



Market Information

Fixed Update

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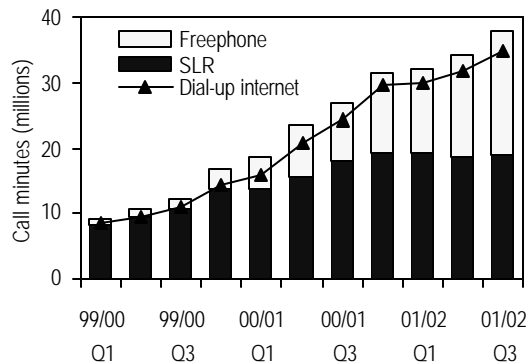
May 2002
Q3 2001/02 (October to December 2001)

Summary

Growth

- Call volumes increased for all call types, except national and international calls
- OfTel estimates that internet calls account for 93% of SLR and freephone call volumes and 44% of total fixed call volumes
- Growth in freephone call volumes suggests that Internet users are switching to unmetered products

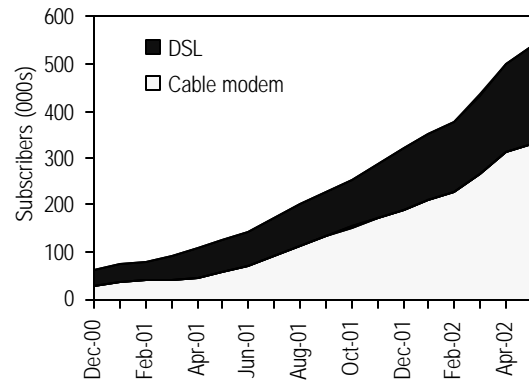
SLR, freephone & internet calls



- By the end of December 2001 there were 208K cable modem and 129K DSL subscribers, giving a total of 337K broadband subscribers

- Since this date there has been strong broadband growth, and at the beginning of May 2002 there were 539K broadband subscribers

Broadband subscribers



Market Shares

- BT market share of overall retail revenues is just under 69%
- This represents a decrease of 0.5% on the previous period
- BT's revenue market share varies from 87% for exchange line revenues to 45% for international call revenues

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
	01/02 Q3	00/01 Q3	
Call revenues (£m)			
Local calls	424	450	-5.9
National calls	376	403	-6.7
International calls	282	300	-5.8
Calls to mobiles	492	443	10.8
Other calls	659	686	-4.0
All calls	2,232	2,283	-2.2
Exchange line revenues £m)			
Connection	52	64	-18.4
Line rental	1,022	958	6.7
Total call & exchange line revenues	3,306	3,305	0.1

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
	01/02 Q3	00/01 Q3	
Call volumes (millions)			
Local calls	18,887	19,762	-4.4
National calls	13,643	13,712	-0.5
International calls	1,995	1,982	0.7
Calls to mobiles	3,438	3,079	11.7
Other calls	41,224	29,737	38.6
All calls	79,187	68,273	16.0
Exchange lines (thousands)			
Connections during period	1,342	1,374	-2.3
Lines at end of period	35,326	34,779	1.6

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

Table 3**Summary of revenue market shares (percent)**

	BT	Kingston	C&W Comms	ntl & Telewest	*Others Includes Concert
Local calls*					
00/01 Q3	73.5	0.5	2.9	16.5	6.6
00/01 Q4	71.4	0.5	3.1	17.9	7.1
01/02 Q1	71.4	0.5	3.0	19.0	6.1
01/02 Q2	72.1	0.5	2.9	18.0	6.5
01/02 Q3	70.8	0.5	2.7	18.3	7.6
National calls*					
00/01 Q3	58.3	0.5	5.8	11.6	23.8
00/01 Q4	57.9	0.5	5.9	12.1	23.6
01/02 Q1	55.8	0.5	6.4	11.5	25.8
01/02 Q2	54.8	0.5	6.3	11.6	26.8
01/02 Q3	53.3	0.5	5.6	11.4	29.2
International calls					
00/01 Q3	49.2	0.3	6.1	8.1	36.3
00/01 Q4	46.0	0.3	5.7	8.3	39.7
01/02 Q1	45.7	0.3	5.7	8.4	40.0
01/02 Q2	47.0	0.3	5.5	8.4	38.8
01/02 Q3	45.5	0.3	5.1	7.9	41.2
Calls to mobiles					
00/01 Q3	64.6	0.5	7.4	15.5	12.0
00/01 Q4	61.9	0.5	7.6	17.1	12.9
01/02 Q1	62.0	0.5	7.3	17.8	12.4
01/02 Q2	64.7	0.5	4.0	18.0	12.8
01/02 Q3	59.7	0.5	6.4	17.2	16.2
Other calls					
00/01 Q3	65.5	0.3	10.5	10.9	13.4
00/01 Q4	64.2	0.4	11.1	11.0	13.9
01/02 Q1	63.4	0.4	11.1	11.7	14.0
01/02 Q2	62.6	0.4	14.4	11.1	11.9
01/02 Q3	65.8	0.4	11.9	11.8	14.7
All calls					
00/01 Q3	63.4	0.4	7.0	12.6	16.6
00/01 Q4	61.5	0.4	7.2	13.4	17.5
01/02 Q1	61.0	0.4	7.3	13.9	17.4
01/02 Q2	61.4	0.5	7.5	13.5	17.1
01/02 Q3	59.9	0.5	6.9	13.5	19.2
Call & exchange line revenues					
00/01 Q3	70.0	0.4	5.5	11.8	12.3
00/01 Q4	69.0	0.4	5.6	12.4	12.6
01/02 Q1	68.9	0.4	5.7	12.5	12.5
01/02 Q2	69.3	0.4	5.8	12.1	12.4
01/02 Q3	68.8	0.4	5.3	11.6	13.9

*Worldcom local call data is included in national calls

Table 3a**Summary of volume market shares (percent)**

	BT	Kingston	C&W Comms	ntl & Telewest	*Others Includes Concert
Local calls*					
00/01 Q3	72.5	1.4	4.0	15.5	6.6
00/01 Q4	72.2	1.2	4.3	14.9	7.4
01/02 Q1	71.7	1.2	4.4	15.2	7.5
01/02 Q2	71.1	1.2	4.5	15.5	7.7
01/02 Q3	71.9	1.2	4.5	15.1	7.3
National calls*					
00/01 Q3	51.6	0.4	8.2	14.6	25.2
00/01 Q4	50.0	0.4	8.1	15.5	26.0
01/02 Q1	49.2	0.4	8.5	14.6	27.2
01/02 Q2	48.1	0.4	8.1	14.7	28.8
01/02 Q3	48.3	0.4	7.9	14.8	28.6
International calls					
00/01 Q3	31.9	0.2	8.1	7.1	52.8
00/01 Q4	29.7	0.1	7.9	6.4	55.9
01/02 Q1	32.3	0.2	8.1	7.3	52.1
01/02 Q2	29.6	0.1	7.6	7.9	54.8
01/02 Q3	30.0	0.2	7.9	6.1	55.8
Calls to mobiles					
00/01 Q3	66.3	0.5	7.8	14.4	11.1
00/01 Q4	63.5	0.4	7.8	16.5	11.8
01/02 Q1	65.1	0.5	7.4	15.5	11.5
01/02 Q2	64.4	0.4	7.2	14.9	13.1
01/02 Q3	63.6	0.4	6.7	14.6	14.7
Other calls					
00/01 Q3	65.4	0.3	1.9	17.9	14.5
00/01 Q4	67.4	0.3	1.8	17.3	13.2
01/02 Q1	67.7	0.3	1.4	17.6	13.0
01/02 Q2	68.5	0.3	1.4	15.7	14.1
01/02 Q3	69.5	0.3	1.3	14.8	14.1
All calls					
00/01 Q3	63.8	0.6	4.2	16.1	15.3
00/01 Q4	64.1	0.6	4.1	16.0	15.3
01/02 Q1	64.3	0.6	4.0	16.0	15.2
01/02 Q2	64.1	0.5	3.8	15.2	16.3
01/02 Q3	65.2	0.5	3.6	14.6	16.1
Lines at end of period					
00/01 Q3	82.6	0.6	1.2	14.9	0.6
00/01 Q4	82.4	0.6	1.1	15.1	0.7
01/02 Q1	82.7	0.6	1.1	14.9	0.7
01/02 Q2	82.5	0.6	1.0	15.2	0.7
01/02 Q3	82.3	0.6	0.9	15.5	0.7

*Worldcom local call data is included in national calls

Table 4**Call revenues by call type & operator (£m)**

	All operators	BT	Kingston	C&W Comms	ntl & Telewest	*Others Includes Concert
Local calls						
00/01 Q3	450	331	2	13	74	30
00/01 Q4	430	307	2	13	77	30
01/02 Q1	408	291	2	12	78	25
01/02 Q2	417	301	2	12	75	27
01/02 Q3	424	300	2	11	78	32
National calls						
00/01 Q3	403	235	2	23	47	96
00/01 Q4	398	231	2	23	48	94
01/02 Q1	375	209	2	24	43	97
01/02 Q2	385	211	2	24	45	103
01/02 Q3	376	201	2	21	43	110
International calls						
00/01 Q3	300	147	1	18	24	109
00/01 Q4	299	138	1	17	25	119
01/02 Q1	275	125	1	16	23	110
01/02 Q2	290	136	1	16	24	113
01/02 Q3	282	128	1	14	22	116
Calls to mobiles						
00/01 Q3	443	287	2	33	69	53
00/01 Q4	477	295	2	36	82	62
01/02 Q1	472	293	2	34	84	59
01/02 Q2	468	303	2	19	84	60
01/02 Q3	492	293	2	31	85	80
Other calls						
00/01 Q3	686	449	2	72	75	92
00/01 Q4	683	439	2	76	75	95
01/02 Q1	659	418	3	73	77	92
01/02 Q2	670	420	3	96	74	80
01/02 Q3	659	433	3	78	77	97
All calls						
00/01 Q3	2,287	1,449	10	160	289	379
00/01 Q4	2,292	1,409	10	166	307	400
01/02 Q1	2,192	1,336	10	159	305	382
01/02 Q2	2,233	1,370	10	168	302	383
01/02 Q3	2,262	1,356	11	156	305	435

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 (Mmmts)

	All operators	BT	Kingston	C&W Comms	ntl & Telewest	*Others Includes Concert
Local calls						
00/01 Q3	19,762	14,336	270	784	3,073	1,299
00/01 Q4	19,802	14,302	240	853	2,942	1,464
01/02 Q1	18,783	13,475	218	831	2,846	1,413
01/02 Q2	18,472	13,140	220	831	2,861	1,420
01/02 Q3	18,887	13,584	222	841	2,853	1,387
National calls						
00/01 Q3	13,712	7,078	61	1,120	2,003	3,451
00/01 Q4	14,115	7,053	60	1,145	2,193	3,664
01/02 Q1	13,452	6,617	55	1,146	1,969	3,665
01/02 Q2	13,736	6,606	54	1,109	2,015	3,953
01/02 Q3	13,643	6,588	57	1,079	2,015	3,904
International calls						
00/01 Q3	1,982	633	3	160	140	1,046
00/01 Q4	2,114	627	3	167	136	1,182
01/02 Q1	1,881	608	3	153	137	980
01/02 Q2	2,082	616	3	157	164	1,142
01/02 Q3	1,995	599	3	157	123	1,114
Calls to mobiles						
00/01 Q3	3,079	2,041	14	239	444	341
00/01 Q4	3,317	2,108	14	258	546	391
01/02 Q1	3,305	2,153	15	245	511	381
01/02 Q2	3,380	2,175	15	244	503	443
01/02 Q3	3,438	2,186	15	230	501	506
Other calls						
00/01 Q3	29,737	19,455	93	567	5,321	4,301
00/01 Q4	34,141	23,012	94	604	5,910	4,521
01/02 Q1	34,857	23,587	109	492	6,124	4,545
01/02 Q2	37,377	25,603	111	519	5,859	5,285
01/02 Q3	41,224	28,648	128	533	6,090	5,824
All calls						
00/01 Q3	68,273	43,543	441	2,870	10,980	10,439
00/01 Q4	73,490	47,102	411	3,027	11,727	11,223
01/02 Q1	72,279	46,440	400	2,866	11,588	10,985
01/02 Q2	75,048	48,140	403	2,861	11,401	12,243
01/02 Q3	79,187	51,605	425	2,840	11,583	12,734

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 Q3	00/01 Q4	01/02 Q1	01/02 Q2	01/02 Q3
Revenues (£m)					
Local calls	450	430	408	417	424
National calls	403	398	375	385	376
International calls	300	299	275	290	282
Calls to mobile	443	477	472	468	492
Special Local Rate (calling party)	309	307	271	254	292
Special National Rate (calling party)	57	62	58	63	69
Calls to Premium Rate Services	108	118	113	121	119
DQ / IDQ Calls	66	71	63	65	64
Other calls through the operator	4	3	6	3	4
Calls to paging operators	1	2	2	1	1
Chargecard calls	21	20	19	19	16
VPN Offnet (breakout) calls	31	22	25	28	37
Calls from public payphones	66	52	54	63	61
Other calls	27	31	53	55	27
Total	2,287	2,292	2,192	2,233	2,262
Freephone, Special Local & National Rate (called party)	118	140	142	142	139
Payments to service providers for premium rate services	81	88	76	78	75
	00/01 Q3	00/01 Q4	01/02 Q1	01/02 Q2	01/02 Q3
Call volumes (Mmints)					
Local calls	19,762	19,802	18,783	18,472	18,887
National calls	13,712	14,115	13,452	13,736	13,643
International calls	1,982	2,114	1,881	2,082	1,995
Calls to mobile	3,079	3,317	3,305	3,380	3,438
Freephone calls	8,740	12,300	12,923	15,586	18,842
Special Local Rate	17,945	19,143	19,284	18,710	18,990
Special National Rate	923	986	929	967	1,021
Calls to Premium Rate Services	160	182	190	167	186
DQ / IDQ Calls	93	91	87	85	85
Other calls through the operator	12	18	13	9	14
Calls to paging operators	8	7	7	6	3
Chargecard calls	103	100	85	75	77
VPN Offnet (breakout) calls	643	726	476	622	710
Other calls	1,110	589	863	1,152	1,297
Total	68,273	73,490	72,279	75,048	79,187
of which to Internet	24,233	29,450	29,838	31,885	35,016

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 (£m)**

	All operators	BT	Kingston	C&W Comms	ntl & Telewest	*Others Includes Concert
Connection						
00/01 Q3	64	51	0	1	9	3
00/01 Q4	66	52	0	2	9	3
01/02 Q1	61	47	0	2	11	1
01/02 Q2	63	50	0	1	10	2
01/02 Q3	52	41	0	1	7	3
Line rental						
00/01 Q3	958	815	4	20	94	25
00/01 Q4	1,001	854	4	21	99	21
01/02 Q1	1,004	860	4	26	91	23
01/02 Q2	1,010	869	4	24	89	24
01/02 Q3	1,022	897	4	18	76	27

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

Table 7**Exchange line numbers by operator (000's)**

	All operators	BT	Kingston	C&W Comms	*ntl & Telewest	*Others Includes Concert
Connections during period						
00/01 Q3	1,374	967	n/a	n/a	383	24
00/01 Q4	1,406	994	n/a	n/a	389	23
01/02 Q1	1,363	993	n/a	n/a	347	24
01/02 Q2	1,333	994	n/a	n/a	316	22
01/02 Q3	1,342	928	n/a	n/a	383	30
Lines at end of period						
00/01 Q3	34,779	28,739	223	400	5,195	222
00/01 Q4	35,047	28,881	227	398	5,298	243
01/02 Q1	34,995	28,941	227	389	5,207	232
01/02 Q2	34,914	28,801	219	350	5,302	242
01/02 Q3	35,326	29,069	216	326	5,469	246
Net change during period						
00/01 Q3	193	110	-10	-17	96	13
00/01 Q4	268	142	5	-3	103	21
01/02 Q1	-52	59	-1	-8	-91	-11
01/02 Q2	-81	-139	-7	-39	95	10
01/02 Q3	412	268	-3	-24	167	4

*Figures have been updated to reflect more accurate data. Includes directly connected exchange lines including ISDN and DSL.

Table 7a

Access lines by type

	Residential revenues (£m)		Business revenues (£m)		Residential volumes (000's)		Business volumes (000's)	
	Connection	Rental	Connection	Rental	Connections	*Lines	Connections	*Lines
Exchange lines								
00/01 Q3	22	543	20	270	751	24,466	326	7,309
00/01 Q4	20	571	23	272	788	24,578	332	7,331
01/02 Q1	18	561	23	278	758	24,470	322	7,275
01/02 Q2	20	550	20	281	748	24,442	310	7,101
01/02 Q3	18	563	16	274	712	24,748	291	7,071
ISDN2 channels								
00/01 Q3	1	8	13	69	27	203	138	1,245
00/01 Q4	2	7	13	70	26	212	138	1,310
01/02 Q1	2	11	10	80	23	216	130	1,359
01/02 Q2	2	11	12	82	23	219	123	1,403
01/02 Q3	1	9	10	87	46	247	125	1,445
ISDN30 channels								
00/01 Q3	-	-	8	75	-	-	132	1,556
00/01 Q4	-	-	8	82	-	-	122	1,617
01/02 Q1	-	-	7	79	-	-	130	1,674
01/02 Q2	-	-	7	82	-	-	128	1,750
01/02 Q3	-	-	5	87	-	-	168	1,815
Private payphones (lines)								
00/01 Q3	-	-	-	6	-	-	2	152
00/01 Q4	-	-	-	6	-	-	2	144
01/02 Q1	-	-	-	5	-	-	2	139
01/02 Q2	-	-	-	5	-	-	2	133
01/02 Q3	-	-	-	5	-	-	2	130

*In Q3 01/02 ntl changed the basis on which exchange lines are calculated. As a result, figures from Q3 01/02 are not directly comparable to those for previous periods. 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 (percent)**

	BT	Kingston	ntl & Telewest	*Others Includes Concert
Local calls				
00/01 Q3	76.4	n/a	19.9	3.7
00/01 Q4	74.5	n/a	22.3	3.3
01/02 Q1	73.3	n/a	23.7	2.9
01/02 Q2	74.3	n/a	22.2	3.5
01/02 Q3	73.1	n/a	22.5	4.4
National calls				
00/01 Q3	70.3	n/a	18.0	11.7
00/01 Q4	67.0	n/a	20.4	12.6
01/02 Q1	66.4	n/a	21.1	12.5
01/02 Q2	67.0	n/a	20.6	12.4
01/02 Q3	64.1	n/a	19.3	16.5
International calls				
00/01 Q3	61.6	n/a	13.5	24.9
00/01 Q4	56.3	n/a	14.8	28.8
01/02 Q1	56.9	n/a	14.5	28.6
01/02 Q2	58.9	n/a	14.4	26.6
01/02 Q3	56.8	n/a	13.3	30.0
Calls to mobiles				
00/01 Q3	71.7	n/a	22.0	6.3
00/01 Q4	69.4	n/a	24.5	6.1
01/02 Q1	69.3	n/a	25.3	5.5
01/02 Q2	69.7	n/a	24.1	6.2
01/02 Q3	65.6	n/a	23.9	10.4
Other calls				
00/01 Q3	74.1	n/a	17.9	8.0
00/01 Q4	74.5	n/a	18.3	7.2
01/02 Q1	72.9	n/a	19.2	7.9
01/02 Q2	72.9	n/a	20.0	7.1
01/02 Q3	74.5	n/a	18.8	6.7
All calls				
00/01 Q3	72.1	n/a	18.8	9.1
00/01 Q4	70.1	n/a	20.6	9.3
01/02 Q1	69.3	n/a	21.5	9.2
01/02 Q2	69.9	n/a	20.9	9.1
01/02 Q3	68.5	n/a	20.4	11.1
Call & exchange line revenues				
00/01 Q3	76.1	0.2	17.6	6.1
00/01 Q4	75.2	0.2	18.5	6.1
01/02 Q1	75.2	0.2	18.6	6.0
01/02 Q2	75.5	0.2	18.3	6.0
01/02 Q3	75.2	0.2	17.3	7.3

*Worldcom local call data is included in national calls

Table 8a**Summary of all operators' residential volumes (percent)**

	BT	Kingston	ntl & Telewest	*Others Includes Concert
Local calls				
00/01 Q3	78.0	n/a	17.7	4.3
00/01 Q4	78.2	n/a	17.3	4.4
01/02 Q1	78.2	n/a	17.3	4.5
01/02 Q2	77.7	n/a	17.9	4.5
01/02 Q3	78.5	n/a	17.1	4.4
National calls				
00/01 Q3	66.5	n/a	20.9	12.7
00/01 Q4	63.3	n/a	23.4	13.3
01/02 Q1	63.4	n/a	22.6	14.0
01/02 Q2	63.4	n/a	23.5	13.1
01/02 Q3	64.4	n/a	23.5	12.1
International calls				
00/01 Q3	52.5	n/a	12.1	35.4
00/01 Q4	47.6	n/a	12.1	40.3
01/02 Q1	47.1	n/a	14.1	38.9
01/02 Q2	45.6	n/a	15.3	39.1
01/02 Q3	46.9	n/a	10.4	42.7
Calls to mobiles				
00/01 Q3	73.8	n/a	19.9	6.3
00/01 Q4	71.6	n/a	22.3	6.1
01/02 Q1	72.7	n/a	21.4	5.8
01/02 Q2	72.7	n/a	20.3	7.0
01/02 Q3	73.4	n/a	20.2	6.5
Other calls				
00/01 Q3	72.8	n/a	24.4	2.9
00/01 Q4	73.8	n/a	22.8	3.4
01/02 Q1	73.7	n/a	23.5	2.9
01/02 Q2	75.9	n/a	21.1	3.0
01/02 Q3	77.0	n/a	19.5	3.4
All calls				
00/01 Q3	73.2	n/a	21.3	5.5
00/01 Q4	73.1	n/a	21.1	5.8
01/02 Q1	73.1	n/a	21.3	5.6
01/02 Q2	74.1	n/a	20.4	5.5
01/02 Q3	75.2	n/a	19.3	5.5
Lines at end of period				
00/01 Q3	80.8	0.6	18.6	0.0
00/01 Q4	80.6	0.6	18.8	0.0
01/02 Q1	80.9	0.6	18.5	0.0
01/02 Q2	80.5	0.6	18.9	0.0
01/02 Q3	80.2	0.6	19.2	0.0

*Worldcom local call data is included in national calls

Table 9**Residential call revenues by call type & operator (£m)**

	All operators	BT	ntl & Telewest	*Others Includes Concert
Local calls				
00/01 Q3	304	232	61	11
00/01 Q4	286	213	64	9
01/02 Q1	273	201	65	8
01/02 Q2	284	211	63	10
01/02 Q3	293	214	66	13
National calls				
00/01 Q3	171	120	31	20
00/01 Q4	162	109	33	20
01/02 Q1	146	97	31	18
01/02 Q2	151	101	31	19
01/02 Q3	152	98	29	25
International calls				
00/01 Q3	145	89	20	36
00/01 Q4	137	77	20	40
01/02 Q1	132	75	19	38
01/02 Q2	139	82	20	37
01/02 Q3	137	78	18	41
Calls to mobiles				
00/01 Q3	253	181	56	16
00/01 Q4	265	184	65	16
01/02 Q1	265	183	67	14
01/02 Q2	274	191	66	17
01/02 Q3	280	184	67	29
Other calls				
00/01 Q3	295	219	53	24
00/01 Q4	294	219	54	21
01/02 Q1	280	204	54	22
01/02 Q2	269	196	54	19
01/02 Q3	296	220	55	20
All calls				
00/01 Q3	1,168	842	219	107
00/01 Q4	1,145	802	236	107
01/02 Q1	1,096	760	235	101
01/02 Q2	1,118	782	234	102
01/02 Q3	1,158	794	236	128

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 (Mmitts)

	All operators	BT	ntl & Telewest	*Others Includes Concert
Local calls				
00/01 Q3	14,058	10,959	2,494	605
00/01 Q4	13,889	10,868	2,405	616
01/02 Q1	13,162	10,299	2,272	591
01/02 Q2	12,943	10,052	2,313	578
01/02 Q3	13,498	10,592	2,312	594
National calls				
00/01 Q3	6,551	4,356	1,366	829
00/01 Q4	6,630	4,194	1,555	881
01/02 Q1	6,153	3,903	1,389	861
01/02 Q2	6,167	3,910	1,451	806
01/02 Q3	6,253	4,027	1,470	756
International calls				
00/01 Q3	787	413	95	279
00/01 Q4	829	395	100	334
01/02 Q1	829	390	117	322
01/02 Q2	895	408	137	350
01/02 Q3	862	404	90	368
Calls to mobiles				
00/01 Q3	1,842	1,359	366	116
00/01 Q4	1,931	1,383	430	118
01/02 Q1	1,964	1,428	421	115
01/02 Q2	1,978	1,438	401	139
01/02 Q3	1,991	1,461	401	128
Other calls				
00/01 Q3	20,275	14,754	4,942	579
00/01 Q4	23,767	17,550	5,418	799
01/02 Q1	24,282	17,886	5,701	696
01/02 Q2	25,469	19,338	5,371	760
01/02 Q3	28,567	22,001	5,583	982
All calls				
00/01 Q3	43,513	31,841	9,264	2,408
00/01 Q4	47,047	34,390	9,908	2,749
01/02 Q1	46,390	33,906	9,899	2,585
01/02 Q2	47,452	35,146	9,673	2,633
01/02 Q3	51,171	38,485	9,857	2,829

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 Q3	00/01 Q4	01/02 Q1	01/02 Q2	01/02 Q3
Revenues (£m)					
Local Calls	304	286	273	284	293
National Calls	171	162	146	151	152
International Calls	145	137	132	139	137
Calls to Mobile	253	265	265	274	280
Special Local Rate (calling party)	147	140	129	110	143
Special National Rate (calling party)	26	27	26	28	29
Calls to Premium Rate Services	76	82	79	85	83
DQ / IDQ Calls	25	25	23	26	23
Other Calls Through the Operator	3	2	4	2	2
Calls to Paging Operators	0	1	1	0	0
Chargecard Calls	11	11	9	9	7
Other Calls	6	8	8	9	8
Total	1,168	1,145	1,096	1,118	1,158
Call volumes (Mmints)					
	00/01 Q3	00/01 Q4	01/02 Q1	01/02 Q2	01/02 Q3
Local Calls	14,058	13,889	13,162	12,943	13,498
National Calls	6,551	6,630	6,153	6,167	6,253
International Calls	787	829	829	895	862
Calls to Mobile	1,842	1,931	1,964	1,978	1,991
Freephone Calls	5,688	8,656	9,746	11,202	14,212
Special Local Rate	13,372	14,214	13,605	13,396	13,162
Special National Rate	601	560	529	575	593
Calls to Premium Rate Services	129	129	143	125	126
DQ / IDQ Calls	48	42	41	44	44
Other Calls Through the Operator	9	13	11	5	7
Calls to Paging Operators	3	2	3	2	1
Chargecard Calls	59	54	48	43	42
Other Calls	365	96	156	77	379
Total	43,513	47,047	46,390	47,452	51,171

*Chargecard calls only included from 99/00 onwards. 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 (£m)**

	All operators	BT	Kingston	ntl & Telewest
Connection				
00/01 Q3	22	16	0	7
00/01 Q4	22	16	0	6
01/02 Q1	20	13	0	7
01/02 Q2	22	15	0	7
01/02 Q3	19	14	0	5
Line rental				
00/01 Q3	550	467	3	81
00/01 Q4	578	495	3	80
01/02 Q1	572	497	3	72
01/02 Q2	560	488	3	70
01/02 Q3	572	507	3	62

Shows revenues from directly connected exchange lines including ISDN.

Table 12**Residential exchange line numbers by operator (000's)**

	All operators	BT	Kingston	*ntl & Telewest
Connections during period				
00/01 Q3	778	432	0	347
00/01 Q4	814	465	0	349
01/02 Q1	782	475	0	306
01/02 Q2	772	493	0	278
01/02 Q3	758	442	0	316
Lines at end of period				
00/01 Q3	24,669	19,932	153	4,584
00/01 Q4	24,789	19,969	153	4,667
01/02 Q1	24,686	19,976	154	4,556
01/02 Q2	24,661	19,846	149	4,665
01/02 Q3	24,995	20,038	148	4,809
Net change during period				
00/01 Q3	44	-8	-24	76
00/01 Q4	120	37	0	83
01/02 Q1	-103	7	1	-112
01/02 Q2	-25	-130	-5	109
01/02 Q3	334	192	-2	144

*Figures have been updated to reflect more accurate data. Includes directly connected exchange lines including ISDN and DSL.

Table 13**Summary of all operators' business revenues (percent)**

	BT	C&W Comms	*Worldcom	ntl & Telewest	*Others Includes Concert
Local calls					
00/01 Q3	67.3	9.0	n/a	9.5	14.2
00/01 Q4	65.2	9.4	n/a	9.2	16.2
01/02 Q1	67.4	9.2	n/a	9.4	14.0
01/02 Q2	67.2	9.3	n/a	9.1	14.5
01/02 Q3	65.8	8.7	n/a	8.9	16.6
National calls					
00/01 Q3	49.4	10.1	14.5	6.8	19.1
00/01 Q4	51.7	9.9	14.6	6.4	17.4
01/02 Q1	48.9	10.6	15.4	5.4	19.7
01/02 Q2	47.0	10.3	17.7	5.9	19.1
01/02 Q3	46.0	9.3	17.1	6.0	21.6
International calls					
00/01 Q3	37.6	11.8	19.7	3.0	27.9
00/01 Q4	37.3	10.4	19.4	2.8	30.1
01/02 Q1	35.2	10.9	20.9	2.7	30.2
01/02 Q2	36.0	10.6	22.2	2.8	28.4
01/02 Q3	34.7	9.9	22.1	2.8	30.4
Calls to mobiles					
00/01 Q3	55.2	17.2	n/a	7.0	20.6
00/01 Q4	52.5	17.1	n/a	7.8	22.6
01/02 Q1	52.7	16.6	n/a	8.3	22.4
01/02 Q2	57.5	9.7	n/a	9.3	23.5
01/02 Q3	51.8	14.9	n/a	8.3	25.1
Other calls					
00/01 Q3	50.0	21.9	12.1	6.6	9.4
00/01 Q4	49.2	22.2	8.9	6.2	13.5
01/02 Q1	48.7	22.1	12.3	7.0	9.8
01/02 Q2	47.1	28.3	5.8	6.0	12.9
01/02 Q3	45.9	23.5	7.3	6.6	16.7
All calls					
00/01 Q3	51.4	15.2	9.9	6.6	16.9
00/01 Q4	50.7	15.2	8.8	6.4	18.9
01/02 Q1	50.1	15.3	10.1	6.6	17.8
01/02 Q2	49.9	15.9	9.0	6.5	18.6
01/02 Q3	48.0	15.0	9.1	6.6	21.3
Call & exchange line revenues					
00/01 Q3	61.6	12.0	6.9	5.6	13.8
00/01 Q4	60.9	12.1	6.2	5.9	14.9
01/02 Q1	60.6	12.4	7.0	6.1	14.0
01/02 Q2	60.9	12.5	6.2	5.9	14.6
01/02 Q3	59.9	11.6	6.2	5.5	16.7

*Worldcom local call data is included in national calls

Table 13a**Summary of all operators' business volumes (percent)**

	BT	C&W Comms	*Worldcom	ntl & Telewest	*Others Includes Concert
Local calls					
00/01 Q3	59.2	13.7	n/a	10.1	16.9
00/01 Q4	58.1	14.4	n/a	9.1	18.4
01/02 Q1	56.5	14.8	n/a	10.2	18.5
01/02 Q2	55.9	15.0	n/a	9.9	19.2
01/02 Q3	55.5	15.6	n/a	10.0	18.8
National calls					
00/01 Q3	38.0	15.6	11.7	8.9	25.7
00/01 Q4	38.2	15.3	12.1	8.5	25.8
01/02 Q1	37.2	15.7	13.1	8.0	26.1
01/02 Q2	35.6	14.7	16.0	7.4	26.3
01/02 Q3	34.7	14.6	18.0	7.4	25.3
International calls					
00/01 Q3	18.4	13.4	31.0	3.8	33.4
00/01 Q4	18.1	13.0	33.1	2.8	33.0
01/02 Q1	20.7	14.5	27.1	1.9	35.7
01/02 Q2	17.5	13.3	35.0	2.3	31.9
01/02 Q3	17.2	13.8	34.7	2.9	31.4
Calls to mobiles					
00/01 Q3	55.1	19.3	n/a	6.3	19.3
00/01 Q4	52.3	18.6	n/a	8.3	20.7
01/02 Q1	54.0	18.2	n/a	6.7	21.1
01/02 Q2	52.6	17.4	n/a	7.3	22.7
01/02 Q3	50.1	15.9	n/a	7.0	27.0
Other calls					
00/01 Q3	49.6	6.0	8.5	4.0	31.9
00/01 Q4	52.6	5.8	2.6	4.7	34.3
01/02 Q1	53.9	4.7	5.6	4.0	31.9
01/02 Q2	52.6	4.4	2.7	4.1	36.2
01/02 Q3	52.5	4.2	5.3	4.0	34.0
All calls					
00/01 Q3	47.2	11.6	8.1	6.9	26.1
00/01 Q4	48.0	11.5	6.1	6.9	27.6
01/02 Q1	48.4	11.1	7.1	6.5	26.9
01/02 Q2	47.1	10.4	7.1	6.3	29.2
01/02 Q3	46.8	10.1	8.5	6.2	28.3
Lines at end of period					
00/01 Q3	87.1	4.0	n/a	6.0	2.9
00/01 Q4	86.9	3.9	n/a	6.1	3.1
01/02 Q1	87.0	3.8	n/a	6.3	3.0
01/02 Q2	87.3	3.4	n/a	6.2	3.0
01/02 Q3	87.4	3.2	n/a	4.5	5.0

*Worldcom local call data is included in national calls

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

	Call Revenues (£millions)	Market Share (per cent)
BT	50.3	34.7%
WorldCom	32.1	22.1%
C&W Comms	14.3	9.9%
Concert	5.2	3.6%
COLT	4.8	3.3%
ACC Long Distance	4.2	2.9%
ntl	3.1	2.2%
Others	30.8	21.3%
Total	144.9	

Table 14**Business call revenues by call type & operator (£m)**

	All operators	BT	C&W Comms	*Worldcom	ntl & Telewest	Others Includes Concert
Local calls						
00/01 Q3	146	98	13	0	14	21
00/01 Q4	143	93	13	0	13	23
01/02 Q1	134	90	12	0	13	19
01/02 Q2	133	89	12	0	12	19
01/02 Q3	131	86	11	0	12	22
National calls						
00/01 Q3	232	115	23	34	16	44
00/01 Q4	236	122	23	34	15	41
01/02 Q1	229	112	24	35	12	45
01/02 Q2	234	110	24	42	14	45
01/02 Q3	224	103	21	38	13	48
International calls						
00/01 Q3	155	58	18	30	5	43
00/01 Q4	162	60	17	31	5	49
01/02 Q1	142	50	16	30	4	43
01/02 Q2	151	54	16	33	4	43
01/02 Q3	145	50	14	32	4	44
Calls to mobiles						
00/01 Q3	191	105	33	0	13	39
00/01 Q4	212	111	36	0	16	48
01/02 Q1	207	109	34	0	17	46
01/02 Q2	193	111	19	0	18	45
01/02 Q3	211	109	31	0	18	53
Other calls						
00/01 Q3	330	165	72	40	22	31
00/01 Q4	341	168	76	30	21	46
01/02 Q1	330	161	73	41	23	32
01/02 Q2	341	161	96	20	20	44
01/02 Q3	333	153	78	24	22	56
All calls						
00/01 Q3	1,053	541	160	104	69	178
00/01 Q4	1,095	555	166	96	70	207
01/02 Q1	1,042	523	159	106	69	186
01/02 Q2	1,052	525	168	95	68	196
01/02 Q3	1,044	501	156	95	69	223

***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 (Mmitts)**

	All operators	BT	C&W Comms	*Worldcom	ntl & Telewest	Others Includes Concert
Local calls						
00/01 Q3	5,704	3,377	784	0	579	964
00/01 Q4	5,913	3,434	853	0	537	1,088
01/02 Q1	5,621	3,176	831	0	574	1,040
01/02 Q2	5,529	3,088	831	0	548	1,062
01/02 Q3	5,389	2,992	841	0	540	1,015
National calls						
00/01 Q3	7,161	2,722	1,120	840	636	1,843
00/01 Q4	7,486	2,859	1,145	909	638	1,934
01/02 Q1	7,300	2,714	1,146	957	580	1,902
01/02 Q2	7,569	2,696	1,109	1,211	563	1,990
01/02 Q3	7,389	2,561	1,079	1,334	545	1,870
International calls						
00/01 Q3	1,195	220	160	371	45	399
00/01 Q4	1,285	232	167	426	36	424
01/02 Q1	1,053	218	153	285	20	376
01/02 Q2	1,187	208	157	415	27	379
01/02 Q3	1,133	195	157	393	33	356
Calls to mobiles						
00/01 Q3	1,237	682	239	0	78	239
00/01 Q4	1,386	725	258	0	116	287
01/02 Q1	1,341	724	245	0	90	283
01/02 Q2	1,402	737	244	0	102	319
01/02 Q3	1,447	725	230	0	101	391
Other calls						
00/01 Q3	9,448	4,687	567	799	379	3,016
00/01 Q4	10,359	5,447	604	265	492	3,552
01/02 Q1	10,562	5,690	492	589	424	3,368
01/02 Q2	11,896	6,254	519	324	487	4,312
01/02 Q3	12,644	6,635	533	665	506	4,305
All calls						
00/01 Q3	24,746	11,688	2,870	2,010	1,717	6,461
00/01 Q4	26,429	12,697	3,027	1,600	1,819	7,285
01/02 Q1	25,877	12,522	2,866	1,832	1,689	6,968
01/02 Q2	27,584	12,983	2,861	1,950	1,727	8,063
01/02 Q3	28,003	13,108	2,840	2,392	1,725	7,938

*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 Q3	00/01 Q4	01/02 Q1	01/02 Q2	01/02 Q3
Call revenues (£m)					
Local Calls	146	143	134	133	131
National Calls	232	236	229	234	224
International Calls	155	162	142	151	145
Calls to Mobile	191	212	207	193	211
Special Local Rate (calling party)	161	167	142	144	149
Special National Rate (calling party)	31	35	32	35	40
Calls to Premium Rate Services	32	36	34	36	36
DQ / IDQ Calls	41	46	39	40	41
Other Calls Through the Operator	1	1	1	1	2
Calls to Paging Operators	1	1	1	1	1
Chargecard Calls	10	9	10	10	9
VPN OFFNET (Breakout) Calls	31	22	25	28	37
Other Calls	21	23	45	46	18
Total	1,053	1,095	1,042	1,052	1,044
Call volumes (Mmitts)					
	00/01 Q3	00/01 Q4	01/02 Q1	01/02 Q2	01/02 Q3
Local Calls	5,704	5,913	5,621	5,529	5,389
National Calls	7,161	7,486	7,300	7,569	7,389
International Calls	1,195	1,285	1,053	1,187	1,133
Calls to Mobile	1,237	1,386	1,341	1,402	1,447
Freephone Calls	3,052	3,643	3,177	4,384	4,629
Special Local Rate	4,572	4,929	5,679	5,314	5,828
Special National Rate	321	426	400	391	428
Calls to Premium Rate Services	30	52	46	42	60
DQ / IDQ Calls	45	49	46	41	40
Other Calls Through the Operator	3	5	2	3	7
Calls to Paging Operators	5	5	4	4	2
Chargecard Calls	30	31	25	20	22
VPN OFFNET (Breakout) Calls	643	726	476	622	710
Other Calls	745	493	707	1,075	918
Total	24,746	26,429	25,877	27,584	28,003

*Chargecard calls only included from 99/00 onwards. 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 (£m)**

	All operators	BT	Kingston	C&W Comms	ntl & Telewest	Others Includes Concert
Connection						
00/01 Q3	41	36	0	1	2	3
00/01 Q4	43	36	0	2	2	3
01/02 Q1	41	34	0	2	3	1
01/02 Q2	39	33	0	1	3	2
01/02 Q3	31	26	0	1	1	3
Line rental						
00/01 Q3	408	348	1	20	13	25
00/01 Q4	422	359	1	21	19	21
01/02 Q1	427	357	2	26	19	23
01/02 Q2	444	376	2	24	19	24
01/02 Q3	442	382	2	18	14	27

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

Table 17**Business exchange line numbers by operator (000's)**

	All operators	BT	Kingston	C&W Comms	*ntl & Telewest	Others Includes Concert
Connections during period						
00/01 Q3	596	535	0	0	37	24
00/01 Q4	592	529	0	0	40	23
01/02 Q1	582	518	0	0	40	24
01/02 Q2	561	501	0	0	38	22
01/02 Q3	584	486	0	0	68	30
Lines at end of period						
00/01 Q3	10,110	8,808	70	400	610	222
00/01 Q4	10,257	8,912	74	398	630	243
01/02 Q1	10,309	8,964	73	389	651	232
01/02 Q2	10,254	8,955	70	350	637	242
01/02 Q3	10,332	9,031	69	326	660	246
Net change during period						
00/01 Q3	149	119	14	-17	20	13
00/01 Q4	148	105	4	-3	20	21
01/02 Q1	52	52	-2	-8	21	-11
01/02 Q2	-55	-9	-3	-39	-14	10
01/02 Q3	78	76	-1	-24	24	4

*Figures have been updated to reflect more accurate data. Includes directly connected exchange lines including ISDN and DSL.

Table 18**Interconnect revenues by call type & operator (£m)**

	Operator receiving revenues					
	All operators	BT	Kingston	C&W Comms	ntl & Telewest	Others <small>Includes Concert</small>
From UK fixed inland						
00/01 Q3	519	289	0	81	27	121
00/01 Q4	548	320	0	84	32	112
01/02 Q1	538	319	0	70	34	115
01/02 Q2	513	301	0	69	35	107
01/02 Q3	543	343	0	64	34	101
From UK fixed outgoing international						
00/01 Q3	219	12	1	45	1	161
00/01 Q4	222	25	1	38	4	155
01/02 Q1	209	20	1	39	0	150
01/02 Q2	210	19	1	37	0	153
01/02 Q3	194	19	1	28	0	146
From UK mobile						
00/01 Q3	202	170	0	32	0	0
00/01 Q4	250	217	0	33	0	0
01/02 Q1	243	210	0	31	0	1
01/02 Q2	251	217	0	33	0	1
01/02 Q3	240	212	0	27	0	1
From overseas incoming international*						
00/01 Q3	245	24	0	73	0	148
00/01 Q4	221	21	0	84	0	116
01/02 Q1	220	34	0	75	0	111
01/02 Q2	175	30	0	34	0	111
01/02 Q3	204	38	0	75	0	91
Total						
00/01 Q3	1,186	496	1	231	28	430
00/01 Q4	1,242	583	1	239	36	384
01/02 Q1	1,210	583	1	216	34	376
01/02 Q2	1,149	568	1	173	35	372
01/02 Q3	1,181	613	1	194	35	338

*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 (Mmmts)**

	Operator receiving revenues					
	All operators	BT	Kingston	C&W Comms	ntl & Telewest	Others <small>Includes Concert</small>
From UK fixed inland						
00/01 Q3	38,483	14,837	0	4,833	5,773	13,040
00/01 Q4	44,051	16,292	0	4,967	7,467	15,324
01/02 Q1	41,114	15,881	0	4,477	6,479	14,277
01/02 Q2	42,494	16,261	0	4,233	6,778	15,223
01/02 Q3	42,913	16,865	0	3,860	6,945	15,243
From UK fixed outgoing international						
00/01 Q3	3,029	169	11	543	1	2,306
00/01 Q4	3,272	171	13	484	1	2,603
01/02 Q1	2,937	188	10	509	1	2,230
01/02 Q2	2,856	191	10	485	1	2,168
01/02 Q3	2,679	167	11	414	5	2,082
From UK mobile						
00/01 Q3	7,300	6,588	0	703	0	9
00/01 Q4	7,531	6,827	0	694	0	10
01/02 Q1	7,646	6,930	0	706	0	10
01/02 Q2	7,816	7,093	0	711	0	12
01/02 Q3	8,135	7,423	0	691	5	16
From overseas incoming international						
00/01 Q3	3,402	940	0	909	0	1,553
00/01 Q4	3,313	777	0	942	0	1,594
01/02 Q1	3,489	1,064	0	942	1	1,482
01/02 Q2	3,498	1,035	0	994	21	1,448
01/02 Q3	4,140	1,731	0	981	50	1,378
Total						
00/01 Q3	52,214	22,534	11	6,988	5,774	16,907
00/01 Q4	58,166	24,067	13	7,087	7,468	19,531
01/02 Q1	55,186	24,063	10	6,634	6,480	17,999
01/02 Q2	56,664	24,580	10	6,423	6,800	18,851
01/02 Q3	57,867	26,186	11	5,946	7,005	18,719

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 (£m)**

	Operator making payment					
	All operators	BT	Kingston	C&W Comms	ntl & Telewest	Others <small>Includes Concert</small>
To UK fixed						
Inland						
00/01 Q3	478	202	4	66	110	96
00/01 Q4	584	268	4	73	137	104
01/02 Q1	555	244	4	66	123	118
01/02 Q2	548	257	4	65	105	117
01/02 Q3	458	188	4	60	93	113
To UK fixed outgoing international						
00/01 Q3	108	0	0	9	9	90
00/01 Q4	100	0	0	7	4	88
01/02 Q1	84	0	0	6	5	73
01/02 Q2	85	0	0	6	5	73
01/02 Q3	80	0	0	4	4	71
To UK mobile						
00/01 Q3	575	507	0	56	0	12
00/01 Q4	583	510	0	59	0	14
01/02 Q1	635	567	0	53	0	15
01/02 Q2	632	561	0	52	0	18
01/02 Q3		585	0	45	2	18
To overseas outgoing international						
00/01 Q3	340	86	0	107	0	147
00/01 Q4	336	79	0	93	0	163
01/02 Q1	317	79	0	92	1	144
01/02 Q2	325	74	0	93	2	157
01/02 Q3	308	72	0	76	2	158
Total						
00/01 Q3	1,500	795	4	238	119	343
00/01 Q4	1,603	856	4	232	142	370
01/02 Q1	1,590	890	4	217	129	350
01/02 Q2	1,590	892	4	216	112	365
01/02 Q3	1,495	844	4	185	101	360

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 (Mmitts)**

	Operator making payment					
	All operators	BT	Kingston	C&W Comms	ntl & Telewest	Others <small>Includes Concert</small>
To UK fixed inland						
00/01 Q3	41,136	19,459	160	8,686	5,138	7,693
00/01 Q4	44,817	21,056	181	9,138	5,254	9,188
01/02 Q1	46,584	21,311	188	8,730	5,103	11,252
01/02 Q2	47,312	19,702	196	8,438	7,314	11,662
01/02 Q3	48,649	21,955	214	7,950	6,655	11,874
To UK fixed outgoing international						
00/01 Q3	1,512	0	2	97	129	1,284
00/01 Q4	1,357	0	2	80	132	1,144
01/02 Q1	1,295	0	3	77	118	1,097
01/02 Q2	1,347	0	3	79	89	1,176
01/02 Q3	1,341	0	3	67	86	1,186
To UK mobile						
00/01 Q3	5,162	4,587	0	490	0	85
00/01 Q4	5,438	4,843	0	510	0	86
01/02 Q1	5,806	5,217	0	465	0	124
01/02 Q2	5,946	5,380	0	468	0	99
01/02 Q3	6,124	5,611	0	402	14	98
To overseas outgoing international						
00/01 Q3	3,752	923	0	1,067	4	1,758
00/01 Q4	3,812	899	0	1,077	5	1,831
01/02 Q1	3,748	833	0	1,109	19	1,787
01/02 Q2	3,878	889	0	1,074	25	1,890
01/02 Q3	3,789	926	0	925	35	1,903
Total						
00/01 Q3	51,561	24,969	162	10,340	5,271	10,820
00/01 Q4	55,425	26,798	183	10,805	5,391	12,248
01/02 Q1	57,433	27,361	191	10,381	5,240	14,260
01/02 Q2	58,484	25,970	199	10,059	7,428	14,827
01/02 Q3	59,904	28,492	217	9,344	6,790	15,061

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

Annex

International traffic by route - Q3 2001/02 (October to December 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:

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

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 Q3 2001/02 (millions of minutes)

Rank	Country	Outbound	Incoming	Rank
	All routes	3202.8	1895.9	
1	USA (inc. Hawaii & Alaska)	529.4	408.5	(1)
2	Germany	239.7	153.3	(2)
3	France	175.3	139.0	(3)
4	Ireland	170.7	129.0	(4)
5	Spain	115.6	77.0	(7)
6	Canada	102.8	81.8	(6)
7	Australia	96.2	97.5	(5)
8	Italy	95.9	63.1	(9)
9	Netherlands	89.6	73.6	(8)
10	India	80.6	26.4	(16)
11	Pakistan	66.0	6.0	(36)
12	Japan	53.0	10.8	(28)
13	Sweden	50.6	42.8	(10)
14	Belgium	50.4	33.0	(12)
15	Turkey	46.7	13.0	(26)
16	Poland	43.5	12.3	(27)
17	South Africa	42.8	26.9	(15)
18	Greece	42.7	31.0	(14)
19	Brazil	42.1	8.6	(33)
20	Hong Kong	41.0	24.3	(17)
21	China	40.8	9.8	(30)
22	Switzerland	39.3	39.7	(11)
23	Russia	37.7	5.3	(40)
24	Portugal	32.1	15.1	(23)
25	Philippines	28.0	7.8	(34)

Annex

UK IDD traffic volumes Q3 2001/02 (millions of minutes)

Rank	Country	Outbound	Incoming	Rank
26	Nigeria	27.5	9.0	(32)
27	Austria	24.9	14.2	(24)
28	Malaysia	24.3	4.1	(48)
29	Norway	22.7	17.5	(20)
30	Denmark	21.8	19.9	(18)
31	Ukraine	21.2	1.3	(78)
32	UAE (Emirates)	19.8	18.8	(19)
33	Israel	19.2	13.1	(25)
34	Puerto Rico	17.2	16.6	(21)
35	Egypt	17.2	7.4	(35)
36	Ghana	16.9	4.3	(45)
37	Hungary	16.9	4.0	(49)
38	Thailand	16.5	5.9	(37)
39	New Zealand	16.0	16.2	(22)
40	Jamaica	15.4	4.6	(42)
41	Lebanon	15.3	5.1	(41)
42	Korea, Republic of	15.2	3.0	(57)
43	Yugoslavia (Serbia)	14.9	2.9	(58)
44	Mexico	14.6	2.3	(63)
45	Finland	14.6	9.4	(31)
46	Colombia	14.1	3.4	(54)
47	Singapore	13.3	32.3	(13)
48	Romania	13.2	2.4	(61)
49	Morocco	13.2	4.1	(46)
50	Cyprus	12.4	10.7	(29)
51	Bangladesh	12.4	2.7	(59)
52	Chile	11.9	1.2	(86)
53	Vietnam	11.6	3.8	(51)
54	Taiwan	11.4	3.7	(52)
55	Czech Republic	11.2	5.8	(38)
56	Ecuador	11.1	0.9	(94)
57	Senegal	9.9	0.6	(104)
58	Saudi Arabia	9.5	5.5	(39)
59	Sri Lanka	8.8	2.3	(62)
60	Peru	8.8	0.9	(92)
61	Bulgaria	8.7	1.3	(80)
62	Algeria	8.0	2.2	(64)
63	Iran	7.6	3.9	(50)
64	Indonesia	7.2	2.1	(67)
65	Argentina	7.2	1.4	(74)
66	Luxembourg	7.0	4.5	(43)
67	Kazakhstan	6.7	0.3	(126)
68	Tunisia	6.7	2.2	(65)
69	Monaco	6.5	4.1	(47)
70	Zaire	6.4	1.2	(84)
71	Albania	6.2	0.3	(120)
72	El Salvador	5.7	0.0	(200)
73	Malta	5.7	3.3	(55)
74	Gambia	5.5	0.9	(91)
75	Zimbabwe	5.5	2.2	(66)

Annex

UK IDD traffic volumes Q3 2001/02 (millions of minutes)

Rank	Country	Outbound	Incoming	Rank
76	Croatia	5.5	1.2	(82)
77	Kenya	5.3	1.7	(69)
78	Syrian Arab Republic	5.3	1.7	(70)
79	Lithuania	5.2	0.5	(108)
80	Honduras	5.2	0.1	(167)
81	Slovenia	4.9	1.2	(85)
82	Jordan	4.8	3.5	(53)
83	Virgin Islands (American)	4.5	4.3	(44)
84	Slovak Republic	4.5	1.2	(83)
85	Tanzania	4.4	0.9	(93)
86	Bosnia and Herzegovina	4.4	1.6	(72)
87	Dominican Republic	4.3	0.3	(130)
88	Guinea	4.0	0.2	(146)
89	Venezuela	3.9	0.9	(90)
90	Mauritius	3.8	3.1	(56)
91	Sudan	3.8	0.4	(114)
92	Iraq	3.6	0.2	(137)
93	Bahrain	3.6	1.4	(76)
94	Latvia	3.6	0.7	(102)
95	Uganda	3.6	0.8	(97)
96	Cuba	3.3	0.7	(99)
97	Kuwait	3.2	1.4	(75)
98	Somalia	3.1	0.1	(160)
99	Netherland Antilles	3.0	0.3	(123)
100	Moldavia	3.0	0.0	(196)
101	Trinidad & Tobago	3.0	1.3	(79)
102	Gibraltar	3.0	1.8	(68)
103	Macedonia	3.0	0.2	(145)
104	Cameroon	2.8	0.3	(128)
105	Barbados	2.7	1.3	(77)
106	Iceland	2.5	1.5	(73)
107	Qatar	2.3	1.7	(71)
108	Ethiopia	2.2	0.3	(124)
109	Guyana	2.1	0.5	(112)
110	Suriname	2.1	0.1	(157)
111	Estonia	1.8	0.7	(100)
112	Yemen Arab Republic	1.8	0.3	(119)
113	Oman	1.7	1.3	(81)
114	Cote d'Ivoire (Ivory Coast)	1.7	0.3	(127)
115	Gabon	1.6	0.1	(148)
116	Azerbaijan	1.6	0.2	(138)
117	St. Lucia	1.6	0.4	(115)
118	Bermuda	1.6	1.1	(87)
119	Libya	1.6	2.5	(60)
120	Nepal	1.5	0.7	(103)
121	Belarus	1.4	1.0	(89)
122	Cocos Islands	1.4	0.0	(231)
123	Christmas & Cocos Islands	1.4	0.0	(219)
124	Cayman Island	1.4	0.5	(106)
125	St. Vincent	1.4	0.2	(142)

Annex

UK IDD traffic volumes Q3 2001/02 (millions of minutes)

Rank	Country	Outbound	Incoming	Rank
126	Uruguay	1.3	0.2	(144)
127	Guadeloupe	1.3	0.0	(177)
128	Sierra Leone	1.3	0.8	(96)
129	Zambia	1.3	0.5	(107)
130	Angola	1.1	0.3	(118)
131	St. Kitts	1.1	0.1	(163)
132	Bolivia	1.1	0.4	(113)
133	Bahamas	1.1	0.5	(105)
134	Georgia	1.0	0.1	(152)
135	Benin	1.0	0.1	(172)
Top 135 Routes		3162.1	1804.7	
Other Routes		40.6	20.8	
Total		3202.8	1895.9	