Telecommunications market data tables Q1 2010

1 – Market monitor

2 – Fixed telecoms market data tables

3 – Mobile telecoms market data tables

Published: **October 2010**

1. Market monitor

In this section we highlight some of the key trends emerging this quarter from the data we collect on the UK telecommunications sector.

Fixed voice

- Total fixed voice revenues were £2.21bn in Q1 2010, unchanged from a year previously.
- This was despite a 0.4% fall in fixed voice call volumes during the year to Q1 2010 to 34.8 billion minutes, indicating that the average cost of fixed voice services has increased over the period.
- BT's retail share of analogue lines and ISDN channels was 54.7% at the end of Q1 2010, 0.7 percentage points lower than in the previous quarter and 5.1 percentage points lower than a year previously.

Fixed broadband

- At the end of Q1 2010 there were an estimated 18.6 million UK residential and SME broadband connections, 366k more than at the end of the previous quarter and 1.1 million more than there were at the end of Q1 2009.
- BT continued to be the largest residential and SME broadband supplier during the quarter, its market share of 27.0% was 0.5 percentage points higher than a year previously.

Mobile[1]

- Total revenues grew by 0.2% across the UK's four largest mobile operators between Q1 2009 and Q1 2010, the first year-on-year increase in overall revenue since Q3 2008. Revenue from calls and other charges (including access) rose by 0.7% compared to a 1.6% annual decline in Q4 2009; however revenue from messaging continued to fall (-1.6%), albeit at a slower rate than in Q4 2009 (-2.0%) and Q3 2009 (-7.1%).
- Total call volumes across the four operators increased by 6.1% year-on-year to 27.7 billion in Q1 2010, driven by an increase in calls to UK-based numbers (+6.3%).
- Total messaging volumes for the four operators reached nearly 27 billion in Q1 2010, equivalent to 379 messages per subscriber; this compares to nearly 21.4 billion or 312 messages per subscriber in Q1 2009.
- The number of active mobile subscriptions for the four operators grew by just over 563k in Q1 2010 to 71.2 million, a significantly lower growth rate than in Q4 2009 (+1.46 million), but in contrast to a 683k decline in Q1 2009. More than 40% of subscriptions were post-pay at the end of Q1 2010 (40.3%, up 2.1 percentage points on Q1 2009)

[1] The commentary provided only refers to the four mobile operators covered in this report.

2. Fixed telecoms market data tables

Q1 2010 (January to March 2010)

Table

Notes:

Please note this update is based on calendar quarters:

Q1: January to March

Q2: April to June

Q3: July to September

Q4: October to December

Note: The data in these tables are the most accurate currently available. Where historical restatements have occurred, this is due to either operator restatements or improvements in methodology.

Table 1
Summary of network access & call revenues by operator (£millions)

	All Operators	BT	Virgin Media	Other	BT share
Access & Calls[1]					
2008	9,193	5,436	1,175	2,582	59.1%
2009	8,885	4,957	1,152	2,776	55.8%
2009 Q1	2,206	1,259	289	658	57.1%
2009 Q2	2,250	1,290	285	675	57.3%
2009 Q3	2,194	1,214	286	694	55.3%
2009 Q4	2,235	1,194	293	748	53.4%
2010 Q1	2,208	1,144	287	777	51.8%
Access					
2008	4,664	3,044	571	1,049	65.3%
2009	4,549	2,815	576	1,158	61.9%
2009 Q1	1,127	717	144	266	63.6%
2009 Q2	1,168	743	144	281	63.6%
2009 Q3	1,127	689	144	295	61.1%
2009 Q4	1,127	666	144	317	59.1%
2010 Q1	1,133	656	145	332	57.9%
Calls[1]					
2008	4,529	2,392	604	1,533	52.8%
2009	4,336	2,142	576	1,618	49.4%
2009 Q1	1,079	542	144	393	50.2%
2009 Q2	1,082	547	140	395	50.6%
2009 Q3	1,067	525	142	400	49.2%
2009 Q4	1,108	528	149	431	47.6%
2010 Q1	1,076	488	142	445	45.4%

[1] Revenue figures are not intended to include subscription revenues for unmetered dial-up internet access although some element may remain.

Table 2
Summary of exchange line numbers at end of quarter by operator (000's)

	All Operators	BT	Virgin Media	Other	BT share
2008	33,217	20,567	4,605	8,046	61.9%
2009	32,597	18,222	4,681	9,694	55.9%
2009 Q1	33,107	20,007	4,606	8,494	60.4%
2009 Q2	32,786	19,280	4,597	8,909	58.8%
2009 Q3	32,670	18,742	4,609	9,319	57.4%
2009 Q4	32,597	18,222	4,681	9,694	55.9%
2010 Q1	32,529	17,800	4,710	10,019	54.7%

Table 3
Summary of call volumes by operator (millions of minutes)[1]

	All Operators	BT[1]	Virgin Media	Other Direct Access	Other Indirect Access	BT share[1]
2008	144,039	67,152	19,272	16,984	40,631	46.6%
2009	135,480	56,640	17,408	18,164	43,268	41.8%
2009 Q1	34,946	15,407	4,661	4,512	10,366	44.1%
2009 Q2	33,131	13,942	4,238	4,355	10,596	42.1%
2009 Q3	33,129	13,684	4,238	4,297	10,910	41.3%
2009 Q4	34,274	13,607	4,271	4,999	11,396	39.7%
2010 Q1	34,821	13,566	4,286	5,424	11,545	39.0%

[1] Includes calls made to non-BT internet service providers via FRIACO.

Table 4

Summary of call revenues by call type and operator (£millions)

	All Operators	BT	Virgin Media	Other	BT share
UK geographic calls					
2008	1,368	753	161	454	55.0%
2009	1,373	725	167	481	52.8%
2009 Q1	342	183	41	118	53.6%
2009 Q2	335	180	39	116	53.7%
2009 Q3	333	174	41	117	52.4%
2009 Q4	363	187	46	130	51.6%
2010 Q1	356	180	43	134	50.4%
International calls					
2008	554	252	53	250	45.4%
2009	514	211	47	256	41.0%
2009 Q1	133	57	12	64	42.8%
2009 Q2	129	53	12	64	41.4%
2009 Q3	126	51	12	63	40.5%
2009 Q4	126	49	12	65	39.1%
2010 Q1	126	49	11	66	38.8%
Calls to mobiles					
2008	1,530	718	220	592	46.9%
2009	1,435	641	194	600	44.7%
2009 Q1	364	167	49	148	46.0%
2009 Q2	358	163	49	147	45.4%
2009 Q3	358	159	48	150	44.6%
2009 Q4	355	152	48	156	42.8%
2010 Q1	336	135	45	156	40.1%
Other calls[1]					
2008	1,076	669	170	236	62.2%
2009	1,015	565	168	281	55.7%
2009 Q1	240	134	42	63	55.9%
2009 Q2	260	152	41	68	58.2%
2009 Q3	251	141	41	69	56.1%
2009 Q4	264	139	44	80	52.8%
2010 Q1	257	124	43	89	48.4%

[1] Includes freephone, special services, premium rate, directory enquiries and all other call types. Figures are not intended to include subscription revenues for unmetered dial-up internet access although some element may remain.

Table 5

Summary of call volumes by call type and operator (millions of minutes)

	All Operators	BT	Virgin Media	Other Direct Access	Other Indirect Access	BT share
UK geographic calls						
2008	91,892	41,345	13,732	10,792	26,023	45.0%
2009	88,970	36,503	12,646	11,863	27,958	41.0%
2009 Q1	22,953	9,903	3,390	2,901	6,759	43.1%
2009 Q2	21,554	8,885	3,059	2,806	6,804	41.2%
2009 Q3	21,533	8,738	3,049	2,784	6,962	40.6%
2009 Q4	22,930	8,977	3,148	3,372	7,433	39.1%
2010 Q1	23,400	9,018	3,183	3,686	7,513	38.5%
International calls						
2008	6,173	1,852	366	2,050	1,904	30.0%
2009	6,186	1,709	338	2,182	1,957	27.6%
2009 Q1	1,565	452	86	554	473	28.9%
2009 Q2	1,542	426	83	542	490	27.6%
2009 Q3	1,512	407	84	531	490	26.9%
2009 Q4	1,567	424	85	555	503	27.1%
2010 Q1	1,592	421	85	580	506	26.4%
Calls to mobiles						
2008	13,277	6,266	1,328	1,431	4,252	47.2%
2009	12,371	5,254	1,124	1,397	4,596	42.5%
2009 Q1	3,148	1,397	296	365	1,090	44.4%
2009 Q2	3,063	1,323	283	338	1,118	43.2%
2009 Q3	3,079	1,297	279	320	1,183	42.1%
2009 Q4	3,082	1,237	266	375	1,205	40.1%
2010 Q1	3,063	1,206	258	394	1,205	39.4%
Other calls[1]						
2008	32,697	17,689	3,846	2,711	8,451	54.1%
2009	27,953	13,174	3,300	2,722	8,757	47.1%
2009 Q1	7,281	3,655	889	694	2,043	50.2%
2009 Q2	6,973	3,308	813	668	2,184	47.4%
2009 Q3	7,005	3,242	826	663	2,275	46.3%
2009 Q4	6,694	2,969	772	698	2,255	44.4%
2010 Q1	6,765	2,921	760	764	2,321	43.2%

[1] Includes freephone, special services, premium rate, directory enquiries and all other call types. All dial-up calls to the internet are also included. BT figures include calls made to non-BT internet service providers via FRIACO.

Table 6
Summary of residential network access & call revenues by operator (£millions)

	All Operators	BT	Virgin Media	Other	BT share
Access & Calls[1]					
2008	5,955	3,527	1,055	1,372	59.2%
2009	5,861	3,280	1,044	1,536	56.0%
2009 Q1	1,422	812	260	350	57.1%
2009 Q2	1,486	863	258	366	58.1%
2009 Q3	1,447	800	259	389	55.3%
2009 Q4	1,505	806	268	432	53.5%
2010 Q1	1,474	770	261	443	52.2%
Access					
2008	3,047	1,936	532	579	63.5%
2009	3,028	1,811	538	679	59.8%
2009 Q1	737	454	135	148	61.7%
2009 Q2	783	486	135	163	62.0%
2009 Q3	750	441	134	175	58.8%
2009 Q4	757	429	135	194	56.7%
2010 Q1	761	422	135	205	55.4%
Calls[1]					
2008	2,908	1,592	523	793	54.7%
2009	2,833	1,470	506	857	51.9%
2009 Q1	685	358	126	202	52.2%
2009 Q2	703	377	123	203	53.7%
2009 Q3	697	359	125	213	51.5%
2009 Q4	748	376	133	239	50.3%
2010 Q1	712	348	126	239	48.8%

[1] Revenue figures are not intended to include subscription revenues for unmetered dial-up internet access although some element may remain.

Table 7

Summary of residential exchange line numbers at end of quarter by operator (000's)

	All Operators	BT	Virgin Media	Other	BT share
2008	23,525	14,954	4,170	4,402	63.6%
2009	23,374	13,328	4,249	5,797	57.0%
2009 Q1	23,459	14,513	4,177	4,769	61.9%
2009 Q2	23,388	14,087	4,169	5,132	60.2%
2009 Q3	23,359	13,694	4,182	5,483	58.6%
2009 Q4	23,374	13,328	4,249	5,797	57.0%
2010 Q1	23,432	13,045	4,292	6,095	55.7%

Table 8

Summary of residential call volumes by operator (millions of minutes)[1]

	All Operators	BT[1]	Virgin Media	Other	BT share[1]
2008	99,428	49,180	16,717	33,531	49.5%
2009	94,125	41,586	15,039	37,500	44.2%
2009 Q1	24,259	11,354	4,031	8,874	46.8%
2009 Q2	22,978	10,179	3,664	9,135	44.3%
2009 Q3	23,042	9,963	3,642	9,437	43.2%
2009 Q4	23,846	10,090	3,702	10,054	42.3%
2010 Q1	23,983	9,954	3,701	10,328	41.5%

[1] Includes calls made to non-BT internet service providers via FRIACO.

Table 9
Summary of residential call revenues by call type and operator (£millions)

	All Operators	BT	Virgin Media	Other	BT share
UK geographic calls					
2008	868	508	138	222	58.5%
2009	918	518	148	251	56.5%
2009 Q1	221	126	36	59	57.1%
2009 Q2	220	128	34	59	58.0%
2009 Q3	222	124	36	62	55.7%
2009 Q4	254	141	42	72	55.4%
2010 Q1	246	133	39	74	54.1%
International calls					
2008	300	150	46	104	49.9%
2009	279	129	43	108	46.0%
2009 Q1	71	34	11	26	47.4%
2009 Q2	69	33	10	26	47.0%
2009 Q3	69	31	11	27	45.5%
2009 Q4	70	31	11	28	44.3%
2010 Q1	69	30	10	29	43.8%
Calls to mobiles					
2008	943	448	180	314	47.5%
2009	875	395	158	322	45.1%
2009 Q1	216	101	40	76	46.5%
2009 Q2	218	101	40	77	46.5%
2009 Q3	219	98	40	82	44.7%
2009 Q4	222	95	39	87	43.0%
2010 Q1	212	89	37	86	42.0%
Other calls[1]					
2008	797	486	158	153	61.0%
2009	761	428	158	175	56.2%
2009 Q1	177	97	39	40	55.1%
2009 Q2	196	116	39	41	59.2%
2009 Q3	187	106	38	43	56.6%
2009 Q4	202	109	42	51	54.0%
2010 Q1	186	96	41	49	51.6%

[1] Includes freephone, special services, premium rate, directory enquiries and all other call types. Figures are not intended to include subscription revenues for unmetered dial-up internet access although some element may remain.

Table 10
Summary of residential call volumes by call type and operator (millions of minutes)

	All Operators	BT	Virgin Media	Other	BT share
UK geographic calls					
2008	65,709	31,450	12,037	22,222	47.9%
2009	64,928	28,215	11,079	25,634	43.5%
2009 Q1	16,701	7,668	2,971	6,062	45.9%
2009 Q2	15,704	6,816	2,678	6,210	43.4%
2009 Q3	15,741	6,695	2,658	6,388	42.5%
2009 Q4	16,781	7,036	2,772	6,973	41.9%
2010 Q1	17,008	7,026	2,795	7,187	41.3%
International calls					
2008	3,787	1,243	307	2,237	32.8%
2009	4,083	1,171	289	2,623	28.7%
2009 Q1	1,000	309	74	617	30.9%
2009 Q2	1,017	291	71	655	28.6%
2009 Q3	1,020	280	70	670	27.5%
2009 Q4	1,047	291	74	682	27.8%
2010 Q1	1,038	280	73	685	27.0%
Calls to mobiles					
2008	6,762	3,505	981	2,276	51.8%
2009	6,189	2,869	792	2,528	46.4%
2009 Q1	1,548	760	210	578	49.1%
2009 Q2	1,547	728	202	617	47.1%
2009 Q3	1,561	704	195	662	45.1%
2009 Q4	1,533	677	185	671	44.2%
2010 Q1	1,447	629	171	647	43.5%
Other calls*					
2008	23,170	12,982	3,392	6,796	56.0%
2009	18,925	9,331	2,879	6,715	49.3%
2009 Q1	5,009	2,617	776	1,616	52.2%
2009 Q2	4,710	2,344	713	1,653	49.8%
2009 Q3	4,720	2,284	719	1,717	48.4%
2009 Q4	4,486	2,086	671	1,729	46.5%
2010 Q1	4,491	2,019	662	1,810	45.0%

[1] Includes freephone, special services, premium rate, directory enquiries and all other call types. All dial-up calls to the internet are also included. BT figures include calls made to non-BT internet service providers via FRIACO.

Table 11
Summary of business network access & call revenues by operator (£millions)

	All Operators	BT	Virgin Media	Other	BT share
Access & Calls[1]					
2008	3,169	1,835	120	1,214	57.9%
2009	2,964	1,617	108	1,239	54.6%
2009 Q1	770	432	28	309	56.2%
2009 Q2	748	411	27	310	55.0%
2009 Q3	731	399	27	305	54.5%
2009 Q4	715	374	26	315	52.4%
2010 Q1	721	362	26	333	50.2%
Access					
2008	1,617	1,108	39	470	68.5%
2009	1,521	1,004	38	478	66.0%
2009 Q1	390	263	10	118	67.4%
2009 Q2	384	257	10	118	66.8%
2009 Q3	377	248	10	119	65.8%
2009 Q4	370	237	10	123	64.1%
2010 Q1	371	235	10	127	63.2%
Calls[1]					
2008	1,552	727	81	744	46.8%
2009	1,443	612	70	761	42.4%
2009 Q1	380	170	19	191	44.7%
2009 Q2	364	155	18	192	42.5%
2009 Q3	354	151	17	186	42.6%
2009 Q4	345	137	16	191	39.8%
2010 Q1	350	128	16	206	36.5%

[1] Revenue figures are not intended to include subscription revenues for unmetered dial-up internet access although some element may remain.

Table 12

Summary of business exchange line numbers at end of quarter by operator (000's)

	All Operators	BT	Virgin Media	Other	BT share
2008	9,692	5,613	435	3,644	57.9%
2009	9,223	4,893	432	3,898	53.1%
2009 Q1	9,648	5,494	429	3,725	56.9%
2009 Q2	9,399	5,193	428	3,777	55.3%
2009 Q3	9,311	5,049	427	3,835	54.2%
2009 Q4	9,223	4,893	432	3,898	53.1%
2010 Q1	9,097	4,756	418	3,923	52.3%

Table 13

Summary of business call volumes by operator (millions of minutes)[1]

	All Operators	BT[1]	Virgin Media	Other Direct Access	Other Indirect Access	BT share[1]
2008	44,374	17,735	2,555	10,201	13,883	40.0%
2009	41,185	14,883	2,369	8,621	15,311	36.1%
2009 Q1	10,640	4,005	630	2,380	3,624	37.6%
2009 Q2	10,113	3,723	574	2,089	3,727	36.8%
2009 Q3	10,040	3,674	596	1,893	3,877	36.6%
2009 Q4	10,392	3,481	569	2,259	4,083	33.5%
2010 Q1	10,806	3,580	585	2,482	4,159	33.1%

[1] Includes calls made to non-BT internet service providers via FRIACO

Table 14
Summary of business call revenues by call type and operator (£millions)

	All Operators	BT	Virgin Media	Other	BT share
UK geographic calls					
2008	498	245	23	230	49.1%
2009	451	206	19	225	45.8%
2009 Q1	120	57	5	57	47.7%
2009 Q2	113	52	5	57	45.8%
2009 Q3	110	51	5	55	46.1%
2009 Q4	108	47	5	57	43.2%
2010 Q1	109	46	5	58	42.6%
International calls					
2008	254	102	6	146	40.1%
2009	234	82	5	148	35.0%
2009 Q1	62	23	1	38	37.6%
2009 Q2	60	21	1	38	35.0%
2009 Q3	57	20	1	36	34.5%
2009 Q4	56	18	1	36	32.7%
2010 Q1	57	19	1	37	33.0%
Calls to mobiles					
2007	670	299	45	326	44.6%
2008	591	270	39	282	45.6%
2009	563	246	36	281	43.8%
2009 Q1	149	67	9	72	45.0%
2009 Q2	141	61	9	71	43.5%
2009 Q3	139	62	9	69	44.2%
2009 Q4	134	57	9	69	42.2%
2010 Q1	125	46	9	71	36.8%
Other calls[1]					
2008	209	110	13	86	52.7%
2009	194	77	10	107	39.8%
2009 Q1	49	22	3	24	45.4%
2009 Q2	50	20	3	27	41.0%
2009 Q3	48	19	3	27	39.1%
2009 Q4	47	16	2	29	33.7%
2010 Q1	59	16	2	40	27.8%

[1] Includes freephone, special services, premium rate, directory enquiries and all other call types. Figures are not intended to include subscription revenues for unmetered dial-up internet access although some element may remain.

Table 15
Summary of business call volumes by call type and operator (millions of minutes)

	All Operators	BT	Virgin Media	Other Direct Access	Other Indirect Access	BT share
UK geographic calls						
2008	26,183	9,895	1,695	6,157	8,435	37.8%
2009	24,042	8,288	1,567	5,191	8,996	34.5%
2009 Q1	6,252	2,235	419	1,413	2,184	35.8%
2009 Q2	5,851	2,070	381	1,230	2,170	35.4%
2009 Q3	5,790	2,042	391	1,120	2,237	35.3%
2009 Q4	6,149	1,941	376	1,428	2,404	31.6%
2010 Q1	6,392	1,992	388	1,610	2,402	31.2%
International calls						
2008	2,385	608	59	1,233	485	25.5%
2009	2,103	538	49	986	530	25.6%
2009 Q1	565	143	12	277	133	25.3%
2009 Q2	525	135	12	250	128	25.7%
2009 Q3	493	127	14	220	131	25.8%
2009 Q4	521	133	11	239	137	25.5%
2010 Q1	554	140	12	248	153	25.3%
Calls to mobiles						
2008	6,514	2,760	347	1,106	2,302	42.4%
2009	6,184	2,386	332	959	2,506	38.6%
2009 Q1	1,600	637	86	272	605	39.8%
2009 Q2	1,517	596	81	235	605	39.3%
2009 Q3	1,518	593	84	206	634	39.1%
2009 Q4	1,550	560	81	246	663	36.1%
2010 Q1	1,617	577	87	264	689	35.7%
Other calls*						
2008	9,291	4,472	454	1,704	2,661	48.1%
2009	8,856	3,671	421	1,485	3,279	41.5%
2009 Q1	2,223	990	113	419	702	44.5%
2009 Q2	2,220	922	100	375	824	41.5%
2009 Q3	2,240	912	107	346	875	40.7%
2009 Q4	2,172	847	101	346	878	39.0%
2010 Q1	2,244	871	98	360	915	38.8%

[1] Includes freephone, special services, premium rate, directory enquiries and all other call types. All dial-up calls to the internet are also included. BT figures include calls made to non-BT internet service providers via FRIACO.

Table 16

Summary of residential and small business broadband connections (000's)[1]

	Total	BT retail DSL	Other DSL	Virgin Media Cable	Other (inc. LLU)	BT retail share
2008	17,276	4,545	3,509	3,683	5,539	26.3%
2009	18,233	4,876	3,132	3,845	6,381	26.7%
2009 Q1	17,541	4,641	3,400	3,730	5,770	26.5%
2009 Q2	17,723	4,717	3,286	3,742	5,977	26.6%
2009 Q3	17,916	4,775	3,220	3,781	6,139	26.7%
2009 Q4	18,233	4,876	3,132	3,845	6,381	26.7%
2010 Q1	18,598	5,022	3,022	3,917	6,638	27.0%

[1] Figures exclude corporate broadband connections; BT retail DSL numbers have been adjusted to exclude corporate broadband based on Ofcom estimates.

3. Mobile telecoms market data tables

Q1 2010 (January to March 2010)

Table

Note: The data in these tables are the most accurate currently available. Where historical restatements have occurred, this is due to either operator restatements or improvements in methodology.

Table 1

Estimated retail revenues generated by mobile telephony (£m)[1]

	Vodafone[2]	O2[3]	T-Mobile	Orange[4]
Calls and other charges				
2008 Q1	729	735	541	663
2009 Q2	717	769	554	638
2009 Q3	715	814	565	642
2009 Q4	708	799	567	653
2010 Q1	688	792	537	669
SMS and MMS				
2009 Q1	175	271	105	100
2009 Q2	184	269	102	82
2009 Q3	189	275	105	69
2009 Q4	205	281	98	78
2010 Q1	207	269	90	73
Total				
2009 Q1	904	1,006	645	763
2009 Q2	901	1,038	656	720
2009 Q3	904	1,090	670	711
2009 Q4	913	1,081	665	731
2010 Q1	896	1,061	627	742

[1] This table shows retail revenue for each of the mobile networks. It includes estimated retail revenues from Independent Service Providers unless otherwise stated. While the methods of estimation differ for each of the networks Ofcom believes that the figures are comparable. The revenue figures exclude revenues from connections.

Other charges include data charges other than SMS and MMS.

[2] Vodafone figures do not include those for MVNOs.

[3] O2 figures do not include those for Tesco Mobile.

[4] Orange figures do not include those for MVNOs.

Table 2
Call volumes by call type and operator (millions of minutes)

	Vodafone[1]	O2[2]	T-Mobile[3]	Orange[4]
UK calls				
2009 Q1	6,303	8,590	4,659	5,719
2009 Q2	6,099	8,995	4,518	5,690
2009 Q3	6,079	9,139	4,410	5,789
2009 Q4	6,306	9,725	4,461	6,030
2010 Q1	6,502	9,712	4,473	6,181
Outgoing international				
2009 Q1	148	187	44	80
2009 Q2	147	210	44	83
2009 Q3	144	210	46	84
2009 Q4	127	215	47	85
2010 Q1	114	197	45	82
While roaming abroad				
2009 Q1	140	134	29	64
2009 Q2	169	166	36	75
2009 Q3	228	219	46	99
2009 Q4	143	149	34	62
2010 Q1	147	152	26	63
All calls				
2009 Q1	6,591	8,911	4,732	5,863
2009 Q2	6,415	9,371	4,598	5,848
2009 Q3	6,451	9,568	4,502	5,972
2009 Q4	6,576	10,089	4,542	6,177
2010 Q1	6,763	10,061	4,544	6,326

[1] Vodafone volumes do not include figures for MVNOs.
[2] O2 volumes do not include figures for Tesco Mobile.
[3] T-Mobile volumes do not include figures for Virgin Mobile.
[4] Orange volumes do not include figures for MVNOs.

Table 3
Volume of SMS and MMS (millions)

	Vodafone[1]	O2[2]	T-Mobile[3]	Orange[4]
2009 Q1	4,170	8,950	2,558	5,679
2009 Q2	4,278	9,518	2,649	5,731
2009 Q3	4,530	9,820	2,725	5,788
2009 Q4	5,045	10,935	3,184	6,501
2010 Q1	5,384	11,344	3,406	6,726

[1] Vodafone volumes do not include figures for MVNOs.
[2] O2 volumes do not include figures for Tesco Mobile.
[3] T-Mobile volumes do not include figures for Virgin Mobile.
[4] Orange volumes do not include figures for MVNOs.

Table 4

Subscriber numbers by operator (000's)

	Vodafone[1]	O2[2]	T-Mobile[3]	Orange[4]
Connections during period				
2009 Q1	1,707	1,827	1,515	1,498
2009 Q2	1,771	1,806	1,435	1,319
2009 Q3	2,140	1,857	1,036	1,762
2009 Q4	2,149	1,965	1,412	2,511
2010 Q1	1,496	1,693	1,386	1,680
Subscribers at end of period				
Post-pay				
2009 Q1	7,772	7,862	4,109	6,298
2009 Q2	7,909	8,155	4,109	6,443
2009 Q3	8,166	8,446	4,070	6,637
2009 Q4	8,413	8,666	4,071	6,903
2010 Q1	8,671	8,841	4,072	7,124
Pre-pay				
2009 Q1	8,246	11,718	12,576	9,552
2009 Q2	8,098	11,658	12,479	9,410
2009 Q3	8,221	11,637	12,538	9.473
2009 Q4	8,140	11,740	13,108	9,610
2010 Q1	8,484	11,602	13,103	9,318
Total				
2009 Q1	16,018	19,580	16,684	15,850
2009 Q2	16,007	19,813	16,588	15,853
2009 Q3	16,388	20,083	16,608	16,110
2009 Q4	16,553	20,406	17,178	16,514
2010 Q1	17,154	20,443	17,175	16,442
Net change during period				
2009 Q1	-547	110	-101	-145
2009 Q2	-12	233	-96	3
2009 Q3	381	270	20	257
2009 Q4	166	323	571	404
2010 Q1	601	37	-3	-72

[1] Vodafone subscriber numbers do not include MVNOs.

[2] O2 subscriber numbers do not include Tesco Mobile.

[3] The threshold period for active subscribers is 90 days for all networks except T-Mobile, which uses the 180-day activity definition. This should be taken into account when comparing data in the table above.

[4] Orange subscriber numbers do not include MVNOs.

Table 5

Average retail revenue per subscriber (£)[1]

	Vodafone[2]	O2[3]	T-Mobile	Orange[4]
2009 Q1	55.5	51.5	38.6	47.9
2009 Q2	56.3	52.7	39.4	45.4
2009 Q3	55.8	54.6	40.4	44.5
2009 Q4	55.4	53.4	39.4	44.8
2010 Q1	53.2	51.9	36.5	45.0

[1] Revenues are from services detailed in Table 1 only and do not include those generated by incoming calls or VAT.

[2] Vodafone figures do not include MVNOs.

[3] O2 figures do not include Tesco Mobile.

[4] Orange figures do not include MVNOs.

Table 6

Interconnection call volumes (millions of minutes)

	Vodafone[1]	O2[2]	T-Mobile[3]	Orange[4]
Call volumes				
2009 Q1	2,756	4,551	2,194	3,314
2009 Q2	2,708	4,629	2,110	3,343
2009 Q3	2,801	4,699	2,128	3,324
2009 Q4	2,774	4,802	2,178	3,398
2010 Q1	2,836	4,802	2,092	3,468

[1] Vodafone volumes do not include figures for MVNOs.

[2] O2 volumes do not include figures for Tesco Mobile.

[3] T-Mobile volumes do not include figures for Virgin Mobile.

[4] Orange volumes do not include figures for MVNOs.