



Market Information

Fixed Update

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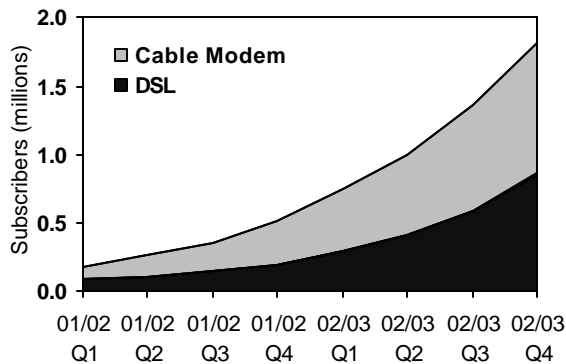
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May 2003
Q3 2002/03 (October to December 2002)

Increase in voice call volumes

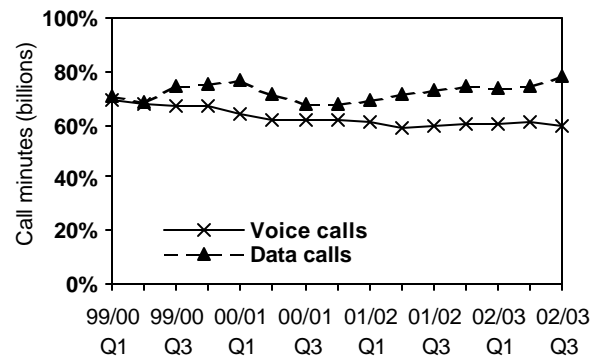
- Voice call volume growth was four percent during the period
- This compares to two per cent growth in dial-up Internet traffic volumes
- Slowing data traffic growth reflects dial-up Internet users switching to DSL & Cable Modem services
- An overall rise in fixed volumes of three per cent was the first in three periods
- Previous to 2002/03 data call volume growth had been stronger than that of voice traffic

UK broadband subscribers



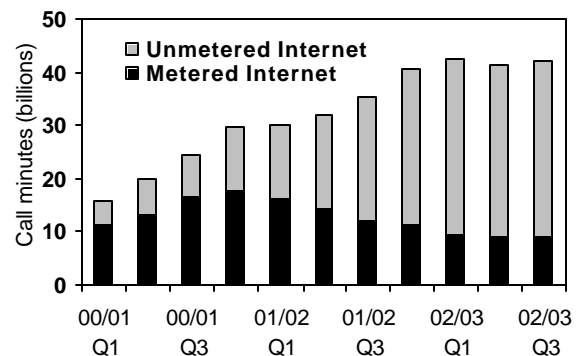
- There were around 1.4 million broadband users by the end of 2002, 36% growth on the previous quarter
- By the end of March 2003 the number of broadband subscribers had further risen to 1.8 million

Estimated BT call volume shares



- BT's share of voice call volumes continues to decline and was under 60% during the period
- BT's market share of data calls is higher than its share of voice calls although figures include FRIACO call volumes for calls to non-BT Internet Service Providers

Estimated Internet call volumes



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 Q3	01/02 Q3	
Call revenues (£m)			
Local calls	353	424	-16.8
National calls	309	351	-12.0
International calls	232	255	-9.1
Calls to mobiles	514	492	4.6
Other calls	613	655	-6.5
All calls	2,020	2,176	-7.2
Exchange line revenues (£m)			
Connection	54	52	3.9
Line rental	1,103	1,022	7.8
Total call & exchange line revenues	3,176	3,251	-2.3

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 Q3	01/02 Q3	
Call volumes (millions of minutes)			
Local calls	18,039	18,887	-4.5
National calls	12,730	13,535	-5.9
International calls	1,752	1,834	-4.5
Calls to mobiles	3,713	3,438	8.0
Other calls	47,769	40,735	17.3
All calls	84,003	78,429	7.1
Exchange lines (thousands)			
Connections during period	1,182	1,343	-12.0
Lines at end of period	35,144	35,734	-1.6
Broadband Internet subscribers	1,378	348	295.6

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	Cable & Wireless	ntl & Telewest	Others Includes Concert
Local calls					
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	69.0	0.6	2.9	18.2	9.3
02/03 Q3	69.2	0.6	3.0	18.0	9.2
National calls					
01/02 Q3	57.2	0.6	6.0	12.2	24.1
01/02 Q4	56.0	0.6	6.3	13.1	24.0
02/03 Q1	56.9	0.6	6.1	11.9	24.4
02/03 Q2	58.1	0.6	5.9	10.8	24.6
02/03 Q3	57.8	0.6	5.1	10.8	25.6
International calls					
01/02 Q3	50.4	0.4	5.6	8.7	34.9
01/02 Q4	49.6	0.3	6.1	8.1	35.9
02/03 Q1	49.3	0.3	5.9	8.0	36.5
02/03 Q2	50.2	0.3	5.6	7.8	36.0
02/03 Q3	50.5	0.3	5.8	7.9	35.6
Calls to mobiles					
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	59.1	0.5	6.9	15.1	18.3
02/03 Q2	59.2	0.4	6.9	14.8	18.6
02/03 Q3	59.0	0.5	7.2	14.9	18.5
Other calls					
01/02 Q3	66.1	0.4	8.2	11.8	13.4
01/02 Q4	64.2	0.5	7.9	10.7	16.6
02/03 Q1	66.1	0.6	8.0	9.4	16.0
02/03 Q2	65.3	0.5	8.2	8.7	17.2
02/03 Q3	64.2	0.6	9.1	9.0	17.1
All calls					
01/02 Q3	62.3	0.5	6.1	14.0	17.2
01/02 Q4	61.5	0.5	6.3	13.2	18.4
02/03 Q1	61.3	0.5	6.3	12.7	19.1
02/03 Q2	61.5	0.5	6.3	12.1	19.5
02/03 Q3	61.2	0.5	6.6	12.2	19.5
Call & exchange line revenues					
01/02 Q3	70.6	0.5	4.6	11.9	12.4
01/02 Q4	69.7	0.5	4.8	11.8	13.1
02/03 Q1	69.6	0.5	4.9	11.5	13.5
02/03 Q2	70.6	0.5	4.8	10.9	13.2
02/03 Q3	70.2	0.6	4.9	10.9	13.5

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

	*BT	Kingston	Cable & Wireless	ntl & Telewest	Others Includes CNS
Local calls					
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
02/03 Q3	72.6	1.2	3.9	14.3	8.0
National calls					
01/02 Q3	48.7	0.4	8.0	14.9	28.0
01/02 Q4	49.1	0.5	7.8	14.4	28.3
02/03 Q1	49.1	0.4	7.3	13.6	29.6
02/03 Q2	50.9	0.4	7.2	12.5	29.0
02/03 Q3	51.1	0.4	6.2	12.3	30.0
International calls					
01/02 Q3	32.7	0.2	8.6	6.7	51.9
01/02 Q4	31.7	0.2	8.4	6.3	53.5
02/03 Q1	32.0	0.2	8.3	6.9	52.6
02/03 Q2	32.2	0.1	8.2	7.2	52.3
02/03 Q3	31.7	0.1	7.7	7.0	53.4
Calls to mobiles					
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	62.5	0.4	6.6	13.3	17.3
02/03 Q2	62.5	0.4	6.6	13.1	17.4
02/03 Q3	62.4	0.4	6.6	12.9	17.7
Other calls*					
01/02 Q3	70.3	0.3	1.3	14.9	13.1
01/02 Q4	72.1	0.5	1.1	13.8	12.5
02/03 Q1	71.9	0.3	1.1	13.6	13.1
02/03 Q2	73.0	0.3	1.1	12.3	13.4
02/03 Q3	74.3	0.3	1.1	11.4	12.8
All calls					
01/02 Q3	65.8	0.5	3.6	14.8	15.3
01/02 Q4	67.1	0.6	3.3	13.8	15.0
02/03 Q1	67.2	0.5	3.1	13.6	15.6
02/03 Q2	68.1	0.5	3.1	12.7	15.7
02/03 Q3	69.0	0.5	2.8	12.1	15.5
Lines at end of period					
01/02 Q3	81.3	0.6	1.1	15.3	1.7
01/02 Q4	81.5	0.6	1.1	15.1	1.7
02/03 Q1	81.3	0.6	1.1	15.2	1.7
02/03 Q2	81.5	0.6	1.1	15.1	1.7
02/03 Q3	81.4	0.6	1.1	15.2	1.7

*Includes some FRIACO calls made to non-BT Internet Service Providers.

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

	All operators	BT	Kingston	Cable & Wireless	ntl & Telewest	Others Includes CNS
Local calls						
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	354	244	2	10	64	33
02/03 Q3	353	244	2	10	63	33
National calls						
01/02 Q3	351	201	2	21	43	85
01/02 Q4	349	195	2	22	46	84
02/03 Q1	319	182	2	20	38	78
02/03 Q2	316	184	2	19	34	78
02/03 Q3	309	179	2	16	33	79
International calls						
01/02 Q3	255	128	1	14	22	89
01/02 Q4	247	122	1	15	20	88
02/03 Q1	239	118	1	14	19	87
02/03 Q2	239	120	1	13	19	86
02/03 Q3	232	117	1	13	18	82
Calls to mobiles						
01/02 Q3	492	293	2	31	85	80
01/02 Q4	501	302	2	37	79	82
02/03 Q1	514	304	2	36	78	94
02/03 Q2	526	312	2	36	78	98
02/03 Q3	514	303	2	37	76	95
Other calls						
01/02 Q3	655	433	3	54	77	88
01/02 Q4	650	417	3	51	70	108
02/03 Q1	634	419	4	51	59	101
02/03 Q2	627	409	3	51	55	108
02/03 Q3	613	394	3	56	55	105
All calls						
01/02 Q3	2,176	1,356	11	132	305	373
01/02 Q4	2,167	1,333	11	137	286	400
02/03 Q1	2,062	1,264	11	131	261	395
02/03 Q2	2,062	1,269	11	130	250	403
02/03 Q3	2,020	1,236	11	133	246	394

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 Includes CNS
Local calls						
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
02/03 Q3	18,039	13,099	218	703	2,573	1,446
National calls						
01/02 Q3	13,535	6,588	57	1,079	2,015	3,796
01/02 Q4	13,531	6,647	65	1,052	1,943	3,824
02/03 Q1	13,021	6,398	51	948	1,775	3,850
02/03 Q2	12,593	6,407	52	911	1,574	3,649
02/03 Q3	12,730	6,501	53	785	1,568	3,823
International calls						
01/02 Q3	1,834	599	3	157	123	952
01/02 Q4	1,819	576	3	152	115	973
02/03 Q1	1,735	555	3	145	119	913
02/03 Q2	1,725	555	2	141	124	902
02/03 Q3	1,752	556	2	135	123	936
Calls to mobiles						
01/02 Q3	3,438	2,186	15	230	502	504
01/02 Q4	3,455	2,186	15	244	493	517
02/03 Q1	3,579	2,236	14	236	475	618
02/03 Q2	3,692	2,307	16	244	482	643
02/03 Q3	3,713	2,318	16	243	478	658
Other calls*						
01/02 Q3	40,735	28,648	128	533	6,089	5,336
01/02 Q4	46,163	33,272	231	530	6,373	5,757
02/03 Q1	46,822	33,666	148	493	6,379	6,137
02/03 Q2	46,107	33,640	140	488	5,680	6,159
02/03 Q3	47,769	35,508	164	515	5,444	6,138
All calls						
01/02 Q3	78,429	51,605	425	2,840	11,582	11,977
01/02 Q4	83,779	56,249	527	2,804	11,603	12,596
02/03 Q1	82,874	55,692	422	2,543	11,249	12,968
02/03 Q2	81,510	55,486	404	2,490	10,327	12,803
02/03 Q3	84,003	57,983	453	2,381	10,186	13,000

*Includes some FRIACO calls made to non-BT Internet Service Providers. 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 Q3	01/02 Q4	02/03 Q1	02/03 Q2	02/03 Q3
Revenues (£m)*					
Local calls	424	420	356	354	353
National calls	351	349	319	316	309
International calls	255	247	239	239	232
Calls to mobile	492	501	514	526	514
Special Local Rate (calling party)	273	265	311	285	282
Special National Rate (calling party)	62	68	65	66	63
Calls to Premium Rate Services	126	119	119	120	114
DQ / IDQ Calls	55	56	51	49	45
Calls from public payphones	65	55	61	58	56
Other calls	74	86	27	49	52
Total	2,176	2,167	2,062	2,062	2,020
Freephone, Special Local & National Rate (called party)	139	133	137	133	123
Payments to service providers for premium rate services	75	75	63	71	67
Call volumes (millions of minutes)*					
	01/02 Q3	01/02 Q4	02/03 Q1	02/03 Q2	02/03 Q3
Local calls	18,887	18,810	17,716	17,393	18,039
National calls	13,535	13,531	13,021	12,593	12,730
International calls	1,834	1,819	1,735	1,725	1,752
Calls to mobile	3,438	3,455	3,579	3,692	3,713
Freephone calls	24,614	31,011	34,612	33,851	34,466
Special Local Rate	12,952	12,042	9,784	9,621	9,646
Special National Rate	972	1,051	967	993	1,033
Calls to Premium Rate Services	180	148	151	152	152
DQ / IDQ Calls	82	79	76	76	161
Calls from public payphones	-	-	199	211	204
Other calls	1,934	1,832	1,034	1,203	2,107
Total	78,429	83,779	82,874	81,510	84,003
of which to Internet	35,312	40,577	42,424	41,432	42,148
of which voice	43,116	43,203	40,449	40,078	41,855

*Figures 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 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
02/03 Q3	54	46	1	0	4	2
Line rental						
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
02/03 Q3	1,103	947	6	22	96	31

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 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	1,132	793	n/a	n/a	311	28
02/03 Q3	1,182	811	n/a	n/a	334	36
Lines at end of period						
01/02 Q3	35,734	29,069	216	386	5,469	594
01/02 Q4	35,700	29,087	227	384	5,408	593
02/03 Q1	35,143	28,565	228	382	5,356	613
02/03 Q2	35,050	28,548	227	384	5,284	606
02/03 Q3	35,144	28,597	226	385	5,328	608
Net change during period						
01/02 Q3	488	267	-3	-2	167	59
01/02 Q4	-34	18	11	-2	-61	0
02/03 Q1	-557	-523	0	-2	-52	19
02/03 Q2	-94	-16	0	2	-72	-6
02/03 Q3	95	49	0	1	44	2

Includes directly connected exchange lines including ISDN.

Table 7a

Access lines by type (000's)

	Residential revenues (£m)		Business revenues (£m)		Residential volumes (000's)		Business volumes (000's)	
	Connection	Rental	Connection	Rental	Connections	Lines	Connections	Lines
Exchange lines								
01/02 Q3	18	563	17	268	712	24,714	292	6,778
01/02 Q4	16	573	20	253	630	24,602	254	6,735
02/03 Q1	20	576	19	267	632	24,543	270	6,282
02/03 Q2	19	587	19	292	652	24,475	231	6,245
02/03 Q3	15	591	16	251	645	24,534	304	6,240
ISDN2 channels								
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	1,473
02/03 Q3	1	10	15	94	23	333	113	1,496
ISDN30 channels								
01/02 Q3	-	-	5	87	-	-	168	2,511
01/02 Q4	-	-	5	92	-	-	151	2,542
02/03 Q1	-	-	6	98	-	-	151	2,517
02/03 Q2	-	-	6	101	-	-	117	2,521
02/03 Q3	-	-	8	104	-	-	100	2,542

Table 7b

Broadband Internet subscribers (000's)

	Total	DSL	Cable Modem	Other
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
02/03 Q3	1,378	587	783	9
02/03 Q4	1,826	851	965	11

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

	BT	Kingston	ntl & Telewest	Others Includes CNS
Local calls				
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
02/03 Q3	71.4	n/a	22.6	6.0
National calls				
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
02/03 Q3	64.6	n/a	16.0	19.4
International calls				
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
02/03 Q3	59.1	n/a	11.2	29.6
Calls to mobiles				
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
02/03 Q3	67.7	n/a	20.8	11.5
Other calls				
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
02/03 Q3	79.1	n/a	12.6	8.3
All calls				
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
02/03 Q3	70.6	n/a	17.0	12.4
Call & exchange line revenues				
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
02/03 Q3	76.2	0.1	15.6	8.0

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

	*BT	Kingston	ntl & Telewest	Others Includes CNS
Local calls				
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
02/03 Q3	79.3	n/a	16.3	4.5
National calls				
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
02/03 Q3	67.2	n/a	19.0	13.8
International calls				
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
02/03 Q3	45.2	n/a	8.3	46.5
Calls to mobiles				
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
02/03 Q3	75.6	n/a	17.6	6.8
Other calls*				
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
02/03 Q3	80.9	n/a	14.8	4.3
All calls				
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
02/03 Q3	78.2	n/a	15.6	6.1
Lines at end of period				
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	80.8	0.6	18.6	0.0
02/03 Q3	80.8	0.6	18.6	0.0

*Includes some FRIACO calls made to non-BT Internet Service Providers.

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

	All operators	BT	ntl & Telewest	Others Includes CNS
Local calls				
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
02/03 Q3	237	169	54	14
National calls				
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
02/03 Q3	138	89	22	27
International calls				
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
02/03 Q3	130	77	15	38
Calls to mobiles				
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
02/03 Q3	285	193	59	33
Other calls				
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
02/03 Q3	346	274	43	29
All calls				
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
02/03 Q3	1,136	802	193	141

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 CNS
Local calls				
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
02/03 Q3	13,202	10,467	2,146	589
National calls				
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
02/03 Q3	6,256	4,205	1,190	861
International calls				
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
02/03 Q3	873	395	73	406
Calls to mobiles				
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
02/03 Q3	2,090	1,580	367	143
Other calls*				
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
02/03 Q3	34,121	27,594	5,064	1,462
All calls				
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
02/03 Q3	56,543	44,242	8,839	3,461

*Includes some FRIACO calls made to non-BT Internet Service Providers. 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 Q3	01/02 Q4	02/03 Q1	02/03 Q2	02/03 Q3
Revenues (£m)*					
Local calls	293	290	235	234	237
National calls	152	152	136	137	138
International calls	137	132	129	130	130
Calls to mobile	280	283	285	291	285
Special Local Rate (calling party)	136	128	169	160	159
Special National Rate (calling party)	31	33	35	37	36
Calls to Premium Rate Services	63	57	65	67	65
DQ / IDQ Calls	27	27	28	28	25
Other calls	39	44	22	46	61
Total	1,158	1,146	1,105	1,130	1,136

	01/02 Q3	01/02 Q4	02/03 Q1	02/03 Q2	02/03 Q3
Call volumes (millions of minutes)*					
Local calls	13,498	13,377	12,692	12,415	13,202
National calls	6,253	6,243	5,964	5,908	6,256
International calls	862	858	830	835	873
Calls to mobile	1,991	1,949	1,991	2,047	2,090
Freephone calls	17,267	22,224	24,811	23,950	24,619
Special Local Rate	9,085	8,630	7,014	6,807	6,890
Special National Rate	682	753	693	702	738
Calls to Premium Rate Services	127	106	108	108	108
DQ / IDQ Calls	58	57	54	54	115
Other calls	1,348	1,304	748	852	1,651
Total	51,171	55,501	54,904	53,679	56,543

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

	All operators	BT	Kingston	ntl & Telewest
Connection				
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
02/03 Q3	15	12	0	3
Line rental				
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
02/03 Q3	601	521	3	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 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	680	406	n/a	274
02/03 Q3	668	392	n/a	277
Lines at end of period				
01/02 Q3	24,995	20,038	148	4,809
01/02 Q4	24,922	20,028	156	4,738
02/03 Q1	24,877	20,054	155	4,668
02/03 Q2	24,810	20,041	154	4,615
02/03 Q3	24,867	20,085	154	4,628
Net change during period				
01/02 Q3	334	192	-2	144
01/02 Q4	-73	-10	8	-70
02/03 Q1	-45	27	-1	-71
02/03 Q2	-67	-13	-1	-53
02/03 Q3	56	44	0	13

Includes directly connected exchange lines including ISDN.

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

	BT	Kingston	Cable & Wireless	ntl & Telewest	Others <small>Includes CNS</small>
Local calls					
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
02/03 Q3	64.8	n/a	9.1	8.3	17.7
National calls					
01/02 Q3	51.8	n/a	10.5	6.7	30.9
01/02 Q4	51.5	n/a	11.1	9.3	28.2
02/03 Q1	52.6	n/a	10.7	7.9	28.7
02/03 Q2	53.2	n/a	10.5	7.3	29.0
02/03 Q3	52.4	n/a	9.3	6.6	31.8
International calls					
01/02 Q3	42.8	n/a	12.2	3.4	41.5
01/02 Q4	41.1	n/a	13.1	3.2	42.6
02/03 Q1	40.3	n/a	12.9	3.6	43.2
02/03 Q2	41.0	n/a	12.3	3.8	42.9
02/03 Q3	39.5	n/a	13.1	3.5	43.8
Calls to mobiles					
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	48.6	n/a	15.6	7.9	27.9
02/03 Q2	48.5	n/a	15.4	8.1	28.0
02/03 Q3	48.1	n/a	16.1	7.5	28.3
Other calls					
01/02 Q3	51.0	n/a	17.9	7.4	23.7
01/02 Q4	49.2	n/a	16.5	6.7	27.6
02/03 Q1	47.2	n/a	19.0	4.9	29.0
02/03 Q2	44.7	n/a	19.4	4.1	31.7
02/03 Q3	44.9	n/a	20.9	4.4	29.9
All calls					
01/02 Q3	52.4	n/a	13.8	7.2	26.7
01/02 Q4	51.2	n/a	14.1	7.4	27.2
02/03 Q1	50.1	n/a	14.4	6.7	28.8
02/03 Q2	49.6	n/a	14.3	6.4	29.6
02/03 Q3	49.1	n/a	15.0	6.0	29.9
Call & exchange line revenues					
01/02 Q3	63.5	0.1	10.6	5.9	20.0
01/02 Q4	62.6	0.2	10.9	6.2	20.1
02/03 Q1	62.4	0.2	11.1	5.3	21.0
02/03 Q2	62.8	0.2	10.8	5.4	20.7
02/03 Q3	61.4	0.3	11.3	5.3	21.7

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

	*BT	Kingston	Cable & Wireless	ntl & Telewest	Others <small>Includes CNS</small>
Local calls					
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
02/03 Q3	54.4	n/a	14.5	8.8	22.2
National calls					
01/02 Q3	35.2	n/a	14.8	7.5	42.5
01/02 Q4	35.3	n/a	14.4	8.4	41.8
02/03 Q1	34.4	n/a	13.4	8.6	43.5
02/03 Q2	36.2	n/a	13.6	7.4	42.8
02/03 Q3	35.5	n/a	12.1	5.8	46.6
International calls					
01/02 Q3	20.1	n/a	16.1	3.4	60.4
01/02 Q4	19.4	n/a	15.9	3.8	61.0
02/03 Q1	19.3	n/a	16.0	5.1	59.6
02/03 Q2	19.9	n/a	15.9	5.7	58.5
02/03 Q3	18.4	n/a	15.3	5.8	60.5
Calls to mobiles					
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	46.4	n/a	14.8	7.0	31.8
02/03 Q2	46.3	n/a	14.8	6.9	32.0
02/03 Q3	45.5	n/a	15.0	6.8	32.7
Other calls*					
01/02 Q3	54.6	n/a	4.4	4.2	36.9
01/02 Q4	55.9	n/a	4.1	3.7	36.3
02/03 Q1	55.1	n/a	3.7	3.3	37.9
02/03 Q2	56.2	n/a	3.6	2.9	37.2
02/03 Q3	58.0	n/a	3.8	2.8	35.5
All calls					
01/02 Q3	48.1	n/a	10.4	6.3	35.1
01/02 Q4	48.8	n/a	9.9	6.2	35.1
02/03 Q1	48.2	n/a	9.2	6.0	36.6
02/03 Q2	49.4	n/a	9.0	5.5	36.1
02/03 Q3	50.0	n/a	8.7	4.9	36.4
Lines at end of period					
01/02 Q3	84.1	0.6	3.6	4.3	7.4
01/02 Q4	84.1	0.7	3.6	4.3	7.4
02/03 Q1	82.9	0.7	3.7	4.7	8.0
02/03 Q2	83.1	0.7	3.8	4.3	8.1
02/03 Q3	82.8	0.7	3.7	4.3	8.4

*Includes some FRIACO calls made to non-BT Internet Service Providers.

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

	All operators	BT	Cable & Wireless	ntl & Telewest	Others Includes CNS
Local calls					
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
02/03 Q3	115	75	10	10	20
National calls					
01/02 Q3	199	103	21	13	61
01/02 Q4	197	101	22	18	56
02/03 Q1	183	96	20	15	53
02/03 Q2	179	95	19	13	52
02/03 Q3	171	89	16	11	54
International calls					
01/02 Q3	117	50	14	4	49
01/02 Q4	115	47	15	4	49
02/03 Q1	110	44	14	4	47
02/03 Q2	109	45	13	4	47
02/03 Q3	102	40	13	4	45
Calls to mobiles					
01/02 Q3	211	109	31	18	53
01/02 Q4	219	113	37	17	52
02/03 Q1	229	111	36	18	64
02/03 Q2	235	114	36	19	66
02/03 Q3	229	110	37	17	65
Other calls					
01/02 Q3	299	153	54	22	71
01/02 Q4	311	153	51	21	86
02/03 Q1	267	126	51	13	78
02/03 Q2	263	118	51	11	84
02/03 Q3	267	120	56	12	80
All calls					
01/02 Q3	957	501	132	69	256
01/02 Q4	971	497	137	72	265
02/03 Q1	909	456	131	61	262
02/03 Q2	907	450	130	58	269
02/03 Q3	884	434	133	53	264

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 Includes CNS
Local calls					
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
02/03 Q3	4,836	2,632	703	427	1,075
National calls					
01/02 Q3	7,282	2,561	1,079	545	3,097
01/02 Q4	7,288	2,574	1,052	613	3,050
02/03 Q1	7,057	2,431	948	607	3,072
02/03 Q2	6,685	2,422	911	492	2,860
02/03 Q3	6,474	2,296	785	378	3,015
International calls					
01/02 Q3	972	195	157	33	587
01/02 Q4	961	186	152	36	586
02/03 Q1	906	175	145	46	540
02/03 Q2	890	177	141	51	521
02/03 Q3	879	161	135	51	532
Calls to mobiles					
01/02 Q3	1,447	725	230	101	391
01/02 Q4	1,507	739	244	115	410
02/03 Q1	1,588	737	236	111	504
02/03 Q2	1,645	761	244	114	526
02/03 Q3	1,623	738	243	111	531
Other calls*					
01/02 Q3	12,156	6,635	533	506	4,482
01/02 Q4	13,076	7,316	530	478	4,752
02/03 Q1	13,204	7,273	493	441	4,998
02/03 Q2	13,424	7,549	488	392	4,995
02/03 Q3	13,648	7,914	515	380	4,839
All calls					
01/02 Q3	27,246	13,108	2,840	1,725	9,572
01/02 Q4	28,266	13,803	2,804	1,743	9,916
02/03 Q1	27,779	13,379	2,543	1,678	10,180
02/03 Q2	27,622	13,646	2,490	1,512	9,973
02/03 Q3	27,461	13,741	2,381	1,347	9,991

*Includes some FRIACO calls made to non-BT Internet Service Providers. 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 revenues and volumes by call type**

	01/02 Q3	01/02 Q4	02/03 Q1	02/03 Q2	02/03 Q3
Revenues (£m)*					
Local calls	131	130	121	120	115
National calls	199	197	183	179	171
International calls	117	115	110	109	102
Calls to mobile	211	219	229	235	229
Special Local Rate (calling party)	137	137	142	125	123
Special National Rate (calling party)	31	35	29	29	28
Calls to Premium Rate Services	64	62	54	53	50
DQ / IDQ Calls	28	29	23	21	20
Other calls	40	48	18	36	47
Total	957	971	909	907	884

	01/02 Q3	01/02 Q4	02/03 Q1	02/03 Q2	02/03 Q3
Call volumes (millions of minutes)*					
Local calls	5,389	5,433	5,024	4,978	4,836
National calls	7,282	7,288	7,057	6,685	6,474
International calls	972	961	906	890	879
Calls to mobile	1,447	1,507	1,588	1,645	1,623
Freephone calls	7,347	8,787	9,801	9,900	9,847
Special Local Rate	3,866	3,412	2,770	2,814	2,756
Special National Rate	290	298	274	290	295
Calls to Premium Rate Services	54	42	43	45	43
DQ / IDQ Calls	25	22	22	22	46
Other calls	574	515	295	352	660
Total	27,246	28,266	27,779	27,622	27,461

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

	All operators	BT	Kingston	Cable & Wireless	ntl & Telewest	Others
Connection						
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
02/03 Q3	39	34	1	0	1	2
Line rental						
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
02/03 Q3	450	374	3	22	19	31

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 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
02/03 Q3	517	420	n/a	n/a	61	36
Lines at end of period						
01/02 Q3	10,739	9,031	69	386	660	594
01/02 Q4	10,778	9,059	71	384	670	593
02/03 Q1	10,292	8,536	72	382	688	613
02/03 Q2	10,239	8,507	73	384	669	606
02/03 Q3	10,278	8,512	72	385	700	608
Net change during period						
01/02 Q3	154	75	-1	-2	23	59
01/02 Q4	39	29	3	-2	10	0
02/03 Q1	-486	-523	1	-2	19	19
02/03 Q2	-53	-29	1	2	-20	-6
02/03 Q3	38	5	-1	1	31	2

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 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
02/03 Q3	440	270	-	69	31	70
From UK fixed outgoing international						
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
02/03 Q3	137	15	1	22	-	99
From UK mobile						
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
02/03 Q3	272	253	-	8	-	11
From overseas incoming international						
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
02/03 Q3	129	-	-	65	1	63
Total						
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	1,028	542	1	180	31	274
02/03 Q3	978	539	1	163	31	244

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 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
02/03 Q3	50,777	27,485	-	2,558	5,740	14,994
From UK fixed outgoing international						
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
02/03 Q3	2,066	152	13	434	4	1,463
From UK mobile						
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
02/03 Q3	8,800	8,043	-	671	15	71
From overseas incoming international						
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
02/03 Q3	2,555	-	-	1,157	74	1,324
Total						
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
02/03 Q3	64,198	35,680	13	4,819	5,834	17,852

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 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
02/03 Q3	505	232	4	41	99	129
To UK fixed outgoing international						
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
02/03 Q3	51	-	-	2	2	47
To UK mobile						
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
02/03 Q3	628	546	-	57	6	19
To overseas outgoing international						
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
02/03 Q3	188	-	-	65	7	116
Total						
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
02/03 Q3	1,372	778	4	165	114	311

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 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
02/03 Q3	39,048	14,617	201	6,333	7,559	10,337
To UK fixed outgoing international						
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
02/03 Q3	1,049	-	3	50	50	947
To UK mobile						
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
02/03 Q3	6,494	5,708	-	574	121	91
To overseas outgoing international						
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
02/03 Q3	2,796	-	-	1,045	71	1,680
Total						
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
02/03 Q3	49,387	20,325	204	8,002	7,800	13,055

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 Q3 (October to December 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.	Esprit	Net Net	Telecom New Zealand
Cable & Wireless	Facilicom	ntl	Teleglobe
Call Net	Global Crossing	Primus	Telia
Carrier 1	Global One	P.G.E.	Telstra
Cignal	G.N.T.C.	Racal	Vartec
C.N.S.	Interoute	Reach	
COLT	KDD	Sing Tel	
Energis	MCI	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 Q3 (millions of minutes)

Rank	Country	Outbound	Incoming	Rank
	All routes	3378.9	2400.8	
1	USA (inc. Hawaii & Alaska)	708.2	464.6	(1)
2	Germany	222.4	186.9	(2)
3	Ireland	186.2	131.1	(4)
4	France	160.3	158.5	(3)
5	Spain	153.0	110.6	(6)
6	Australia	122.4	116.5	(5)
7	Italy	110.0	106.7	(7)
8	Canada	103.5	70.5	(10)
9	Netherlands	88.1	86.1	(8)
10	Sweden	74.3	64.5	(11)
11	Switzerland	68.8	74.7	(9)
12	Pakistan	65.9	8.0	(43)
13	Belgium	60.1	44.0	(13)
14	India	52.3	30.2	(16)
15	Japan	48.9	13.4	(30)
16	South Africa	47.9	28.5	(19)
17	Russia	47.3	30.6	(15)
18	Brazil	47.0	14.2	(29)
19	Turkey	45.8	13.4	(31)
20	Poland	45.0	11.8	(32)
21	China	40.6	11.8	(33)
22	Greece	40.3	46.7	(12)
23	Portugal	40.0	33.7	(14)
24	Norway	35.8	23.7	(22)
25	Hong Kong	35.7	23.2	(24)
26	Denmark	35.5	23.6	(23)
27	Philippines	34.1	23.8	(21)
28	Austria	30.1	15.7	(27)
29	New Zealand	29.6	29.2	(17)
30	Egypt	28.4	7.8	(44)

Annex

UK IDD traffic volumes 2002/03 Q3 (millions of minutes)

Rank	Country	Outbound	Incoming	Rank
31	Nigeria	27.6	8.6	(41)
32	Colombia	24.0	14.9	(28)
33	UAE (Emirates)	22.8	25.3	(20)
34	Ukraine	22.5	8.4	(42)
35	Israel	22.2	28.7	(18)
36	Ghana	21.9	8.6	(40)
37	Thailand	21.5	9.0	(39)
38	Hungary	19.5	5.0	(51)
39	Syrian Arab Republic	18.2	4.5	(56)
40	Mexico	16.5	9.8	(36)
41	Ecuador	15.6	2.5	(72)
42	Finland	15.6	10.5	(35)
43	Malaysia	15.1	5.8	(48)
44	Jamaica	14.7	5.6	(49)
45	Morocco	14.5	5.0	(52)
46	Singapore	14.4	22.3	(25)
47	Romania	14.1	5.2	(50)
48	Cyprus	14.0	15.8	(26)
49	Korea, Republic of	13.7	2.6	(71)
50	Zimbabwe	13.6	3.6	(61)
51	Bangladesh	12.3	3.6	(62)
52	Lebanon	11.6	6.5	(46)
53	Bulgaria	11.0	2.5	(73)
54	Albania	10.4	1.2	(94)
55	Yugoslavia (Serbia)	10.3	9.1	(38)
56	Saudi Arabia	10.2	10.8	(34)
57	Taiwan	10.2	4.7	(53)
58	Iran	9.6	7.0	(45)
59	Vietnam	9.6	4.1	(58)
60	Chile	9.3	3.4	(64)
61	Monaco	9.1	4.7	(54)
62	Sri Lanka	8.9	4.5	(55)
63	Peru	8.8	2.3	(79)
64	Croatia	8.2	2.3	(78)
65	Czech Republic	8.2	4.0	(59)
66	Lithuania	8.2	0.8	(107)
67	Malta	8.1	3.2	(67)
68	Algeria	7.9	9.4	(37)
69	Kazakhstan	7.6	0.9	(99)
70	Senegal	7.3	1.5	(88)
71	Indonesia	7.3	2.3	(80)
72	Slovak Republic	7.1	2.6	(70)
73	Venezuela	7.0	0.9	(102)
74	Puerto Rico	7.0	1.2	(93)
75	Tunisia	6.8	2.4	(75)
76	El Salvador	6.4	0.0	(192)
77	Argentina	6.2	3.1	(68)
78	Gambia	6.0	1.3	(90)
79	Kenya	5.7	1.6	(85)
80	Luxembourg	5.5	4.3	(57)
81	Zaire	5.0	1.5	(89)
82	Cameroon	4.8	0.5	(126)
83	Tanzania	4.7	1.0	(97)
84	Latvia	4.4	0.9	(100)
85	Bosnia and Herzegovina	4.1	3.5	(63)

Annex

UK IDD traffic volumes 2002/03 Q3 (millions of minutes)

Rank	Country	Outbound	Incoming	Rank
86	Bahrain	4.0	6.2	(47)
87	Macedonia	3.9	1.2	(92)
88	Sudan	3.9	0.7	(109)
89	Slovenia	3.9	1.9	(84)
90	Dominican Republic	3.7	0.6	(113)
91	Barbados	3.4	3.4	(65)
92	Estonia	3.3	1.2	(91)
93	Iceland	3.3	2.0	(82)
94	Suriname	3.2	0.2	(156)
95	Kuwait	3.2	2.9	(69)
96	Ethiopia	3.2	0.5	(125)
97	Honduras	3.1	0.4	(128)
98	Iraq	3.1	0.5	(119)
99	Mauritius	3.0	3.2	(66)
100	Guinea	3.0	0.6	(114)
101	Qatar	2.9	1.5	(87)
102	Trinidad & Tobago	2.8	1.6	(86)
103	Cuba	2.8	1.1	(96)
104	Jordan	2.7	3.8	(60)
105	Netherlands Antilles	2.7	0.3	(135)
106	Cote d'Ivoire (Ivory Coast)	2.6	0.8	(105)
107	Uganda	2.6	0.7	(108)
108	Bahamas	2.5	0.5	(122)
109	Somalia	2.3	0.2	(146)
110	Bermuda	2.1	2.0	(81)
111	Gibraltar	2.0	2.4	(74)
112	Sierra Leone	2.0	0.8	(106)
113	Guyana	1.9	1.1	(95)
114	Nepal	1.8	0.9	(98)
115	Cayman Island	1.8	2.3	(77)
116	St. Lucia	1.8	0.4	(132)
117	Panama	1.7	0.7	(111)
118	St. Vincent	1.7	0.3	(138)
119	Moldavia	1.7	0.1	(158)
120	Bolivia	1.7	0.6	(115)
121	Libya	1.6	2.3	(76)
122	Angola	1.5	0.4	(133)
123	Oman	1.5	2.0	(83)
124	Cocos Islands	1.4	0.0	(222)
125	Christmas & Cocos Islands	1.4	0.0	(225)
126	Belarus	1.3	0.9	(101)
127	Malawi	1.3	0.5	(124)
128	Namibia	1.3	0.3	(143)
129	Congo	1.3	0.2	(149)
130	Azerbaijan	1.2	0.8	(103)
131	Brunei	1.2	0.4	(127)
132	Zambia	1.1	0.5	(121)
133	Uruguay	1.1	0.1	(171)
134	Georgia	1.0	0.3	(137)
	Top 134 Routes	3339.2	2376.6	
	Other Routes	39.7	24.2	
	Total	3378.9	2400.8	