

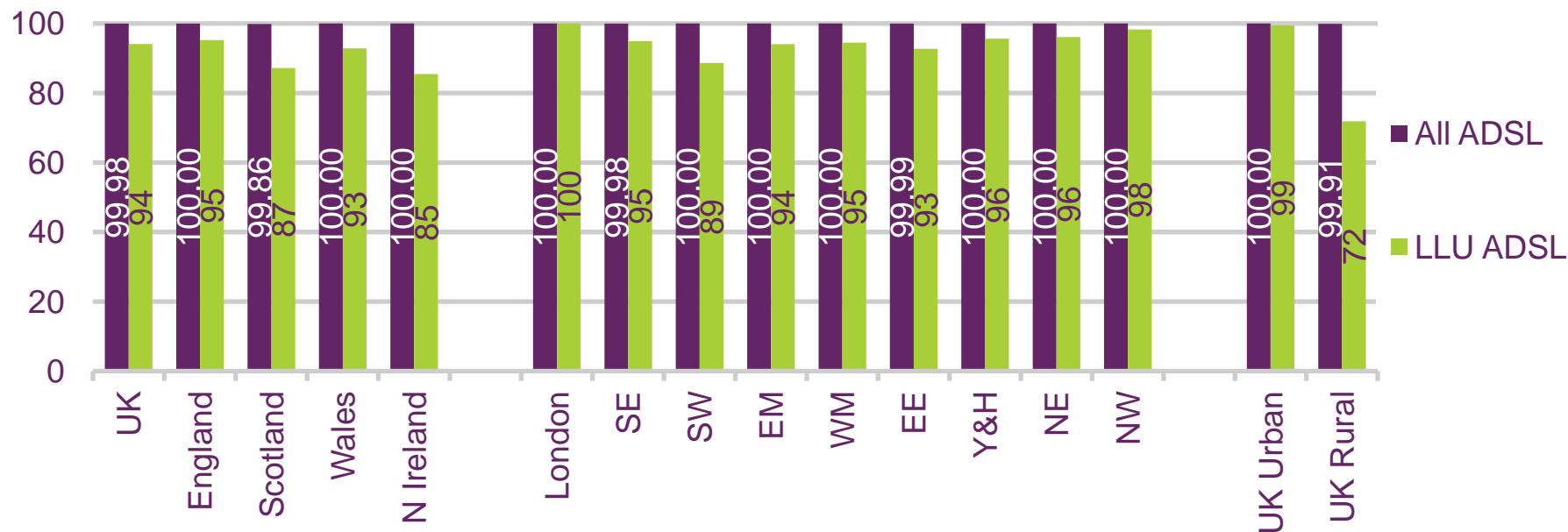
Telecoms and networks

Availability of fixed broadband services

Figure 5.1

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

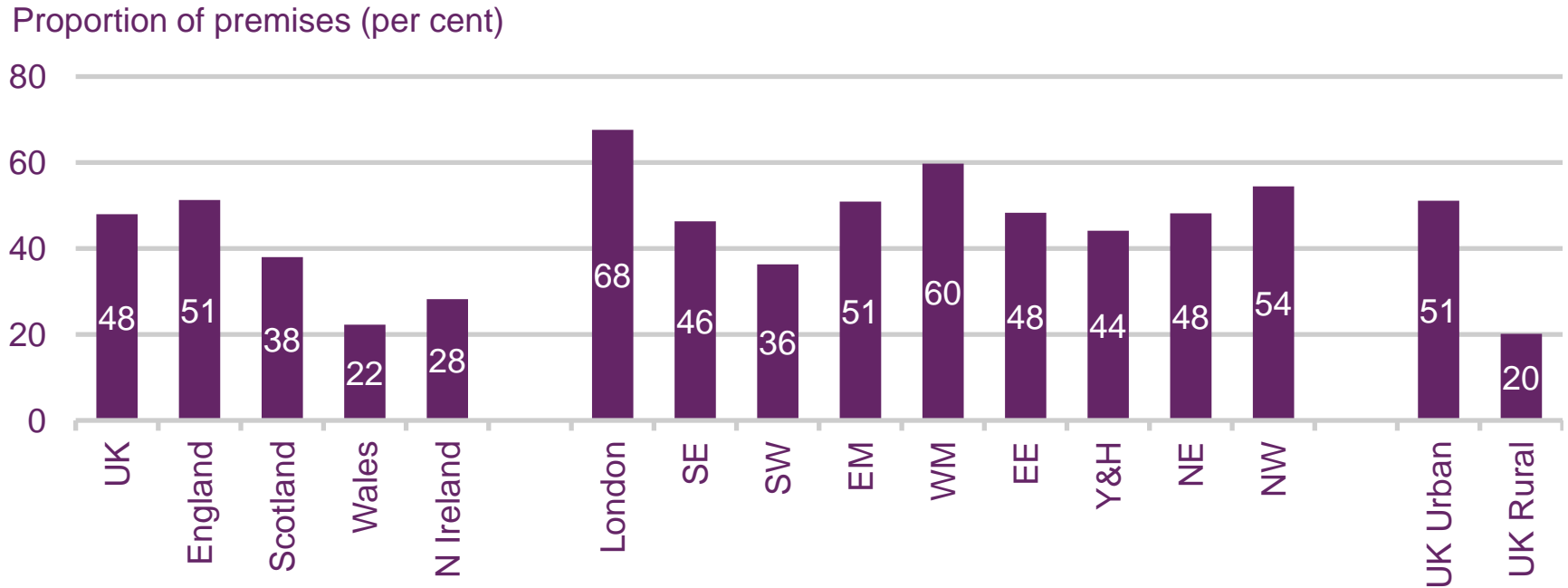
Proportion of premises (per cent)



Source: Ofcom / BT, December 2012 data

Figure 5.2

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

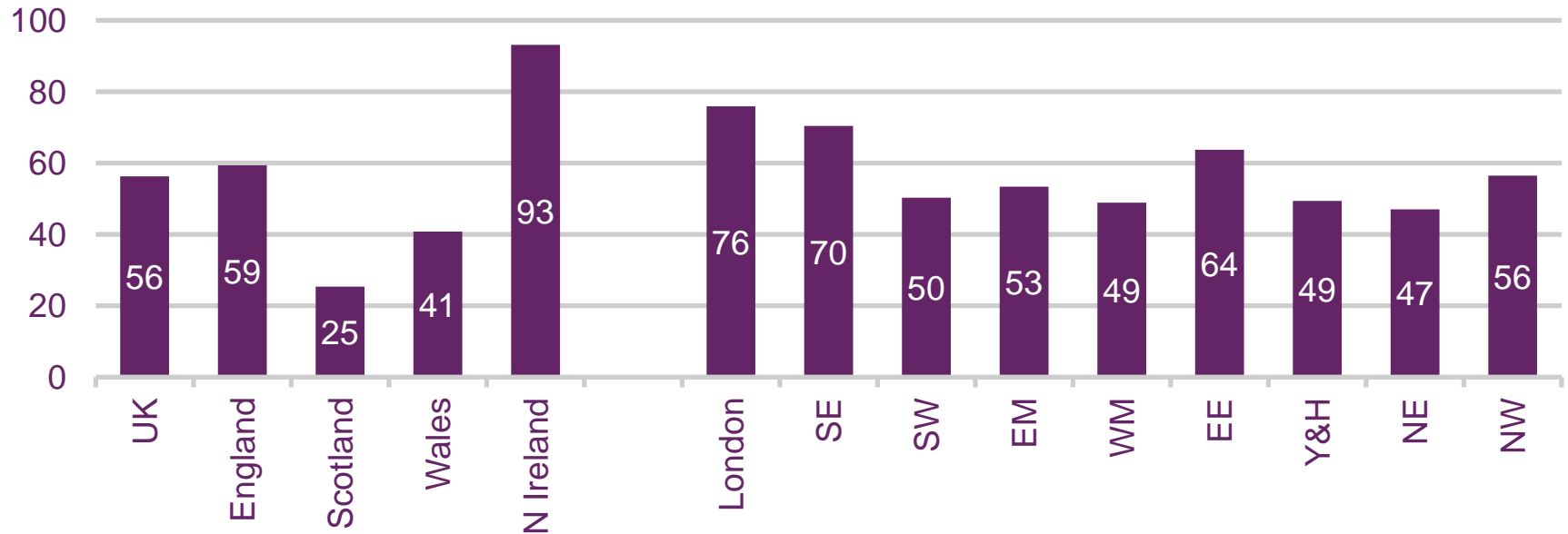


Source: Ofcom / Virgin Media, June 2013 data

Figure 5.3

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

Proportion of premises (per cent)

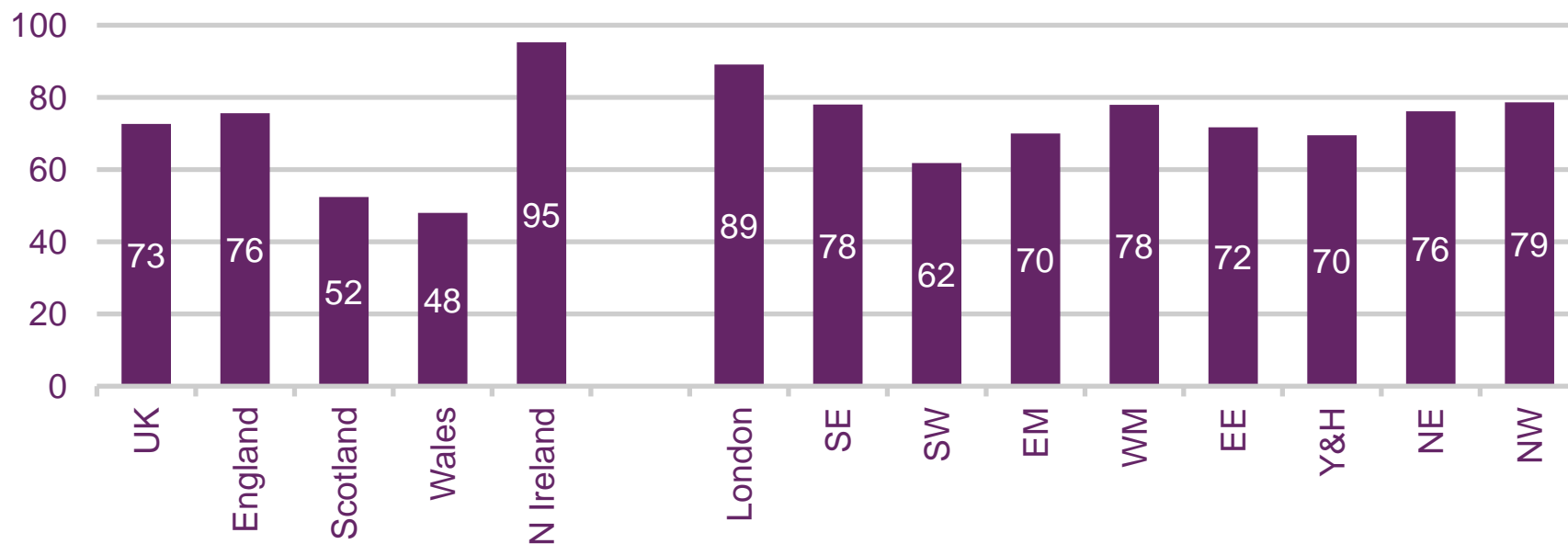


Source: Ofcom / operators, June 2013 data

Figure 5.4

Proportion of premises in postcodes served by NGA networks

Proportion of premises (per cent)

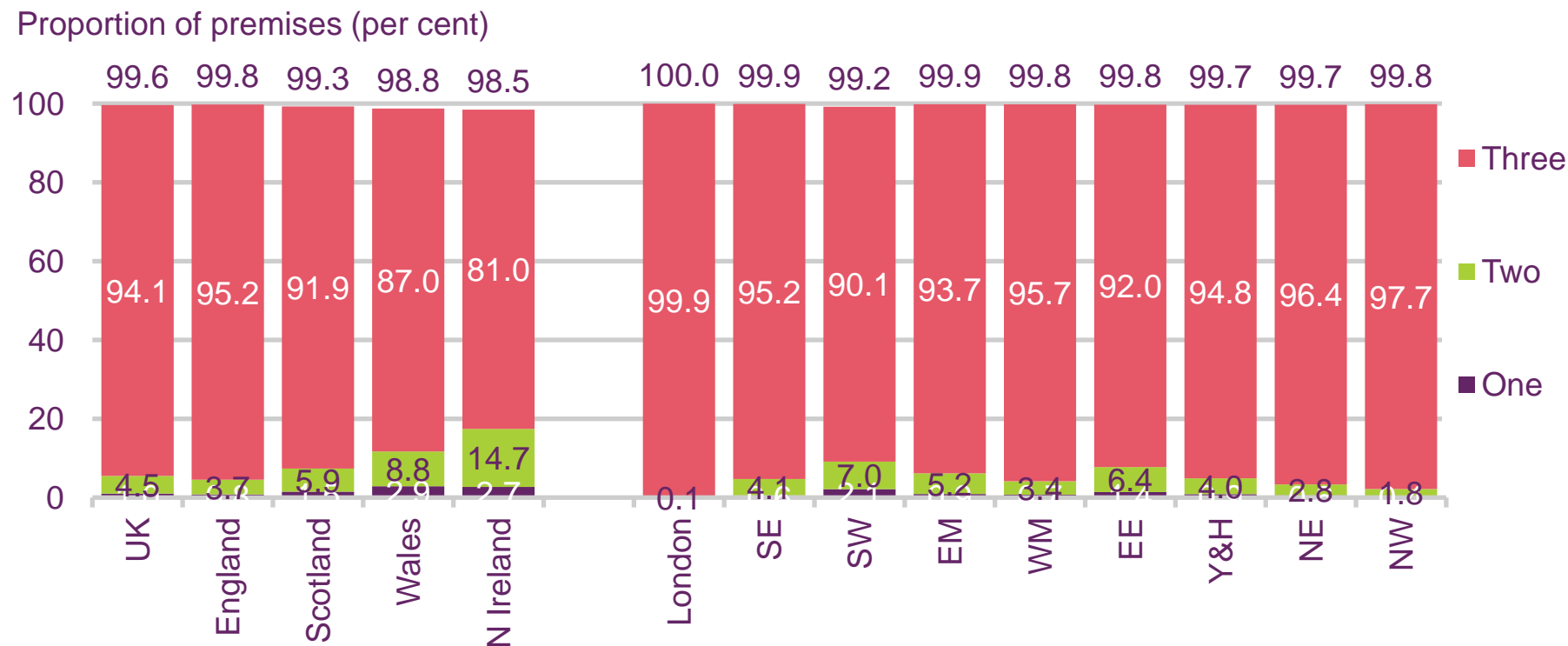


Source: Ofcom / operators, June 2013 data

Mobile coverage

Figure 5.5

2G mobile premises coverage, by number of operators



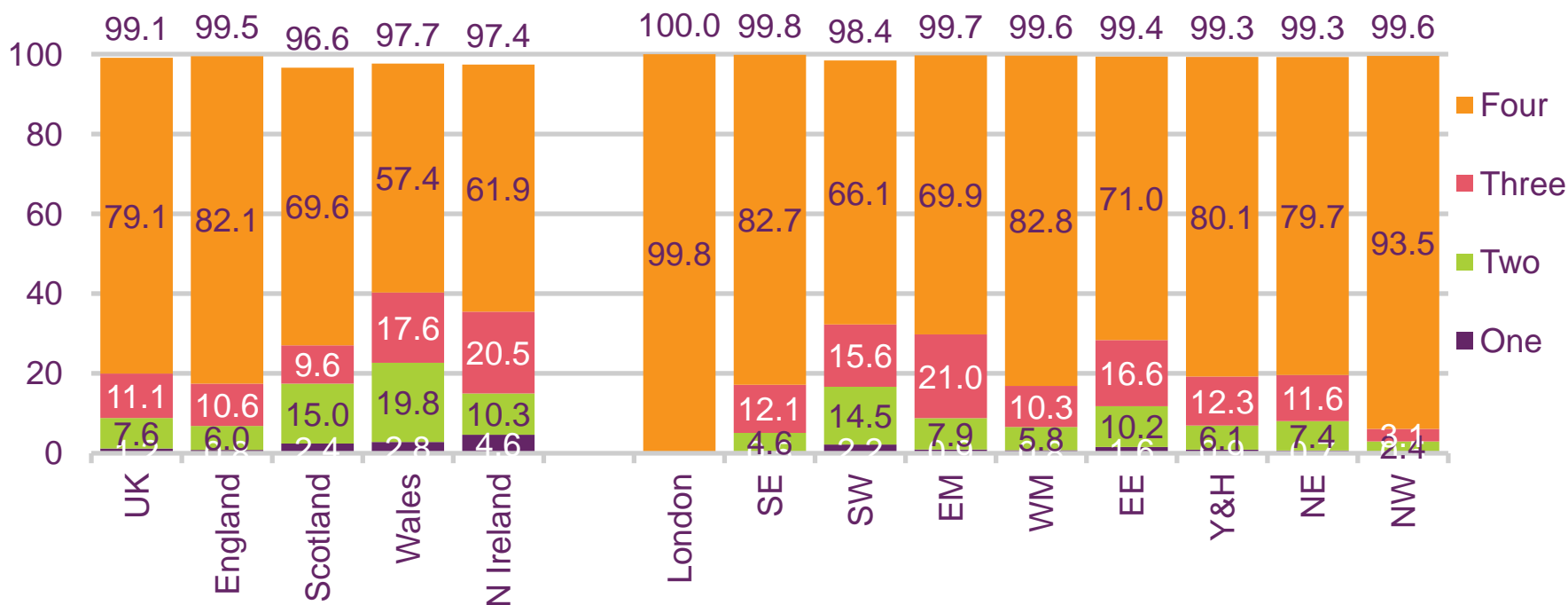
Source: Ofcom based on operator data.

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	N Ireland	England	Scotland	Wales	NI urban	NI rural
Individual								
Voice telephony	Fixed Line	84%	82%	85%	83%	76%	78%	89%
	Mobile phone	92%	94%	92%	92%	92%	95%	91%
	Smartphone	51%	45%	52%	45%	49%	51%	35%
	Mobile-only homes	15%	18%	15%	16%	23%	22%	11%
Internet	Total Internet	80%	78%	81%	76%	75%	78%	79%
	Broadband (fixed and mobile)	75%	74%	76%	70%	66%	73%	75%
	Fixed Broadband	72%	71%	73%	67%	63%	70%	72%
	Mobile Broadband	5%	5%	5%	7%	7%	5%	5%
	Mobile internet	49%	45%	49%	44%	47%	51%	35%

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?

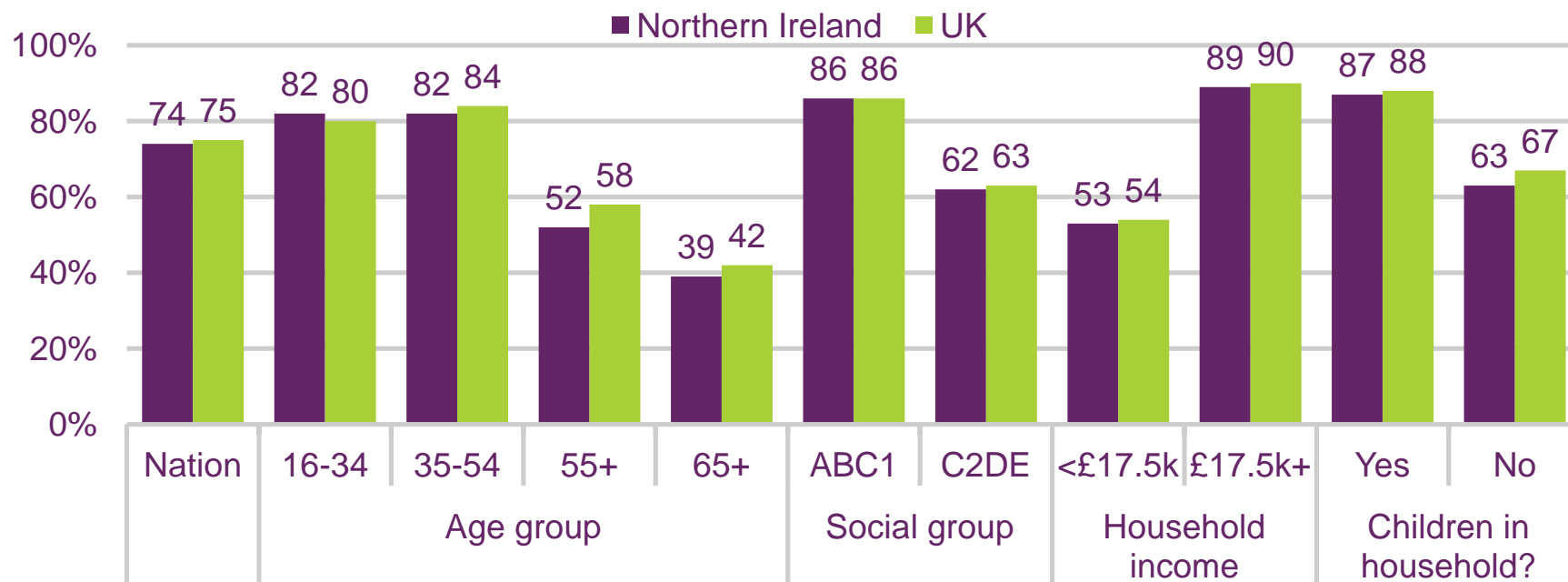
Source: Ofcom research, Quarter 1 2013

Base: All adults aged 16+ (n = 3750 UK, 507 Northern Ireland, 2250 England, 501 Scotland, 492 Wales 254 Northern Ireland urban, 253 Northern Ireland rural)

Figure 5.8

Consumer broadband take-up in Northern Ireland

Households (%)



Source: Ofcom research, Quarter 1 2013

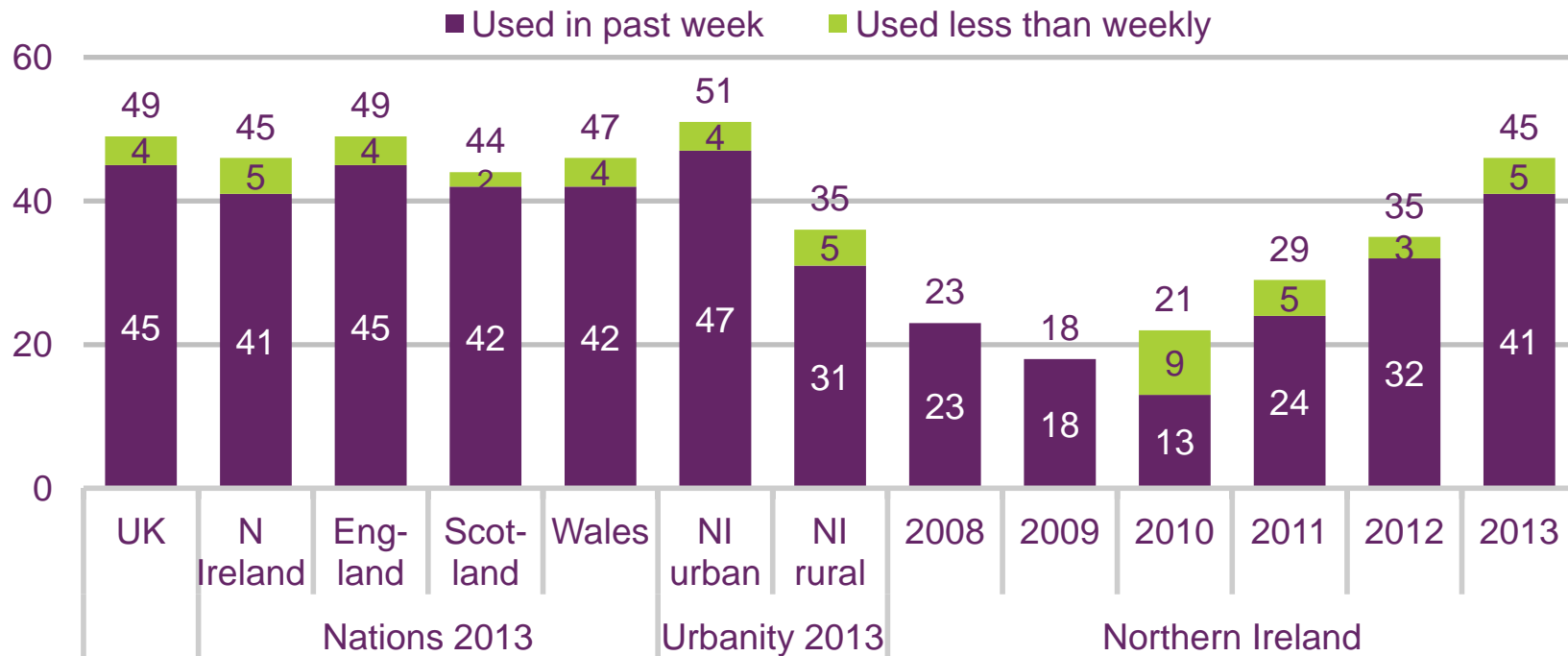
Base: All adults aged 16+

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

Figure 5.9

Use of mobile phone to access the internet

Adults (%)



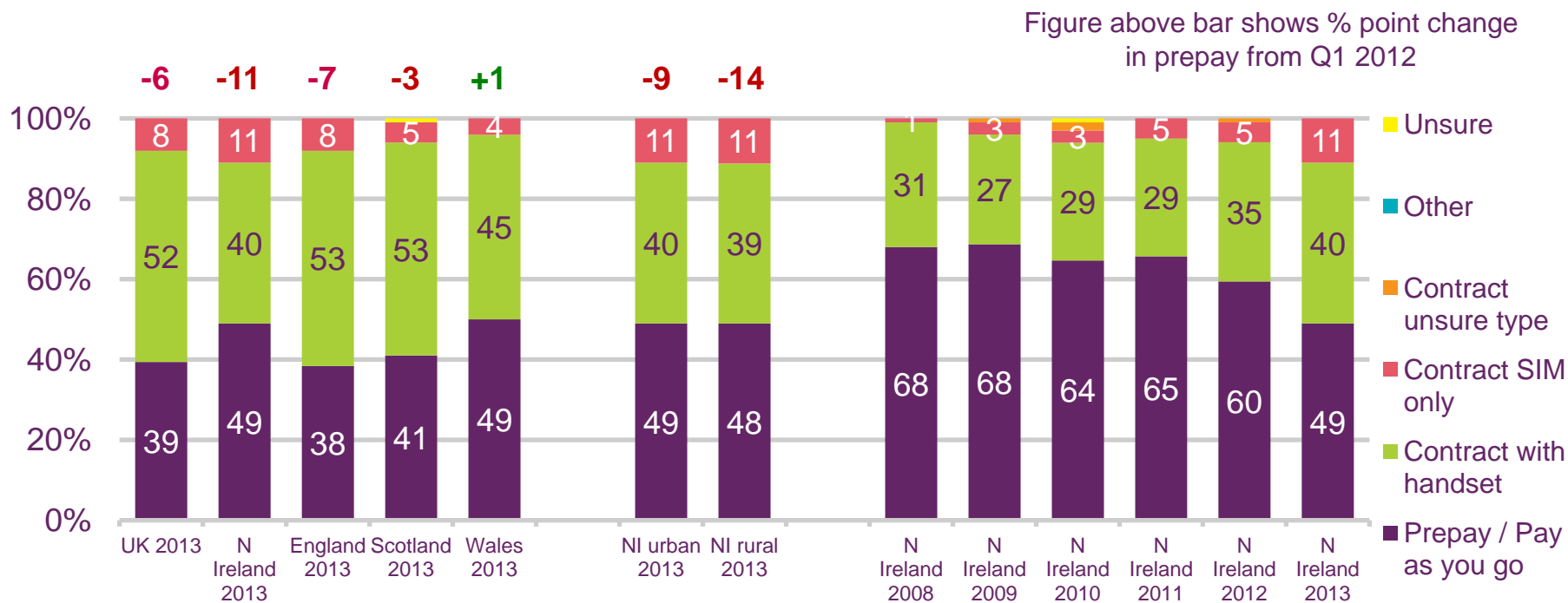
Source: Ofcom research, Quarter 1 2013

Base: All adults aged 16+

QD28A-B. Which, if any, of the following activities, other than making and receiving calls, do you use your mobile for?/ And, which of these activities have you used your mobile for in the last week? (NB 2008 and 2009 surveys did not cover use in past week – 2008 and 2009 measures show any use)

Figure 5.10

Type of mobile subscription



Source: Ofcom research, Quarter 1 2013

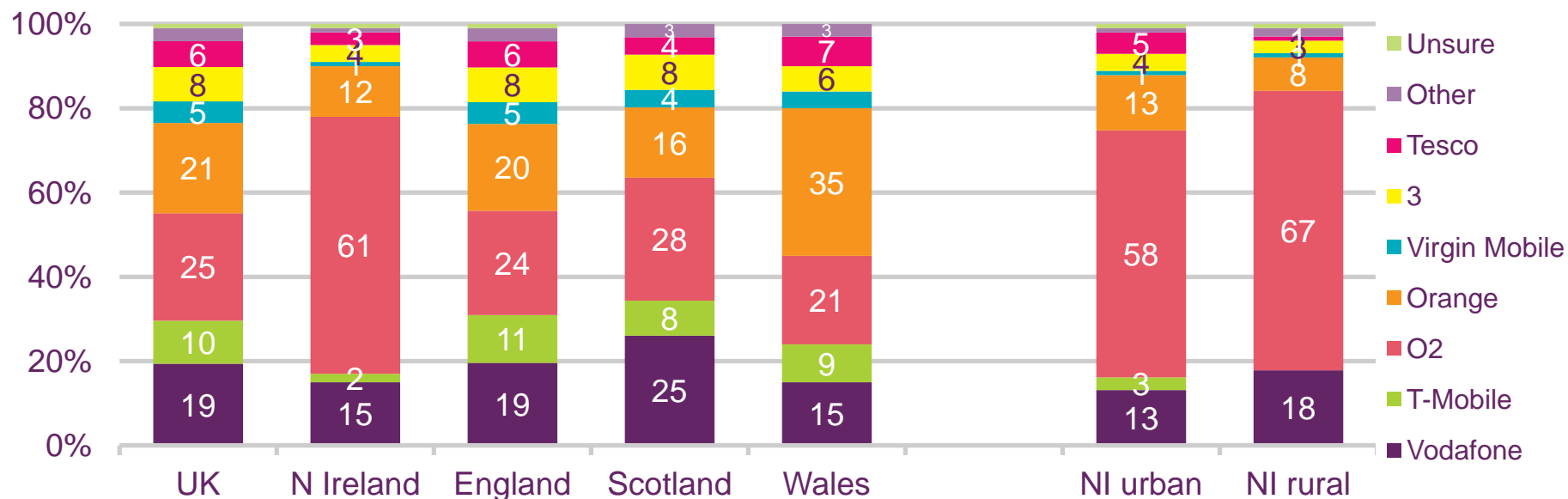
Base: Adults aged 16+ who personally use a mobile phone

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

Figure 5.11

Mobile network provider used most often

Proportion of mobile users (%)



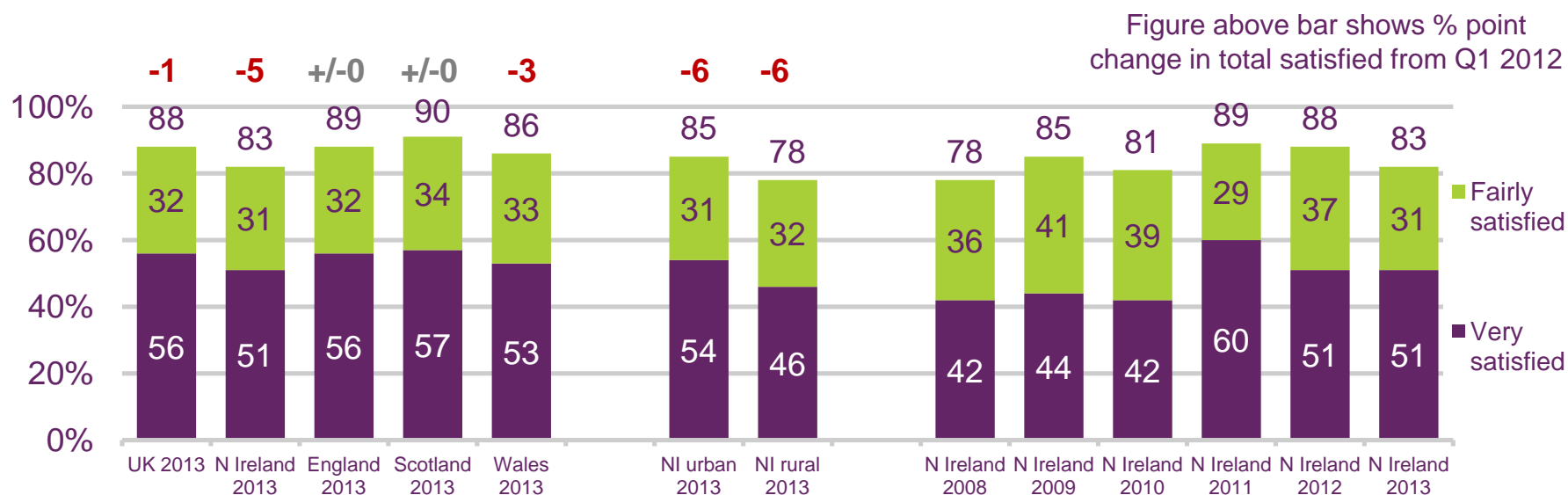
Source: Ofcom research, Quarter 1 2013

Base: Adults aged 16+ who personally use a mobile phone QD10. Which mobile network do you use most often?

Satisfaction with telecoms services

Figure 5.12

Satisfaction with mobile reception



Source: Ofcom research, Quarter 1 2013

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

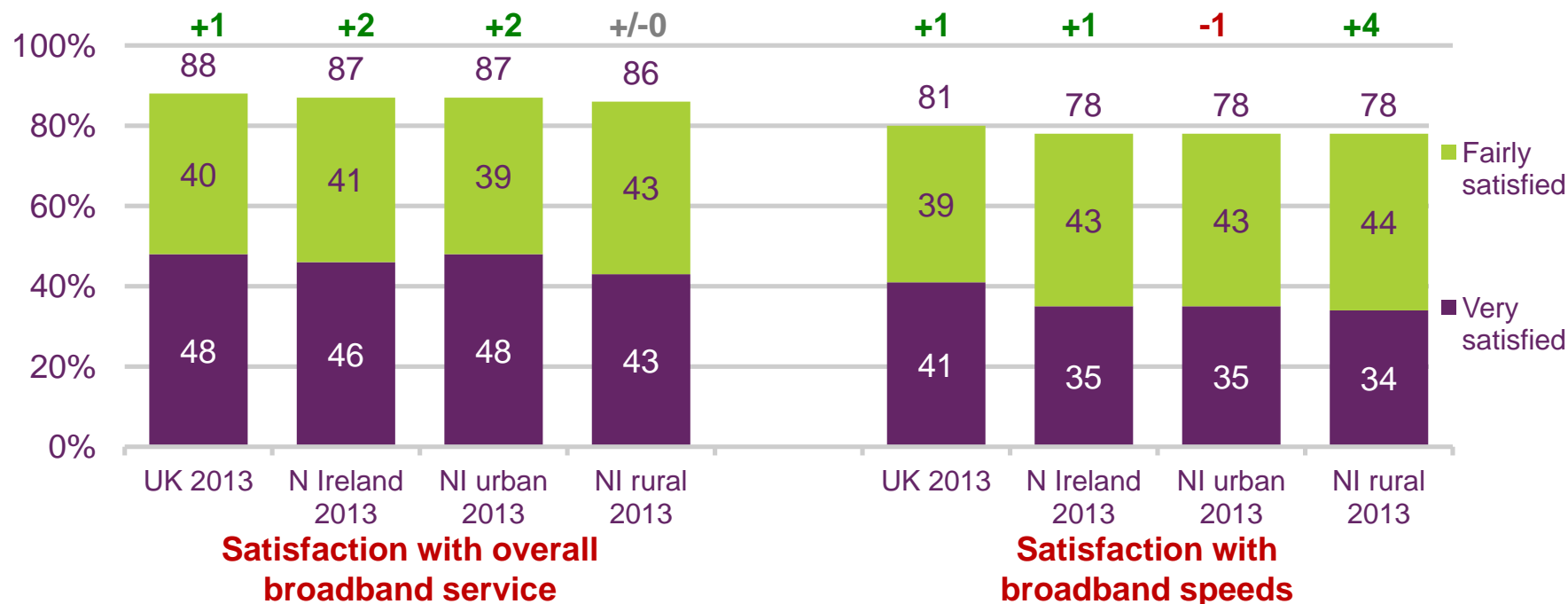
QD21c. Thinking about your mobile phone service only, how satisfied are you with (main supplier) for reception/ accessing network?

Figure 5.13



Satisfaction with fixed broadband service and fixed broadband speeds

Figure above bar shows % point change in total satisfied from Q1 2012



Source: Ofcom research, Quarter 1 2013

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

Note: Figures above chart columns indicate the proportion of people who were 'very' or 'fairly' satisfied with their speed of service while online