



Market Information

Fixed Update

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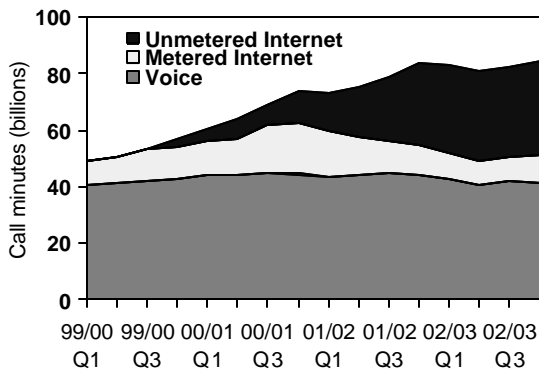
Published by the Office of Telecommunications

September 2003 - Revised Edition
Q4 2002/03 (January to March 2003)

Dial-up call volumes growing

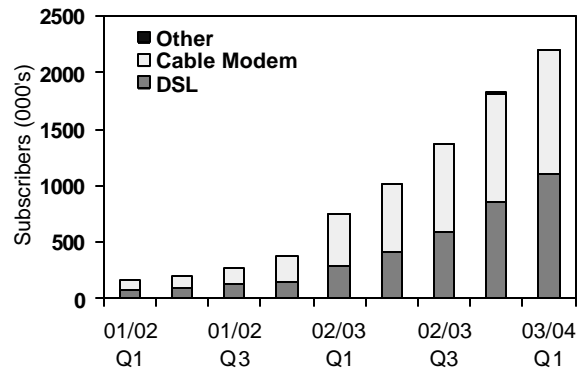
- Total fixed call volumes increased by 2% during the quarter to March
- This was due to a 5% rise in dial-up Internet call volumes, which had been flat for the previous year
- Voice call volumes from fixed phones were stable during the period
- BT's share of call volumes fell for all call types except 'other' calls, however, BT's share also includes FRIACO calls to non-BT ISPs

Fixed call volumes



- Carrier Pre-Selection (CPS) call volumes increased by over 50% during the period
- Indirect access and CPS calls now account for 12% of total call volumes
- By the end of June 2003 there were over 2.2 million UK broadband subscribers

Broadband Internet subscribers



- This represents a 21% increase from the 1.8 million connections at the end of March
- OfTel consumer research conducted in May 2003 showed that 15 per cent of residential Internet users had a broadband connection
- By the end of June cable modems and DSL lines each accounted for 50% of broadband connections
- There had previously been more cable modem connections than DSL
- DSL growth was twice that of cable modems in the quarter to June
- In addition to the growth in broadband, dial up traffic is also likely to continue to show an increase for the present time.

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 Q4	01/02 Q4	
Call revenues (£m)			
Local calls	338	413	-18.1
National calls	273	335	-18.3
International calls	205	235	-12.8
Calls to mobiles	479	494	-3.1
Other calls	704	679	3.8
All calls	1,999	2,155	-7.2
Exchange line revenues (£m)			
Connection	50	56	-9.5
Line rental	1,103	1,004	9.9
Total call & exchange line revenues	3,153	3,214	-1.9

* See notes on Tables 3,4,13, and 14, on revisions to C&W data.

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 Q4	01/02 Q4	
Call volumes (millions of minutes)			
Local calls	18,465	19,226	-4.0
National calls	12,287	13,763	-10.7
International calls	1,729	1,825	-5.3
Calls to mobiles	3,671	3,575	2.7
Other calls	48,047	45,530	5.5
All calls	84,200	83,920	0.3
Exchange lines (thousands)			
Connections during period	1,086	1,276	-14.9
Lines at end of period	34,898	35,660	-2.1
Broadband Internet subscribers	1,821	376	384.7

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 CNS
Local calls					
01/02 Q4	71.8	0.5	3.0	17.5	7.2
02/03 Q1	69.5	0.6	2.1	19.2	8.6
02/03 Q2	70.2	0.6	2.0	18.5	8.8
02/03 Q3	70.2	0.6	2.0	18.2	9.0
02/03 Q4	68.9	0.6	1.9	19.0	9.5
National calls					
01/02 Q4	58.4	0.6	6.5	13.6	20.8
02/03 Q1	58.7	0.6	5.5	12.3	22.8
02/03 Q2	60.1	0.6	5.3	11.2	22.8
02/03 Q3	60.6	0.7	4.3	11.3	23.1
02/03 Q4	61.7	0.7	4.4	8.7	24.4
International calls					
01/02 Q4	52.1	0.4	6.4	8.5	32.7
02/03 Q1	51.6	0.3	5.4	8.4	34.2
02/03 Q2	53.1	0.3	5.1	8.2	33.2
02/03 Q3	52.9	0.3	4.8	8.2	33.7
02/03 Q4	50.5	0.3	4.8	7.4	37.0
Calls to mobiles					
01/02 Q4	61.0	0.5	7.5	16.0	15.1
02/03 Q1	61.9	0.5	5.7	15.8	16.1
02/03 Q2	62.2	0.5	5.6	15.6	16.1
02/03 Q3	61.6	0.5	5.7	15.5	16.7
02/03 Q4	60.5	0.5	5.8	16.0	17.1
Other calls					
01/02 Q4	61.5	0.5	7.6	10.3	20.2
02/03 Q1	63.5	0.6	7.0	9.0	19.9
02/03 Q2	63.7	0.5	7.2	8.0	20.5
02/03 Q3	64.6	0.5	7.4	8.1	19.3
02/03 Q4	65.1	0.5	7.0	7.8	19.5
All calls					
01/02 Q4	61.8	0.5	6.4	13.3	18.0
02/03 Q1	62.1	0.5	5.4	12.8	19.1
02/03 Q2	62.7	0.5	5.4	12.1	19.2
02/03 Q3	63.0	0.5	5.4	12.1	19.1
02/03 Q4	62.7	0.5	5.3	11.8	19.7
Call & exchange line revenues					
01/02 Q4	70.2	0.5	4.9	11.8	12.6
02/03 Q1	70.4	0.5	4.3	11.6	13.1
02/03 Q2	71.5	0.5	4.2	10.9	12.8
02/03 Q3	71.6	0.6	4.1	10.9	12.8
02/03 Q4	70.0	0.5	4.1	12.3	13.0

* From Q1 0203 C&W figures have been restated to reflect revised data submitted by the company. Data prior to 2002/03 is therefore not directly comparable.

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

	*BT	Kingston	Cable & Wireless	ntl & Telewest	Others <small>Includes CNS</small>
Local calls					
01/02 Q4	70.6	1.1	4.3	13.9	10.1
02/03 Q1	71.9	1.2	2.5	14.0	10.4
02/03 Q2	71.8	1.1	2.5	14.1	10.5
02/03 Q3	71.9	1.2	2.3	14.1	10.5
02/03 Q4	69.0	1.1	2.3	16.4	11.2
National calls					
01/02 Q4	48.3	0.5	7.6	14.1	29.5
02/03 Q1	49.4	0.4	6.0	13.7	30.5
02/03 Q2	51.0	0.4	5.8	12.5	30.2
02/03 Q3	52.2	0.4	4.5	12.6	30.2
02/03 Q4	51.9	0.4	4.6	9.9	33.2
International calls					
01/02 Q4	31.6	0.2	8.3	6.3	53.7
02/03 Q1	31.3	0.2	6.8	6.7	55.0
02/03 Q2	33.2	0.1	7.0	7.4	52.2
02/03 Q3	34.3	0.1	6.2	7.6	51.8
02/03 Q4	32.0	0.1	5.7	5.6	56.6
Calls to mobiles					
01/02 Q4	61.1	0.4	6.8	13.8	17.8
02/03 Q1	63.0	0.4	5.0	13.4	18.2
02/03 Q2	62.8	0.4	5.0	13.1	18.6
02/03 Q3	63.2	0.4	4.9	13.0	18.5
02/03 Q4	62.2	0.4	4.9	12.7	19.8
Other calls*					
01/02 Q4	73.1	0.5	1.2	14.0	11.3
02/03 Q1	72.1	0.3	0.8	13.7	13.1
02/03 Q2	74.5	0.3	0.8	12.6	11.7
02/03 Q3	76.7	0.4	0.8	11.7	10.4
02/03 Q4	78.7	0.3	0.8	11.1	9.1
All calls					
01/02 Q4	67.0	0.6	3.3	13.8	15.2
02/03 Q1	67.2	0.5	2.3	13.6	16.4
02/03 Q2	68.9	0.5	2.3	12.8	15.5
02/03 Q3	70.5	0.5	2.0	12.3	14.6
02/03 Q4	71.0	0.5	2.0	12.1	14.5
Lines at end of period					
01/02 Q4	81.6	0.6	1.1	15.1	1.7
02/03 Q1	81.4	0.6	1.1	15.1	1.7
02/03 Q2	81.5	0.6	1.1	15.0	1.7
02/03 Q3	81.3	0.6	1.1	15.2	1.7
02/03 Q4	81.0	0.7	1.1	15.4	1.8

*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 Q4	413	296	2	12	72	30
02/03 Q1	348	242	2	7	67	30
02/03 Q2	348	244	2	7	64	30
02/03 Q3	348	244	2	7	63	31
02/03 Q4	338	233	2	7	64	32
National calls						
01/02 Q4	335	195	2	22	46	70
02/03 Q1	309	182	2	17	38	71
02/03 Q2	306	184	2	16	34	70
02/03 Q3	295	179	2	13	33	68
02/03 Q4	273	169	2	12	24	67
International calls						
01/02 Q4	235	122	1	15	20	77
02/03 Q1	228	118	1	12	19	78
02/03 Q2	227	120	1	12	19	75
02/03 Q3	221	117	1	11	18	75
02/03 Q4	205	103	1	10	15	76
Calls to mobiles						
01/02 Q4	494	302	2	37	79	75
02/03 Q1	491	304	2	28	78	79
02/03 Q2	501	312	2	28	78	81
02/03 Q3	492	303	2	28	76	82
02/03 Q4	479	290	2	28	77	82
Other calls						
01/02 Q4	679	417	3	51	70	137
02/03 Q1	660	419	4	47	59	131
02/03 Q2	683	435	3	49	55	140
02/03 Q3	683	441	3	51	55	132
02/03 Q4	704	459	4	50	55	137
All calls						
01/02 Q4	2,155	1,333	11	137	286	388
02/03 Q1	2,037	1,264	11	111	261	389
02/03 Q2	2,064	1,295	11	112	250	396
02/03 Q3	2,039	1,284	11	109	246	389
02/03 Q4	1,999	1,254	11	106	235	394

* From Q1 0203 C&W figures have been restated to reflect revised data submitted by the company. Data prior to 2002/03 is therefore not directly comparable.

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 Q4	19,226	13,568	213	826	2,679	1,941
02/03 Q1	17,858	12,837	206	452	2,501	1,863
02/03 Q2	17,518	12,577	194	447	2,466	1,834
02/03 Q3	18,219	13,099	218	424	2,573	1,906
02/03 Q4	18,465	12,737	207	421	3,025	2,075
National calls						
01/02 Q4	13,763	6,647	65	1,052	1,943	4,056
02/03 Q1	12,947	6,398	51	771	1,775	3,952
02/03 Q2	12,563	6,407	52	732	1,574	3,798
02/03 Q3	12,448	6,501	53	561	1,568	3,764
02/03 Q4	12,287	6,373	52	561	1,220	4,081
International calls						
01/02 Q4	1,825	576	3	152	115	979
02/03 Q1	1,775	555	3	120	119	977
02/03 Q2	1,671	555	2	117	124	872
02/03 Q3	1,623	556	2	101	123	841
02/03 Q4	1,729	554	2	99	96	979
Calls to mobiles						
01/02 Q4	3,575	2,186	15	244	493	637
02/03 Q1	3,550	2,236	14	178	475	646
02/03 Q2	3,675	2,307	16	185	482	685
02/03 Q3	3,670	2,318	16	178	478	680
02/03 Q4	3,671	2,284	16	180	466	726
Other calls*						
01/02 Q4	45,530	33,272	231	530	6,373	5,124
02/03 Q1	46,692	33,666	148	381	6,379	6,118
02/03 Q2	45,136	33,640	140	380	5,680	5,297
02/03 Q3	46,588	35,754	164	378	5,444	4,848
02/03 Q4	48,047	37,808	138	389	5,354	4,358
All calls						
01/02 Q4	83,920	56,249	527	2,804	11,603	12,737
02/03 Q1	82,822	55,692	422	1,903	11,249	13,557
02/03 Q2	80,562	55,486	404	1,859	10,327	12,486
02/03 Q3	82,548	58,229	453	1,641	10,186	12,039
02/03 Q4	84,200	59,756	415	1,650	10,161	12,218

*Includes some FRIACO calls made to non-BT Internet Service Providers. **2002/03 figures have been updated to reflect more accurate data. Data prior to 2002/03 is not directly comparable to the updated figures. ***From 2002/03 Q4 onwards ntl to ntl calls are included in local calls. 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 6**Exchange line revenues by operator (£m)**

	All operators	BT	Kingston	Cable & Wireless	ntl & Telewest	Others
Connection						
01/02 Q4	56	40	1	4	8	4
02/03 Q1	58	42	0	2	10	4
02/03 Q2	65	54	1	1	7	4
02/03 Q3	56	46	1	0	4	5
02/03 Q4	50	40	1	1	5	3
Line rental						
01/02 Q4	1,004	883	5	16	87	13
02/03 Q1	1,025	891	5	22	91	15
02/03 Q2	1,115	973	5	25	98	15
02/03 Q3	1,084	947	6	22	96	13
02/03 Q4	1,103	913	6	22	149	13

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 Q4	1,276	858	n/a	n/a	333	84
02/03 Q1	1,271	872	n/a	n/a	314	85
02/03 Q2	1,188	793	n/a	n/a	311	84
02/03 Q3	1,213	811	n/a	n/a	317	84
02/03 Q4	1,086	745	n/a	n/a	256	85
Lines at end of period						
01/02 Q4	35,660	29,087	227	384	5,368	593
02/03 Q1	35,082	28,565	228	382	5,294	613
02/03 Q2	35,011	28,548	227	384	5,245	607
02/03 Q3	34,879	28,343	226	385	5,316	609
02/03 Q4	34,898	28,266	228	390	5,390	623
Net change during period						
01/02 Q4	-17	18	11	-2	-44	0
02/03 Q1	-578	-523	0	-2	-74	19
02/03 Q2	-70	-16	0	2	-50	-6
02/03 Q3	-133	-205	0	1	71	2
02/03 Q4	19	-77	2	5	75	14

*Figures have been updated to reflect more accurate data. 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 Q4	16	573	19	242	630	24,577	279	6,724
02/03 Q1	20	576	17	246	632	24,509	287	6,258
02/03 Q2	19	587	17	261	652	24,446	209	6,237
02/03 Q3	15	591	16	223	642	24,531	265	6,154
02/03 Q4	14	614	16	240	529	24,593	264	6,089
ISDN2 channels								
01/02 Q4	2	9	10	80	57	320	127	1,501
02/03 Q1	1	10	11	82	37	334	134	1,493
02/03 Q2	1	10	12	91	28	337	125	1,473
02/03 Q3	1	10	14	83	23	335	115	1,403
02/03 Q4	1	10	12	89	19	325	113	1,408
ISDN30 channels								
01/02 Q4	-	-	8	100	-	-	182	2,538
02/03 Q1	-	-	9	111	-	-	181	2,513
02/03 Q2	-	-	9	127	-	-	174	2,519
02/03 Q3	-	-	11	125	-	-	168	2,456
02/03 Q4	-	-	7	122	-	-	161	2,482

*Figures have been updated to reflect more accurate data.

Table 7b

Broadband Internet subscribers (000's)

	Total	DSL	Cable Modem	Other
01/02 Q4	376	147	228	0
02/03 Q1	747	291	453	4
02/03 Q2	1,011	409	597	5
02/03 Q3	1,374	589	779	7
02/03 Q4	1,821	854	960	7
03/04 Q1	2,202	1,096	1,098	8

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

	BT	Kingston	ntl & Telewest	Others <small>Includes CNS</small>
Local calls				
01/02 Q4	74.4	n/a	21.1	4.5
02/03 Q1	70.8	n/a	24.1	5.1
02/03 Q2	71.8	n/a	23.1	5.2
02/03 Q3	72.0	n/a	22.8	5.2
02/03 Q4	70.6	n/a	23.2	6.2
National calls				
01/02 Q4	68.1	n/a	19.8	12.1
02/03 Q1	68.7	n/a	18.9	12.4
02/03 Q2	70.9	n/a	16.8	12.3
02/03 Q3	70.5	n/a	17.5	12.0
02/03 Q4	74.5	n/a	12.4	13.1
International calls				
01/02 Q4	60.2	n/a	13.0	26.8
02/03 Q1	60.1	n/a	12.5	27.4
02/03 Q2	62.3	n/a	12.0	25.7
02/03 Q3	62.4	n/a	11.9	25.7
02/03 Q4	61.7	n/a	11.4	26.9
Calls to mobiles				
01/02 Q4	70.5	n/a	23.1	6.4
02/03 Q1	71.4	n/a	22.1	6.5
02/03 Q2	72.2	n/a	21.5	6.3
02/03 Q3	71.6	n/a	22.0	6.3
02/03 Q4	71.3	n/a	22.3	6.4
Other calls				
01/02 Q4	77.5	n/a	17.7	4.8
02/03 Q1	80.3	n/a	15.2	4.5
02/03 Q2	82.3	n/a	13.6	4.1
02/03 Q3	82.7	n/a	13.2	4.1
02/03 Q4	81.8	n/a	13.4	4.8
All calls				
01/02 Q4	71.8	n/a	19.6	8.5
02/03 Q1	72.2	n/a	19.0	8.7
02/03 Q2	73.9	n/a	17.8	8.3
02/03 Q3	73.9	n/a	17.8	8.3
02/03 Q4	73.9	n/a	17.4	8.7
Call & exchange line revenues				
01/02 Q4	77.1	0.1	17.2	5.5
02/03 Q1	77.0	0.1	17.3	5.5
02/03 Q2	78.3	0.1	16.3	5.3
02/03 Q3	78.5	0.1	16.1	5.3
02/03 Q4	76.8	0.1	17.6	5.4

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

	*BT	Kingston	ntl & Telewest	Others <small>Includes CNS</small>
Local calls				
01/02 Q4	77.7	n/a	16.0	6.3
02/03 Q1	78.2	n/a	15.7	6.0
02/03 Q2	78.3	n/a	15.9	5.8
02/03 Q3	78.3	n/a	16.0	5.7
02/03 Q4	75.0	n/a	18.6	6.3
National calls				
01/02 Q4	66.2	n/a	21.6	12.1
02/03 Q1	68.3	n/a	20.1	11.6
02/03 Q2	69.8	n/a	18.9	11.3
02/03 Q3	69.7	n/a	19.7	10.6
02/03 Q4	71.8	n/a	15.7	12.5
International calls				
01/02 Q4	43.3	n/a	8.7	48.1
02/03 Q1	43.1	n/a	8.3	48.6
02/03 Q2	45.2	n/a	8.8	46.0
02/03 Q3	46.3	n/a	8.5	45.2
02/03 Q4	43.7	n/a	8.4	48.0
Calls to mobiles				
01/02 Q4	73.2	n/a	19.1	7.7
02/03 Q1	74.4	n/a	18.1	7.5
02/03 Q2	75.1	n/a	17.9	7.0
02/03 Q3	75.7	n/a	17.6	6.7
02/03 Q4	75.6	n/a	17.0	7.3
Other calls*				
01/02 Q4	78.5	n/a	17.8	3.7
02/03 Q1	78.5	n/a	17.8	3.7
02/03 Q2	80.1	n/a	16.4	3.6
02/03 Q3	81.2	n/a	14.9	3.9
02/03 Q4	82.6	n/a	14.0	3.4
All calls				
01/02 Q4	76.2	n/a	17.7	6.1
02/03 Q1	76.6	n/a	17.4	5.9
02/03 Q2	77.8	n/a	16.5	5.7
02/03 Q3	78.6	n/a	15.7	5.7
02/03 Q4	78.9	n/a	15.3	5.8
Lines at end of period				
01/02 Q4	80.4	0.6	18.9	0.0
02/03 Q1	80.7	0.6	18.7	0.0
02/03 Q2	80.9	0.6	18.5	0.0
02/03 Q3	80.8	0.6	18.6	0.0
02/03 Q4	80.5	0.6	18.9	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
Local calls				
01/02 Q4	286	213	60	13
02/03 Q1	231	164	56	12
02/03 Q2	231	166	53	12
02/03 Q3	235	169	54	12
02/03 Q4	226	159	52	14
National calls				
01/02 Q4	138	94	27	17
02/03 Q1	125	86	24	16
02/03 Q2	125	88	21	15
02/03 Q3	127	89	22	15
02/03 Q4	115	85	14	15
International calls				
01/02 Q4	125	75	16	34
02/03 Q1	122	74	15	34
02/03 Q2	121	76	15	31
02/03 Q3	123	77	15	32
02/03 Q4	110	68	13	29
Calls to mobiles				
01/02 Q4	267	189	62	17
02/03 Q1	270	193	60	18
02/03 Q2	274	198	59	17
02/03 Q3	269	193	59	17
02/03 Q4	256	183	57	16
Other calls				
01/02 Q4	277	215	49	13
02/03 Q1	305	245	46	14
02/03 Q2	323	266	44	13
02/03 Q3	331	274	43	14
02/03 Q4	335	274	45	16
All calls				
01/02 Q4	1,094	786	215	93
02/03 Q1	1,053	761	200	92
02/03 Q2	1,074	793	192	89
02/03 Q3	1,085	802	193	90
02/03 Q4	1,041	769	181	91

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 Q4	13,611	10,580	2,178	854
02/03 Q1	12,876	10,074	2,028	774
02/03 Q2	12,571	9,840	2,002	728
02/03 Q3	13,375	10,467	2,146	762
02/03 Q4	13,525	10,147	2,521	858
National calls				
01/02 Q4	6,149	4,073	1,331	746
02/03 Q1	5,811	3,967	1,168	676
02/03 Q2	5,711	3,985	1,082	643
02/03 Q3	6,033	4,205	1,190	638
02/03 Q4	5,685	4,083	894	708
International calls				
01/02 Q4	901	390	78	433
02/03 Q1	882	380	73	429
02/03 Q2	835	378	73	384
02/03 Q3	853	395	73	385
02/03 Q4	892	390	75	428
Calls to mobiles				
01/02 Q4	1,978	1,448	378	152
02/03 Q1	2,014	1,499	364	151
02/03 Q2	2,058	1,546	368	143
02/03 Q3	2,087	1,580	367	140
02/03 Q4	2,038	1,542	347	149
Other calls*				
01/02 Q4	33,054	25,943	5,895	1,216
02/03 Q1	33,375	26,203	5,938	1,234
02/03 Q2	32,327	25,881	5,289	1,157
02/03 Q3	33,971	27,594	5,064	1,312
02/03 Q4	35,647	29,439	5,006	1,202
All calls				
01/02 Q4	55,694	42,434	9,860	3,401
02/03 Q1	54,958	42,123	9,571	3,263
02/03 Q2	53,501	41,631	8,815	3,056
02/03 Q3	56,319	44,242	8,839	3,238
02/03 Q4	57,787	45,599	8,843	3,345

*Includes some FRIACO calls made to non-BT Internet Service Providers. **From 2002/03 Q4 onwards ntl to ntl calls are included in local 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. 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 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
02/03 Q4	15	11	0	4
Line rental				
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
02/03 Q4	625	511	2	111

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 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	665	392	n/a	273
02/03 Q4	548	337	n/a	210
Lines at end of period				
01/02 Q4	24,897	20,028	156	4,713
02/03 Q1	24,843	20,054	155	4,633
02/03 Q2	24,783	20,041	154	4,587
02/03 Q3	24,866	20,085	154	4,627
02/03 Q4	24,919	20,059	156	4,704
Net change during period				
01/02 Q4	-47	-10	8	-45
02/03 Q1	-54	27	-1	-80
02/03 Q2	-60	-13	-1	-46
02/03 Q3	83	44	0	40
02/03 Q4	53	-26	1	77

*Figures have been updated to reflect more accurate data. 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 Q4	65.8	n/a	9.6	9.4	15.2
02/03 Q1	66.9	n/a	6.2	9.6	17.4
02/03 Q2	67.0	n/a	5.9	9.4	17.6
02/03 Q3	66.5	n/a	6.0	8.5	18.9
02/03 Q4	65.7	n/a	5.8	10.5	18.1
National calls					
01/02 Q4	51.6	n/a	11.1	9.3	28.0
02/03 Q1	52.0	n/a	9.2	7.9	30.9
02/03 Q2	52.7	n/a	8.9	7.3	31.1
02/03 Q3	53.1	n/a	7.5	6.7	32.7
02/03 Q4	52.4	n/a	7.6	6.1	33.9
International calls					
01/02 Q4	42.8	n/a	13.7	3.3	40.1
02/03 Q1	41.8	n/a	11.6	3.7	42.9
02/03 Q2	42.4	n/a	11.0	3.9	42.7
02/03 Q3	40.9	n/a	10.9	3.7	44.5
02/03 Q4	37.6	n/a	10.2	2.9	49.3
Calls to mobiles					
01/02 Q4	49.8	n/a	16.2	7.6	26.3
02/03 Q1	50.3	n/a	12.6	8.2	28.9
02/03 Q2	50.2	n/a	12.4	8.4	29.0
02/03 Q3	49.4	n/a	12.7	7.7	30.3
02/03 Q4	48.1	n/a	12.4	8.9	30.6
Other calls					
01/02 Q4	49.1	n/a	16.5	6.7	27.7
02/03 Q1	48.2	n/a	17.8	5.0	29.0
02/03 Q2	45.5	n/a	19.1	4.2	31.2
02/03 Q3	46.4	n/a	19.7	4.5	29.5
02/03 Q4	48.2	n/a	18.7	3.8	29.3
All calls					
01/02 Q4	51.2	n/a	14.1	7.4	27.2
02/03 Q1	51.2	n/a	12.5	6.8	29.5
02/03 Q2	50.6	n/a	12.6	6.6	30.2
02/03 Q3	50.5	n/a	12.7	6.2	30.7
02/03 Q4	50.1	n/a	12.4	6.3	31.2
Call & exchange line revenues					
01/02 Q4	62.9	0.2	11.0	6.2	19.7
02/03 Q1	63.9	0.2	9.9	5.5	20.6
02/03 Q2	64.0	0.2	9.8	5.5	20.4
02/03 Q3	63.2	0.3	9.9	5.5	21.1
02/03 Q4	63.5	0.2	9.6	5.5	21.1

* From Q1 0203 C&W figures have been restated to reflect revised data submitted by the company. Data prior to 2002/03 is therefore not directly comparable.

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

	*BT	Kingston	Cable & Wireless	ntl & Telewest	Others Includes CNS
Local calls					
01/02 Q4	53.2	n/a	14.7	8.9	23.2
02/03 Q1	55.5	n/a	9.1	9.5	26.0
02/03 Q2	55.3	n/a	9.0	9.4	26.3
02/03 Q3	54.3	n/a	8.7	8.8	28.1
02/03 Q4	52.4	n/a	8.5	10.2	28.8
National calls					
01/02 Q4	33.8	n/a	13.8	8.0	44.3
02/03 Q1	34.1	n/a	10.8	8.5	46.6
02/03 Q2	35.3	n/a	10.7	7.2	46.8
02/03 Q3	35.8	n/a	8.7	5.9	49.6
02/03 Q4	34.7	n/a	8.5	4.9	51.9
International calls					
01/02 Q4	20.1	n/a	16.5	3.9	59.4
02/03 Q1	19.6	n/a	13.5	5.2	61.8
02/03 Q2	21.2	n/a	14.0	6.1	58.7
02/03 Q3	20.9	n/a	13.1	6.6	59.4
02/03 Q4	19.6	n/a	11.8	2.6	66.0
Calls to mobiles					
01/02 Q4	46.3	n/a	15.3	7.2	31.3
02/03 Q1	48.0	n/a	11.6	7.2	33.2
02/03 Q2	47.1	n/a	11.4	7.0	34.5
02/03 Q3	46.6	n/a	11.3	7.0	35.1
02/03 Q4	45.5	n/a	11.0	7.3	36.3
Other calls*					
01/02 Q4	58.7	n/a	4.3	3.8	33.2
02/03 Q1	55.4	n/a	2.9	3.4	38.3
02/03 Q2	59.9	n/a	3.0	3.1	34.0
02/03 Q3	64.0	n/a	3.1	3.1	29.9
02/03 Q4	66.9	n/a	3.2	2.9	27.0
All calls					
01/02 Q4	48.9	n/a	9.9	6.2	35.0
02/03 Q1	48.3	n/a	6.9	6.1	38.7
02/03 Q2	50.8	n/a	6.9	5.6	36.6
02/03 Q3	52.9	n/a	6.3	5.2	35.6
02/03 Q4	53.2	n/a	6.3	5.0	35.5
Lines at end of period					
01/02 Q4	84.2	0.7	3.6	6.1	5.5
02/03 Q1	83.2	0.7	3.7	6.4	6.0
02/03 Q2	83.2	0.7	3.8	6.4	5.9
02/03 Q3	82.5	0.7	3.8	6.9	6.1
02/03 Q4	82.2	0.7	3.9	6.9	6.2

*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 Q4	127	83	12	12	19
02/03 Q1	117	78	7	11	20
02/03 Q2	117	78	7	11	21
02/03 Q3	112	75	7	10	21
02/03 Q4	112	74	7	12	20
National calls					
01/02 Q4	197	101	22	18	55
02/03 Q1	185	96	17	15	57
02/03 Q2	181	95	16	13	56
02/03 Q3	168	89	13	11	55
02/03 Q4	159	83	12	10	54
International calls					
01/02 Q4	110	47	15	4	44
02/03 Q1	106	44	12	4	45
02/03 Q2	105	45	12	4	45
02/03 Q3	98	40	11	4	44
02/03 Q4	95	36	10	3	47
Calls to mobiles					
01/02 Q4	227	113	37	17	60
02/03 Q1	221	111	28	18	64
02/03 Q2	227	114	28	19	66
02/03 Q3	223	110	28	17	68
02/03 Q4	223	107	28	20	68
Other calls **					
01/02 Q4	311	153	51	21	86
02/03 Q1	261	126	47	13	76
02/03 Q2	259	118	49	11	81
02/03 Q3	259	120	51	12	76
02/03 Q4	265	128	50	10	78
All calls *					
01/02 Q4	971	497	137	72	265
02/03 Q1	890	456	111	61	262
02/03 Q2	889	450	112	58	269
02/03 Q3	861	434	109	53	264
02/03 Q4	854	428	106	54	267

* From Q1 0203 C&W figures have been restated to reflect revised data submitted by the company. Data prior to 2002/03 is therefore not directly comparable.

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. ** Includes called party revenues from terminating services.

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 Q4	5,615	2,988	826	501	1,300
02/03 Q1	4,982	2,763	452	473	1,294
02/03 Q2	4,947	2,737	447	464	1,300
02/03 Q3	4,844	2,632	424	427	1,361
02/03 Q4	4,940	2,590	421	504	1,425
National calls					
01/02 Q4	7,614	2,574	1,052	613	3,375
02/03 Q1	7,136	2,431	771	607	3,327
02/03 Q2	6,852	2,422	732	492	3,206
02/03 Q3	6,414	2,296	561	378	3,179
02/03 Q4	6,602	2,290	561	326	3,425
International calls					
01/02 Q4	924	186	152	36	549
02/03 Q1	893	175	120	46	551
02/03 Q2	835	177	117	51	490
02/03 Q3	771	161	101	51	458
02/03 Q4	837	164	99	22	553
Calls to mobiles					
01/02 Q4	1,598	739	244	115	500
02/03 Q1	1,536	737	178	111	510
02/03 Q2	1,617	761	185	114	557
02/03 Q3	1,583	738	178	111	556
02/03 Q4	1,634	743	180	118	592
Other calls*					
01/02 Q4	12,463	7,316	530	478	4,138
02/03 Q1	13,127	7,273	381	441	5,032
02/03 Q2	12,600	7,549	380	392	4,280
02/03 Q3	12,371	7,914	378	380	3,699
02/03 Q4	12,179	8,148	389	348	3,294
All calls					
01/02 Q4	28,213	13,803	2,804	1,743	9,863
02/03 Q1	27,674	13,379	1,903	1,678	10,715
02/03 Q2	26,852	13,646	1,859	1,512	9,834
02/03 Q3	25,983	13,741	1,641	1,347	9,253
02/03 Q4	26,192	13,935	1,650	1,318	9,288

*Includes some FRIACO calls made to non-BT Internet Service Providers. **2002/03 figures have been updated to reflect more accurate data. Data prior to 2002/03 is not directly comparable to the updated figures. ***From 2002/03 Q4 onwards ntl to ntl calls are included in local 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 16**Business exchange line revenues by operator (£m)**

	All operators	BT	Kingston	Cable & Wireless	ntl & Telewest	Others
Connection						
01/02 Q4	37	28	0	4	2	4
02/03 Q1	37	31	0	2	1	4
02/03 Q2	39	32	1	1	1	4
02/03 Q3	41	34	1	0	1	5
02/03 Q4	34	29	1	1	1	3
Line rental						
01/02 Q4	422	374	3	16	16	13
02/03 Q1	439	386	3	22	13	15
02/03 Q2	479	418	3	25	18	15
02/03 Q3	431	374	3	22	19	13
02/03 Q4	450	393	3	22	19	13

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 Q4	588	463	n/a	n/a	41	84
02/03 Q1	602	475	n/a	n/a	42	85
02/03 Q2	508	387	n/a	n/a	36	84
02/03 Q3	548	420	n/a	n/a	44	84
02/03 Q4	538	408	n/a	n/a	45	85
Lines at end of period						
01/02 Q4	10,763	9,059	71	384	655	593
02/03 Q1	10,264	8,536	72	382	661	613
02/03 Q2	10,229	8,507	73	384	658	607
02/03 Q3	10,013	8,258	72	385	689	609
02/03 Q4	9,979	8,207	73	390	686	623
Net change during period						
01/02 Q4	30	29	3	-2	1	0
02/03 Q1	-498	-523	1	-2	6	19
02/03 Q2	-36	-29	1	2	-3	-6
02/03 Q3	-216	-249	-1	1	31	2
02/03 Q4	-34	-51	1	5	-2	14

*Figures have been updated to reflect more accurate data. 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 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
02/03 Q4	435	258	-	68	28	81
From UK fixed outgoing international						
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
02/03 Q4	137	23	1	19	-	94
From UK mobile						
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
02/03 Q4	270	255	-	8	-	8
From overseas incoming international						
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
02/03 Q4	130	-	-	66	1	64
Total						
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
02/03 Q4	972	536	1	160	29	248

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 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
02/03 Q4	51,527	27,776	-	2,471	5,427	15,852
From UK fixed outgoing international						
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
02/03 Q4	2,244	179	12	462	7	1,584
From UK mobile						
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
02/03 Q4	8,623	7,876	-	681	12	54
From overseas incoming international						
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
02/03 Q4	2,467	-	-	1,150	73	1,244
Total						
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
02/03 Q4	64,862	35,831	12	4,764	5,520	18,736

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 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
02/03 Q4	502	240	3	42	91	126
To UK fixed outgoing international						
01/02 Q4	63	-	0	3	4	56
02/03 Q1	52	-	0	2	3	48
02/03 Q2	57	-	0	2	2	52
02/03 Q3	51	-	0	2	2	47
02/03 Q4	52	-	0	2	1	49
To UK mobile						
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
02/03 Q4	598	526	-	55	7	10
To overseas outgoing international						
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
02/03 Q4	196	-	-	66	7	124
Total						
01/02 Q4	1,525	891	4	187	93	351
02/03 Q1	1,358	759	3	182	91	323
02/03 Q2	1,415	788	4	193	111	320
02/03 Q3	1,373	778	4	165	114	311
02/03 Q4	1,349	766	4	164	106	309

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 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
02/03 Q4	40,805	14,567	196	6,196	8,348	11,498
To UK fixed outgoing international						
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
02/03 Q4	1,033	-	3	59	41	930
To UK mobile						
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
02/03 Q4	6,124	5,464	-	512	67	81
To overseas outgoing international						
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
02/03 Q4	2,722	-	-	1,104	81	1,536
Total						
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
02/03 Q4	50,684	20,031	199	7,871	8,537	14,045

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 Q4 (January to March 2003)

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 Q4 (millions of minutes)

Rank	Country	Outbound	Incoming	Rank
	All routes	3410.4	2356.0	
1	USA (inc. Hawaii & Alaska)	712.5	451.0 (1)	
2	Germany	236.9	183.9 (2)	
3	France	174.2	165.7 (3)	
4	Ireland	165.9	139.2 (4)	
5	Spain	161.0	108.7 (5)	
6	Italy	132.3	97.9 (6)	
7	Australia	130.8	92.5 (7)	
8	Canada	116.1	61.8 (10)	
9	Netherlands	86.2	70.4 (9)	
10	Switzerland	74.1	73.1 (8)	
11	Sweden	66.3	60.4 (11)	
12	South Africa	63.2	32.4 (18)	
13	Pakistan	56.3	8.0 (40)	
14	Belgium	55.9	43.4 (13)	
15	India	54.1	25.9 (20)	
16	Japan	49.3	12.7 (30)	
17	Brazil	47.4	14.0 (29)	
18	Greece	47.0	41.8 (14)	
19	Philippines	46.5	24.1 (23)	
20	Russia	45.6	34.1 (16)	
21	Portugal	43.3	34.1 (15)	
22	Turkey	43.0	12.2 (31)	
23	Norway	41.4	24.9 (21)	
24	Denmark	38.0	23.9 (24)	
25	China	37.9	11.5 (32)	
26	Hong Kong	36.9	23.7 (25)	
27	Poland	33.6	10.1 (34)	
28	Austria	33.4	20.9 (26)	
29	New Zealand	29.1	33.7 (17)	
30	Nigeria	28.9	7.9 (42)	

Annex

UK IDD traffic volumes 2002/03 Q4 (millions of minutes)

Rank	Country	Outbound	Incoming	Rank
31	Ghana	28.9	8.0 (41)	
32	Israel	26.7	29.4 (19)	
33	Egypt	24.3	7.6 (43)	
34	Colombia	23.8	14.9 (28)	
35	UAE (Emirates)	20.6	24.7 (22)	
36	Thailand	20.3	9.5 (35)	
37	Ukraine	20.0	8.1 (39)	
38	Hungary	19.2	4.5 (55)	
39	Finland	18.9	9.0 (37)	
40	Morocco	17.4	4.9 (51)	
41	Mexico	17.1	6.0 (49)	
42	Syrian Arab Republic	15.6	4.4 (57)	
43	Romania	15.6	4.4 (56)	
44	Korea, Republic of	15.0	3.1 (66)	
45	Malaysia	14.9	7.1 (44)	
46	Ecuador	14.8	2.5 (69)	
47	Zimbabwe	14.7	4.7 (52)	
48	Jamaica	14.7	6.6 (46)	
49	Singapore	14.3	46.5 (12)	
50	Bangladesh	14.0	3.6 (63)	
51	Cyprus	13.2	15.3 (27)	
52	Saudi Arabia	11.7	10.4 (33)	
53	Lebanon	11.5	6.5 (47)	
54	Vietnam	11.0	4.2 (59)	
55	Bulgaria	10.5	2.5 (71)	
56	Taiwan	10.4	3.1 (67)	
57	Iran	10.4	6.4 (48)	
58	Chile	10.2	7.0 (45)	
59	Sri Lanka	9.7	4.7 (54)	
60	Peru	9.3	2.3 (76)	
61	Czech Republic	9.1	3.8 (62)	
62	Yugoslavia (Serbia)	8.7	8.7 (38)	
63	Croatia	8.5	2.1 (78)	
64	Indonesia	7.9	2.1 (77)	
65	Algeria	7.7	9.1 (36)	
66	Malta	7.7	2.7 (68)	
67	Senegal	7.5	1.5 (88)	
68	Monaco	7.5	4.7 (53)	
69	Slovak Republic	7.2	2.5 (70)	
70	Kazakhstan	6.9	0.9 (100)	
71	Gambia	6.8	1.7 (85)	
72	El Salvador	6.2	0.0 (192)	
73	Kenya	5.9	1.6 (86)	
74	Tanzania	5.6	1.3 (91)	
75	Argentina	5.5	2.4 (72)	
76	Luxembourg	5.3	4.2 (58)	
77	Tunisia	5.2	2.4 (74)	
78	Lithuania	5.2	0.4 (129)	
79	Puerto Rico	5.1	1.2 (94)	
80	Zaire	5.0	1.5 (89)	
81	Venezuela	4.9	0.8 (101)	
82	Cameroon	4.8	0.5 (122)	
83	Bahrain	4.4	4.1 (60)	
84	Sudan	4.2	0.6 (110)	
85	Bosnia and Herzegovina	4.1	3.5 (64)	

Annex

UK IDD traffic volumes 2002/03 Q4 (millions of minutes)

Rank	Country	Outbound	Incoming	Rank
86	Ethiopia	4.1	0.5 (123)	
87	Albania	3.9	1.2 (92)	
88	Macedonia	3.9	1.2 (93)	
89	Slovenia	3.8	1.7 (83)	
90	Cuba	3.7	1.1 (96)	
91	Kuwait	3.7	5.2 (50)	
92	Dominican Republic	3.7	0.6 (112)	
93	Latvia	3.6	0.8 (102)	
94	Honduras	3.4	0.4 (130)	
95	Iceland	3.3	1.9 (81)	
96	Suriname	3.2	0.2 (156)	
97	Estonia	3.1	1.2 (95)	
98	Uganda	3.1	0.9 (99)	
99	Mauritius	3.1	3.2 (65)	
100	Cote d'Ivoire (Ivory Coast)	3.0	0.8 (105)	
101	Guinea	2.9	0.6 (113)	
102	Trinidad & Tobago	2.8	1.3 (90)	
103	Jordan	2.8	3.9 (61)	
104	Netherland Antilles	2.7	0.3 (139)	
105	Georgia	2.6	0.3 (140)	
106	Sierra Leone	2.5	0.7 (108)	
107	Bahamas	2.4	0.5 (124)	
108	Barbados	2.4	1.9 (82)	
109	Gibraltar	2.3	2.1 (79)	
110	Somalia	2.3	0.2 (146)	
111	Bermuda	2.1	1.7 (84)	
112	Nepal	2.0	0.9 (98)	
113	Qatar	2.0	2.3 (75)	
114	Guyana	1.8	1.1 (97)	
115	Iraq	1.8	0.5 (121)	
116	Malawi	1.7	0.4 (132)	
117	Bolivia	1.7	0.6 (115)	
118	Cayman Island	1.6	1.5 (87)	
119	Oman	1.5	2.0 (80)	
120	Moldavia	1.4	0.1 (158)	
121	Libya	1.4	2.4 (73)	
122	Angola	1.4	0.4 (133)	
123	St. Lucia	1.3	0.4 (135)	
124	Yemen Arab Republic	1.3	0.4 (127)	
125	Mozambique	1.2	0.2 (154)	
126	Zambia	1.2	0.5 (120)	
127	Uruguay	1.1	0.1 (174)	
128	Botswana	1.1	0.7 (109)	
129	Belarus	1.0	0.8 (104)	
130	Azerbaijan	1.0	0.8 (103)	
	Top 130 Routes	3372.1	2330.6	
	Other Routes	38.3	25.5	
	Total	3410.4	2356.0	