

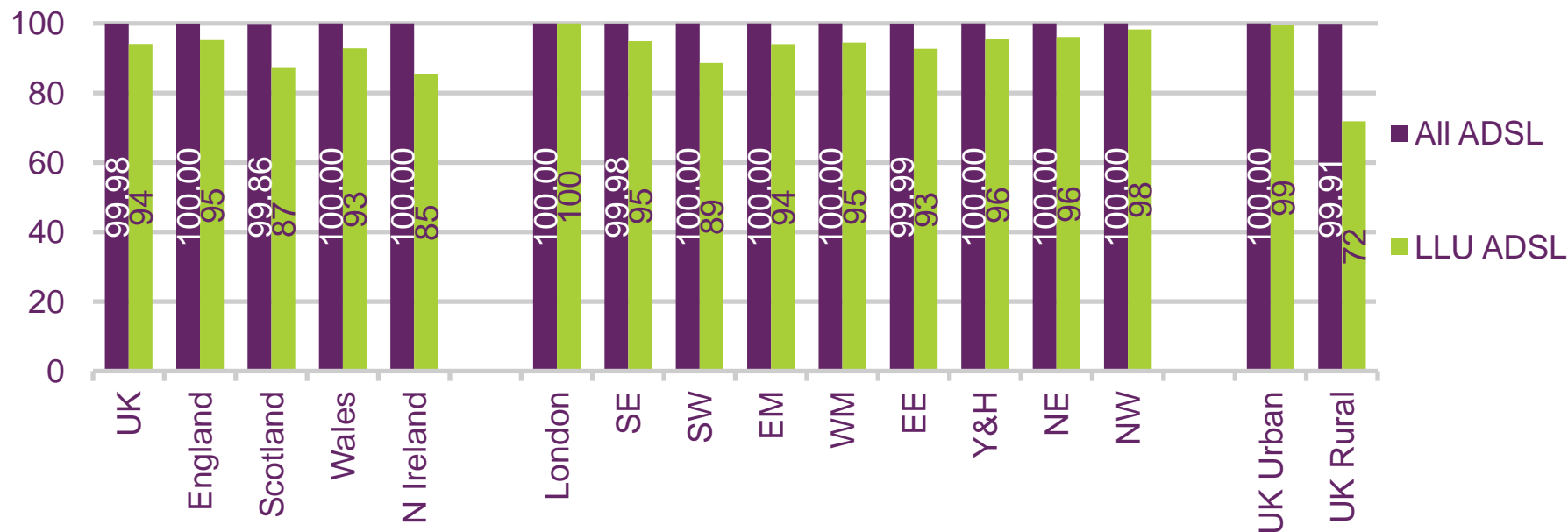
Telecoms and networks

Availability of fixed broadband services

Figure 5.1

Proportion of premises connected to ADSL-enabled and LLU-enabled exchanges

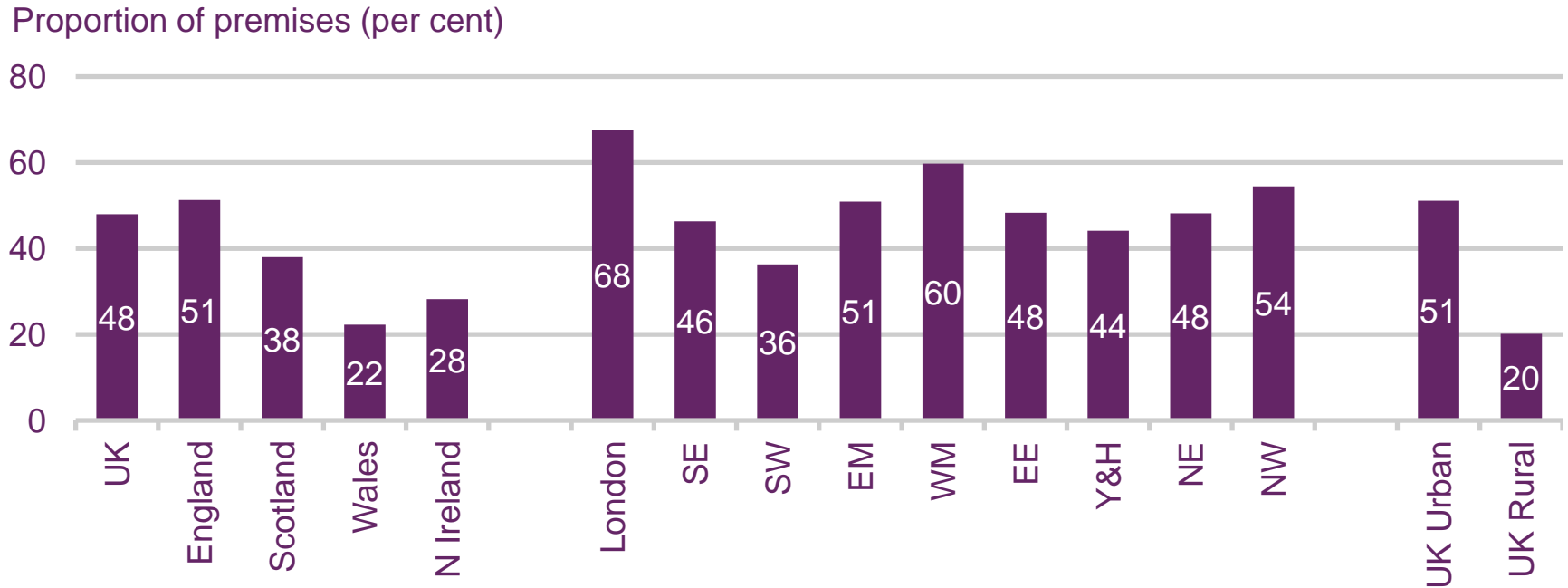
Proportion of premises (per cent)



Source: Ofcom / BT, December 2012 data

Figure 5.2

Proportion of premises in postcodes served by Virgin Media's cable broadband network

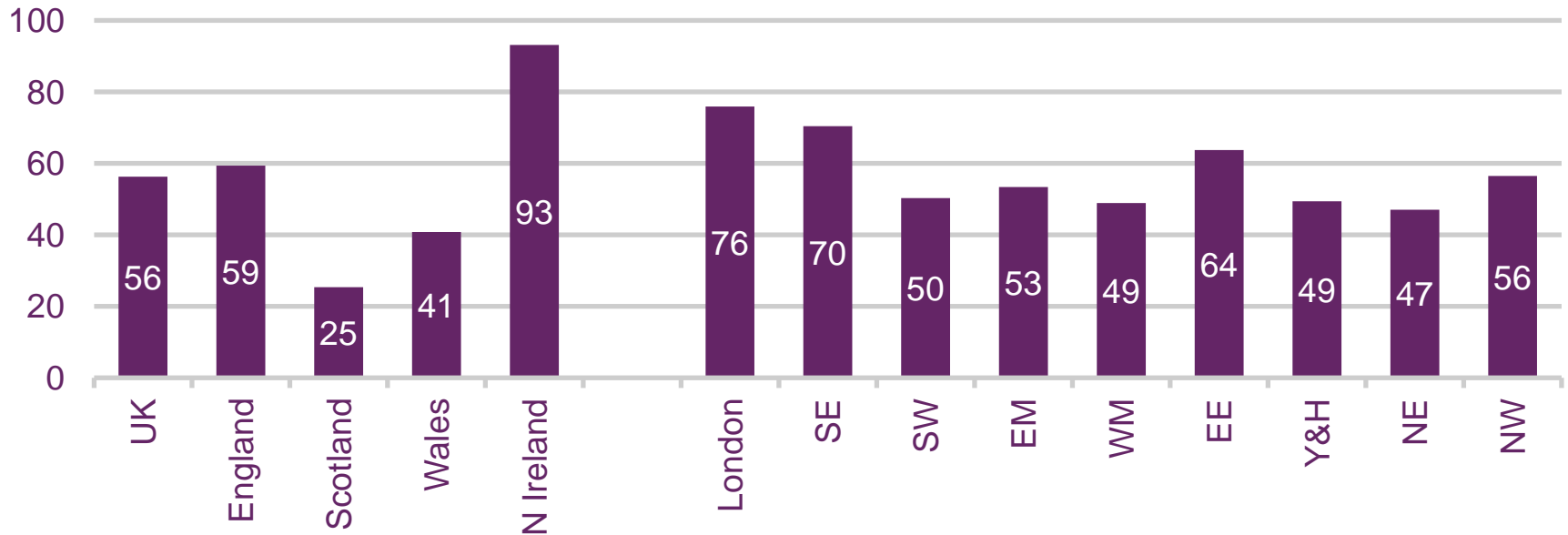


Source: Ofcom / Virgin Media, June 2013 data

Figure 5.3

Proportion of premises in postcodes served by BT Openreach/Kcom's fibre broadband network

Proportion of premises (per cent)

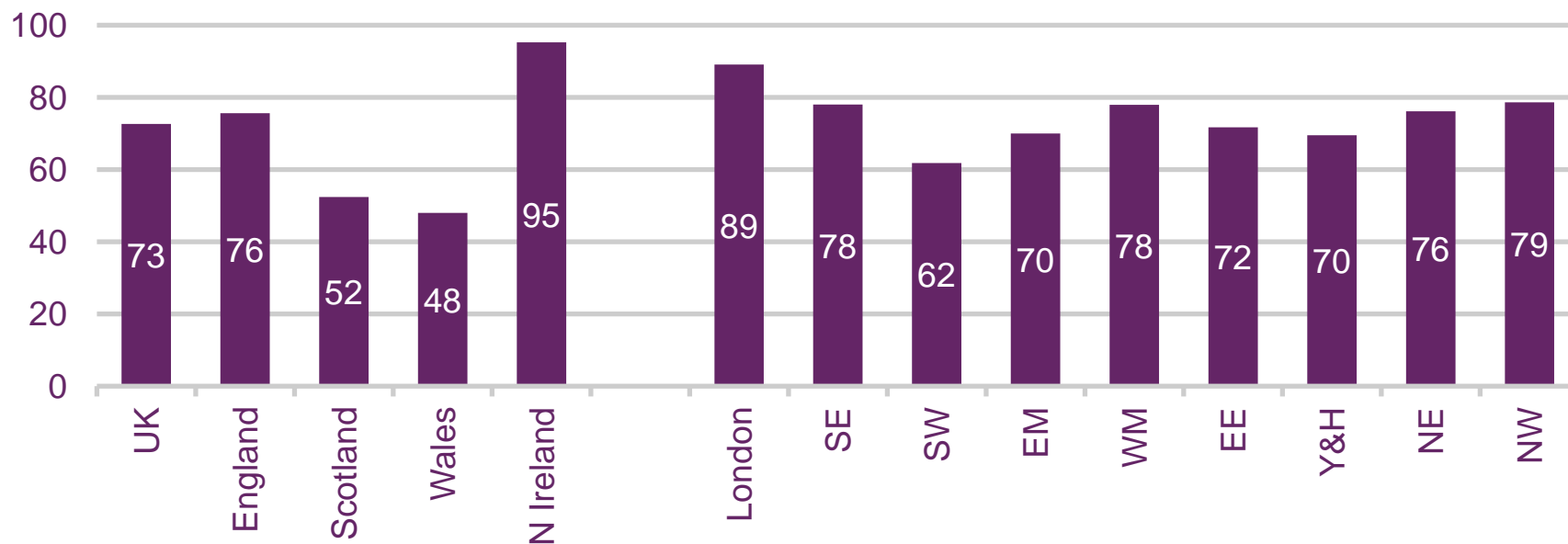


Source: Ofcom / operators, June 2013 data

Figure 5.4

Proportion of premises in postcodes served by NGA networks

Proportion of premises (per cent)

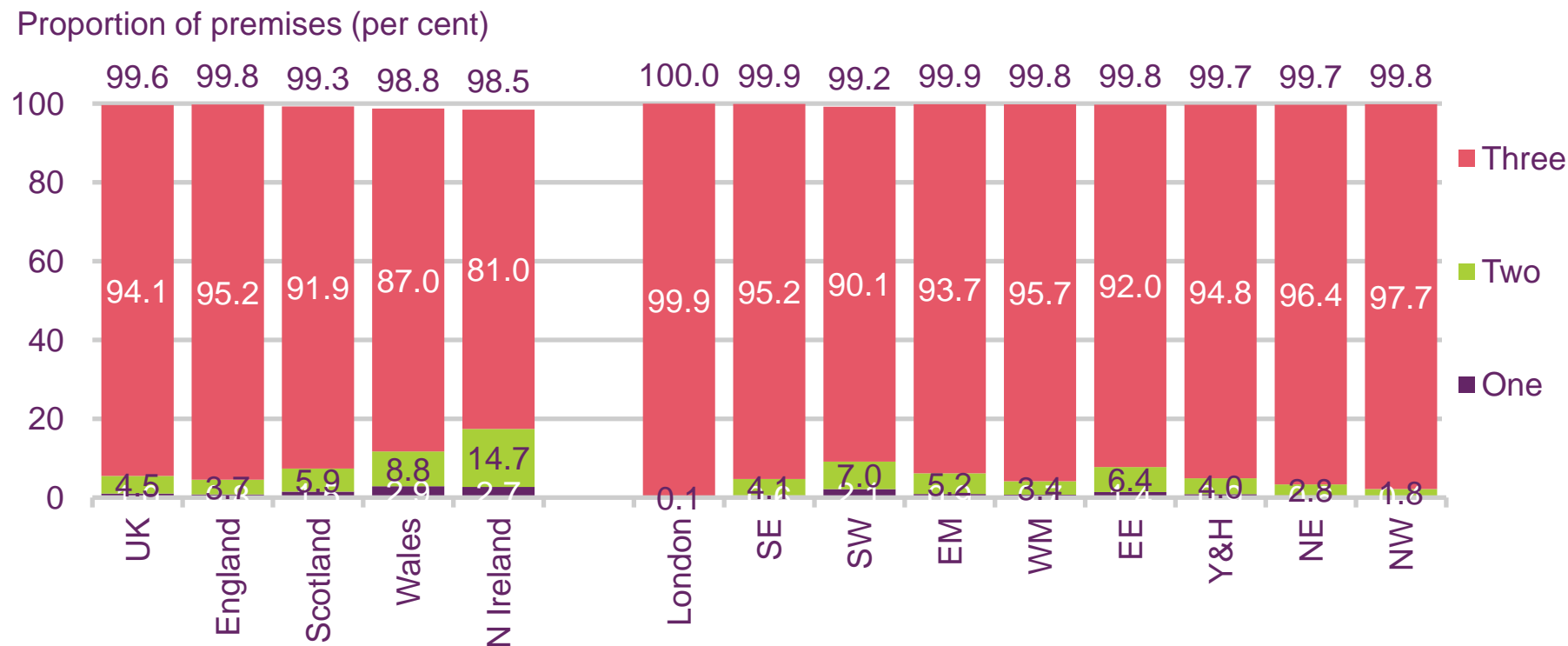


Source: Ofcom / operators, June 2013 data

Mobile coverage

Figure 5.5

2G mobile premises coverage, by number of operators



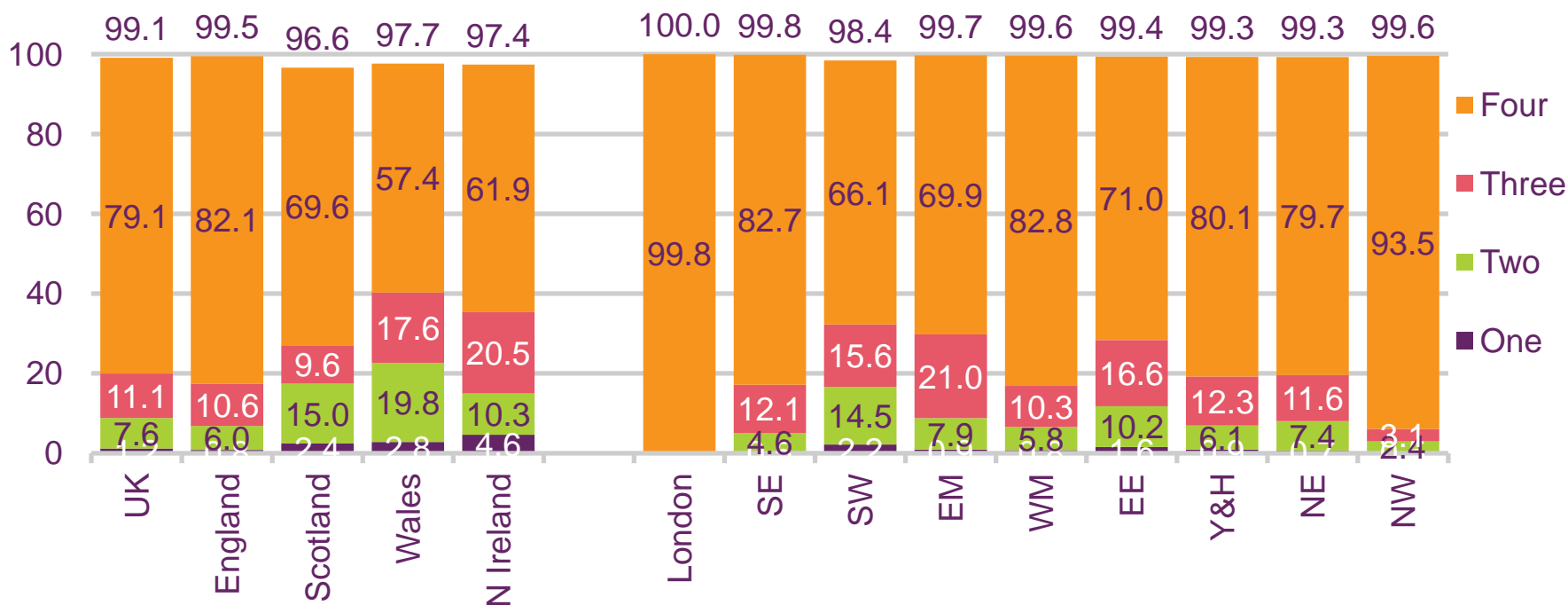
Source: Ofcom based on operator data.

Note: Coverage is based on 200m square pixels covering the UK using an enhanced methodology

Figure 5.6

3G mobile premises coverage, by number of operators

Proportion of premises (per cent)



Source: Ofcom based on operator data.

Note: Coverage is based on 200m square pixels covering the UK using an enhanced methodology

Service take-up

Figure 5.7

Take-up of communications services, 2013

	UK	Scotland	England	Wales	N Ireland	Scotland urban	Scotland rural
Individual							
Voice telephony Fixed Line	84%	83%	85%	76%	82%	83%	86%
Mobile phone	92%	92%	92%	92%	94%	91%	94%
Smartphone	51%	45%	52%	49%	45%	45%	45%
Mobile-only homes	15%	16%	15%	23%	18%	17%	13%
Internet Total Internet	80%	76%	81%	75%	78%	75%	77%
Broadband (fixed and mobile)	75%	70%	76%	66%	74%	69%	73%
Fixed Broadband	72%	67%	73%	63%	71%	67%	66%
Mobile Broadband	5%	7%	5%	7%	5%	7%	8%
Mobile internet	49%	44%	49%	47%	45%	44%	42%

QC1. Is there a landline phone in your home that can be used to make and receive calls?/ QD2. Do you personally use a mobile phone?/ QD24B. Do you personally use a smartphone?/ QE1. Does your household have a PC or laptop computer?/ QE2. Do you or does anyone in your household have access to the Internet/ Worldwide Web at home?/ QE9. Which of these methods does your household use to connect to the Internet at home?/ QD28A. Which if any, of the following activities, other than making and receiving voice calls, do you use your mobile for?

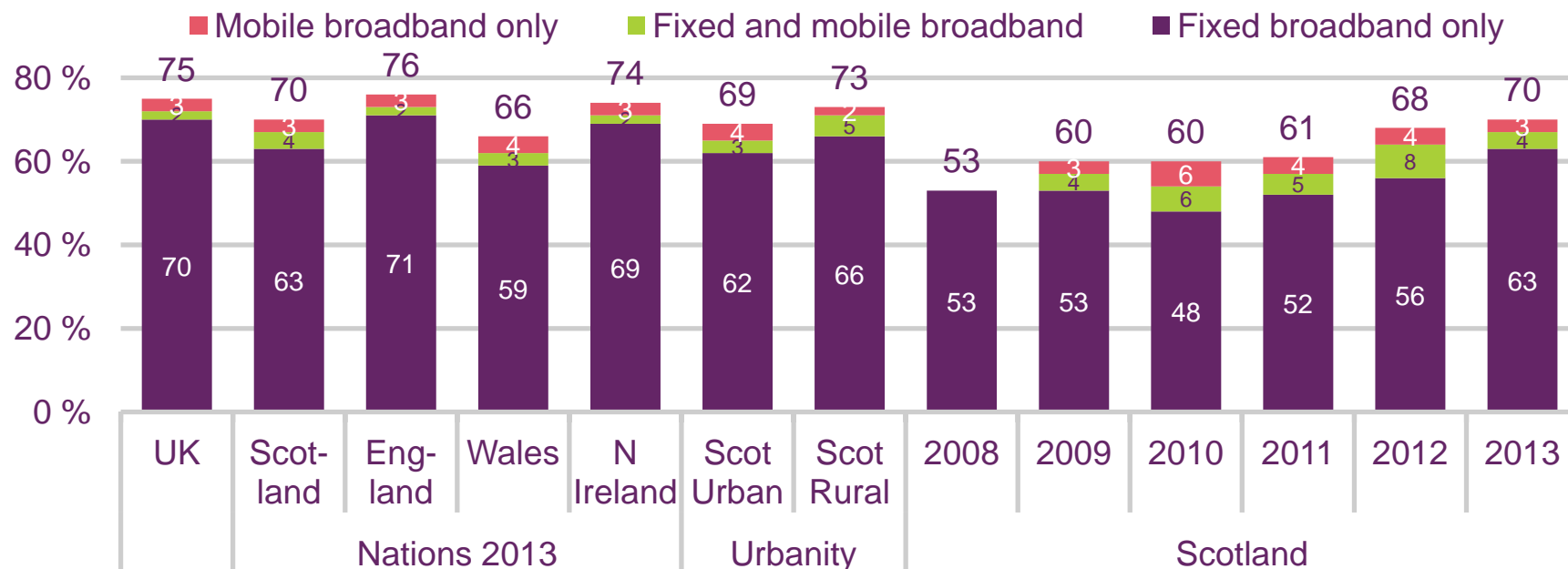
Source: Ofcom research, Quarter 1 2013

Base: All adults aged 16+ (n = 3750 UK, 501 Scotland, 2250 England, 492 Wales, 507 Northern Ireland, 250 Scotland urban, 251 Scotland rural)

Figure 5.8

Consumer broadband take-up in Scotland, by connection type

Households (%)



Source: Ofcom research, Quarter 1 2013

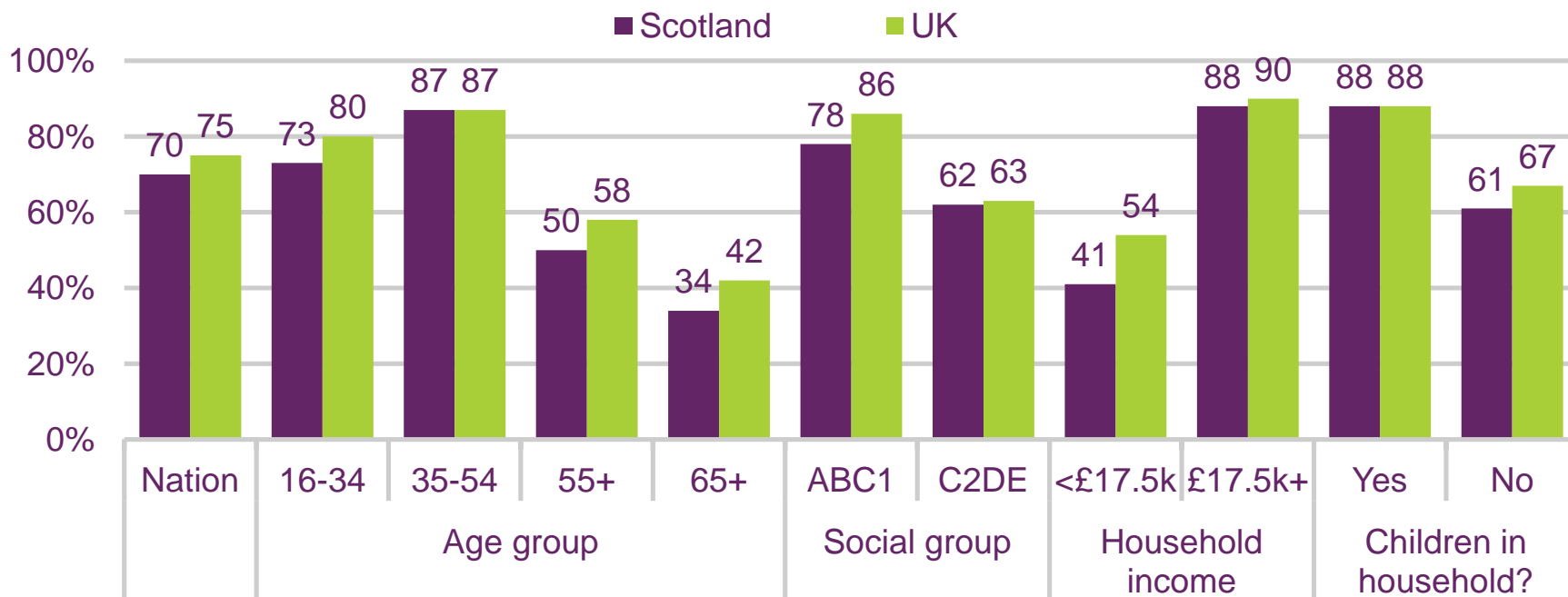
Base: All adults aged 16+

Notes: Survey did not cover mobile broadband in 2008, and the 2008 figure therefore shows any broadband. QE9. Which of these methods does your household use to connect to the internet at home?

Figure 5.9

Consumer broadband take-up in Scotland, by demographic

Households (%)



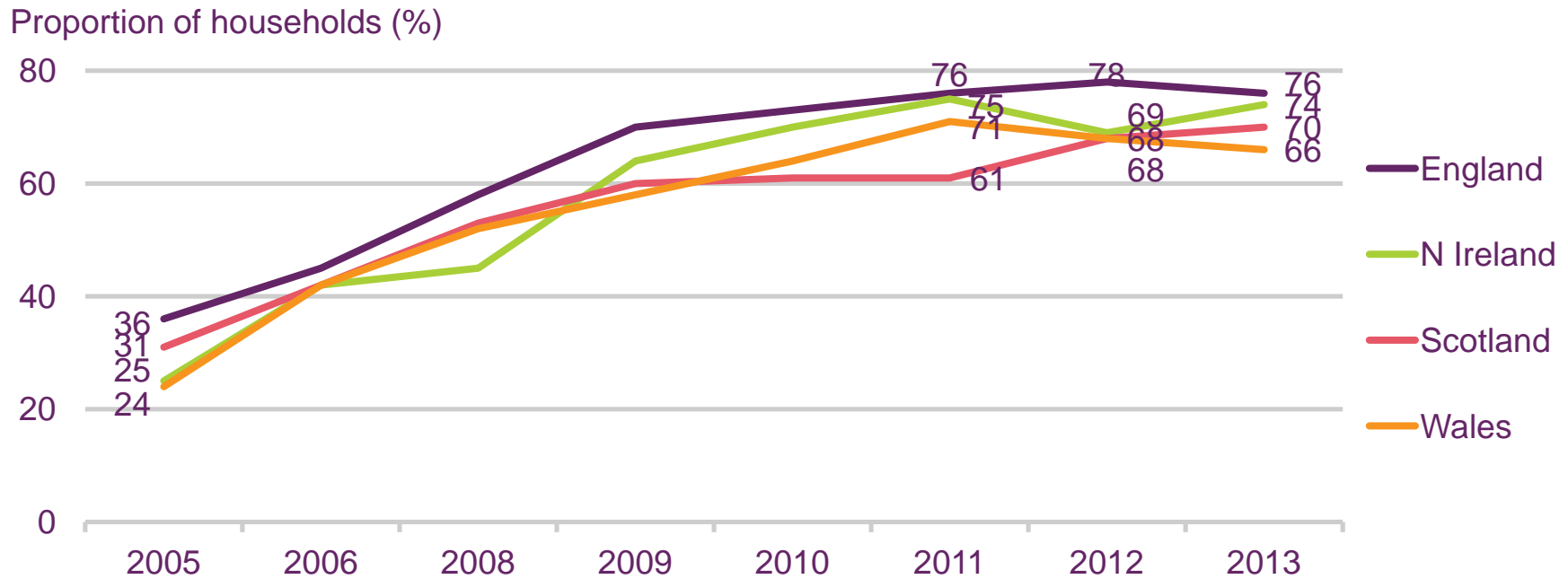
Source: Ofcom research, Quarter 1 2013

Base: All adults aged 16+

QE9. Which of these methods does your household use to connect to the internet at home?

Figure 5.10

Broadband take-up across the UK's nations



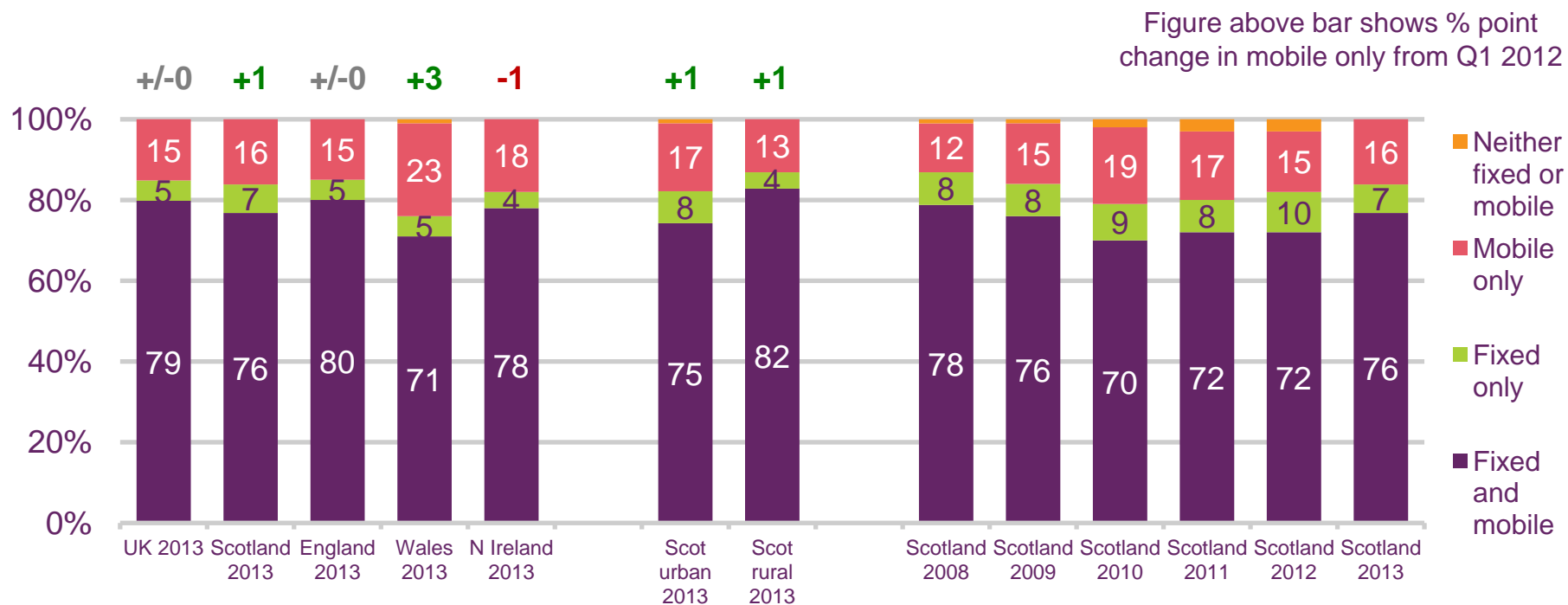
Source: Ofcom research, Quarter 1 2013

Base: All adults aged 16+

QE9. Which of these methods does your household use to connect to the internet at home?

Figure 5.11

Household penetration of fixed and mobile telephony



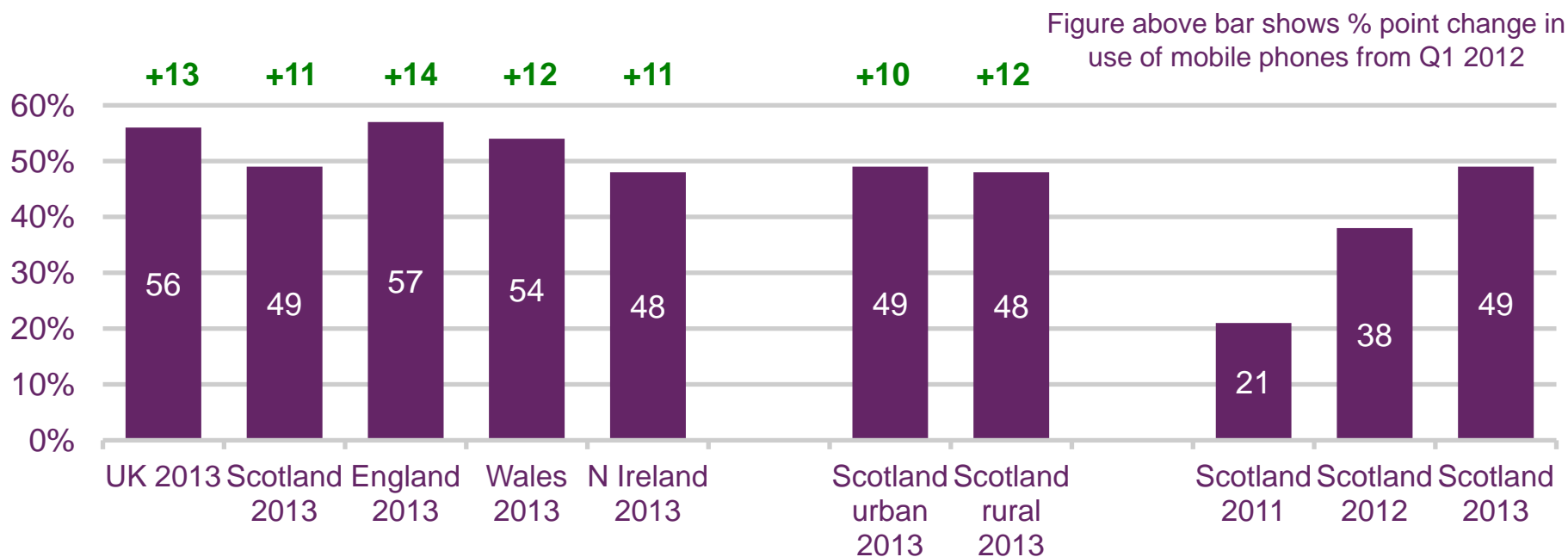
Source: Ofcom research, Quarter 1 2013

Base: All adults aged 16+

QC1. Is there a landline phone in your home that can be used to make and receive calls?/ QD1. How many mobile phones in total do you and members of your household use?

Figure 5.12

Take-up of smartphones among mobile phone users



Source: Ofcom research, Quarter 1 2013

Base: Adults aged 16+

QD24B. Do you personally use a Smartphone? A Smartphone is a phone on which you can easily access emails, download files and applications, as well as view websites and generally surf the internet. Popular brands of Smartphone include BlackBerry, iPhone and Android phones such as the Samsung Galaxy.

Figure 5.13

Type of mobile subscription



Source: Ofcom research, Quarter 1 2013

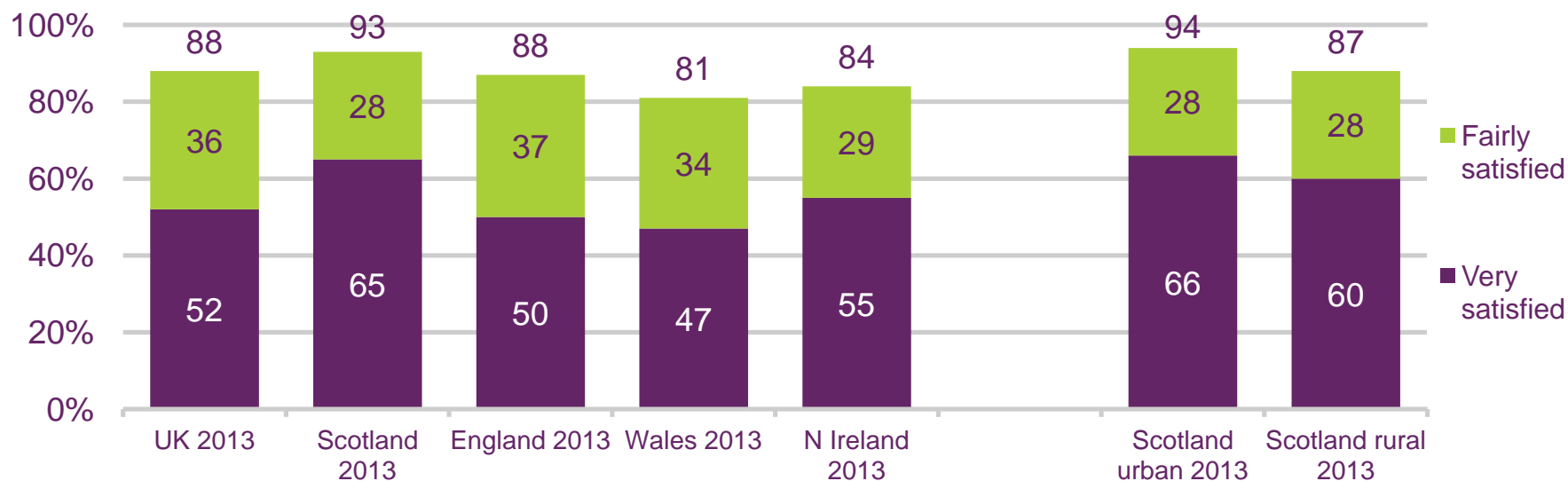
Base: Adults aged 16+ who personally use a mobile phone

QD11. Which of these best describes the mobile package you personally use most often? (NB 2008 survey did not cover type of contract)

Satisfaction with telecoms services

Figure 5.14

Satisfaction with ability to connect to the internet via 3G or 4G network



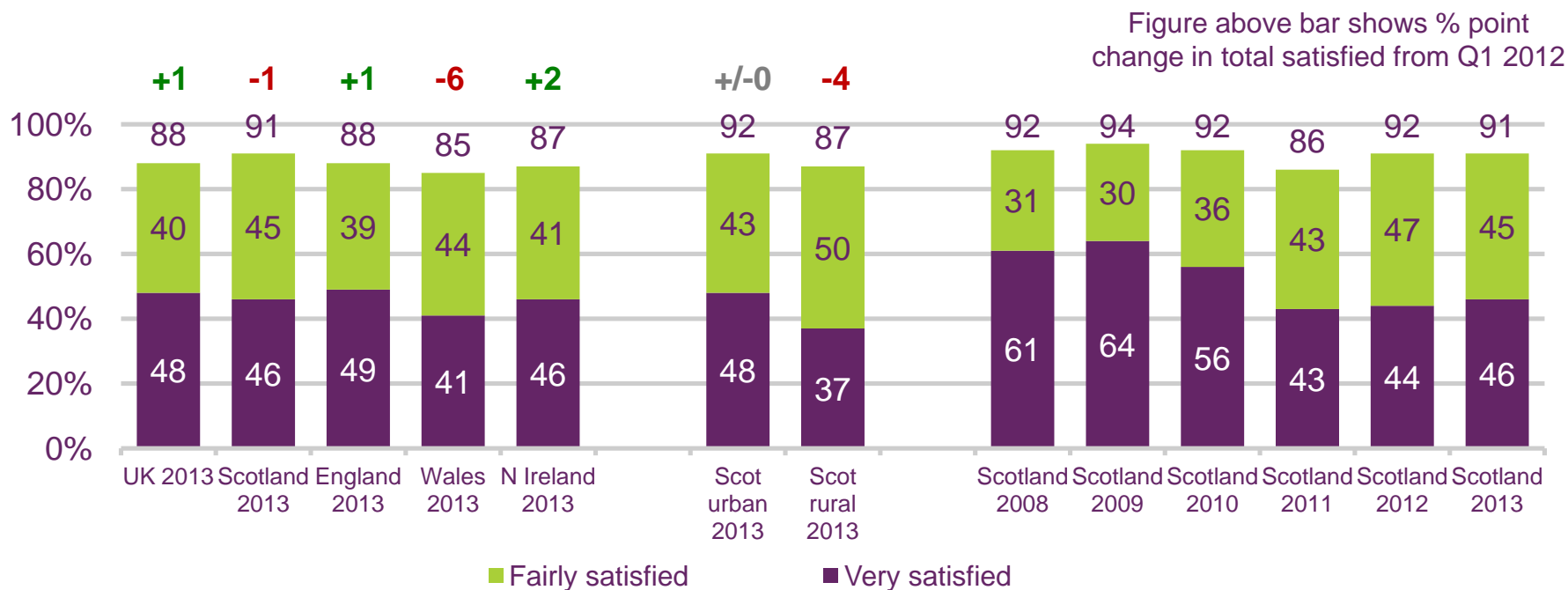
Source: Ofcom research, Quarter 1 2013

Base: Adults aged 16+ who personally use a smartphone

QD21k. Thinking about your mobile phone service only, how satisfied are you with (main supplier) for ability to connect to the internet using the mobile network (3G or 4G)?

Figure 5.15

Overall satisfaction with fixed broadband service



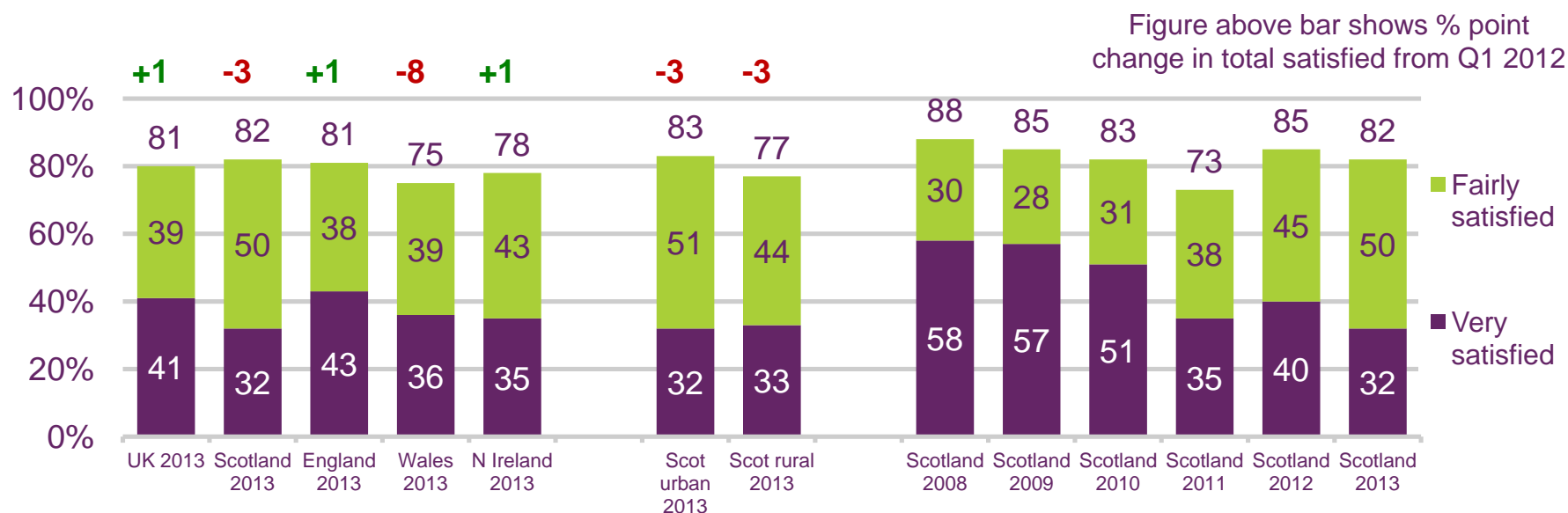
Source: Ofcom research, Quarter 1 2013

Base: Adults aged 16+ with a fixed broadband connection at home

QE8a. Thinking about your fixed broadband internet service, how satisfied are you with (main supplier) for the overall service provided by (main supplier)?

Figure 5.16

Satisfaction with speed of fixed broadband service



Source: Ofcom research, Quarter 1 2013

Base: Adults aged 16+ with a fixed broadband connection at home

QE8b. Thinking about your fixed broadband internet service, how satisfied are you with (main supplier) for the speed of your service while online (not just the connection)?