



Market Information

Fixed Update

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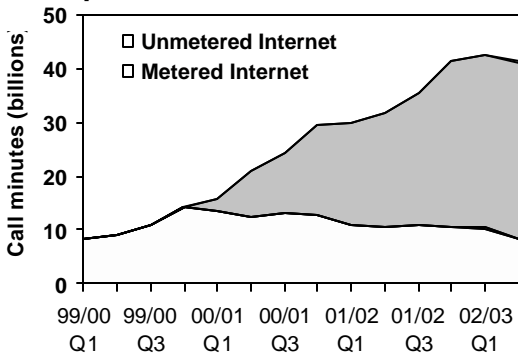
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Q2 2002/03 (July to September 2002)

Traffic volumes confirm switch to broadband

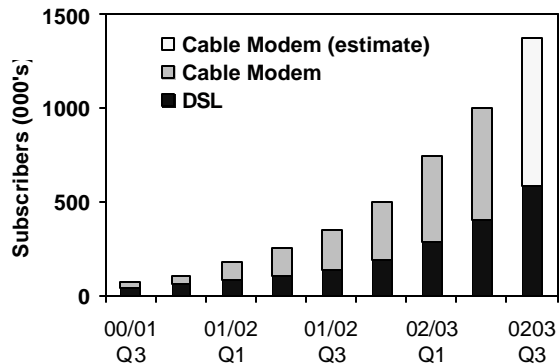
- OfTel estimates that PSTN Internet traffic volumes fell by 2% in the quarter to September 2002
- This is the first time that dial-up volumes have fallen since OfTel started to compile Internet traffic data three years previously
- This is likely to reflect higher usage dial-up Internet users switching to DSL & Cable Modem broadband services

Dial-up internet call volumes



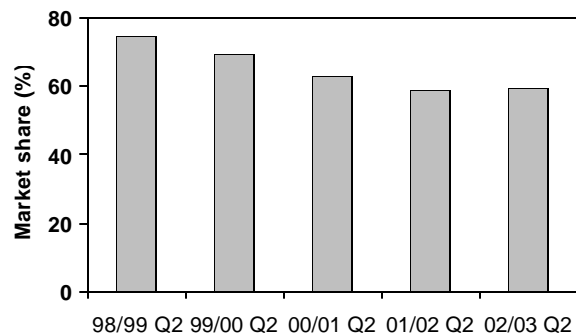
- This seems to be confirmed by broadband subscriber numbers which continue to increase and OfTel Consumer Research which shows that the proportion of online households is relatively stable at around 40%

UK broadband subscribers



- While unmetered Internet call volumes continue to grow, metered volumes appear to be falling
- Total voice call volumes fell for the fourth successive period reflecting a decline in local and national call volumes
- BT's share of voice call volumes rose slightly in the quarter to stand at 60%

Estimated BT voice call volume share



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 Q2	01/02 Q2	
Call revenues (£m)			
Local calls	353	417	-15.4
National calls	341	385	-11.6
International calls	268	290	-7.5
Calls to mobiles	513	468	9.7
Other calls	654	651	0.5
All calls	2,130	2,211	-3.7
Exchange line revenues (£m)			
Connection	63	63	1.4
Line rental	1,126	1,010	11.4
Total call & exchange line revenues	3,319	3,284	1.1

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
	02/03 Q2	01/02 Q2	
Call volumes (millions of minutes)			
Local calls	17,393	18,472	-5.8
National calls	12,811	13,736	-6.7
International calls	1,941	2,082	-6.8
Calls to mobiles	3,611	3,380	6.8
Other calls	46,211	37,376	23.6
All calls	81,967	75,047	9.2
Exchange lines (thousands)			
Connections during period	1,120	1,340	-16.5
Lines at end of period	34,877	35,195	-0.9
Broadband Internet subscribers	1,011	256	294.9

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 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
02/03 Q2	69.1	0.6	2.9	18.2	9.1
National calls*					
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
02/03 Q2	53.9	0.6	5.5	10.0	30.0
International calls					
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
02/03 Q2	44.8	0.3	5.0	7.0	42.9
Calls to mobiles					
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
02/03 Q2	60.7	0.5	7.1	15.2	16.5
Other calls					
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	19.4
02/03 Q2	62.6	0.5	7.8	8.4	20.7
All calls					
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
02/03 Q2	59.6	0.5	6.1	11.7	22.1
Call & exchange line revenues					
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	15.1
02/03 Q1	68.1	0.5	4.8	11.2	15.4
02/03 Q2	69.2	0.5	4.7	10.7	15.0

*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 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
02/03 Q2	72.3	1.1	4.1	14.2	8.3
National calls*					
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
02/03 Q2	50.0	0.4	7.1	12.3	30.2
International calls					
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
02/03 Q2	28.6	0.1	7.3	6.4	57.6
Calls to mobiles					
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
02/03 Q2	63.9	0.4	6.8	13.3	15.6
Other calls					
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
02/03 Q2	72.8	0.3	1.1	12.3	13.6
All calls					
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
02/03 Q2	67.7	0.5	3.0	12.6	16.2
Lines at end of period					
01/02 Q2	81.8	0.6	1.0	15.1	1.5
01/02 Q3	81.4	0.6	1.1	15.3	1.6
01/02 Q4	81.5	0.6	1.1	15.1	1.7
02/03 Q1	81.3	0.6	1.1	15.2	1.8
02/03 Q2	81.9	0.7	1.1	14.6	1.8

*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 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
02/03 Q2	353	244	2	10	64	32
National calls						
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
02/03 Q2	341	184	2	19	34	102
International calls						
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
02/03 Q2	268	120	1	13	19	115
Calls to mobiles						
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
02/03 Q2	513	312	2	36	78	85
Other calls						
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
02/03 Q2	654	409	3	51	55	136
All calls						
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
02/03 Q2	2,130	1,269	11	130	250	470

*WorldCom local call data is included under national calls. Q2 02/03 figures have been compiled using Q1 02/03 WorldCom data as WorldCom are revising their reporting processes and its figures for Q2 02/03 are not currently available. 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 Q2	18,472	13,140	220	831	2,861	1,420
01/02 Q3	18,887	13,584	222	841	2,852	1,388
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
02/03 Q2	17,393	12,577	194	706	2,466	1,450
National calls						
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
02/03 Q2	12,811	6,407	52	911	1,574	3,867
International calls						
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	115	1,130
02/03 Q1	1,935	555	3	145	119	1,113
02/03 Q2	1,941	555	2	141	124	1,118
Calls to mobiles						
01/02 Q2	3,380	2,175	15	244	503	443
01/02 Q3	3,438	2,186	15	230	502	504
01/02 Q4	3,456	2,186	15	244	493	518
02/03 Q1	3,506	2,236	14	236	475	545
02/03 Q2	3,611	2,307	16	244	482	562
Other calls						
01/02 Q2	37,376	25,603	111	519	5,858	5,285
01/02 Q3	41,223	28,648	128	533	6,089	5,824
01/02 Q4	46,206	33,272	231	530	6,373	5,799
02/03 Q1	46,895	33,666	148	493	6,379	6,210
02/03 Q2	46,211	33,640	140	488	5,680	6,263
All calls						
01/02 Q2	75,047	48,140	403	2,861	11,400	12,243
01/02 Q3	79,186	51,605	425	2,840	11,582	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
02/03 Q2	81,967	55,486	404	2,490	10,327	13,260

*WorldCom local call data is included under national calls. Q2 02/03 figures have been compiled using Q1 02/03 WorldCom data as WorldCom are revising their reporting processes and its figures for Q2 02/03 are not currently available. 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 Q2	01/02 Q3	01/02 Q4	02/03 Q1	02/03 Q2
Revenues (£m)					
Local calls	417	424	420	356	353
National calls	385	376	377	345	341
International calls	290	282	275	268	268
Calls to mobile	468	492	501	502	513
Special Local Rate (calling party)	245	281	279	273	264
Special National Rate (calling party)	61	66	73	78	88
Calls to Premium Rate Services	119	116	111	131	147
DQ / IDQ Calls	63	61	63	65	66
Calls from public payphones	63	61	50	48	28
Other calls	101	79	92	66	61
Total	2,211	2,238	2,241	2,133	2,130
Freephone, Special Local & National Rate (called party)	142	139	133	137	133
Payments to service providers for premium rate services	78	75	75	63	71
Call volumes (millions of minutes)*					
	01/02 Q2	01/02 Q3	01/02 Q4	02/03 Q1	02/03 Q2
Local calls	18,472	18,887	18,810	17,716	17,393
National calls	13,736	13,643	13,645	13,021	12,811
International calls	2,082	1,995	1,976	1,935	1,941
Calls to mobile	3,380	3,438	3,456	3,506	3,611
Freephone calls	22,279	25,654	31,418	33,954	34,714
Special Local Rate	12,017	12,192	11,735	10,149	8,636
Special National Rate	967	1,022	1,022	873	1,115
Calls to Premium Rate Services	167	170	147	135	156
DQ / IDQ Calls	85	85	78	68	86
Calls from public payphones	-	-	-	190	209
Other calls	1,862	2,100	1,806	1,336	1,086
Total	75,047	79,186	84,093	83,074	81,967
of which to Internet	31,885	35,576	40,670	42,144	41,316
of which voice	43,162	43,610	43,423	40,929	40,650

*Figures for Freephone and Special Local Rate calls have been re-stated to reflect more accurate data. Local, national and international comprise only simple voice calls (including ISDN). Calls from BT private payphone lines are classified as 'other'. 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 Q2	63	50	0	1	10	2
01/02 Q3	52	41	0	1	7	3
01/02 Q4	54	40	1	4	8	2
02/03 Q1	57	42	0	2	10	3
02/03 Q2	63	54	1	1	7	2
Line rental						
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	1,039	891	5	22	91	29
02/03 Q2	1,126	973	5	25	98	26

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 Q2	1,340	994	n/a	n/a	316	29
01/02 Q3	1,343	928	n/a	n/a	383	31
01/02 Q4	1,218	858	n/a	n/a	333	27
02/03 Q1	1,222	872	n/a	n/a	314	36
02/03 Q2	1,120	793	n/a	n/a	299	28
Lines at end of period						
01/02 Q2	35,195	28,801	219	350	5,302	523
01/02 Q3	35,712	29,069	216	384	5,469	574
01/02 Q4	35,701	29,087	227	383	5,408	595
02/03 Q1	35,149	28,565	228	382	5,356	618
02/03 Q2	34,877	28,548	227	384	5,093	625
Net change during period						
01/02 Q2	-77	-139	-7	-39	95	14
01/02 Q3	518	268	-3	34	167	51
01/02 Q4	-12	18	11	-1	-61	21
02/03 Q1	-552	-523	0	-1	-52	23
02/03 Q2	-272	-16	1	2	-263	6

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

Table 7a**Access lines by type (000's)**

	<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 Q2	20	550	20	280	748	24,408	317	6,738
01/02 Q3	18	563	17	268	712	24,714	292	6,782
01/02 Q4	16	573	20	253	630	24,602	254	6,736
02/03 Q1	20	576	19	267	632	24,517	270	6,281
02/03 Q2	19	587	19	292	640	24,284	231	6,185
ISDN2 channels								
01/02 Q2	2	11	12	82	23	253	123	1,409
01/02 Q3	1	9	10	87	46	281	125	1,450
01/02 Q4	2	9	10	86	57	320	125	1,501
02/03 Q1	1	10	11	88	37	335	133	1,493
02/03 Q2	1	10	12	97	28	335	103	1,519
ISDN30 channels								
01/02 Q2	-	-	7	82	-	-	128	2,387
01/02 Q3	-	-	5	87	-	-	168	2,486
01/02 Q4	-	-	5	92	-	-	151	2,541
02/03 Q1	-	-	6	98	-	-	151	2,526
02/03 Q2	-	-	6	101	-	-	117	2,553

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

	Total	DSL	Cable Modem	Other
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 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
02/03 Q2	71.0	n/a	22.8	6.2
National calls*				
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
02/03 Q2	64.5	n/a	15.3	20.2
International calls				
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
02/03 Q2	58.0	n/a	11.2	30.8
Calls to mobiles				
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
02/03 Q2	67.9	n/a	20.3	11.8
Other calls				
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
02/03 Q2	78.7	n/a	13.0	8.3
All calls				
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
02/03 Q2	70.2	n/a	17.0	12.8
Call & exchange line revenues				
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
02/03 Q2	75.8	0.1	15.8	8.3

*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 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
02/03 Q2	79.3	n/a	16.1	4.6
National calls*				
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
02/03 Q2	67.5	n/a	18.3	14.2
International calls				
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
02/03 Q2	45.3	n/a	8.8	45.9
Calls to mobiles				
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
02/03 Q2	75.5	n/a	18.0	6.5
Other calls				
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
02/03 Q2	79.7	n/a	16.3	4.0
All calls				
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
02/03 Q2	77.6	n/a	16.4	6.0
Lines at end of period				
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	80.6	0.6	18.8	0.0
02/03 Q2	81.4	0.6	18.0	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 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
02/03 Q2	234	166	53	15
National calls*				
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
02/03 Q2	137	88	21	28
International calls				
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
02/03 Q2	130	76	15	40
Calls to mobiles				
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
02/03 Q2	291	198	59	34
Other calls				
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
02/03 Q2	338	266	44	28
All calls				
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
02/03 Q2	1,130	793	192	145

*WorldCom local call data is included under national calls. Q2 02/03 figures have been compiled using Q1 02/03 WorldCom data as WorldCom are revising their reporting processes and its figures for Q2 02/03 are not currently available. 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
Local calls*				
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
02/03 Q2	12,415	9,840	2,002	573
National calls*				
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
02/03 Q2	5,908	3,985	1,082	841
International calls				
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
02/03 Q2	835	378	73	384
Calls to mobiles				
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
02/03 Q2	2,047	1,546	368	133
Other calls				
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
02/03 Q2	32,474	25,881	5,289	1,304
All calls				
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
02/03 Q2	53,679	41,631	8,815	3,234

*WorldCom local call data is included under national calls. Q2 02/03 figures have been compiled using Q1 02/03 WorldCom data as WorldCom are revising their reporting processes and its figures for Q2 02/03 are not currently available. Local, national and international only include simple voice calls (including ISDN). Other calls includes number translation service (including revenues from the called party), premium rate, DQ, operator calls and the speaking clock. Calls to Internet Service Providers will be included in Other calls. For number translation service calls the business and residential split relates to the originating caller but the number dialled is generally controlled by the terminating business service provider.

Table 11**Residential exchange line revenues by operator (£m)**

	All operators	BT	Kingston	ntl & Telewest
Connection				
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
02/03 Q2	20	15	0	5
Line rental				
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
02/03 Q2	597	516	3	79

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 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
02/03 Q2	668	406	n/a	262
Lines at end of period				
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	24,851	20,029	155	4,668
02/03 Q2	24,620	20,041	154	4,424
Net change during period				
01/02 Q2	-25	-130	-5	109
01/02 Q3	334	192	-2	144
01/02 Q4	-73	-10	8	-70
02/03 Q1	-71	1	-1	-71
02/03 Q2	-232	13	-1	-243

Includes directly connected exchange lines including ISDN.

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

	BT	Kingston	Cable & Wireless	ntl & Telewest	*Others
Local calls*					
01/02 Q2	67.2	n/a	9.3	9.1	14.5
01/02 Q3	65.8	n/a	8.7	8.9	16.6
01/02 Q4	64.1	n/a	9.4	9.2	17.3
02/03 Q1	64.6	n/a	8.9	9.2	17.2
02/03 Q2	65.2	n/a	8.6	9.2	17.1
National calls*					
01/02 Q2	47.0	n/a	10.3	5.9	36.9
01/02 Q3	46.0	n/a	9.3	6.0	38.7
01/02 Q4	45.0	n/a	9.7	8.1	37.2
02/03 Q1	46.1	n/a	9.4	7.0	37.5
02/03 Q2	46.4	n/a	9.1	6.4	38.2
International calls					
01/02 Q2	36.0	n/a	10.6	2.8	50.6
01/02 Q3	34.7	n/a	9.9	2.8	52.6
01/02 Q4	32.9	n/a	10.5	2.6	54.0
02/03 Q1	31.8	n/a	10.1	2.8	55.2
02/03 Q2	32.2	n/a	9.7	3.0	55.1
Calls to mobiles					
01/02 Q2	57.5	n/a	9.7	9.3	23.5
01/02 Q3	51.8	n/a	14.9	8.3	25.1
01/02 Q4	51.7	n/a	16.8	7.9	23.7
02/03 Q1	51.2	n/a	16.4	8.4	24.0
02/03 Q2	51.0	n/a	16.2	8.6	24.2
Other calls					
01/02 Q2	50.3	n/a	23.4	6.4	19.9
01/02 Q3	49.5	n/a	17.4	7.1	25.9
01/02 Q4	46.5	n/a	15.6	6.3	31.5
02/03 Q1	42.8	n/a	17.2	4.4	35.6
02/03 Q2	40.8	n/a	17.7	3.8	37.7
All calls					
01/02 Q2	51.0	n/a	14.1	6.6	28.2
01/02 Q3	49.2	n/a	12.9	6.7	31.1
01/02 Q4	47.6	n/a	13.1	6.9	32.4
02/03 Q1	46.5	n/a	13.3	6.2	34.0
02/03 Q2	46.1	n/a	13.3	6.0	34.7
Call & exchange line revenues					
01/02 Q2	61.8	0.1	11.2	6.0	20.9
01/02 Q3	60.9	0.1	10.1	5.7	23.2
01/02 Q4	59.5	0.2	10.4	5.9	24.0
02/03 Q1	59.4	0.2	10.5	5.1	24.9
02/03 Q2	59.9	0.2	10.3	5.2	24.4

*Worldcom local call data is included in national calls

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

	BT	Kingston	Cable & Wireless	ntl & Telewest	*Others
Local calls*					
01/02 Q2	55.9	n/a	15.0	9.9	19.2
01/02 Q3	55.5	n/a	15.6	10.0	18.8
01/02 Q4	55.0	n/a	15.2	9.2	20.6
02/03 Q1	55.0	n/a	14.4	9.4	21.2
02/03 Q2	55.0	n/a	14.2	9.3	21.5
National calls*					
01/02 Q2	35.6	n/a	14.7	7.4	42.3
01/02 Q3	34.7	n/a	14.6	7.4	43.4
01/02 Q4	34.8	n/a	14.2	8.3	42.7
02/03 Q1	34.4	n/a	13.4	8.6	43.5
02/03 Q2	35.1	n/a	13.2	7.1	44.6
International calls					
01/02 Q2	17.5	n/a	13.3	2.3	66.9
01/02 Q3	17.2	n/a	13.8	2.9	66.0
01/02 Q4	16.6	n/a	13.6	3.3	66.5
02/03 Q1	15.8	n/a	13.1	4.2	66.9
02/03 Q2	16.0	n/a	12.8	4.6	66.6
Calls to mobiles					
01/02 Q2	52.6	n/a	17.4	7.3	22.7
01/02 Q3	50.1	n/a	15.9	7.0	27.0
01/02 Q4	49.0	n/a	16.2	7.6	27.2
02/03 Q1	48.6	n/a	15.6	7.3	28.5
02/03 Q2	48.7	n/a	15.6	7.3	28.5
Other calls					
01/02 Q2	52.6	n/a	4.4	4.1	39.0
01/02 Q3	52.5	n/a	4.2	4.0	39.3
01/02 Q4	55.8	n/a	4.0	3.6	36.5
02/03 Q1	54.8	n/a	3.7	3.3	38.2
02/03 Q2	55.8	n/a	3.6	2.9	37.7
All calls					
01/02 Q2	47.1	n/a	10.4	6.3	36.3
01/02 Q3	46.8	n/a	10.1	6.2	36.9
01/02 Q4	48.3	n/a	9.8	6.1	35.8
02/03 Q1	47.8	n/a	9.1	6.0	37.1
02/03 Q2	48.6	n/a	8.9	5.4	37.1
Lines at end of period					
01/02 Q2	85.0	0.7	3.3	6.0	5.0
01/02 Q3	84.3	0.6	3.6	4.3	7.2
01/02 Q4	84.0	0.7	3.6	4.3	7.4
02/03 Q1	82.9	0.7	3.7	4.7	8.0
02/03 Q2	82.9	0.7	3.7	4.3	8.3

*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	44.7	32.2%
Cable & Wireless	13.4	9.7%
COLT	4.7	3.4%
C.N.S.	4.4	3.2%
ntl	3.3	2.3%
Others	68.3	49.2%
Total	138.8	

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

	All operators	BT	Cable & Wireless	ntl & Telewest	*Others (includes WorldCom)
Local calls					
01/02 Q2	133	89	12	12	19
01/02 Q3	131	86	11	12	22
01/02 Q4	130	83	12	12	23
02/03 Q1	121	78	11	11	21
02/03 Q2	120	78	10	11	20
National calls					
01/02 Q2	234	110	24	14	86
01/02 Q3	224	103	21	13	87
01/02 Q4	225	101	22	18	84
02/03 Q1	209	96	20	15	78
02/03 Q2	206	95	19	13	78
International calls					
01/02 Q2	151	54	16	4	76
01/02 Q3	145	50	14	4	76
01/02 Q4	143	47	15	4	77
02/03 Q1	139	44	14	4	77
02/03 Q2	139	45	13	4	77
Calls to mobiles					
01/02 Q2	193	111	19	18	45
01/02 Q3	211	109	31	18	53
01/02 Q4	219	113	37	17	52
02/03 Q1	217	111	36	18	52
02/03 Q2	224	114	36	19	54
Other calls					
01/02 Q2	319	161	75	20	64
01/02 Q3	308	153	54	22	80
01/02 Q4	328	153	51	21	104
02/03 Q1	295	126	51	13	105
02/03 Q2	289	118	51	11	109
All calls					
01/02 Q2	1,030	525	146	68	291
01/02 Q3	1,019	501	132	69	317
01/02 Q4	1,045	497	137	72	339
02/03 Q1	980	456	131	61	333
02/03 Q2	977	450	130	58	338

*WorldCom local call data is included under national calls. Q2 02/03 figures have been compiled using Q1 02/03 WorldCom data as WorldCom are revising their reporting processes and its figures for Q2 02/03 are not currently available. 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	ntl & Telewest	*Others
Local calls					
01/02 Q2	5,529	3,088	831	548	1,062
01/02 Q3	5,389	2,992	841	540	1,015
01/02 Q4	5,433	2,988	826	501	1,118
02/03 Q1	5,024	2,763	723	473	1,065
02/03 Q2	4,978	2,737	706	464	1,072
National calls					
01/02 Q2	7,569	2,696	1,109	563	3,201
01/02 Q3	7,389	2,561	1,079	545	3,204
01/02 Q4	7,402	2,574	1,052	613	3,163
02/03 Q1	7,057	2,431	948	607	3,072
02/03 Q2	6,903	2,422	911	492	3,078
International calls					
01/02 Q2	1,187	208	157	27	794
01/02 Q3	1,133	195	157	33	748
01/02 Q4	1,118	186	152	36	744
02/03 Q1	1,106	175	145	46	740
02/03 Q2	1,106	177	141	51	737
Calls to mobiles					
01/02 Q2	1,402	737	244	102	319
01/02 Q3	1,447	725	230	101	391
01/02 Q4	1,507	739	244	115	410
02/03 Q1	1,515	737	236	111	431
02/03 Q2	1,564	761	244	114	445
Other calls					
01/02 Q2	11,896	6,254	519	487	4,636
01/02 Q3	12,644	6,635	533	506	4,971
01/02 Q4	13,119	7,316	530	478	4,795
02/03 Q1	13,277	7,273	493	441	5,071
02/03 Q2	13,528	7,549	488	392	5,099
All calls					
01/02 Q2	27,584	12,983	2,861	1,727	10,013
01/02 Q3	28,003	13,108	2,840	1,725	10,329
01/02 Q4	28,580	13,803	2,804	1,743	10,230
02/03 Q1	27,979	13,379	2,543	1,678	10,380
02/03 Q2	28,079	13,646	2,490	1,512	10,430

*WorldCom local call data is included under national calls. Q2 02/03 figures have been compiled using Q1 02/03 WorldCom data as WorldCom are revising their reporting processes and its figures for Q2 02/03 are not currently available. Local, national and international only include simple voice calls (including ISDN). Other calls includes number translation service (including revenues from the called party), premium rate, DQ, operator calls and the speaking clock. Calls to Internet Service Providers will be included in Other calls. There may be some double counting of revenues and minutes, particularly for international calls, due to calls supplied by an operator to a reseller being counted by both the operator and the reseller. For number translation service calls the business and residential split relates to the originating caller but the number dialled is generally controlled by the terminating business service provider.

Table 16**Business exchange line revenues by operator (£m)**

	All operators	BT	Kingston	Cable & Wireless	ntl & Telewest	Others
Connection						
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
02/03 Q2	37	32	1	1	1	2
Line rental						
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
02/03 Q2	490	418	3	25	18	26

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 Q2	569	501	n/a	n/a	38	29
01/02 Q3	585	486	n/a	n/a	68	31
01/02 Q4	531	463	n/a	n/a	41	27
02/03 Q1	553	475	n/a	n/a	42	36
02/03 Q2	452	387	n/a	n/a	36	28
Lines at end of period						
01/02 Q2	10,534	8,955	70	350	637	523
01/02 Q3	10,718	9,031	69	384	660	574
01/02 Q4	10,779	9,059	71	383	670	595
02/03 Q1	10,300	8,536	72	382	688	620
02/03 Q2	10,257	8,507	73	384	669	625
Net change during period						
01/02 Q2	-52	-9	-3	-39	-14	14
01/02 Q3	184	76	-1	34	23	51
01/02 Q4	61	29	3	-1	10	21
02/03 Q1	-479	-523	1	-1	19	25
02/03 Q2	-42	-29	1	2	-20	4

Includes directly connected exchange lines including ISDN .

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

	Operator receiving revenues					
	All operators	BT	Kingston	Cable & Wireless	ntl & Telewest	Others
From UK fixed inland						
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
02/03 Q2	471	279	-	69	31	92
From UK fixed outgoing international						
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
02/03 Q2	153	20	1	29	-	102
From UK mobile						
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
02/03 Q2	250	242	-	7	-	1
From overseas incoming international						
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
02/03 Q2	155	-	-	75	1	79
Total						
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
02/03 Q2	1,029	542	1	180	32	274

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 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
02/03 Q2	49,543	25,503	-	2,647	6,125	15,268
From UK fixed outgoing international						
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
02/03 Q2	1,964	155	11	487	4	1,306
From UK mobile						
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
02/03 Q2	8,536	7,927	-	584	16	10
From overseas incoming international						
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
02/03 Q2	2,632	-	-	1,191	82	1,359
Total						
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
02/03 Q2	62,675	33,585	11	4,909	6,227	17,943

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 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
02/03 Q2	489	216	3	44	100	125
To UK fixed outgoing international						
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
02/03 Q2	57	-	-	2	2	52
To UK mobile						
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
02/03 Q2	653	571	-	55	6	20
To overseas outgoing international						
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
02/03 Q2	217	-	-	92	3	122
Total						
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
02/03 Q2	1,415	788	3	193	111	320

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 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
02/03 Q2	39,664	14,021	234	6,402	7,260	11,747
To UK fixed outgoing international						
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
02/03 Q2	1,068	-	3	32	61	972
To UK mobile						
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
02/03 Q2	6,303	5,664	-	502	52	84
To overseas outgoing international						
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
02/03 Q2	2,972	-	-	1,199	45	1,729
Total						
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
02/03 Q2	50,006	19,685	237	8,135	7,418	14,532

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 Q2 (July to September 2002)

The table below shows international traffic volumes to and from the UK on routes carrying over five million minutes of outbound traffic in 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:

A.B.S.	Energis	Net Net	Telecom New Zealand
A.C.C. Long Distance	Esprit	ntl	Teleglobe
Cable & Wireless	Facilicom	Primus	Telia
Call Net	Global Crossing	P.G.E.	Telstra
Carrier 1	Global One	Racal	Vartec
Cignal	G.N.T.C.	Reach	WorldCom
C.N.S.	Interoute	Sing Tel	
COLT	KDD	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 Q2 (millions of minutes)

Rank	Country	Outbound	Incoming	Rank
	All routes	4305.1	2497.0	
1	USA (inc. Hawaii & Alaska)	761.6	492.3	(1)
2	France	302.7	180.9	(3)
3	Germany	271.6	195.8	(2)
4	Spain	263.6	118.2	(6)
5	Ireland	230.7	169.7	(4)
6	Italy	198.7	103.4	(8)
7	Australia	132.3	116.6	(7)
8	Netherlands	119.9	82.8	(9)
9	Canada	105.7	120.4	(5)
10	Switzerland	88.9	56.8	(11)
11	Greece	84.0	49.2	(12)
12	Pakistan	77.4	16.8	(29)
13	Sweden	70.3	57.1	(10)
14	Belgium	67.9	45.6	(13)
15	Portugal	66.2	24.1	(22)
16	Brazil	65.2	16.0	(31)
17	India	62.6	25.8	(19)
18	Russia	57.5	20.4	(24)
19	Japan	57.1	17.0	(27)
20	South Africa	49.6	33.2	(14)
21	Hong Kong	47.9	28.6	(17)
22	Poland	47.0	16.3	(30)
23	Turkey	44.9	21.3	(23)
24	Norway	39.1	24.9	(21)
25	Philippines	38.4	25.6	(20)
26	Denmark	37.4	17.5	(26)
27	China	34.8	13.1	(33)
28	Nigeria	30.4	10.8	(35)
29	Austria	29.8	14.3	(32)
30	Israel	28.8	30.2	(16)

Annex

UK IDD traffic volumes 2002/03 Q2 (millions of minutes)

Rank	Country	Outbound	Incoming	Rank
31	UAE (Emirates)	28.0	26.8	(18)
32	Ukraine	26.1	3.8	(62)
33	Egypt	24.8	10.5	(36)
34	New Zealand	23.7	16.9	(28)
35	Hungary	23.6	8.6	(39)
36	Thailand	21.9	8.6	(38)
37	Cyprus	21.5	20.2	(25)
38	Singapore	21.3	30.4	(15)
39	Mexico	20.8	3.2	(66)
40	Romania	19.4	4.2	(54)
41	Malaysia	19.0	5.3	(47)
42	Ghana	17.5	5.0	(51)
43	Morocco	16.4	5.8	(45)
44	Colombia	15.6	7.1	(42)
45	Korea, Republic of	14.4	4.0	(58)
46	Taiwan	13.9	5.3	(46)
47	Finland	13.7	11.3	(34)
48	Chile	13.4	4.8	(53)
49	Jamaica	12.7	2.4	(73)
50	Bangladesh	12.6	4.0	(59)
51	Bulgaria	12.6	3.0	(70)
52	Lebanon	11.8	6.9	(43)
53	Ecuador	11.1	1.6	(85)
54	Syrian Arab Republic	11.0	4.1	(56)
55	Saudi Arabia	10.9	8.0	(41)
56	Monaco	10.6	5.2	(49)
57	Argentina	10.1	3.6	(64)
58	Czech Republic	10.0	5.1	(50)
59	Iran	9.9	5.8	(44)
60	Vietnam	9.8	4.1	(57)
61	Sri Lanka	9.8	5.2	(48)
62	Peru	9.1	2.6	(72)
63	Yugoslavia (Serbia)	9.0	8.3	(40)
64	Bahrain	9.0	2.1	(75)
65	Tunisia	8.9	3.9	(60)
66	Croatia	8.5	2.9	(71)
67	Malta	8.4	4.2	(55)
68	Albania	8.3	1.1	(95)
69	Kuwait	8.3	1.7	(81)
70	Algeria	8.0	9.7	(37)
71	Slovak Republic	7.9	3.2	(67)
72	Kazakhstan	7.8	1.7	(79)
73	Indonesia	7.7	3.1	(68)
74	Senegal	7.3	1.4	(87)
75	Zimbabwe	6.9	3.8	(63)
76	Luxembourg	6.6	4.9	(52)
77	Lithuania	6.4	0.8	(104)
78	El Salvador	6.1	0.0	(197)
79	Gambia	5.9	1.3	(89)
80	Barbados	5.7	1.6	(84)
81	Puerto Rico	5.3	1.2	(91)
82	Zaire	5.1	1.5	(86)
83	Kenya	5.0	2.1	(76)
84	Tanzania	4.7	1.2	(90)
85	Slovenia	4.5	2.1	(77)

Annex

UK IDD traffic volumes 2002/03 Q2 (millions of minutes)

Rank	Country	Outbound	Incoming	Rank
86	Latvia	4.5	1.4	(88)
87	Venezuela	4.4	0.9	(103)
88	Bosnia and Herzegovina	4.0	3.5	(65)
89	Panama	3.9	1.1	(97)
90	Jordan	3.9	3.9	(61)
91	Macedonia	3.9	1.2	(94)
92	Iraq	3.5	0.5	(119)
93	Seychelles	3.5	1.1	(96)
94	Iceland	3.5	1.7	(80)
95	Sudan	3.5	0.7	(112)
96	Dominican Republic	3.4	0.2	(147)
97	Gibraltar	3.3	1.9	(78)
98	Estonia	3.3	1.2	(92)
99	Cayman Island	3.3	1.0	(99)
100	Qatar	3.3	0.8	(108)
101	Suriname	3.2	0.2	(155)
102	Mauritius	3.1	3.1	(69)
103	Honduras	3.1	0.4	(130)
104	Trinidad & Tobago	3.0	1.6	(82)
105	St. Vincent	2.9	0.8	(111)
106	Ethiopia	2.8	0.4	(127)
107	Sierra Leone	2.8	0.9	(102)
108	Netherland Antilles	2.6	0.3	(136)
109	Bahamas	2.6	0.6	(118)
110	Uganda	2.6	1.1	(98)
111	Cuba	2.6	0.8	(106)
112	Bermuda	2.5	1.6	(83)
113	Guinea	2.4	0.3	(137)
114	Cote d'Ivoire (Ivory Coast)	2.3	0.8	(110)
115	Cameroon	2.3	0.4	(128)
116	Andorra	2.2	0.8	(109)
117	Somalia	2.1	0.2	(145)
118	Oman	2.1	1.0	(100)
119	Azerbaijan	1.9	0.9	(101)
120	St. Lucia	1.9	0.5	(120)
121	Moldavia	1.7	0.1	(158)
122	Belarus	1.6	1.2	(93)
123	Nepal	1.6	0.8	(105)
124	Armenia	1.6	0.4	(131)
125	Libya	1.5	2.4	(74)
126	Bolivia	1.4	0.7	(114)
127	Cocos Islands	1.4	0.0	(219)
128	Christmas & Cocos Islands	1.4	0.0	(224)
129	Angola	1.4	0.4	(129)
130	Guyana	1.2	0.5	(124)
131	Yemen Arab Republic	1.2	0.4	(134)
132	Uruguay	1.1	0.1	(167)
133	Zambia	1.1	0.5	(121)
Top 133 Routes		4263.9	2472.2	
Other Routes		41.2	24.8	
Total		4305.1	2497.0	