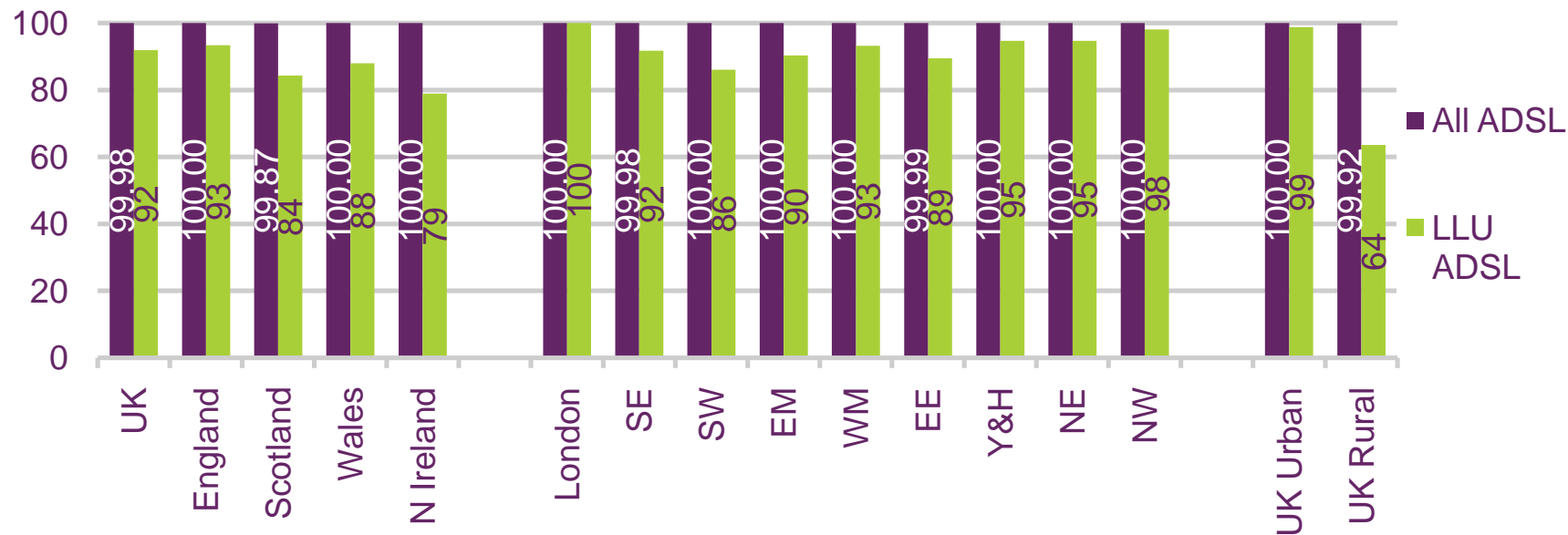


Telecoms and networks

Figure 5.1

Proportion of homes connected to ADSL-enabled and unbundled exchanges

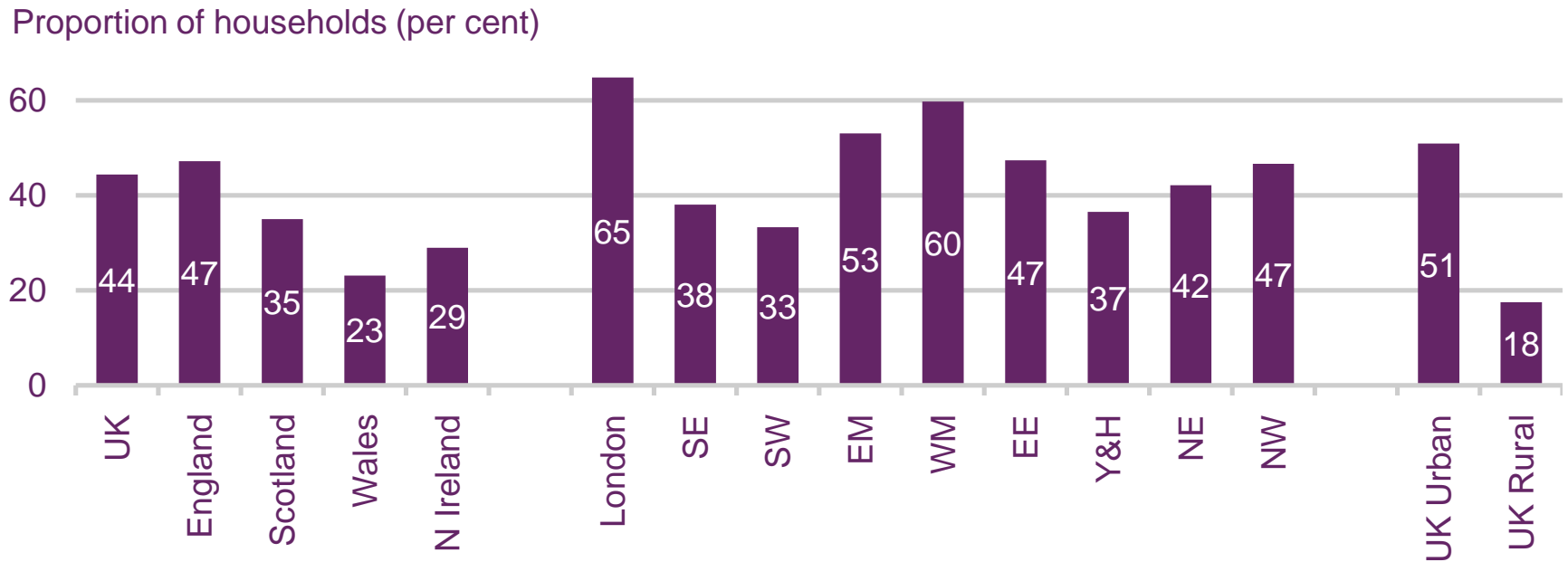
Proportion of households (per cent)



Source: Ofcom / BT, December 2011 data

Figure 5.2

Proportion of households passed by Virgin Media cable broadband



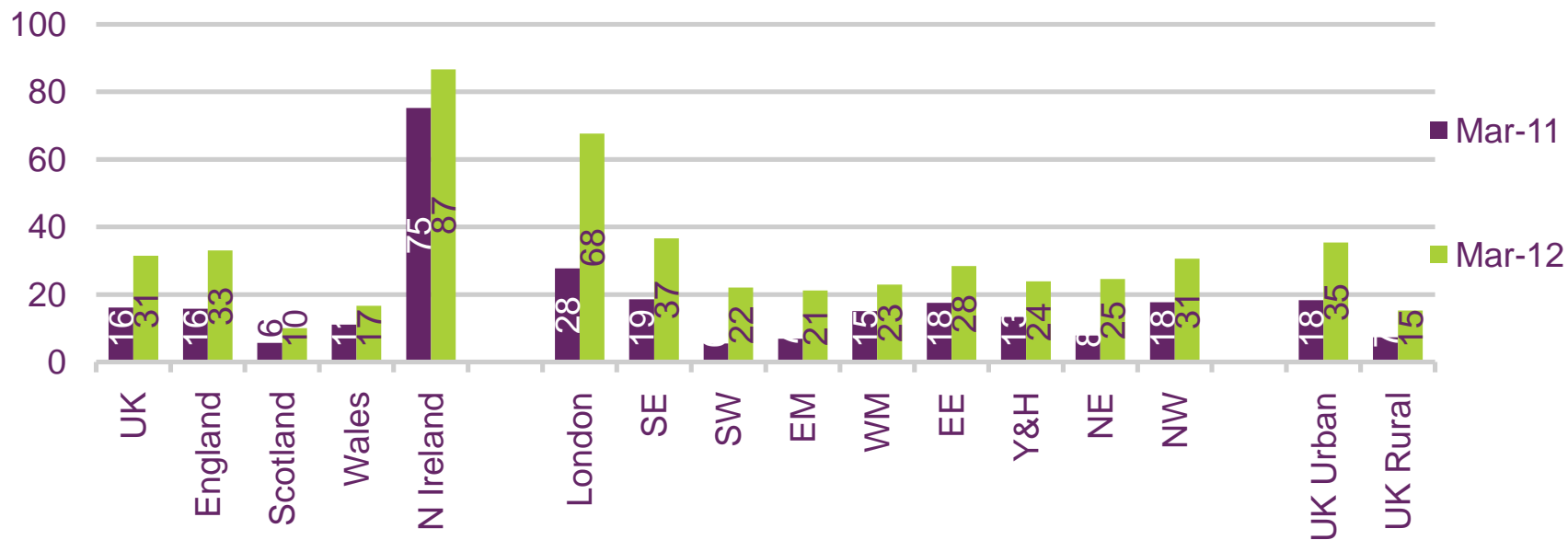
Source: Ofcom / Virgin Media, May 2012 data

Note: excludes homes where Virgin Media is not also able to provide fixed voice and pay-TV services

Figure 5.3

Estimated proportion of households able to receive BT FTTC services

Proportion of households (per cent)

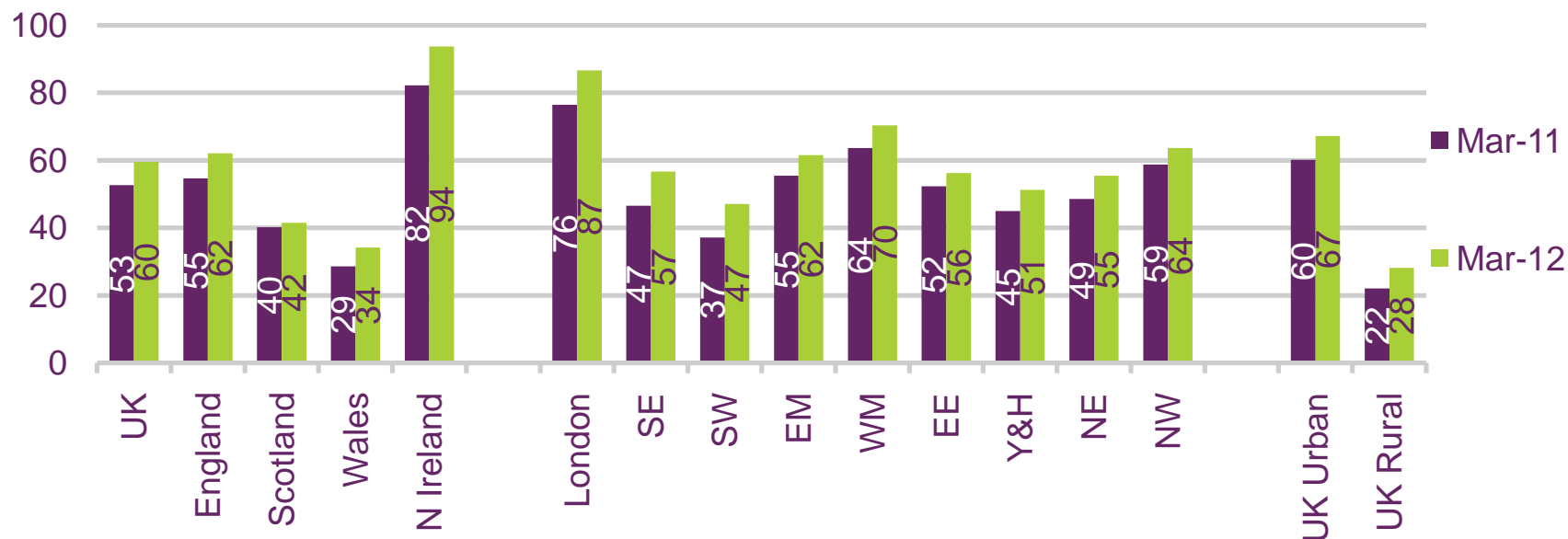


Source: Ofcom / BT

Figure 5.4

Estimated proportion of households able to receive superfast broadband services

Proportion of households (per cent)

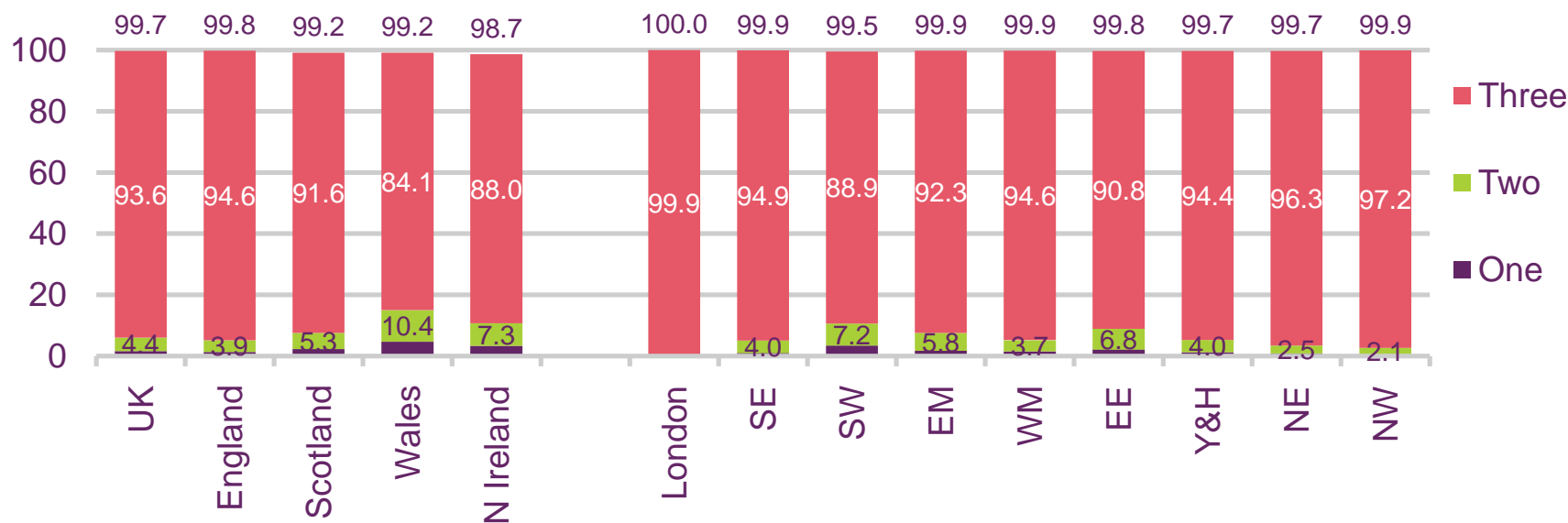


Source: Ofcom / BT / Virgin Media

Figure 5.5

Premises covered by 2G mobile, by number of networks

Proportion of premises (per cent)



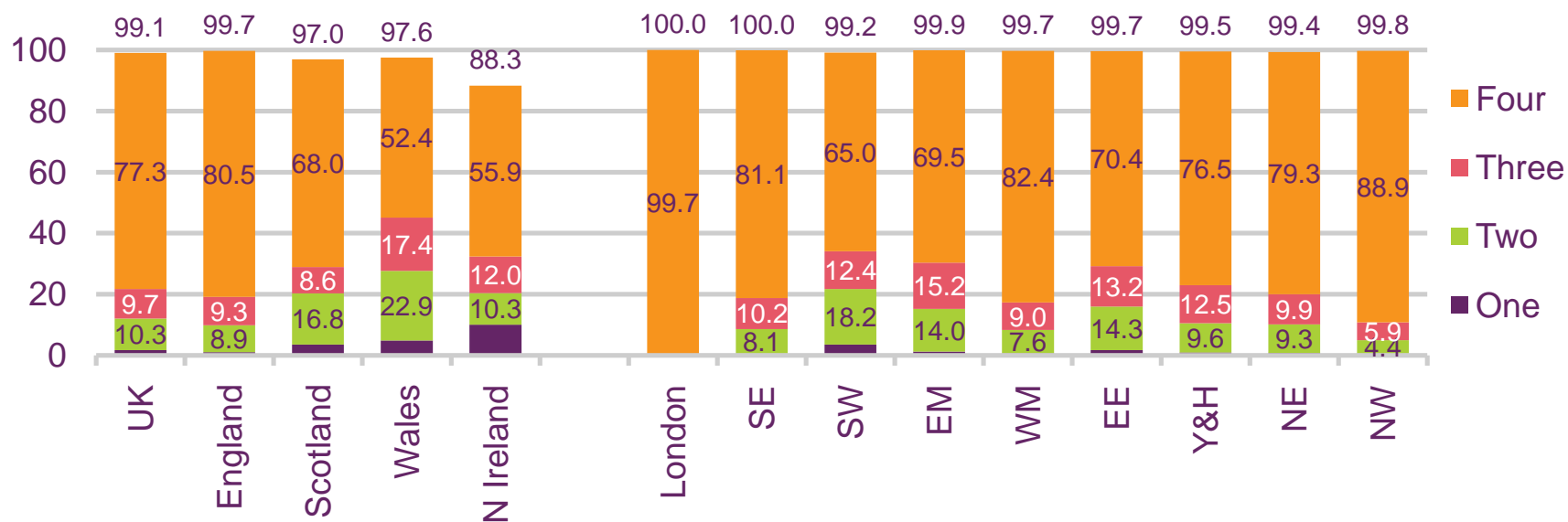
Source: Ofcom based on operator data.

Note: Coverage is based on 200m square pixels covering the UK using an enhanced methodology. Therefore data is not comparable to that published in the 2011 Communications Market Report.

Figure 5.6

3G premises mobile 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. Therefore data is not comparable to that published in the 2011 Communications Market Report.

Figure 5.7

Take-up of communications services, 2012

	UK	N Ireland	England	Scotland	Wales	NI urban	NI rural	
Individual								
Voice telephony	Fixed Line	84%	80%	85%	82%	80%	79%	83%
	Mobile	92%	93%	93%	85%	92%	94%	92%
	Smartphone	39%	34%	40%	32%	39%	38%	34%
Internet	Computer (any type)	79%	73%	80%	70%	71%	72%	74%
	Tablet computer	11%	9%	11%	11%	8%	11%	6%
	Total Internet	80%	73%	81%	71%	74%	73%	74%
	Broadband (fixed and mobile)	76%	69%	78%	68%	68%	69%	69%
	Fixed Broadband	72%	66%	73%	64%	63%	65%	66%
	Mobile Broadband	13%	7%	13%	12%	16%	7%	8%

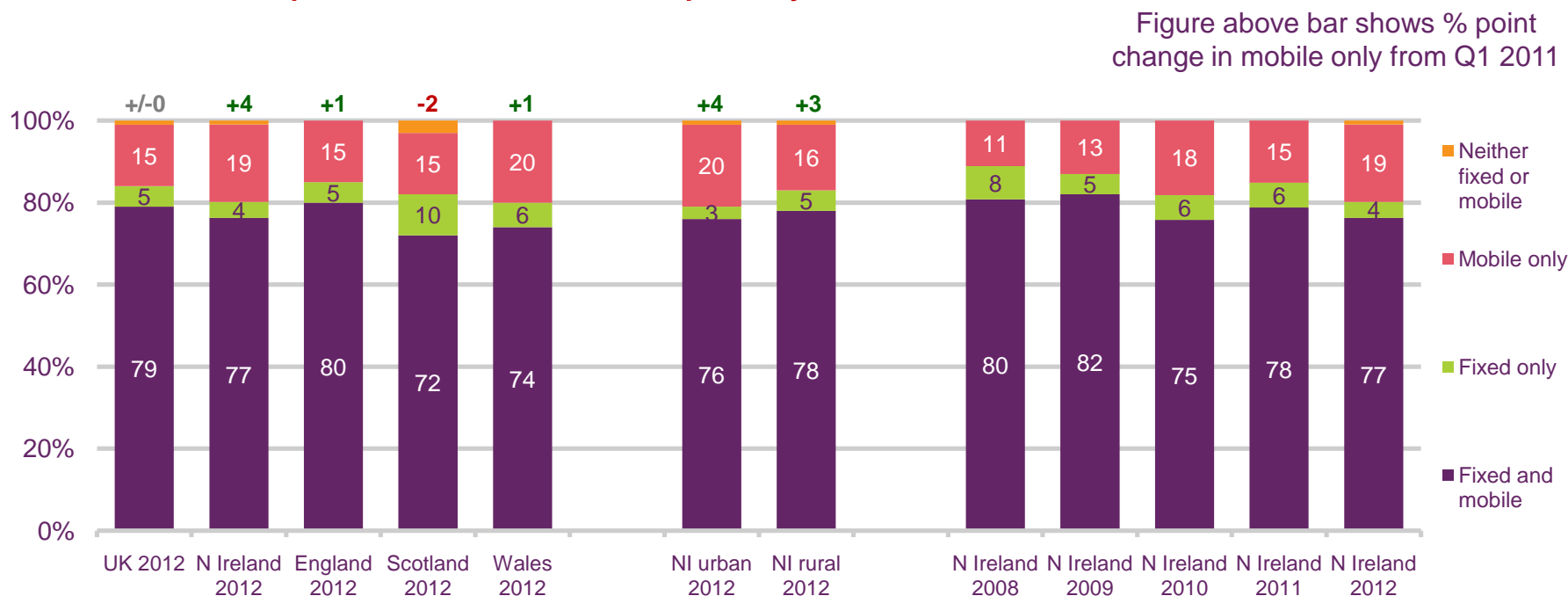
QC1. Is there a landline phone in your home that can be used to make and receive calls?/ QD2. Do you personally use a mobile phone?/ QE1. Does your household have a PC or laptop computer?/ QE2. Do you or does anyone in your household have access to the Internet/ Worldwide Web at home?/ QE9. Which of these methods does your household use to connect to the Internet at home?

Source: Ofcom research, Quarter 1 2012

Base: All adults aged 16+ (n = 3772 UK, 508 Northern Ireland, 2251 England, 500 Scotland, 513 Wales, 255 Northern Ireland urban, 253 Northern Ireland rural)

Figure 5.8

Cross-ownership of household telephony services



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?

Source: Ofcom research, Quarter 1 2012

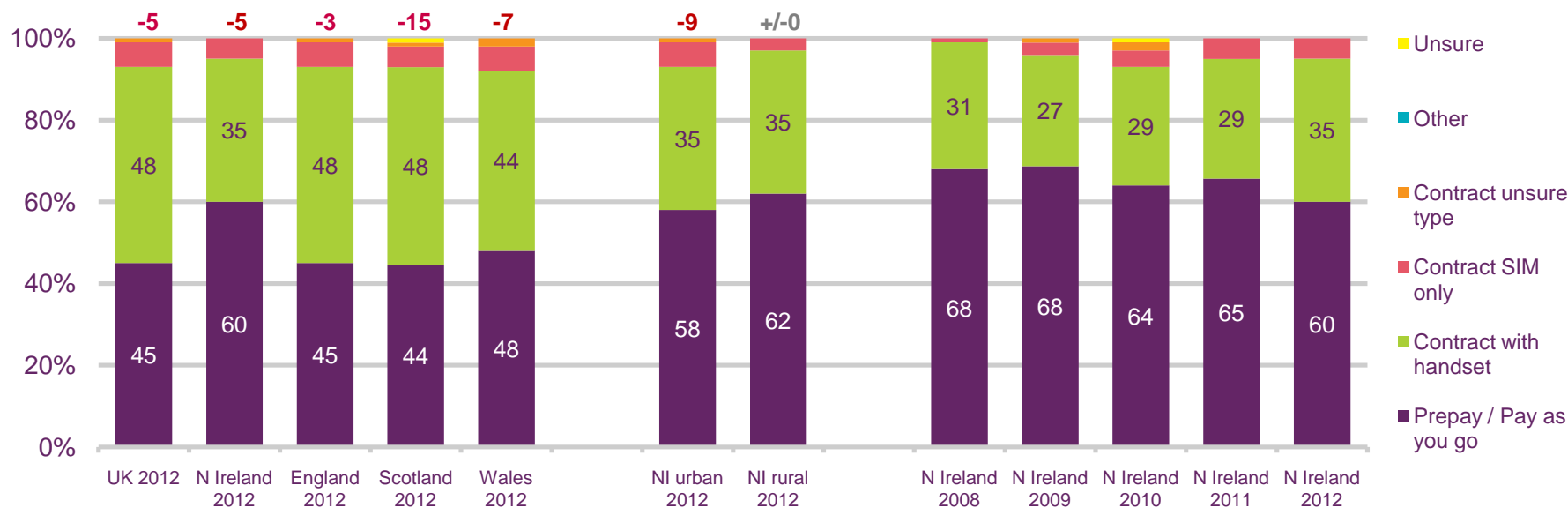
Base: All adults aged 16+ (n = 3772 UK, 508 Northern Ireland, 2251 England, 500 Scotland, 513 Wales, 255 Northern Ireland urban, 253 Northern Ireland rural, 629 Northern Ireland 2008, 652 Northern Ireland 2009, 761 Northern Ireland 2010, 511 Northern Ireland 2011, 508 Northern Ireland 2012)

Figure 5.9



Type of mobile subscription

Figure above bar shows % point change in prepay from Q1 2011



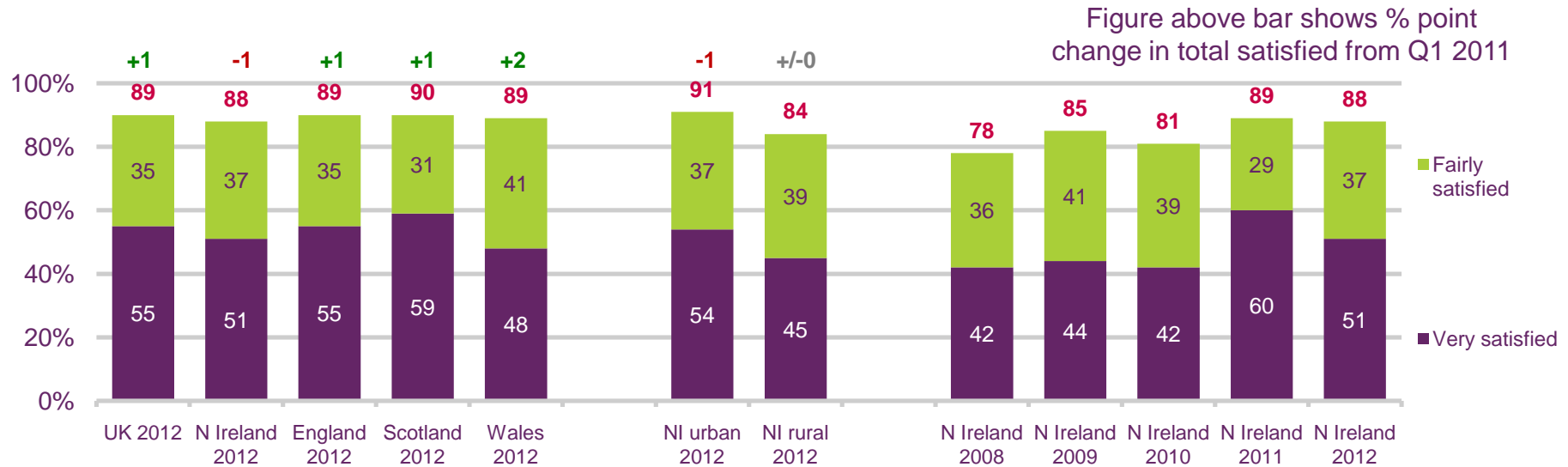
QD11. Which of these best describes the mobile package you personally use most often? (NB 2008 survey did not cover type of contract)

Source: Ofcom research, Quarter 1 2012

Base: Adults aged 16+ who personally use a mobile phone (n = 3392 UK, 463 Northern Ireland, 2043 England, 430 Scotland, 456 Wales, 236 Northern Ireland urban, 227 Northern Ireland rural, 744 Northern Ireland 2008, 877 Northern Ireland 2009, 1237 Northern Ireland 2010, 425 Northern Ireland 2011, 463 Northern Ireland 2012)

Figure 5.10

Satisfaction with reception of mobile phone service



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

Source: Ofcom research, Quarter 1 2012

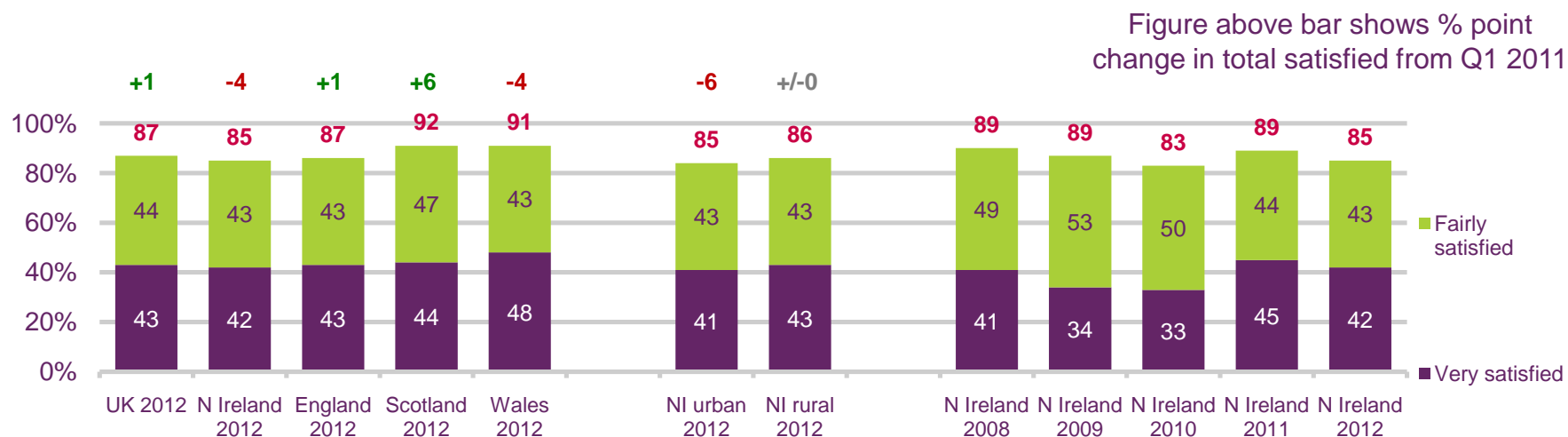
Base: Adults aged 16+ who personally use a mobile phone (n = 3392 UK, 463 Northern Ireland, 2043 England, 430 Scotland, 456 Wales, 236 Northern Ireland urban, 227 Northern Ireland rural, 527 Northern Ireland 2008, 587 Northern Ireland 2009, 658 Northern Ireland 2010, 464 Northern Ireland 2011, 463 Northern Ireland 2012)

Note: Figures above chart columns indicate the proportion of people who were 'very' or 'fairly' satisfied with their mobile reception

Figure 5.11



Satisfaction with fixed broadband service



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

Source: Ofcom research, Quarter 1 2012

Base: Adults aged 16+ with a fixed broadband connection at home (n = 2556 UK, 331 Northern Ireland, 1577 England, 330 Scotland, 318 Wales, 166 Northern Ireland urban, 165 Northern Ireland rural, 319 Northern Ireland 2008, 388 Northern Ireland 2009, 469 Northern Ireland 2010, 335 Northern Ireland 2011, 331 Northern Ireland 2012)

Note: Figures above chart columns indicate the proportion of people who were 'very' or 'fairly' satisfied with their overall fixed broadband service