2000/01 Q2	13,687	10,522	2,787	378
2000/01 Q3	13,866	10,959	2,494	413
2000/01 Q4	13,721	10,868	2,405	448
2001/02 Q1	13,009	10,299	2,272	438
2001/02 Q2	12,789	10,052	2,313	424
<b>National calls</b>				
2000/01 Q2	5,798	4,204	913	680
2000/01 Q3	6,522	4,356	1,366	800
2000/01 Q4	6,602	4,194	1,555	853
2001/02 Q1	6,128	3,903	1,389	836
2001/02 Q2	6,143	3,910	1,451	782
<b>International calls</b>				
2000/01 Q2	740	399	88	253
2000/01 Q3	786	413	95	278
2000/01 Q4	828	395	100	333
2001/02 Q1	828	390	117	321
2001/02 Q2	894	408	137	349
<b>Calls to mobiles</b>				
2000/01 Q2	1,744	1,271	374	100
2000/01 Q3	1,833	1,359	366	108
2000/01 Q4	1,923	1,383	430	110
2001/02 Q1	1,954	1,428	421	105
2001/02 Q2	1,969	1,438	401	130
<b>Other calls</b>				
2000/01 Q2	17,594	12,974	4,201	419
2000/01 Q3	20,222	14,754	4,942	526
2000/01 Q4	23,643	17,550	5,418	675
2001/02 Q1	24,237	17,886	5,701	650
2001/02 Q2	25,406	19,338	5,371	697
<b>All calls</b>				
2000/01 Q2	39,564	29,370	8,364	1,830
2000/01 Q3	43,229	31,841	9,264	2,124
2000/01 Q4	46,717	34,390	9,908	2,419
2001/02 Q1	46,155	33,906	9,899	2,350
2001/02 Q2	47,200	35,146	9,673	2,381

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 10a****Residential revenues and volumes by call type**

	00/01 Q2	00/01 Q3	00/01 Q4	01/02 Q1	01/02 Q2
<b>Revenues (£m)</b>					
Local Calls	303	301	284	271	282
National Calls	163	168	159	144	149
International Calls	143	140	132	128	137
Calls to Mobile	243	249	262	262	272
Special Local Rate (calling party)	128	141	134	123	106
Special National Rate (calling party)	22	25	26	25	27
Calls to Premium Rate Services	61	73	79	76	82
DQ / IDQ Calls	23	24	24	22	25
Other Calls Through the Operator	2	3	2	4	2
Calls to Paging Operators	0	0	1	1	0
Chargecard Calls	11	10	10	8	9
Other Calls	11	6	7	8	8
<b>Total</b>	<b>1,108</b>	<b>1,140</b>	<b>1,120</b>	<b>1,072</b>	<b>1,099</b>
<b>Call volumes (Mmints)</b>					
Local Calls	13,687	13,866	13,721	13,009	12,789
National Calls	5,798	6,522	6,602	6,128	6,143
International Calls	740	786	828	828	894
Calls to Mobile	1,744	1,833	1,923	1,954	1,969
Freephone Calls	5,539	5,395	8,611	10,160	11,174
Special Local Rate	11,147	13,634	14,140	13,172	13,366
Special National Rate	491	575	558	511	571
Calls to Premium Rate Services	123	132	129	138	123
DQ / IDQ Calls	51	49	42	40	44
Other Calls Through the Operator	3	9	13	10	5
Calls to Paging Operators	1	3	2	3	2
Chargecard Calls	57	60	53	47	42
Other Calls	183	364	95	156	77
<b>Total</b>	<b>39,564</b>	<b>43,229</b>	<b>46,717</b>	<b>46,155</b>	<b>47,200</b>

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 11****Residential exchange line revenues by operator**

<i>Revenues (£millions)</i>	All operators	BT	Kingston	ntl & Telewest
<b>Connection</b>				
2000/01 Q2	19	15	0	4
2000/01 Q3	23	16	0	7
2000/01 Q4	24	16	2	6
2001/02 Q1	22	13	2	7
2001/02 Q2	24	15	2	7
<b>Line rental</b>				
2000/01 Q2	533	457	3	74
2000/01 Q3	548	467	0	81
2000/01 Q4	576	495	0	80
2001/02 Q1	570	497	1	72
2001/02 Q2	558	488	0	70

Shows revenues from directly connected exchange lines including ISDN.

**Table 12****Residential exchange line numbers by operator**

	All operators	BT	Kingston	ntl & Telewest
<b>Connections during period (000s)</b>				
2000/01 Q2	777	433	n/a	344
2000/01 Q3	778	432	n/a	347
2000/01 Q4	814	465	n/a	349
2001/02 Q1	782	475	n/a	306
2001/02 Q2	772	493	n/a	278
<b>Lines at end of period (000s)</b>				
Sep 2000	24,672	19,940	177	4,556
Dec 2000	24,507	19,932	153	4,423
Mar 2001	24,625	19,969	153	4,503
Jun 2001	24,520	19,976	154	4,390
Sep 2001	24,413	19,846	149	4,417
<b>Net change during period (000s)</b>				
2000/01 Q2	-169	-53	1	-117
2000/01 Q3	-165	-8	-24	-133
2000/01 Q4	118	37	0	80
2001/02 Q1	-105	7	1	-114
2001/02 Q2	-107	-130	-5	28

Includes directly connected exchange lines including ISDN and ADSL.

**Table 13****Summary of all operators' business revenues**

<i>Market shares (percent)</i>	<b>BT</b>	<b>Kingston</b>	<b>C&amp;W Comms</b>	<b>*Worldcom</b>	<b>ntl &amp; Telewest</b>	<b>Others Includes Concert</b>
<b>Local calls</b>						
2000/01 Q2	69.6	n/a	9.1	n/a	8.7	12.6
2000/01 Q3	67.7	n/a	9.0	n/a	9.6	13.7
2000/01 Q4	65.6	n/a	9.5	n/a	9.3	15.7
2001/02 Q1	67.8	n/a	9.3	n/a	9.5	13.5
2001/02 Q2	67.6	n/a	9.3	n/a	9.1	14.0
<b>National calls</b>						
2000/01 Q2	52.7	n/a	11.1	14.2	4.8	17.2
2000/01 Q3	49.8	n/a	10.2	14.6	6.8	18.6
2000/01 Q4	52.1	n/a	10.0	14.6	6.4	16.9
2001/02 Q1	49.4	n/a	10.6	15.6	5.4	19.0
2001/02 Q2	47.3	n/a	10.3	17.9	5.9	18.5
<b>International calls</b>						
2000/01 Q2	38.5	n/a	13.8	19.9	2.4	25.3
2000/01 Q3	38.0	n/a	11.9	19.9	3.0	27.1
2000/01 Q4	37.8	n/a	10.6	19.6	2.8	29.2
2001/02 Q1	35.7	n/a	11.1	21.2	2.8	29.3
2001/02 Q2	36.4	n/a	10.7	22.4	2.9	27.7
<b>Calls to mobiles</b>						
2000/01 Q2	57.6	n/a	17.0	n/a	7.1	18.2
2000/01 Q3	55.6	n/a	17.4	n/a	7.1	19.9
2000/01 Q4	53.0	n/a	17.3	n/a	7.8	21.9
2001/02 Q1	53.2	n/a	16.8	n/a	8.4	21.6
2001/02 Q2	58.1	n/a	9.8	n/a	9.3	22.8
<b>Other calls</b>						
2000/01 Q2	48.5	n/a	21.7	9.4	6.1	14.4
2000/01 Q3	49.5	n/a	21.8	12.0	6.6	10.2
2000/01 Q4	48.7	n/a	22.0	8.8	6.2	14.4
2001/02 Q1	48.0	n/a	21.8	12.1	6.9	11.2
2001/02 Q2	46.3	n/a	27.8	5.7	5.9	14.3
<b>All calls</b>						
2000/01 Q2	52.5	n/a	15.5	9.0	5.8	17.1
2000/01 Q3	51.5	n/a	15.2	9.9	6.6	16.7
2000/01 Q4	50.8	n/a	15.2	8.8	6.5	18.7
2001/02 Q1	50.2	n/a	15.3	10.1	6.6	17.7
2001/02 Q2	49.9	n/a	15.9	9.0	6.5	18.6
<b>Connection</b>						
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
2001/02 Q1	84.7	0.0	3.8	n/a	7.9	3.6
2001/02 Q2	86.9	0.0	1.5	n/a	6.2	5.4
<b>Line rental</b>						
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
2001/02 Q1	83.2	0.9	6.0	n/a	4.5	5.3
2001/02 Q2	84.3	1.1	5.2	n/a	4.2	5.2
<b>Call &amp; exchange line revenues</b>						
2000/01 Q2	62.2	0.2	12.4	6.4	5.1	13.7
2000/01 Q3	61.6	0.4	12.0	6.9	5.6	13.4
2000/01 Q4	60.9	0.3	12.1	6.2	5.9	14.6
2001/02 Q1	60.5	0.3	12.4	7.0	6.1	13.8
2001/02 Q2	61.0	0.3	12.4	6.1	5.8	14.3

\*Worldcom local call data is included in national calls

**Table 13a****Summary of all operators' business volumes**

<i>Market shares (percent)</i>	<b>BT</b>	<b>Kingston</b>	<b>C&amp;W Comms</b>	<b>*Worldcom</b>	<b>ntl &amp; Telewest</b>	<b>Others</b> Includes Concert
<b>Local calls</b>						
2000/01 Q2	61.6	n/a	13.5	n/a	8.9	16.0
2000/01 Q3	59.2	n/a	13.7	n/a	10.1	16.9
2000/01 Q4	58.1	n/a	14.4	n/a	9.1	18.4
2001/02 Q1	56.5	n/a	14.8	n/a	10.2	18.5
2001/02 Q2	55.9	n/a	15.0	n/a	9.9	19.2
<b>National calls</b>						
2000/01 Q2	41.5	n/a	17.0	12.9	4.3	24.3
2000/01 Q3	38.0	n/a	15.6	11.7	8.9	25.7
2000/01 Q4	38.2	n/a	15.3	12.1	8.5	25.8
2001/02 Q1	37.2	n/a	15.7	13.1	8.0	26.1
2001/02 Q2	35.6	n/a	14.7	16.0	7.4	26.3
<b>International calls</b>						
2000/01 Q2	20.2	n/a	15.6	28.6	2.0	33.6
2000/01 Q3	18.4	n/a	13.4	31.0	3.8	33.4
2000/01 Q4	18.1	n/a	13.0	33.1	2.8	33.0
2001/02 Q1	20.7	n/a	14.5	27.1	1.9	35.7
2001/02 Q2	17.5	n/a	13.3	35.0	2.3	31.9
<b>Calls to mobiles</b>						
2000/01 Q2	56.8	n/a	19.2	n/a	5.8	18.1
2000/01 Q3	55.1	n/a	19.3	n/a	6.3	19.3
2000/01 Q4	52.3	n/a	18.6	n/a	8.3	20.7
2001/02 Q1	54.0	n/a	18.2	n/a	6.7	21.1
2001/02 Q2	52.6	n/a	17.4	n/a	7.3	22.7
<b>Other calls</b>						
2000/01 Q2	50.6	n/a	6.8	7.5	3.9	31.1
2000/01 Q3	49.5	n/a	6.0	8.4	4.0	32.1
2000/01 Q4	52.4	n/a	5.8	2.5	4.7	34.5
2001/02 Q1	54.1	n/a	4.7	5.6	4.0	31.6
2001/02 Q2	52.5	n/a	4.4	2.7	4.1	36.3
<b>All calls</b>						
2000/01 Q2	49.5	n/a	12.5	7.9	5.3	24.9
2000/01 Q3	47.2	n/a	11.6	8.1	6.9	26.2
2000/01 Q4	48.0	n/a	11.4	6.0	6.9	27.7
2001/02 Q1	48.5	n/a	11.1	7.1	6.5	26.8
2001/02 Q2	47.0	n/a	10.4	7.1	6.3	29.3
<b>Connections during period</b>						
2000/01 Q2	88.0	n/a	n/a	n/a	7.7	4.3
2000/01 Q3	89.8	n/a	n/a	n/a	6.2	4.0
2000/01 Q4	89.3	n/a	n/a	n/a	6.8	3.9
2001/02 Q1	88.9	n/a	n/a	n/a	7.0	4.1
2001/02 Q2	89.3	n/a	n/a	n/a	6.8	3.9
<b>Lines at end of period</b>						
2000/01 Q2	88.2	0.6	4.2	n/a	4.9	2.1
2000/01 Q3	88.1	0.7	4.0	n/a	5.0	2.2
2000/01 Q4	87.9	0.7	3.9	n/a	5.1	2.4
2001/02 Q1	88.0	0.7	3.8	n/a	5.2	2.3
2001/02 Q2	88.4	0.7	3.4	n/a	5.1	2.4

\*Worldcom local call data is included in national calls

**Table 13b****Business market shares for international call revenues**

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	<b>Call Revenues</b> (£millions)	<b>Market Share</b> (per cent)
<b>BT</b>	54.2	36.5%
<b>WorldCom</b>	33.5	22.5%
<b>C&amp;W Comms</b>	15.9	10.7%
<b>Viatel</b>	8.6	5.8%
<b>Concert</b>	6.2	4.2%
<b>COLT</b>	4.4	2.9%
<b>ACC Long Distance</b>	4.2	2.8%
<b>ntl</b>	3.3	2.2%
<b>Others</b>	18.4	12.4%
<b>Total</b>	148.7	

**Table 14****Business call revenues by call type & operator**

<i>Call revenues (£m)</i>	All operators	BT	C&W Comms	*Worldcom	ntl & Telewest	Others Includes Concert
<b>Local calls</b>						
2000/01 Q2	148	104	14	n/a	13	18
2000/01 Q3	144	98	13	n/a	14	19
2000/01 Q4	142	93	13	n/a	13	22
2001/02 Q1	133	90	12	n/a	13	17
2001/02 Q2	131	89	12	n/a	12	18
<b>National calls</b>						
2000/01 Q2	232	123	26	33	11	39
2000/01 Q3	229	115	23	34	16	41
2000/01 Q4	233	122	23	34	15	38
2001/02 Q1	226	112	24	35	12	42
2001/02 Q2	232	110	24	42	14	42
<b>International calls</b>						
2000/01 Q2	158	61	22	32	4	40
2000/01 Q3	152	58	18	30	5	41
2000/01 Q4	160	60	17	31	5	46
2001/02 Q1	140	50	16	30	4	41
2001/02 Q2	149	54	16	33	4	41
<b>Calls to mobiles</b>						
2000/01 Q2	184	107	32	n/a	13	33
2000/01 Q3	188	105	33	n/a	13	37
2000/01 Q4	209	111	36	n/a	16	45
2001/02 Q1	204	109	34	n/a	17	43
2001/02 Q2	191	111	19	n/a	18	43
<b>Other calls</b>						
2000/01 Q2	323	156	70	30	19	48
2000/01 Q3	347	165	72	40	22	48
2000/01 Q4	361	168	76	30	21	66
2001/02 Q1	354	161	73	41	23	56
2001/02 Q2	363	161	96	20	20	66
<b>All calls</b>						
2000/01 Q2	1,045	550	163	95	61	177
2000/01 Q3	1,061	541	160	104	69	186
2000/01 Q4	1,105	555	166	96	70	217
2001/02 Q1	1,056	523	159	106	69	200
2001/02 Q2	1,066	525	168	95	68	209

**\*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 (excluding 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****Business call volumes by call type & operator**

<i>Call volumes (Mmmts)</i>	All operators	BT	C&W Comms	*Worldcom	ntl & Telewest	Others Includes Concert
<b>Local calls</b>						
2000/01 Q2	5,635	3,517	774	n/a	507	838
2000/01 Q3	5,626	3,377	784	n/a	579	886
2000/01 Q4	5,841	3,434	853	n/a	537	1,016
2001/02 Q1	5,556	3,176	831	n/a	574	974
2001/02 Q2	5,463	3,088	831	n/a	548	996
<b>National calls</b>						
2000/01 Q2	6,694	2,791	1,145	868	287	1,603
2000/01 Q3	7,129	2,722	1,120	840	636	1,811
2000/01 Q4	7,454	2,859	1,145	909	638	1,903
2001/02 Q1	7,270	2,714	1,146	957	580	1,872
2001/02 Q2	7,540	2,696	1,109	1,211	563	1,960
<b>International calls</b>						
2000/01 Q2	1,097	222	172	314	22	368
2000/01 Q3	1,193	220	160	371	45	397
2000/01 Q4	1,283	232	167	426	36	423
2001/02 Q1	1,051	218	153	285	20	374
2001/02 Q2	1,185	208	157	415	27	377
<b>Calls to mobiles</b>						
2000/01 Q2	1,182	675	229	n/a	69	210
2000/01 Q3	1,232	682	239	n/a	78	233
2000/01 Q4	1,380	725	258	n/a	116	281
2001/02 Q1	1,335	724	245	n/a	90	276
2001/02 Q2	1,396	737	244	n/a	102	313
<b>Other calls</b>						
2000/01 Q2	8,369	4,261	576	635	332	2,565
2000/01 Q3	9,424	4,687	567	799	379	2,992
2000/01 Q4	10,424	5,447	604	265	492	3,617
2001/02 Q1	10,513	5,690	492	589	424	3,318
2001/02 Q2	11,865	6,254	519	324	487	4,281
<b>All calls</b>						
2000/01 Q2	22,978	11,466	2,894	1,817	1,217	5,584
2000/01 Q3	24,605	11,688	2,870	2,010	1,717	6,320
2000/01 Q4	26,382	12,697	3,027	1,600	1,819	7,239
2001/02 Q1	25,724	12,522	2,866	1,832	1,689	6,816
2001/02 Q2	27,449	12,983	2,861	1,950	1,727	7,927

\*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 15a****Business exchange line revenues by operator**

	00/01 Q2	00/01 Q3	00/01 Q4	01/02 Q1	01/02 Q2
<b>Call revenues (£m)</b>					
Local Calls	148	144	142	133	131
National Calls	232	229	233	226	232
International Calls	158	152	160	140	149
Calls to Mobile	184	188	209	204	191
Special Local Rate (calling party)	153	170	177	152	153
Special National Rate (calling party)	28	32	37	35	37
Calls to Premium Rate Services	32	33	39	36	38
DQ / IDQ Calls	45	43	49	42	42
Other Calls Through the Operator	1	1	1	2	1
Calls to Paging Operators	2	2	1	1	1
Chargecard Calls	12	11	10	11	10
VPN OFFNET (Breakout) Calls	30	33	23	27	30
Other Calls	21	22	25	48	49
<b>Total</b>	<b>1,045</b>	<b>1,061</b>	<b>1,105</b>	<b>1,056</b>	<b>1,066</b>
<b>Call volumes (Mmints)</b>					
Local Calls	5,635	5,626	5,841	5,556	5,463
National Calls	6,694	7,129	7,454	7,270	7,540
International Calls	1,097	1,193	1,283	1,051	1,185
Calls to Mobile	1,182	1,232	1,380	1,335	1,396
Freephone Calls	2,694	3,054	3,660	3,546	4,419
Special Local Rate	4,179	4,554	4,946	5,175	5,277
Special National Rate	323	316	443	357	362
Calls to Premium Rate Services	30	30	52	39	42
DQ / IDQ Calls	48	45	49	42	41
Other Calls Through the Operator	2	6	7	2	3
Calls to Paging Operators	6	5	5	4	4
Calls to the Speaking Clock	0	0	8	0	0
Chargecard Calls	31	29	29	23	20
VPN OFFNET (Breakout) Calls	592	641	727	621	626
Other Calls	463	743	496	704	1,072
<b>Total</b>	<b>22,978</b>	<b>24,605</b>	<b>26,382</b>	<b>25,724</b>	<b>27,449</b>

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 16****Business exchange line revenues by operator**

<i>Revenues (£m)</i>	All operators	BT	Kingston	C&W Comms	ntl & Telewest	Others Includes Concert
<b>Connection</b>						
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
2001/02 Q1	41	34	0	2	3	1
2001/02 Q2	41	35	0	1	3	2
<b>Line rental</b>						
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
2001/02 Q1	430	357	4	26	19	23
2001/02 Q2	453	382	5	24	19	24

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

**Table 17****Business exchange line numbers by operator**

	All operators	BT	Kingston	C&W Comms	ntl & Telewest	Others Includes Concert
<b>Connections during period (000s)</b>						
2000/01 Q2	582	512	n/a	n/a	45	25
2000/01 Q3	596	535	n/a	n/a	37	24
2000/01 Q4	592	529	n/a	n/a	40	23
2001/02 Q1	582	518	n/a	n/a	41	24
2001/02 Q2	561	501	n/a	n/a	38	22
<b>Lines at end of period (000s)</b>						
Sep 2000	9,852	8,689	56	417	482	209
Dec 2000	9,997	8,808	70	400	498	222
Mar 2001	10,141	8,912	74	398	514	243
June 2001	10,188	8,964	73	389	530	232
Sep 2001	10,233	9,045	70	350	526	242
<b>Net change during period (000s)</b>						
2000/01 Q2	161	129	1	-9	28	12
2000/01 Q3	145	119	14	-17	16	13
2000/01 Q4	144	105	4	-3	16	21
2001/02 Q1	48	52	-2	-8	17	-11
2001/02 Q2	44	80	-3	-39	-4	10

Includes directly connected exchange lines including ISDN and ADSL.

**Table 18****Interconnect revenues by call type & operator**

<b>Revenues (£m)</b>	<b>Operator receiving revenues</b>					
	<b>All operators</b>	<b>BT</b>	<b>Kingston</b>	<b>C&amp;W Comms</b>	<b>ntl &amp; Telewest</b>	<b>Others Includes Concert</b>
<b>From UK fixed inland</b>						
2000/01 Q2	512	275	-	88	18	130
2000/01 Q3	519	289	-	81	27	121
2000/01 Q4	548	320	-	84	32	112
2001/02 Q1	538	319	-	70	34	115
2001/02 Q2	513	301	-	69	35	107
<b>From UK fixed outgoing international</b>						
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
2001/02 Q1	210	20	1	39	1	150
2001/02 Q2	210	19	1	37	0	153
<b>From UK mobile</b>						
2000/01 Q2	191	157	-	33	-	1
2000/01 Q3	202	170	-	32	-	0
2000/01 Q4	250	217	-	33	-	0
2001/02 Q1	243	210	-	31	-	1
2001/02 Q2	251	217	-	33	-	1
<b>From overseas incoming international*</b>						
2000/01 Q2	251	26	-	78	0	147
2000/01 Q3	245	24	-	73	0	148
2000/01 Q4	243	21	-	84	0	138
2001/02 Q1	209	34	-	75	0	100
2001/02 Q2	203	30	-	34	0	139
<b>Total</b>						
2000/01 Q2	1,192	470	1	241	18	462
2000/01 Q3	1,186	496	1	231	28	430
2000/01 Q4	1,264	583	1	239	36	406
2001/02 Q1	1,199	583	1	216	35	365
2001/02 Q2	1,177	568	1	173	35	400

\*Figures have been re-stated 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****Interconnect revenues - related volumes by call type & operator**

<i>Call volumes (Mmints)</i>	<b>Operator receiving revenues</b>					
	<b>All operators</b>	<b>BT</b>	<b>Kingston</b>	<b>C&amp;W Comms</b>	<b>ntl &amp; Telewest</b>	<b>Others</b> <small>Includes Concert</small>
<b>From UK fixed inland</b>						
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
2001/02 Q1	41,114	15,881	-	4,477	6,479	14,277
2001/02 Q2	42,494	16,261	-	4,233	6,778	15,223
<b>From UK fixed outgoing international</b>						
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
2001/02 Q1	2,937	188	10	509	1	2,230
2001/02 Q2	2,856	191	10	485	1	2,168
<b>From UK mobile</b>						
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
2001/02 Q1	7,646	6,930	-	706	-	10
2001/02 Q2	7,816	7,093	-	711	-	12
<b>From overseas incoming international</b>						
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
2001/02 Q1	3,537	1,064	-	942	7	1,524
2001/02 Q2	3,322	1,035	-	994	21	1,272
<b>Total</b>						
2000/01 Q2	49,112	21,755	15	7,117	4,404	15,821
2000/01 Q3	52,214	22,534	11	6,988	5,774	16,907
2000/01 Q4	58,237	24,067	13	7,087	7,468	19,602
2001/02 Q1	55,234	24,063	10	6,634	6,486	18,041
2001/02 Q2	56,488	24,580	10	6,423	6,800	18,675

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

**Table 20****Interconnect payments by call type & operator**

<i>Payments (£m)</i>	<b>Operator making payment</b>					
	<b>All operators</b>	<b>BT</b>	<b>Kingston</b>	<b>C&amp;W Comms</b>	<b>ntl &amp; Telewest</b>	<b>Others</b> <small>Includes Concert</small>
<b>To UK fixed Inland</b>						
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
2001/02 Q1	555	244	4	66	123	118
2001/02 Q2	548	257	4	65	105	117
<b>To UK fixed outgoing international</b>						
2000/01 Q2	111	-	0	8	8	95
2000/01 Q3	108	-	0	9	9	90
2000/01 Q4	100	-	0	7	4	88
2001/02 Q1	84	-	0	6	5	73
2001/02 Q2	85	-	0	6	5	73
<b>To UK mobile</b>						
2000/01 Q2	524	451	-	62	-	11
2000/01 Q3	575	507	-	56	-	12
2000/01 Q4	583	510	-	59	-	14
2001/02 Q1	635	567	-	53	-	15
2001/02 Q2	632	561	-	52	-	18
<b>To overseas outgoing international</b>						
2000/01 Q2	293	82	-	93	-	119
2000/01 Q3	340	86	-	107	0	147
2000/01 Q4	336	79	-	93	0	163
2001/02 Q1	317	79	-	92	1	144
2001/02 Q2	325	74	-	93	2	157
<b>Total</b>						
2000/01 Q2	1,416	759	3	227	100	326
2000/01 Q3	1,500	795	4	238	119	343
2000/01 Q4	1,603	856	4	232	142	370
2001/02 Q1	1,590	890	4	217	129	350
2001/02 Q2	1,590	892	4	216	112	365

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

**Table 21****Interconnect payments - related volumes by call type & operator**

<i>Call volumes (Mmins)</i>	<b>Operator making payment</b>					
	<b>All operators</b>	<b>BT</b>	<b>Kingston</b>	<b>C&amp;W Comms</b>	<b>ntl &amp; Telewest</b>	<b>Others</b> <small>Includes Concert</small>
<b>To UK fixed inland</b>						
2000/01 Q2	40,066	18,245	146	8,352	5,076	8,248
2000/01 Q3	41,136	19,459	160	8,686	5,138	7,693
2000/01 Q4	44,817	21,056	181	9,138	5,254	9,188
2001/02 Q1	46,584	21,311	188	8,730	5,103	11,252
2001/02 Q2	47,312	19,702	196	8,438	7,314	11,662
<b>To UK fixed outgoing international</b>						
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
2001/02 Q1	1,295	-	3	77	118	1,097
2001/02 Q2	1,347	-	3	79	89	1,176
<b>To UK mobile</b>						
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
2001/02 Q1	5,806	5,217	-	465	-	124
2001/02 Q2	5,946	5,380	-	468	-	99
<b>To overseas outgoing international</b>						
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
2001/02 Q1	3,748	833	-	1,109	19	1,787
2001/02 Q2	3,878	889	-	1,074	25	1,890
<b>Total</b>						
2000/01 Q2	49,960	23,161	148	9,921	5,174	11,556
2000/01 Q3	51,561	24,969	162	10,340	5,271	10,820
2000/01 Q4	55,425	26,798	183	10,805	5,391	12,248
2001/02 Q1	57,433	27,361	191	10,381	5,240	14,260
2001/02 Q2	58,484	25,970	199	10,059	7,428	14,827

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

## Annex

### International traffic by route - Q2 2001/02 (July to September 2001)

The table below shows international traffic volumes to and from the UK on routes carrying over one million minutes of outbound traffic in Q2 2001/02. The table is based on International Direct Dialed (IDD) traffic carried by PTO operators and excludes any traffic carried by International Simple Voice Resale (ISVR) operators over leased circuits and services such as ISDN and VPN. The contributing operators are:

<b>ABS</b>	<b>CWC</b>	<b>KDD</b>	<b>Tele Danmark</b>
<b>ACC Long Distance</b>	<b>Energis</b>	<b>Net Net</b>	<b>Teleglobe</b>
<b>Call Net</b>	<b>Esprit</b>	<b>ntl</b>	<b>Telia</b>
<b>Carrier 1</b>	<b>Facilicom</b>	<b>PGE</b>	<b>Telstra</b>
<b>Cignal</b>	<b>Global One</b>	<b>Racal</b>	<b>Viatel</b>
<b>COLT</b>	<b>GNTC</b>	<b>SingTel</b>	<b>Worldcom</b>
<b>Concert</b>	<b>Interoute</b>		

Seasonal effects such as Christmas and difficulties of obtaining consistent information from all operators mean that the data should be interpreted with a degree of caution. Total outgoing minutes do not reconcile with figures shown in Table 5 of this Update as the table below includes wholesale minutes in addition to the retail reported in

### UK IDD traffic volumes Q2 2001/02 (millions of minutes)

Rank	Country	Outbound	Incoming	Rank
	<b>All routes</b>	<b>3465.5</b>	<b>1886.4</b>	
1	USA (inc. Hawaii & Alaska)	596.8	413.7	(1)
2	Germany	230.4	170.1	(2)
3	France	217.4	146.5	(3)
4	Ireland	176.6	131.6	(4)
5	Spain	150.8	113.6	(5)
6	Canada	121.4	59.1	(8)
7	Australia	107.1	91.8	(6)
8	Italy	103.5	58.9	(9)
9	Netherlands	96.3	66.7	(7)
10	India	73.9	20.2	(17)
11	Belgium	58.4	31.1	(14)
12	Pakistan	58.2	6.7	(34)
13	Switzerland	58.0	39.5	(10)
14	Japan	55.4	11.3	(27)
15	Turkey	51.0	17.6	(21)
16	Hong Kong	48.8	20.3	(16)
17	Sweden	48.1	39.1	(11)
18	Poland	46.8	12.6	(26)
19	Portugal	44.9	10.0	(29)
20	Brazil	44.3	10.1	(28)
21	Philippines	40.7	4.2	(45)
22	South Africa	40.4	24.9	(15)
23	Greece	39.7	36.4	(12)
24	Austria	33.3	13.2	(24)
25	China	29.5	8.6	(30)
26	Israel	29.1	14.2	(22)
27	Russia	28.8	5.6	(38)
28	Nigeria	27.1	7.9	(32)
29	Denmark	26.9	20.0	(18)
30	UAE (Emirates)	23.3	18.7	(19)

## Annex

### UK IDD traffic volumes Q2 2001/02 (millions of minutes)

Rank	Country	Outbound	Incoming	Rank
31	Egypt	23.0	7.8	(33)
32	New Zealand	21.7	18.7	(20)
33	Mexico	19.5	2.1	(63)
34	Norway	18.5	13.1	(25)
35	Hungary	17.8	5.4	(39)
36	Malaysia	17.4	4.1	(48)
37	Ghana	16.7	4.2	(44)
38	Finland	16.5	8.3	(31)
39	Ukraine	15.6	1.6	(72)
40	Morocco	15.2	4.1	(47)
41	Yugoslavia (Serbia)	14.9	2.8	(55)
42	Cyprus	14.3	13.5	(23)
43	Thailand	14.1	5.7	(37)
44	Singapore	13.9	32.2	(13)
45	Korea, Republic of	13.8	4.7	(41)
46	Taiwan	13.8	3.4	(52)
47	Bangladesh	13.7	2.4	(60)
48	Saudi Arabia	13.6	6.5	(35)
49	Jamaica	13.5	4.7	(42)
50	Lebanon	11.9	4.9	(40)
51	Romania	11.7	2.0	(64)
52	Vietnam	11.4	3.8	(50)
53	Czech Republic	11.4	5.9	(36)
54	Colombia	11.2	2.9	(54)
55	Algeria	11.0	2.6	(56)
56	Sri Lanka	10.4	1.8	(65)
57	Malta	10.3	3.9	(49)
58	Ecuador	10.2	0.9	(87)
59	Bulgaria	9.7	1.5	(73)
60	Senegal	9.1	0.4	(106)
61	Monaco	9.0	3.6	(51)
62	Iran	8.6	4.4	(43)
63	Slovenia	8.5	1.1	(83)
64	Peru	8.5	0.7	(92)
65	Tunisia	8.2	2.2	(62)
66	Croatia	8.2	1.6	(71)
67	Kazakhstan	8.0	0.3	(122)
68	Zimbabwe	8.0	2.4	(59)
69	Puerto Rico	7.8	0.1	(151)
70	Indonesia	7.7	2.3	(61)
71	Luxembourg	7.5	4.1	(46)
72	Chile	7.3	1.2	(80)
73	Virgin Islands (American)	7.1	0.0	(191)
74	El Salvador	6.2	0.0	(205)
75	Slovak Republic	6.0	1.7	(68)
76	Somalia	5.9	0.0	(177)
77	Gambia	5.7	0.9	(86)
78	Zaire	5.7	1.2	(81)
79	Kenya	5.5	1.7	(66)
80	Syrian Arab Republic	5.3	1.7	(69)
81	Argentina	5.0	1.4	(77)
82	Albania	4.9	0.5	(101)
83	Cuba	4.9	0.4	(114)
84	Honduras	4.9	0.3	(120)
85	Tanzania	4.8	0.7	(93)
86	Lithuania	4.8	0.6	(98)
87	Kuwait	4.6	1.6	(70)
88	Jordan	4.6	2.6	(57)
89	Venezuela	4.6	0.8	(88)
90	Bosnia and Herzegovina	4.2	1.0	(85)

## Annex

### UK IDD traffic volumes Q2 2001/02 (millions of minutes)

Rank	Country	Outbound	Incoming	Rank
91	Mauritius	4.1	3.0	(53)
92	Latvia	3.9	0.6	(97)
93	Gibraltar	3.8	1.7	(67)
94	Sudan	3.8	0.6	(100)
95	Dominican Republic	3.5	0.2	(131)
96	Macedonia	3.4	0.4	(110)
97	Bahrain	3.2	1.5	(74)
98	Netherland Antilles	3.2	0.3	(119)
99	Suriname	3.0	0.1	(148)
100	Ethiopia	3.0	0.4	(113)
101	Uganda	2.9	0.8	(89)
102	Barbados	2.8	1.2	(79)
103	Trinidad & Tobago	2.8	1.3	(78)
104	Sierra Leone	2.8	0.7	(90)
105	Cote d'Ivoire (Ivory Coast)	2.7	0.2	(130)
106	Bahamas	2.7	0.5	(103)
107	Cameroon	2.6	0.2	(129)
108	Guinea	2.4	0.1	(146)
109	Iceland	2.4	1.4	(76)
110	Guyana	2.2	0.4	(105)
111	Qatar	2.2	1.5	(75)
112	Bermuda	2.1	1.0	(84)
113	Iraq	2.1	0.2	(134)
114	Estonia	1.9	0.7	(91)
115	Oman	1.9	1.1	(82)
116	Cayman Island	1.7	0.6	(96)
117	St. Lucia	1.6	0.4	(112)
118	Libya	1.5	2.5	(58)
119	Guadeloupe	1.5	0.0	(192)
120	Azerbaijan	1.5	0.3	(125)
121	Yemen Arab Republic	1.5	0.3	(121)
122	Cocos Islands	1.4	0.0	(233)
123	Moldavia	1.4	0.0	(208)
124	Christmas & Cocos Islands	1.4	0.0	(219)
125	Uruguay	1.3	0.1	(145)
126	Nepal	1.2	0.6	(99)
127	Zambia	1.2	0.5	(102)
128	Angola	1.2	0.4	(107)
129	Bolivia	1.2	0.4	(108)
130	St. Vincent	1.2	0.2	(136)
131	Belarus	1.2	0.4	(111)
132	Antigua	1.1	0.2	(128)
133	Vatican City	1.1	0.1	(153)
<b>Top 133 Routes</b>		<b>3420.0</b>	<b>1804.7</b>	
<b>Other Routes</b>		<b>45.5</b>	<b>18.1</b>	
<b>Total</b>		<b>3465.5</b>	<b>1886.4</b>	