



Market Information

Fixed Update

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Published by the Office of Telecommunications

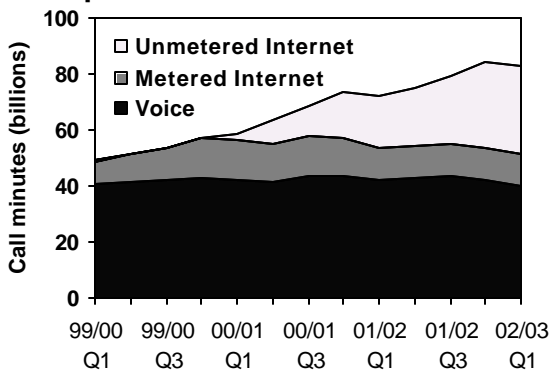
December 2002

Q1 2002/03 (April to June 2002)

PSTN Internet call volumes surpass voice

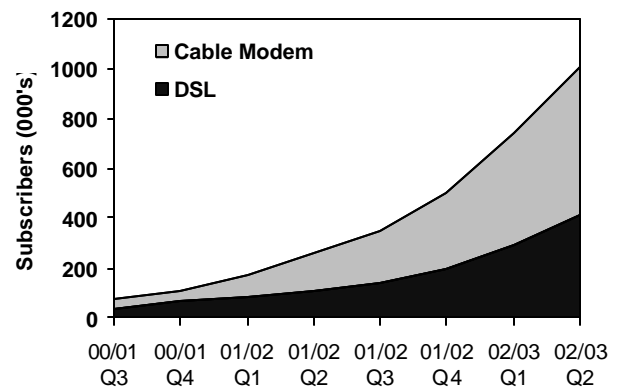
- OfTel estimates that 51 per cent of fixed call volumes were accounted for by dial-up internet calls in the period
- This is the first time that PSTN dial-up Internet call volumes have exceeded voice call volumes

Dial-up internet call volumes



- Around 75% of dial-up internet call volumes are unmetered internet traffic
- OfTel consumer research in August 2002 showed that 61% of online households were on unmetered tariffs
- Migration from pay-as-you-go to unmetered packages is reflected in falling Special Local Rate (SLR) call volumes and growing freephone volumes

UK broadband subscribers



- By the end of the period there were around 750 thousand broadband Internet users in the UK
- This figure had risen to just over a million by the end of September 2002
- The majority of these (59 per cent) were using cable modem broadband services
- Growth in PSTN Internet call volumes slowed to just three per cent during the quarter
- This is possibly a reflection of higher usage Internet users switching to DSL & Cable Modem services

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
	02/03 Q1	01/02 Q1	
Call revenues (£m)			
Local calls	356	408	-12.7
National calls	345	375	-8.1
International calls	268	275	-2.3
Calls to mobiles	502	472	6.4
Other calls	662	642	3.1
All calls	2,133	2,171	-1.8
Exchange line revenues (£m)			
Connection	53	66	-19.7
Line rental	1,013	1,001	1.2
Total call & exchange line revenues	3,199	3,237	-1.2

Local, national and international only include simple voice calls (including ISDN). Other calls includes number translation service (including revenues from the called party), premium rate, DQ, operator calls, the speaking clock and public payphones. Calls to Internet Service Providers will be included in Other calls. Exchange line 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
	02/03 Q1	01/02 Q1	
Call volumes (millions of minutes)			
Local calls	17,716	18,783	-5.7
National calls	13,021	13,452	-3.2
International calls	1,935	1,881	2.9
Calls to mobiles	3,506	3,305	6.1
Other calls	46,895	34,857	34.5
All calls	83,074	72,279	14.9
Exchange lines (thousands)			
Connections during period	1,214	1,363	-11.0
Lines at end of period	35,326	34,995	0.9
Broadband Internet subscribers	747	173	331.9

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

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

	BT	Kingston	Cable & Wireless	ntl & Telewest	*Others Includes Concert
Local calls*					
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
01/02 Q4	70.5	0.5	2.9	17.2	8.9
02/03 Q1	68.0	0.6	3.0	18.8	9.6
National calls*					
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
01/02 Q4	51.8	0.5	5.8	12.1	29.8
02/03 Q1	52.7	0.6	5.7	11.0	30.0
International calls					
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
01/02 Q4	44.5	0.3	5.5	7.2	42.5
02/03 Q1	43.9	0.3	5.3	7.1	43.4
Calls to mobiles					
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
01/02 Q4	60.1	0.5	7.3	15.7	16.3
02/03 Q1	60.4	0.5	7.1	15.5	16.5
Other calls					
01/02 Q1	65.2	0.4	8.0	12.0	14.4
01/02 Q2	64.5	0.4	11.4	11.4	12.3
01/02 Q3	65.2	0.4	8.1	11.7	14.6
01/02 Q4	62.5	0.5	7.7	10.4	18.8
02/03 Q1	63.4	0.6	7.7	9.0	19.5
All calls					
01/02 Q1	61.6	0.5	6.4	14.0	17.6
01/02 Q2	62.0	0.5	6.6	13.7	17.3
01/02 Q3	60.6	0.5	5.9	13.6	19.4
01/02 Q4	59.5	0.5	6.1	12.8	21.1
02/03 Q1	59.3	0.5	6.1	12.2	21.8
Call & exchange line revenues					
01/02 Q1	69.3	0.4	5.1	12.6	12.6
01/02 Q2	69.7	0.4	5.2	12.2	12.4
01/02 Q3	69.3	0.5	4.6	11.7	14.0
01/02 Q4	68.2	0.5	4.7	11.5	15.0
02/03 Q1	67.6	0.5	4.8	11.8	15.3

*Worldcom local call data is included in national calls

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

	BT	Kingston	Cable & Wireless	ntl & Telewest	*Others Includes Concert
Local calls*					
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
01/02 Q4	72.1	1.1	4.4	14.2	8.1
02/03 Q1	72.5	1.2	4.1	14.1	8.2
National calls*					
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
01/02 Q4	48.7	0.5	7.7	14.2	28.9
02/03 Q1	49.1	0.4	7.3	13.6	29.6
International calls					
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
01/02 Q4	29.1	0.2	7.7	5.8	57.2
02/03 Q1	28.7	0.2	7.5	6.2	57.5
Calls to mobiles					
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
01/02 Q4	63.3	0.4	7.1	14.3	15.0
02/03 Q1	63.8	0.4	6.7	13.6	15.5
Other calls					
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
01/02 Q4	72.0	0.5	1.1	13.8	12.6
02/03 Q1	71.8	0.3	1.1	13.6	13.2
All calls					
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
01/02 Q4	66.9	0.6	3.3	13.8	15.4
02/03 Q1	67.0	0.5	3.1	13.5	15.9
Lines at end of period					
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	82.2	0.6	1.1	15.5	0.7
01/02 Q4	82.3	0.6	1.1	15.3	0.7
02/03 Q1	82.5	0.6	1.1	15.0	0.7

*Worldcom local call data is included in national calls

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

	All operators	BT	Kingston	*Cable & Wireless	ntl & Telewest	Others
Local calls						
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
01/02 Q4	420	296	2	12	72	37
02/03 Q1	356	242	2	11	67	34
National calls						
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
01/02 Q4	377	195	2	22	46	112
02/03 Q1	345	182	2	20	38	104
International calls						
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
01/02 Q4	275	122	1	15	20	117
02/03 Q1	268	118	1	14	19	116
Calls to mobiles						
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
01/02 Q4	501	302	2	37	79	82
02/03 Q1	502	304	2	36	78	83
Other calls						
01/02 Q1	642	418	3	52	77	92
01/02 Q2	651	420	3	75	74	80
01/02 Q3	664	433	3	54	77	97
01/02 Q4	667	417	3	51	70	126
02/03 Q1	662	419	4	51	59	129
All calls						
01/02 Q1	2,171	1,336	10	138	305	382
01/02 Q2	2,211	1,370	10	146	302	383
01/02 Q3	2,238	1,356	11	132	305	435
01/02 Q4	2,241	1,333	11	137	286	474
02/03 Q1	2,133	1,264	11	131	261	466

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 (millions of minutes)**

	All operators	BT	Kingston	Cable & Wireless	ntl & Telewest	*Others
Local calls						
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
01/02 Q4	18,810	13,568	213	826	2,679	1,525
02/03 Q1	17,716	12,837	206	723	2,501	1,450
National calls						
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
01/02 Q4	13,645	6,647	65	1,052	1,943	3,938
02/03 Q1	13,021	6,398	51	948	1,775	3,850
International calls						
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
01/02 Q4	1,976	576	3	152	114	1,131
02/03 Q1	1,935	555	3	145	119	1,113
Calls to mobiles						
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
01/02 Q4	3,456	2,186	15	244	493	518
02/03 Q1	3,506	2,236	14	236	475	545
Other calls						
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
01/02 Q4	46,206	33,272	231	530	6,374	5,799
02/03 Q1	46,895	33,666	148	493	6,379	6,210
All calls						
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
01/02 Q4	84,093	56,249	527	2,804	11,603	12,910
02/03 Q1	83,074	55,692	422	2,543	11,249	13,168

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**

	01/02 Q1	01/02 Q2	01/02 Q3	01/02 Q4	02/03 Q1
Revenues (£m)					
Local calls	408	417	424	420	356
National calls	375	385	376	377	345
International calls	275	290	282	275	268
Calls to mobile	472	468	492	501	502
Special Local Rate (calling party)	262	245	281	279	273
Special National Rate (calling party)	56	61	66	73	78
Calls to Premium Rate Services	111	119	116	111	131
DQ / IDQ Calls	60	63	61	63	65
Calls from public payphones	54	63	61	50	48
Other calls	100	101	79	92	66
Total	2,171	2,211	2,238	2,241	2,133
Freephone, Special Local & National Rate (called party)	142	142	139	133	137
Payments to service providers for premium rate services	76	78	75	75	63
	01/02 Q1	01/02 Q2	01/02 Q3	01/02 Q4	02/03 Q1
Call volumes (millions of minutes)					
Local calls	18,783	18,472	18,887	18,810	17,716
National calls	13,452	13,736	13,643	13,645	13,021
International calls	1,881	2,082	1,995	1,976	1,935
Calls to mobile	3,305	3,380	3,438	3,456	3,506
Freephone calls	12,923	15,586	18,848	24,953	26,772
Special Local Rate*	19,284	18,710	18,998	18,198	16,914
Special National Rate	929	967	1,022	1,022	902
Calls to Premium Rate Services	190	167	170	147	141
DQ / IDQ Calls	87	85	85	78	70
Calls from public payphones	-	-	-	-	190
Other calls	1,445	1,863	2,101	1,807	1,717
Total	72,279	75,048	79,187	84,093	83,074
of which to Internet	29,838	31,885	35,576	41,346	42,615
of which voice	42,440	43,163	43,611	42,747	40,459

*Includes some unmetered Internet call volumes. 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	Cable & Wireless	ntl & Telewest	Others
Connection						
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
01/02 Q4	53	40	1	4	8	1
02/03 Q1	57	42	0	2	10	3
Line rental						
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
01/02 Q4	1,013	883	5	16	87	23
02/03 Q1	1,059	891	5	22	112	29

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	*Cable & Wireless	ntl & Telewest	Others
Connections during period						
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
01/02 Q4	1,214	858	n/a	n/a	333	23
02/03 Q1	1,214	872	n/a	n/a	314	28
Lines at end of period						
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	35,384	29,069	216	384	5,469	246
01/02 Q4	35,355	29,087	227	383	5,408	250
02/03 Q1	35,326	29,145	228	382	5,311	261 P
Net change during period						
01/02 Q1	-52	59	-1	-8	-91	-11
01/02 Q2	-81	-139	-7	-39	95	10
01/02 Q3	470	268	-3	34	167	4
01/02 Q4	-29	18	11	-1	-61	4
02/03 Q1	-29	58	0	-1	-98	11

*Figures have been updated to reflect more accurate data. P - Provisional, subject to revision. Revisions may also affect historical data. Includes directly connected exchange lines including ISDN.

Table 7a**Access lines by type**

	<u>Residential revenues (£m)</u>		<u>Business revenues (£m)</u>		<u>Residential volumes (000's)</u>		<u>Business volumes (000's)</u>	
	Connection	Rental	Connection	Rental	Connections	Lines	Connections	Lines
Exchange lines								
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	17	274	712	24,748	291	7,130
01/02 Q4	16	573	20	251	630	24,636	253	7,079
02/03 Q1	20	576	19	269	632	24,544	261	7,051 P
ISDN2 channels								
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
01/02 Q4	2	9	10	86	57	286	125	1,496
02/03 Q1	1	10	11	88	37	301	133	1,539 P
ISDN30 channels								
01/02 Q1	-	-	7	79	-	-	130	1,674
01/02 Q2	-	-	7	82	-	-	128	1,750
01/02 Q3	-	-	5	87	-	-	168	1,815
01/02 Q4	-	-	5	92	-	-	151	1,858
02/03 Q1	-	-	6	98	-	-	151	1,892 P

P - Provisional, subject to revision. Revisions may also affect historical data.

Table 7b**Broadband Internet subscribers (000's)**

	Total	DSL	Cable Modem	Other
01/02 Q1	173	83	90	0
01/02 Q2	256	103	153	0
01/02 Q3	348	140	208	0
01/02 Q4	502	192	309	0
02/03 Q1	747	290	453	4
02/03 Q2	1,011	408	597	7

Table 8**Summary of residential revenue market shares (percent)**

	BT	Kingston	ntl & Telewest	*Others
Local calls*				
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
01/02 Q4	73.3	n/a	20.8	5.9
02/03 Q1	69.8	n/a	23.7	6.5
National calls*				
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
01/02 Q4	62.0	n/a	18.0	20.0
02/03 Q1	62.8	n/a	17.2	20.0
International calls				
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
01/02 Q4	57.1	n/a	12.3	30.6
02/03 Q1	56.9	n/a	11.8	31.4
Calls to mobiles				
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
01/02 Q4	66.7	n/a	21.8	11.5
02/03 Q1	67.6	n/a	20.9	11.5
Other calls				
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
01/02 Q4	74.2	n/a	16.9	8.9
02/03 Q1	76.8	n/a	14.5	8.6
All calls				
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
01/02 Q4	68.5	n/a	18.7	12.7
02/03 Q1	68.9	n/a	18.1	13.0
Call & exchange line revenues				
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
01/02 Q4	74.8	0.1	16.7	8.4
02/03 Q1	74.7	0.1	16.8	8.4

*Worldcom local call data is included in national calls

Table 8a**Summary of residential volume market shares (percent)**

	BT	Kingston	ntl & Telewest	*Others
Local calls*				
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
01/02 Q4	79.1	n/a	16.3	4.6
02/03 Q1	79.4	n/a	16.0	4.7
National calls*				
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
01/02 Q4	65.2	n/a	21.3	13.4
02/03 Q1	66.5	n/a	19.6	13.9
International calls				
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
01/02 Q4	45.4	n/a	9.1	45.4
02/03 Q1	45.8	n/a	8.8	45.3
Calls to mobiles				
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
01/02 Q4	74.3	n/a	19.4	6.3
02/03 Q1	75.3	n/a	18.3	6.4
Other calls				
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
01/02 Q4	78.4	n/a	17.8	3.7
02/03 Q1	78.4	n/a	17.8	3.8
All calls				
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
01/02 Q4	76.5	n/a	17.8	5.8
02/03 Q1	76.7	n/a	17.4	5.8
Lines at end of period				
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
01/02 Q4	80.4	0.6	19.0	0.0
02/03 Q1	80.7	0.6	18.7	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
Local calls*				
01/02 Q1	273	201	65	8
01/02 Q2	284	211	63	10
01/02 Q3	293	214	66	13
01/02 Q4	290	213	60	17
02/03 Q1	235	164	56	15
National calls*				
01/02 Q1	146	97	31	18
01/02 Q2	151	101	31	19
01/02 Q3	152	98	29	25
01/02 Q4	152	94	27	30
02/03 Q1	136	86	24	27
International calls				
01/02 Q1	132	75	19	38
01/02 Q2	139	82	20	37
01/02 Q3	137	78	18	41
01/02 Q4	132	75	16	40
02/03 Q1	129	74	15	41
Calls to mobiles				
01/02 Q1	265	183	67	14
01/02 Q2	274	191	66	17
01/02 Q3	280	184	67	29
01/02 Q4	283	189	62	32
02/03 Q1	285	193	60	33
Other calls				
01/02 Q1	280	204	54	22
01/02 Q2	269	196	54	19
01/02 Q3	296	220	55	20
01/02 Q4	289	215	49	26
02/03 Q1	319	245	46	28
All calls				
01/02 Q1	1,096	760	235	101
01/02 Q2	1,118	782	234	102
01/02 Q3	1,158	794	236	128
01/02 Q4	1,146	786	215	146
02/03 Q1	1,105	761	200	143

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 (millions of minutes)**

	All operators	BT	ntl & Telewest	*Others Includes Concert
Local calls*				
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
01/02 Q4	13,377	10,580	2,178	619
02/03 Q1	12,692	10,074	2,028	590
National calls*				
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
01/02 Q4	6,243	4,073	1,331	840
02/03 Q1	5,964	3,967	1,168	829
International calls				
01/02 Q1	829	390	117	322
01/02 Q2	895	408	137	350
01/02 Q3	862	404	90	368
01/02 Q4	858	390	78	390
02/03 Q1	830	380	73	376
Calls to mobiles				
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
01/02 Q4	1,949	1,448	378	122
02/03 Q1	1,991	1,499	364	127
Other calls				
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
01/02 Q4	33,074	25,943	5,895	1,236
02/03 Q1	33,428	26,203	5,938	1,287
All calls				
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
01/02 Q4	55,501	42,434	9,860	3,207
02/03 Q1	54,904	42,123	9,571	3,210

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**

	01/02 Q1	01/02 Q2	01/02 Q3	01/02 Q4	02/03 Q1
Revenues (£m)					
Local Calls	273	284	293	290	235
National Calls	146	151	152	152	136
International Calls	132	139	137	132	129
Calls to Mobile	265	274	280	283	285
Special Local Rate (calling party)	129	110	143	131	131
Special National Rate (calling party)	26	28	29	32	39
Calls to Premium Rate Services	79	85	83	79	99
DQ / IDQ Calls	23	26	23	23	27
Other Calls	22	20	17	25	24
Total	1,096	1,118	1,158	1,146	1,105
Call volumes (millions of minutes)					
Local Calls	13,162	12,943	13,498	13,377	12,692
National Calls	6,153	6,167	6,253	6,243	5,964
International Calls	829	895	862	858	830
Calls to Mobile	1,964	1,978	1,991	1,949	1,991
Freephone Calls	9,746	11,202	14,212	19,028	20,186
Special Local Rate*	13,605	13,396	13,162	12,886	11,861
Special National Rate	529	575	593	605	573
Calls to Premium Rate Services	143	125	126	114	117
DQ / IDQ Calls	41	44	44	40	40
Other Calls	219	127	429	401	650
Total	46,390	47,452	51,171	55,501	54,904

*Includes some unmetered Internet call volumes. 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				
01/02 Q1	20	13	0	7
01/02 Q2	22	15	0	7
01/02 Q3	19	14	0	5
01/02 Q4	18	12	1	6
02/03 Q1	21	12	0	9
Line rental				
01/02 Q1	572	497	3	72
01/02 Q2	560	488	3	70
01/02 Q3	572	507	3	62
01/02 Q4	582	509	2	71
02/03 Q1	586	505	2	78

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				
01/02 Q1	782	475	n/a	306
01/02 Q2	772	493	n/a	278
01/02 Q3	758	442	n/a	316
01/02 Q4	687	395	n/a	292
02/03 Q1	669	397	n/a	272
Lines at end of period				
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
01/02 Q4	24,922	20,028	156	4,738
02/03 Q1	24,844	20,054	155	4,635
Net change during period				
01/02 Q1	-103	7	1	-112
01/02 Q2	-25	-130	-5	109
01/02 Q3	334	192	-2	144
01/02 Q4	-73	-10	8	-70
02/03 Q1	-78	27	-1	-104

Includes directly connected exchange lines including ISDN.

Table 13**Summary of business revenue market shares (percent)**

	BT	Kingston	Cable & Wireless	*Worldcom	ntl & Telewest	Others
Local calls*						
01/02 Q1	67.4	n/a	9.2	n/a	9.4	14.0
01/02 Q2	67.2	n/a	9.3	n/a	9.1	14.5
01/02 Q3	65.8	n/a	8.7	n/a	8.9	16.6
01/02 Q4	64.1	n/a	9.4	n/a	9.2	17.3
02/03 Q1	64.6	n/a	8.9	n/a	9.2	17.2
National calls*						
01/02 Q1	48.9	n/a	10.6	15.4	5.4	19.7
01/02 Q2	47.0	n/a	10.3	17.7	5.9	19.1
01/02 Q3	46.0	n/a	9.3	17.1	6.0	21.6
01/02 Q4	45.0	n/a	9.7	19.0	8.1	18.1
02/03 Q1	46.1	n/a	9.4	18.8	7.0	18.7
International calls						
01/02 Q1	35.2	n/a	10.9	20.9	2.7	30.2
01/02 Q2	36.0	n/a	10.6	22.2	2.8	28.4
01/02 Q3	34.7	n/a	9.9	22.1	2.8	30.4
01/02 Q4	32.9	n/a	10.5	23.2	2.6	30.8
02/03 Q1	31.8	n/a	10.1	24.7	2.8	30.5
Calls to mobiles						
01/02 Q1	52.7	n/a	16.6	n/a	8.3	22.4
01/02 Q2	57.5	n/a	9.7	n/a	9.3	23.5
01/02 Q3	51.8	n/a	14.9	n/a	8.3	25.1
01/02 Q4	51.7	n/a	16.8	n/a	7.9	23.7
02/03 Q1	51.2	n/a	16.4	n/a	8.4	24.0
Other calls						
01/02 Q1	52.1	n/a	16.7	13.2	7.5	10.5
01/02 Q2	50.3	n/a	23.4	6.2	6.4	13.7
01/02 Q3	49.5	n/a	17.4	7.9	7.1	18.0
01/02 Q4	46.5	n/a	15.6	11.6	6.3	19.9
02/03 Q1	42.8	n/a	17.2	12.2	4.4	23.5
All calls						
01/02 Q1	51.2	n/a	13.5	10.3	6.8	18.2
01/02 Q2	51.0	n/a	14.1	9.2	6.6	19.0
01/02 Q3	49.2	n/a	12.9	9.3	6.7	21.8
01/02 Q4	47.6	n/a	13.1	10.9	6.9	21.5
02/03 Q1	46.5	n/a	13.3	11.2	6.2	22.8
Call & exchange line revenues						
01/02 Q1	61.4	0.1	11.1	7.1	6.2	14.1
01/02 Q2	61.8	0.1	11.2	6.3	6.0	14.7
01/02 Q3	60.9	0.1	10.1	6.3	5.7	16.9
01/02 Q4	59.5	0.2	10.4	7.6	5.9	16.5
02/03 Q1	59.4	0.2	10.5	7.5	5.1	17.4

*Worldcom local call data is included in national calls

Table 13a**Summary of business volume market shares (percent)**

	BT	Kingston	Cable & Wireless	*Worldcom	ntl & Telewest	Others
Local calls*						
01/02 Q1	56.5	n/a	14.8	n/a	10.2	18.5
01/02 Q2	55.9	n/a	15.0	n/a	9.9	19.2
01/02 Q3	55.5	n/a	15.6	n/a	10.0	18.8
01/02 Q4	55.0	n/a	15.2	n/a	9.2	20.6
02/03 Q1	55.0	n/a	14.4	n/a	9.4	21.2
National calls*						
01/02 Q1	37.2	n/a	15.7	13.1	8.0	26.1
01/02 Q2	35.6	n/a	14.7	16.0	7.4	26.3
01/02 Q3	34.7	n/a	14.6	18.0	7.4	25.3
01/02 Q4	34.8	n/a	14.2	19.1	8.3	23.7
02/03 Q1	34.4	n/a	13.4	19.6	8.6	24.0
International calls						
01/02 Q1	20.7	n/a	14.5	27.1	1.9	35.7
01/02 Q2	17.5	n/a	13.3	35.0	2.3	31.9
01/02 Q3	17.2	n/a	13.8	34.7	2.9	31.4
01/02 Q4	16.6	n/a	13.6	34.3	3.3	32.2
02/03 Q1	15.8	n/a	13.1	34.5	4.2	32.4
Calls to mobiles						
01/02 Q1	54.0	n/a	18.2	n/a	6.7	21.1
01/02 Q2	52.6	n/a	17.4	n/a	7.3	22.7
01/02 Q3	50.1	n/a	15.9	n/a	7.0	27.0
01/02 Q4	49.0	n/a	16.2	n/a	7.6	27.2
02/03 Q1	48.6	n/a	15.6	n/a	7.3	28.5
Other calls						
01/02 Q1	53.9	n/a	4.7	5.6	4.0	31.9
01/02 Q2	52.6	n/a	4.4	2.7	4.1	36.2
01/02 Q3	52.5	n/a	4.2	5.3	4.0	34.0
01/02 Q4	55.8	n/a	4.0	1.2	3.6	35.4
02/03 Q1	54.8	n/a	3.7	0.9	3.3	37.3
All calls						
01/02 Q1	48.4	n/a	11.1	7.1	6.5	26.9
01/02 Q2	47.1	n/a	10.4	7.1	6.3	29.2
01/02 Q3	46.8	n/a	10.1	8.5	6.2	28.3
01/02 Q4	48.3	n/a	9.8	6.8	6.1	29.0
02/03 Q1	47.8	n/a	9.1	6.7	6.0	30.4
Lines at end of period						
01/02 Q1	87.0	0.7	3.8	n/a	6.3	2.3
01/02 Q2	87.3	0.7	3.4	n/a	6.2	2.4
01/02 Q3	86.9	0.7	3.7	n/a	4.4	4.3
01/02 Q4	86.8	0.7	3.7	n/a	4.5	4.3
02/03 Q1	86.7	0.7	3.6	n/a	4.3	4.6

*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	44.2	31.8%
WorldCom	34.4	24.7%
Cable & Wireless	19.6	14.1%
COLT	4.8	3.5%
ntl	3.6	2.6%
Others	32.5	23.4%
Total	139.1	

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

	All operators	BT	*Cable & Wireless	**Worldcom	ntl & Telewest	Others
Local calls						
01/02 Q1	134	90	12	n/a	13	19
01/02 Q2	133	89	12	n/a	12	19
01/02 Q3	131	86	11	n/a	12	22
01/02 Q4	130	83	12	n/a	12	23
02/03 Q1	121	78	11	n/a	11	21
National calls						
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
01/02 Q4	225	101	22	43	18	41
02/03 Q1	209	96	20	39	15	39
International calls						
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
01/02 Q4	143	47	15	33	4	44
02/03 Q1	139	44	14	34	4	42
Calls to mobiles						
01/02 Q1	207	109	34	n/a	17	46
01/02 Q2	193	111	19	n/a	18	45
01/02 Q3	211	109	31	n/a	18	53
01/02 Q4	219	113	37	n/a	17	52
02/03 Q1	217	111	36	n/a	18	52
Other calls						
01/02 Q1	308	161	52	41	23	32
01/02 Q2	319	161	75	20	20	44
01/02 Q3	308	153	54	24	22	56
01/02 Q4	328	153	51	38	21	65
02/03 Q1	295	126	51	36	13	69
All calls						
01/02 Q1	1,021	523	138	106	69	186
01/02 Q2	1,030	525	146	95	68	196
01/02 Q3	1,019	501	132	95	69	223
01/02 Q4	1,045	497	137	114	72	224
02/03 Q1	980	456	131	110	61	224

*Figures have been revised to reflect more accurate data. **Local call data for Worldcom is included in national calls. Local, national and international only include simple voice calls (including ISDN). Other calls includes 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 (millions of minutes)**

	All operators	BT	Cable & Wireless	*Worldcom	ntl & Telewest	Others
Local calls						
01/02 Q1	5,621	3,176	831	n/a	574	1,040
01/02 Q2	5,529	3,088	831	n/a	548	1,062
01/02 Q3	5,389	2,992	841	n/a	540	1,015
01/02 Q4	5,433	2,988	826	n/a	501	1,118
02/03 Q1	5,024	2,763	723	n/a	473	1,065
National calls						
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
01/02 Q4	7,402	2,574	1,052	1,411	613	1,753
02/03 Q1	7,057	2,431	948	1,380	607	1,692
International calls						
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
01/02 Q4	1,118	186	152	383	36	360
02/03 Q1	1,106	175	145	382	46	358
Calls to mobiles						
01/02 Q1	1,341	724	245	n/a	90	283
01/02 Q2	1,402	737	244	n/a	102	319
01/02 Q3	1,447	725	230	n/a	101	391
01/02 Q4	1,507	739	244	n/a	115	410
02/03 Q1	1,515	737	236	n/a	111	431
Other calls						
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
01/02 Q4	13,119	7,316	530	153	478	4,642
02/03 Q1	13,277	7,273	493	118	441	4,953
All calls						
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
01/02 Q4	28,580	13,803	2,804	1,947	1,743	8,282
02/03 Q1	27,979	13,379	2,543	1,880	1,678	8,500

*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**

	01/02 Q1	01/02 Q2	01/02 Q3	01/02 Q4	02/03 Q1
Call revenues (£m)					
Local Calls	134	133	131	130	121
National Calls	229	234	224	225	209
International Calls	142	151	145	143	139
Calls to Mobile	207	193	211	219	217
Special Local Rate (calling party)	132	135	138	148	142
Special National Rate (calling party)	30	33	37	41	40
Calls to Premium Rate Services	31	34	34	33	32
DQ / IDQ Calls	37	37	38	39	39
Other Calls	78	81	62	68	42
Total	1,021	1,030	1,019	1,045	980
Call volumes (millions of minutes)					
	01/02 Q1	01/02 Q2	01/02 Q3	01/02 Q4	02/03 Q1
Local Calls	5,621	5,529	5,389	5,433	5,024
National Calls	7,300	7,569	7,389	7,402	7,057
International Calls	1,053	1,187	1,133	1,118	1,106
Calls to Mobile	1,341	1,402	1,447	1,507	1,515
Freephone Calls	3,177	4,384	4,636	5,925	6,586
Special Local Rate*	5,679	5,314	5,836	5,313	5,053
Special National Rate	400	391	429	418	328
Calls to Premium Rate Services	46	42	44	32	24
DQ / IDQ Calls	46	41	40	37	30
Other Calls	1,214	1,723	1,659	1,394	1,257
Total	25,877	27,584	28,003	28,580	27,979

*Includes some unmetered Internet call volumes. 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	Cable & Wireless	ntl & Telewest	Others
Connection						
01/02 Q1	41	34	0	2	3	1
01/02 Q2	39	33	0	1	3	2
01/02 Q3	32	26	0	1	2	3
01/02 Q4	35	28	0	4	2	2
02/03 Q1	36	31	0	2	1	3
Line rental						
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
01/02 Q4	431	374	3	16	16	23
02/03 Q1	453	386	3	22	13	29

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	*Cable & Wireless	*ntl & Telewest	Others
Connections during period						
01/02 Q1	582	518	n/a	n/a	40	24
01/02 Q2	561	501	n/a	n/a	38	22
01/02 Q3	584	486	n/a	n/a	68	30
01/02 Q4	530	463	n/a	n/a	41	26
02/03 Q1	545	475	n/a	n/a	42	28
Lines at end of period						
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	10,390	9,031	69	384	660	246
01/02 Q4	10,433	9,059	71	383	670	250
02/03 Q1	10,482	9,091	72	382	676	261 P
Net change during period						
01/02 Q1	52	52	-2	-8	21	-11
01/02 Q2	-55	-9	-3	-39	-14	10
01/02 Q3	136	76	-1	34	23	4
01/02 Q4	43	29	3	-1	10	4
02/03 Q1	49	31	1	-1	6	11

*Figures have been updated to reflect more accurate data. P - Provisional, subject to revision. Revisions may also affect historical data. Includes directly connected exchange lines including ISDN .

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

	Operator receiving revenues					Others
	All operators	BT	Kingston	Cable & Wireless	ntl & Telewest	
From UK fixed inland						
01/02 Q1	538	319	-	70	34	115
01/02 Q2	513	301	-	69	35	107
01/02 Q3	543	343	-	64	34	101
01/02 Q4	506	300	-	75	35	96
02/03 Q1	413	229	-	67	35	83
From UK fixed outgoing international						
01/02 Q1	209	20	1	39	-	150
01/02 Q2	210	19	1	37	-	153
01/02 Q3	194	19	1	28	-	146
01/02 Q4	171	16	1	21	-	133
02/03 Q1	181	20	1	26	-	134
From UK mobile						
01/02 Q1	243	210	-	31	-	1
01/02 Q2	251	217	-	33	-	1
01/02 Q3	240	212	-	27	-	1
01/02 Q4	244	235	-	8	-	1
02/03 Q1	233	225	-	7	-	1
From overseas incoming international						
01/02 Q1	187	-	-	75	-	111
01/02 Q2	145	-	-	34	-	111
01/02 Q3	165	-	-	75	-	91
01/02 Q4	150	-	-	71	-	79
02/03 Q1	159	-	-	80	1	78
Total						
01/02 Q1	1,176	549	1	216	34	376
01/02 Q2	1,118	538	1	173	35	372
01/02 Q3	1,142	575	1	194	34	338
01/02 Q4	1,071	551	1	176	35	308
02/03 Q1	987	474	1	180	36	296

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 (millions of minutes)**

	Operator receiving revenues					
	All operators	BT	Kingston	Cable & Wireless	ntl & Telewest	Others
From UK fixed inland						
01/02 Q1	41,114	15,881	-	4,477	6,479	14,277
01/02 Q2	42,494	16,261	-	4,233	6,778	15,223
01/02 Q3	42,913	16,865	-	3,860	6,945	15,243
01/02 Q4	42,692	17,402	-	3,407	7,094	14,789
02/03 Q1	40,212	15,846	-	2,807	6,467	15,092
From UK fixed outgoing international						
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
01/02 Q4	2,518	174	11	355	2	1,976
02/03 Q1	2,636	152	11	444	3	2,025
From UK mobile						
01/02 Q1	7,646	6,930	-	706	0	10
01/02 Q2	7,816	7,093	-	711	0	12
01/02 Q3	8,135	7,423	-	691	5	16
01/02 Q4	7,940	7,365	-	544	11	20
02/03 Q1	8,259	7,680	-	544	16	19
From overseas incoming international						
01/02 Q1	2,425	-	-	942	1	1,482
01/02 Q2	2,463	-	-	994	21	1,448
01/02 Q3	2,409	-	-	981	50	1,378
01/02 Q4	2,204	-	-	1,027	65	1,112
02/03 Q1	2,468	-	-	1,136	83	1,249
Total						
01/02 Q1	54,122	22,999	10	6,634	6,480	17,999
01/02 Q2	55,629	23,545	10	6,423	6,800	18,851
01/02 Q3	56,136	24,455	11	5,946	7,005	18,719
01/02 Q4	55,355	24,941	11	5,333	7,172	17,898
02/03 Q1	53,575	23,678	11	4,931	6,570	18,386

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	Cable & Wireless	ntl & Telewest	Others
To UK fixed						
Inland						
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
01/02 Q4	628	354	4	59	81	131
02/03 Q1	455	206	3	47	80	119
To UK fixed outgoing international						
01/02 Q1	84	-	-	6	5	73
01/02 Q2	85	-	-	6	5	73
01/02 Q3	79	-	-	4	4	71
01/02 Q4	63	-	-	3	4	56
02/03 Q1	52	-	-	2	3	48
To UK mobile						
01/02 Q1	635	567	-	53	0	15
01/02 Q2	632	561	-	52	0	18
01/02 Q3	650	585	-	45	2	18
01/02 Q4	605	537	-	48	4	16
02/03 Q1	627	552	-	50	6	19
To overseas outgoing international						
01/02 Q1	238	-	-	92	1	144
01/02 Q2	251	-	-	93	2	157
01/02 Q3	236	-	-	76	2	158
01/02 Q4	229	-	-	77	4	148
02/03 Q1	223	-	-	83	3	137
Total						
01/02 Q1	1,511	811	4	217	129	350
01/02 Q2	1,515	818	4	216	112	365
01/02 Q3	1,423	772	4	185	101	360
01/02 Q4	1,525	891	4	187	93	351
02/03 Q1	1,357	759	3	182	91	323

Payments and revenues and the associated minutes may not reconcile due to timing differences or missing / incorrect data. May include some payments for mobile to mobile transit traffic.

Table 21**Interconnect payments - related volumes by call type & operator (millions of minutes)**

	Operator making payment					
	All operators	BT	Kingston	Cable & Wireless	ntl & Telewest	Others
To UK fixed inland						
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
01/02 Q4	50,883	26,200	226	7,702	6,262	10,493
02/03 Q1	39,678	14,487	230	6,648	7,330	10,983
To UK fixed outgoing international						
01/02 Q1	1,295	-	3	77	118	1,097
01/02 Q2	1,347	-	3	79	89	1,176
01/02 Q3	1,341	-	3	67	86	1,186
01/02 Q4	1,144	-	3	68	73	1,001
02/03 Q1	1,126	-	3	28	63	1,033
To UK mobile						
01/02 Q1	5,806	5,217	-	465	0	124
01/02 Q2	5,946	5,380	-	468	0	99
01/02 Q3	6,124	5,611	-	402	14	98
01/02 Q4	6,171	5,636	-	429	36	70
02/03 Q1	6,285	5,698	-	458	52	78
To overseas outgoing international						
01/02 Q1	2,915	-	-	1,109	19	1,787
01/02 Q2	2,989	-	-	1,074	25	1,890
01/02 Q3	2,863	-	-	925	35	1,903
01/02 Q4	2,783	-	-	898	46	1,839
02/03 Q1	2,993	-	-	1,059	37	1,897
Total						
01/02 Q1	56,600	26,528	191	10,381	5,240	14,260
01/02 Q2	57,595	25,081	199	10,059	7,428	14,827
01/02 Q3	58,978	27,566	217	9,344	6,790	15,061
01/02 Q4	60,981	31,836	229	9,097	6,417	13,402
02/03 Q1	50,082	20,185	233	8,192	7,482	13,991

Payments and revenues and the associated minutes may not reconcile due to timing differences or missing / incorrect data. May include some volumes for mobile to mobile transit traffic.

Annex

International traffic by route - 2002/03 Q1 April to June 2002)

The table below shows international traffic volumes to and from the UK on routes carrying over one million minutes of outbound traffic in 2002/03 Q1. 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	Energis	KDD	Teleglobe
Call Net	Esprit	Net Net	Telia
Carrier 1	Facilicom	ntl	Telstra
Cignal	Global One	PGE	Viatel
COLT	Global Crossing	Primus	Worldcom
Concert	GNTC	SingTel	
CWC	Interoute	Tele Danmark	

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 Table 5.

UK IDD traffic volumes 2002/03 Q1 (millions of minutes)

Rank	Country	Outbound	Incoming	Rank
	All routes	3167.6	2340.7	
1	USA (inc. Hawaii & Alaska)	549.9	361.9	(1)
2	France	211.4	152.1	(3)
3	Germany	206.8	210.8	(2)
4	Ireland	156.3	125.0	(4)
5	Spain	123.0	66.6	(9)
6	Italy	110.6	114.1	(5)
7	Australia	104.5	107.6	(6)
8	Canada	76.6	94.5	(7)
9	Switzerland	73.5	49.1	(13)
10	Pakistan	67.8	7.7	(40)
11	Netherlands	66.6	58.8	(11)
12	India	61.3	26.5	(22)
13	Belgium	57.8	45.0	(16)
14	Sweden	56.1	59.7	(10)
15	Greece	50.4	69.9	(8)
16	Japan	50.1	13.8	(30)
17	Slovak Republic	49.0	53.1	(12)
18	Brazil	47.0	13.7	(31)
19	Poland	46.0	12.1	(32)
20	Russia	39.8	27.1	(21)
21	Philippines	38.9	23.9	(23)
22	Portugal	38.9	40.5	(17)
23	Turkey	35.2	15.0	(28)
24	South Africa	34.9	12.0	(33)
25	China	32.2	11.4	(34)

Annex

UK IDD traffic volumes 2002/03 Q1 (millions of minutes)

Rank	Country	Outbound	Incoming	Rank
26	Denmark	31.2	28.6	(20)
27	Singapore	31.1	45.4	(15)
28	Netherland Antilles	30.9	45.5	(14)
29	Hong Kong	30.6	29.4	(19)
30	Nigeria	29.9	9.7	(36)
31	Austria	29.4	22.9	(25)
32	Norway	28.3	21.6	(26)
33	UAE (Emirates)	26.3	23.5	(24)
34	New Zealand	24.4	16.5	(27)
35	Israel	23.3	30.2	(18)
36	Malaysia	22.7	3.8	(61)
37	Ukraine	21.9	6.4	(44)
38	Hungary	20.8	6.4	(47)
39	Egypt	18.6	8.1	(39)
40	Cyprus	16.8	14.6	(29)
41	Mexico	16.5	4.1	(58)
42	Thailand	16.0	6.8	(41)
43	Ghana	15.7	5.6	(51)
44	Morocco	14.7	4.7	(53)
45	Colombia	14.6	6.7	(42)
46	Korea, Republic of	13.9	3.3	(66)
47	Finland	12.9	10.2	(35)
48	Jamaica	12.6	2.7	(71)
49	Taiwan	11.9	3.7	(62)
50	Lebanon	11.7	6.4	(45)
51	Bulgaria	11.7	2.3	(79)
52	Ecuador	10.7	1.9	(87)
53	Syrian Arab Republic	10.7	4.2	(57)
54	Czech Republic	10.1	6.5	(43)
55	Bangladesh	10.0	4.7	(54)
56	Yugoslavia (Serbia)	9.8	8.5	(38)
57	Croatia	9.7	2.2	(82)
58	Romania	9.6	2.3	(80)
59	Peru	9.6	2.7	(70)
60	Vietnam	9.1	3.9	(60)
61	Sri Lanka	8.8	4.2	(56)
62	Chile	8.8	4.0	(59)
63	Kazakhstan	8.6	1.1	(101)
64	Algeria	8.0	9.6	(37)
65	Monaco	7.9	2.5	(75)
66	Iran	7.8	6.3	(48)
67	Malta	7.6	3.4	(65)
68	Senegal	7.5	2.2	(83)
69	Albania	7.3	1.2	(100)
70	Zimbabwe	7.2	2.5	(74)
71	Ross Island	7.1	2.3	(81)
72	Tunisia	6.8	2.5	(76)
73	Argentina	6.8	2.6	(72)
74	Saudi Arabia	6.4	3.7	(63)
75	Indonesia	6.2	2.5	(73)

Annex

UK IDD traffic volumes 2002/03 Q1 (millions of minutes)

Rank	Country	Outbound	Incoming	Rank
76	El Salvador	6.1	0.0	(196)
77	Gambia	5.9	1.4	(93)
78	Puerto Rico	5.9	1.3	(97)
79	Luxembourg	5.8	4.3	(55)
80	Lithuania	5.6	0.8	(113)
81	Slovenia	5.5	2.0	(85)
82	Zaire	5.1	1.5	(92)
83	Iceland	5.0	1.7	(89)
84	St. Vincent	4.9	6.4	(46)
85	Kenya	4.8	2.1	(84)
86	Bosnia and Herzegovina	4.6	3.7	(64)
87	Venezuela	4.4	1.3	(95)
88	Bahrain	4.2	5.8	(50)
89	Tanzania	4.2	0.8	(107)
90	Latvia	4.1	0.9	(105)
91	Honduras	4.0	0.4	(130)
92	Macedonia	3.8	1.3	(98)
93	Kuwait	3.8	6.3	(49)
94	Sudan	3.7	0.9	(106)
95	Panama	3.6	0.9	(104)
96	Suriname	3.4	0.6	(121)
97	Jordan	3.3	3.1	(68)
98	Dominican Republic	3.3	0.2	(151)
99	Estonia	3.0	1.4	(94)
100	Mauritius	3.0	2.9	(69)
101	Iraq	2.9	0.8	(111)
102	Ethiopia	2.8	0.5	(125)
103	Gibraltar	2.7	2.4	(78)
104	Uganda	2.7	1.3	(96)
105	Trinidad & Tobago	2.6	1.6	(91)
106	Cuba	2.6	0.9	(103)
107	Bahamas	2.5	0.5	(126)
108	San Marino	2.4	3.2	(67)
109	Guinea	2.4	0.3	(136)
110	Barbados	2.3	5.2	(52)
111	Cote d'Ivoire (Ivory Coast)	2.3	0.8	(112)
112	Cameroon	2.2	0.5	(123)
113	Somalia	2.1	0.2	(144)
114	Nepal	1.9	0.8	(108)
115	Cayman Island	1.8	1.8	(88)
116	Bermuda	1.7	1.7	(90)
117	Seychelles	1.7	0.8	(109)
118	Moldavia	1.7	0.2	(161)
119	Oman	1.6	1.2	(99)
120	Qatar	1.5	2.0	(86)
121	Sierra Leone	1.5	0.2	(157)
122	Armenia	1.5	0.2	(158)
123	Grenada	1.4	0.4	(133)
124	Cocos Islands	1.4	0.0	(219)
125	Guadeloupe	5.5	0.1	(190)

Annex

UK IDD traffic volumes 2002/03 Q1 (millions of minutes)

Rank	Country	Outbound	Incoming	Rank
126	Angola	1.4	0.5	(127)
127	Libya	1.4	2.4	(77)
128	Bolivia	1.4	0.6	(117)
129	Azerbaijan	1.3	0.7	(115)
130	St. Lucia	1.3	0.2	(149)
131	Yemen Arab Republic	1.2	0.6	(116)
132	Guyana	1.1	0.4	(129)
133	Belarus	1.1	1.0	(102)
134	Uruguay	1.1	0.1	(169)
135	Zambia	1.1	0.5	(122)
Top 135 Routes		3128.9	2315.7	
Other Routes		38.7	25.0	
Total		3167.6	2340.7	