# Telecommunications market data tables Q2 2012



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# 1. Market monitor

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

**Fixed voice**

- UK fixed telephony services generated £2.1bn in revenues in Q2 2012, £60m (2.7%) less than they did in Q2 2011. BT's market share of these revenues was 46.3%, 2.8 percentage points less than it had been a year previously.
- There were 33.2 million fixed lines at the end of June 2012, 77,000 (0.2%) less than was the case a year previously.
- There were 26.8 billion minutes of fixed-originated calls in Q2 2012, 2.3 billion minutes (8.0%) less than in Q2 2011. Over the same period BT's share of fixed-originated call volumes increased by 0.3 percentage points to 37.0%.

**Fixed broadband**

- At the end of June 2012 there were 21.1 million UK residential and SME fixed broadband connections, 1.3 million (6.5%) more than was the case a year previously.
- BT's retail share of these connections continued to increase in Q2 2012, and was 29.4% at the end of the quarter, 0.7 percentage points higher than it had been in Q2 2011.

**Mobile**

- In Q2 2012, mobile revenues increased by ~~0~~1.~~5~~4% quarter-on-quarter and by 1.3% year-on-year. The largest component of this was access and bundled services (subscriptions), which increased 1.0% quarter-on-quarter and 6.5% year-on-year.
- In Q2 2012, mobile call volumes fell 1.6% quarter-on-quarter, and by 0.4% year-on-year. The main contributors to this decline were calls to fixed lines and on-net mobile calls.
- The volume of SMS and MMS messages sent fell for a second consecutive quarter, meaning the total was 2.9% below its Q4 2011 peak.
- The total number of mobile subscribers increased to 81.7 million; up by 0.4% quarter-on-quarter and by 0.6% year-on-year, taking the proportion of subscribers on post-pay tariffs to 51.1%. The number of mobile broadband subscribers fell for a second consecutive quarter, to 4.956million.

# 2. Fixed telecoms market data tables

## Q2 2012 (April to June 2012)

### 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

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

| | All Operators | BT | Virgin Media | Other | BT share |
|---|---|---|---|---|---|
| **Access & Calls**[1] | | | | | |
| 2010 | 9,407 | 4,714 | 1,164 | 3,529 | 50.1% |
| 2011 | 8,912 | 4,313 | 1,073 | 3,526 | 48.4% |
| | | | | | |
| 2011 Q2 | 2,209 | 1,085 | 275 | 848 | 49.1% |
| 2011 Q3 | 2,192 | 1,053 | 261 | 877 | 48.1% |
| 2011 Q4 | 2,214 | 1,058 | 263 | 894 | 47.8% |
| 2012 Q1 | 2,195 | 1,034 | 269 | 892 | 47.1% |
| 2012 Q2 | 2,148 | 995 | 269 | 884 | 46.3% |
| **Access** | | | | | |
| 2010 | 5,003 | 2,837 | 602 | 1,563 | 56.7% |
| 2011 | 5,141 | 2,724 | 617 | 1,800 | 53.0% |
| | | | | | |
| 2011 Q2 | 1,262 | 683 | 159 | 420 | 54.1% |
| 2011 Q3 | 1,266 | 666 | 149 | 451 | 52.6% |
| 2011 Q4 | 1,327 | 683 | 157 | 486 | 51.5% |
| 2012 Q1 | 1,339 | 669 | 170 | 500 | 49.9% |
| 2012 Q2 | 1,314 | 648 | 169 | 497 | 49.3% |
| **Calls**[1] | | | | | |
| 2010 | 4,404 | 1,877 | 562 | 1,965 | 42.6% |
| 2011 | 3,772 | 1,589 | 456 | 1,726 | 42.1% |
| | | | | | |
| 2011 Q2 | 947 | 403 | 116 | 428 | 42.5% |
| 2011 Q3 | 926 | 388 | 112 | 426 | 41.9% |
| 2011 Q4 | 887 | 374 | 105 | 408 | 42.2% |
| 2012 Q1 | 856 | 366 | 99 | 391 | 42.7% |
| 2012 Q2 | 835 | 347 | 101 | 387 | 41.6% |

[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 |
|---|---|---|---|---|---|
| 2010 | 33,409 | 17,023 | 4,940 | 11,447 | 51.0% |
| 2011 | 33,252 | 15,750 | 4,893 | 12,610 | 47.4% |
| | | | | | |
| 2011 Q2 | 33,277 | 16,403 | 4,921 | 11,952 | 49.3% |
| 2011 Q3 | 33,233 | 16,022 | 4,880 | 12,331 | 48.2% |
| 2011 Q4 | 33,252 | 15,750 | 4,893 | 12,610 | 47.4% |
| 2012 Q1 | 33,293 | 15,443 | 4,703 | 13,147 | 46.4% |
| 2012 Q2 | 33,200 | 15,121 | 4,824 | 13,254 | 45.5% |

## 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] |
|---|---|---|---|---|---|---|
| 2010 | 130,202 | 49,834 | 15,833 | 22,885 | 41,650 | 38.3% |
| 2011 | 116,749 | 43,364 | 13,867 | 24,770 | 34,748 | 37.1% |
| | | | | | | |
| 2011 Q2 | 29,174 | 10,693 | 3,407 | 6,311 | 8,763 | 36.7% |
| 2011 Q3 | 28,584 | 10,666 | 3,372 | 5,966 | 8,579 | 37.3% |
| 2011 Q4 | 28,020 | 10,386 | 3,377 | 6,133 | 8,124 | 37.1% |
| 2012 Q1 | 28,104 | 10,502 | 3,383 | 6,512 | 7,708 | 37.4% |
| 2012 Q2 | 26,837 | 9,923 | 3,159 | 6,420 | 7,335 | 37.0% |

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

## Table 4

## Summary of call revenues by call type (£millions)

| | All calls | UK geographic calls | International calls | Calls to mobiles | Other calls[1] |
|---|---|---|---|---|---|
| 2010 | 4,404 | 1,328 | 474 | 1,477 | 1,126 |
| 2011 | 3,772 | 1,156 | 402 | 1,243 | 971 |
| | | | | | |
| 2011 Q2 | 947 | 289 | 101 | 315 | 242 |
| 2011 Q3 | 926 | 284 | 98 | 305 | 240 |
| 2011 Q4 | 887 | 274 | 95 | 289 | 230 |
| 2012 Q1 | 856 | 267 | 91 | 275 | 223 |
| 2012 Q2 | 835 | 258 | 88 | 265 | 223 |

[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** | | | | | | |
| 2010 | 88,363 | 33,102 | 11,648 | 15,295 | 28,318 | 37.5% |
| 2011 | 79,154 | 29,302 | 10,208 | 16,353 | 23,292 | 37.0% |
| 2011 Q2 | 19,713 | 7,185 | 2,494 | 4,150 | 5,884 | 36.4% |
| 2011 Q3 | 19,239 | 7,155 | 2,461 | 3,921 | 5,702 | 37.2% |
| 2011 Q4 | 19,104 | 7,098 | 2,505 | 4,015 | 5,486 | 37.2% |
| 2012 Q1 | 19,220 | 7,245 | 2,505 | 4,362 | 5,109 | 37.7% |
| 2012 Q2 | 18,201 | 6,746 | 2,321 | 4,328 | 4,806 | 37.1% |
| **International calls** | | | | | | |
| 2010 | 7,197 | 1,605 | 328 | 2,474 | 2,789 | 22.3% |
| 2011 | 6,854 | 1,386 | 302 | 2,779 | 2,387 | 20.2% |
| 2011 Q2 | 1,790 | 359 | 78 | 737 | 616 | 20.1% |
| 2011 Q3 | 1,612 | 329 | 72 | 593 | 618 | 20.4% |
| 2011 Q4 | 1,595 | 316 | 73 | 703 | 503 | 19.8% |
| 2012 Q1 | 1,593 | 318 | 72 | 642 | 561 | 20.0% |
| 2012 Q2 | 1,609 | 298 | 70 | 664 | 577 | 18.5% |
| **Calls to mobiles** | | | | | | |
| 2010 | 11,846 | 4,538 | 975 | 1,649 | 4,684 | 38.3% |
| 2011 | 10,421 | 3,922 | 848 | 1,786 | 3,866 | 37.6% |
| 2011 Q2 | 2,629 | 975 | 209 | 459 | 986 | 37.1% |
| 2011 Q3 | 2,582 | 986 | 211 | 435 | 950 | 38.2% |
| 2011 Q4 | 2,474 | 936 | 209 | 432 | 897 | 37.8% |
| 2012 Q1 | 2,466 | 950 | 209 | 454 | 853 | 38.5% |
| 2012 Q2 | 2,393 | 909 | 198 | 472 | 814 | 38.0% |
| **Other calls**[1] | | | | | | |
| 2010 | 22,797 | 10,589 | 2,882 | 3,467 | 5,858 | 46.4% |
| 2011 | 20,320 | 8,754 | 2,509 | 3,853 | 5,204 | 43.1% |
| 2011 Q2 | 5,043 | 2,174 | 626 | 965 | 1,278 | 43.1% |
| 2011 Q3 | 5,150 | 2,196 | 628 | 1,017 | 1,309 | 42.6% |
| 2011 Q4 | 4,848 | 2,036 | 590 | 984 | 1,238 | 42.0% |
| 2012 Q1 | 4,825 | 1,989 | 597 | 1,054 | 1,186 | 41.2% |
| 2012 Q2 | 4,634 | 1,970 | 570 | 957 | 1,137 | 42.5% |

[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] | | | | | |
| 2010 | 6,160 | 3,055 | 1,061 | 2,044 | 49.6% |
| 2011 | 5,873 | 2,741 | 976 | 2,155 | 46.7% |
| | | | | | |
| 2011 Q2 | 1,439 | 685 | 251 | 503 | 47.6% |
| 2011 Q3 | 1,455 | 673 | 238 | 545 | 46.2% |
| 2011 Q4 | 1,483 | 676 | 239 | 569 | 45.6% |
| 2012 Q1 | 1,484 | 665 | 244 | 574 | 44.8% |
| 2012 Q2 | 1,453 | 639 | 246 | 567 | 44.0% |
| **Access** | | | | | |
| 2010 | 3,259 | 1,697 | 563 | 999 | 52.1% |
| 2011 | 3,373 | 1,594 | 576 | 1,202 | 47.3% |
| | | | | | |
| 2011 Q2 | 814 | 396 | 149 | 269 | 48.6% |
| 2011 Q3 | 844 | 395 | 139 | 310 | 46.8% |
| 2011 Q4 | 893 | 404 | 147 | 342 | 45.2% |
| 2012 Q1 | 921 | 403 | 159 | 360 | 43.7% |
| 2012 Q2 | 905 | 389 | 159 | 358 | 42.9% |
| **Calls**[1] | | | | | |
| 2010 | 2,901 | 1,358 | 498 | 1,045 | 46.8% |
| 2011 | 2,500 | 1,147 | 400 | 953 | 45.9% |
| | | | | | |
| 2011 Q2 | 625 | 289 | 102 | 234 | 46.3% |
| 2011 Q3 | 612 | 278 | 98 | 235 | 45.5% |
| 2011 Q4 | 590 | 272 | 91 | 227 | 46.1% |
| 2012 Q1 | 562 | 262 | 86 | 214 | 46.6% |
| 2012 Q2 | 548 | 251 | 88 | 210 | 45.8% |

[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 |
|---|---|---|---|---|---|
| 2010 | 23,752 | 12,043 | 4,313 | 7,395 | 50.7% |
| 2011 | 23,872 | 11,123 | 4,299 | 8,449 | 46.6% |
| | | | | | |
| 2011 Q2 | 23,727 | 11,576 | 4,323 | 7,828 | 48.8% |
| 2011 Q3 | 23,755 | 11,302 | 4,294 | 8,160 | 47.6% |
| 2011 Q4 | 23,872 | 11,123 | 4,299 | 8,449 | 46.6% |
| 2012 Q1 | 24,046 | 10,896 | 4,179 | 8,972 | 45.3% |
| 2012 Q2 | 24,189 | 10,697 | 4,304 | 9,188 | 44.2% |

## Table 8
## Summary of residential call volumes by operator (millions of minutes)[1]

| | All Operators | BT[1] | Virgin Media | Other | BT share[1] |
|---|---|---|---|---|---|
| 2010 | 90,362 | 36,189 | 13,632 | 40,541 | 40.0% |
| 2011 | 80,353 | 31,106 | 11,791 | 37,456 | 38.7% |
| | | | | | |
| 2011 Q2 | 20,124 | 7,668 | 2,909 | 9,547 | 38.1% |
| 2011 Q3 | 19,490 | 7,606 | 2,858 | 9,026 | 39.0% |
| 2011 Q4 | 19,331 | 7,470 | 2,855 | 9,006 | 38.6% |
| 2012 Q1 | 19,322 | 7,483 | 2,828 | 9,011 | 38.7% |
| 2012 Q2 | 18,311 | 7,072 | 2,652 | 8,587 | 38.6% |

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

## Table 9

## Summary of residential call revenues by call type (£millions)

| | All calls | UK geographic calls | International calls | Calls to mobiles | Other calls[1] |
|---|---|---|---|---|---|
| 2010 | 2,901 | 935 | 293 | 849 | 824 |
| 2011 | 2,500 | 817 | 240 | 708 | 735 |
| | | | | | |
| 2011 Q2 | 625 | 202 | 60 | 180 | 183 |
| 2011 Q3 | 612 | 199 | 58 | 174 | 180 |
| 2011 Q4 | 590 | 195 | 56 | 165 | 174 |
| 2012 Q1 | 562 | 189 | 52 | 153 | 168 |
| 2012 Q2 | 548 | 184 | 50 | 150 | 164 |

[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** | | | | | |
| 2010 | 65,134 | 25,620 | 10,195 | 29,319 | 39.3% |
| 2011 | 58,182 | 22,570 | 8,867 | 26,745 | 38.8% |
| 2011 Q2 | 14,484 | 5,523 | 2,173 | 6,788 | 38.1% |
| 2011 Q3 | 14,027 | 5,485 | 2,130 | 6,412 | 39.1% |
| 2011 Q4 | 14,123 | 5,509 | 2,170 | 6,444 | 39.0% |
| 2012 Q1 | 14,204 | 5,595 | 2,153 | 6,456 | 39.4% |
| 2012 Q2 | 13,373 | 5,229 | 2,005 | 6,139 | 39.1% |
| **International calls** | | | | | |
| 2010 | 4,850 | 1,053 | 284 | 3,513 | 21.7% |
| 2011 | 4,672 | 890 | 261 | 3,521 | 19.0% |
| 2011 Q2 | 1,244 | 232 | 66 | 946 | 18.7% |
| 2011 Q3 | 1,073 | 210 | 63 | 800 | 19.6% |
| 2011 Q4 | 1,066 | 203 | 64 | 799 | 19.1% |
| 2012 Q1 | 1,066 | 198 | 62 | 806 | 18.6% |
| 2012 Q2 | 1,071 | 187 | 60 | 824 | 17.5% |
| **Calls to mobiles** | | | | | |
| 2010 | 5,642 | 2,324 | 648 | 2,670 | 41.2% |
| 2011 | 4,705 | 1,852 | 528 | 2,325 | 39.4% |
| 2011 Q2 | 1,210 | 467 | 133 | 610 | 38.6% |
| 2011 Q3 | 1,149 | 463 | 131 | 555 | 40.3% |
| 2011 Q4 | 1,101 | 437 | 127 | 537 | 39.7% |
| 2012 Q1 | 1,061 | 419 | 119 | 523 | 39.5% |
| 2012 Q2 | 1,030 | 404 | 113 | 513 | 39.2% |
| **Other calls*** | | | | | |
| 2010 | 14,736 | 7,192 | 2,505 | 5,039 | 48.8% |
| 2011 | 12,794 | 5,794 | 2,135 | 4,865 | 45.3% |
| 2011 Q2 | 3,187 | 1,446 | 537 | 1,204 | 45.4% |
| 2011 Q3 | 3,242 | 1,448 | 534 | 1,260 | 44.7% |
| 2011 Q4 | 3,040 | 1,321 | 494 | 1,225 | 43.4% |
| 2012 Q1 | 2,991 | 1,271 | 494 | 1,226 | 42.5% |
| 2012 Q2 | 2,837 | 1,252 | 474 | 1,111 | 44.1% |

[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]** | | | | | |
| 2010 | 3,197 | 1,609 | 103 | 1,485 | 50.3% |
| 2011 | 2,999 | 1,531 | 97 | 1,370 | 51.1% |
| | | | | | |
| 2011 Q2 | 760 | 390 | 24 | 346 | 51.3% |
| 2011 Q3 | 726 | 370 | 24 | 332 | 51.0% |
| 2011 Q4 | 721 | 372 | 24 | 325 | 51.6% |
| 2012 Q1 | 703 | 360 | 24 | 318 | 51.3% |
| 2012 Q2 | 686 | 347 | 23 | 316 | 50.6% |
| **Access** | | | | | |
| 2010 | 1,743 | 1,140 | 39 | 564 | 65.4% |
| 2011 | 1,768 | 1,130 | 41 | 598 | 63.9% |
| | | | | | |
| 2011 Q2 | 448 | 287 | 10 | 151 | 64.1% |
| 2011 Q3 | 422 | 271 | 10 | 141 | 64.2% |
| 2011 Q4 | 434 | 279 | 10 | 144 | 64.4% |
| 2012 Q1 | 418 | 266 | 11 | 141 | 63.7% |
| 2012 Q2 | 409 | 259 | 10 | 140 | 63.4% |
| **Calls[1]** | | | | | |
| 2010 | 1,453 | 469 | 64 | 921 | 32.3% |
| 2011 | 1,231 | 402 | 57 | 773 | 32.6% |
| | | | | | |
| 2011 Q2 | 312 | 103 | 14 | 195 | 33.1% |
| 2011 Q3 | 303 | 99 | 14 | 191 | 32.6% |
| 2011 Q4 | 287 | 92 | 14 | 181 | 32.2% |
| 2012 Q1 | 285 | 95 | 14 | 177 | 33.1% |
| 2012 Q2 | 277 | 88 | 13 | 177 | 31.6% |

[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 |
|---|---|---|---|---|---|
| 2010 | 9,658 | 4,980 | 627 | 4,052 | 51.6% |
| 2011 | 9,381 | 4,627 | 593 | 4,160 | 49.3% |
| | | | | | |
| 2011 Q2 | 9,549 | 4,827 | 598 | 4,124 | 50.5% |
| 2011 Q3 | 9,477 | 4,720 | 586 | 4,171 | 49.8% |
| 2011 Q4 | 9,381 | 4,627 | 593 | 4,160 | 49.3% |
| 2012 Q1 | 9,247 | 4,547 | 524 | 4,176 | 49.2% |
| 2012 Q2 | 9,011 | 4,425 | 520 | 4,066 | 49.1% |

## 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] |
|---|---|---|---|---|---|---|
| 2010 | 39,728 | 13,531 | 2,201 | 8,375 | 15,621 | 34.1% |
| 2011 | 36,321 | 12,182 | 2,076 | 8,213 | 13,850 | 33.5% |
| | | | | | | |
| 2011 Q2 | 9,030 | 3,005 | 498 | 2,036 | 3,491 | 33.3% |
| 2011 Q3 | 9,073 | 3,039 | 514 | 2,099 | 3,420 | 33.5% |
| 2011 Q4 | 8,673 | 2,900 | 522 | 2,002 | 3,250 | 33.4% |
| 2012 Q1 | 8,766 | 3,003 | 555 | 2,067 | 3,141 | 34.3% |
| 2012 Q2 | 8,511 | 2,836 | 507 | 2,161 | 3,007 | 33.3% |

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

## Table 14

## Summary of business call revenues by call type (£millions)

| | All calls | UK geographic calls | International calls | Calls to mobiles | Other calls[1] |
|---|---|---|---|---|---|
| 2010 | 1,453 | 393 | 181 | 628 | 252 |
| 2011 | 1,231 | 339 | 162 | 535 | 195 |
| | | | | | |
| 2011 Q2 | 312 | 86 | 41 | 136 | 49 |
| 2011 Q3 | 303 | 84 | 40 | 130 | 49 |
| 2011 Q4 | 287 | 79 | 39 | 124 | 45 |
| 2012 Q1 | 285 | 78 | 39 | 122 | 46 |
| 2012 Q2 | 277 | 74 | 38 | 115 | 51 |

[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** | | | | | | |
| 2010 | 23,229 | 7,482 | 1,453 | 4,894 | 9,400 | 32.2% |
| 2011 | 20,973 | 6,732 | 1,341 | 4,770 | 8,130 | 32.1% |
| | | | | | | |
| 2011 Q2 | 5,229 | 1,662 | 321 | 1,184 | 2,062 | 31.8% |
| 2011 Q3 | 5,212 | 1,670 | 331 | 1,216 | 1,995 | 32.0% |
| 2011 Q4 | 4,980 | 1,589 | 335 | 1,162 | 1,894 | 31.9% |
| 2012 Q1 | 5,016 | 1,650 | 352 | 1,211 | 1,803 | 32.9% |
| 2012 Q2 | 4,828 | 1,517 | 316 | 1,280 | 1,715 | 31.4% |
| **International calls** | | | | | | |
| 2010 | 2,346 | 551 | 44 | 923 | 828 | 23.5% |
| 2011 | 2,182 | 496 | 41 | 845 | 800 | 22.7% |
| | | | | | | |
| 2011 Q2 | 546 | 127 | 12 | 208 | 199 | 23.2% |
| 2011 Q3 | 540 | 119 | 9 | 214 | 198 | 22.1% |
| 2011 Q4 | 529 | 113 | 9 | 213 | 194 | 21.4% |
| 2012 Q1 | 527 | 120 | 10 | 208 | 189 | 22.8% |
| 2012 Q2 | 538 | 111 | 10 | 231 | 187 | 20.6% |
| **Calls to mobiles** | | | | | | |
| 2010 | 6,205 | 2,214 | 327 | 956 | 2,707 | 35.7% |
| 2011 | 5,718 | 2,071 | 320 | 970 | 2,356 | 36.2% |
| | | | | | | |
| 2011 Q2 | 1,419 | 508 | 76 | 237 | 598 | 35.8% |
| 2011 Q3 | 1,433 | 523 | 80 | 249 | 581 | 36.5% |
| 2011 Q4 | 1,374 | 500 | 82 | 242 | 549 | 36.4% |
| 2012 Q1 | 1,405 | 531 | 90 | 252 | 532 | 37.8% |
| 2012 Q2 | 1,363 | 505 | 85 | 266 | 507 | 37.1% |
| **Other calls*** | | | | | | |
| 2010 | 7,948 | 3,284 | 377 | 1,602 | 2,684 | 41.3% |
| 2011 | 7,449 | 2,883 | 374 | 1,628 | 2,563 | 38.7% |
| | | | | | | |
| 2011 Q2 | 1,836 | 708 | 89 | 407 | 632 | 38.6% |
| 2011 Q3 | 1,888 | 727 | 94 | 420 | 646 | 38.5% |
| 2011 Q4 | 1,790 | 698 | 96 | 385 | 612 | 39.0% |
| 2012 Q1 | 1,818 | 702 | 103 | 397 | 617 | 38.6% |
| 2012 Q2 | 1,782 | 703 | 96 | 385 | 599 | 39.4% |

[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 at end of quarter (000's)[1]

| | Total | Non-LLU ADSL | LLU ADSL | Cable | Other (inc. FTTx) | BT retail share |
|---|---|---|---|---|---|---|
| 2010 | 19,133 | 7,485 | 7,489 | 4,028 | 131 | 28.1% |
| 2011 | 20,444 | 7,959 | 7,946 | 4,120 | 420 | 29.2% |
| | | | | | | |
| 2011 Q2 | 19,787 | 7,932 | 7,580 | 4,065 | 210 | 28.7% |
| 2011 Q3 | 20,057 | 7,940 | 7,725 | 4,090 | 302 | 29.1% |
| 2011 Q4 | 20,444 | 7,959 | 7,946 | 4,120 | 420 | 29.2% |
| 2012 Q1 | 20,912 | 7,929 | 8,263 | 4,165 | 556 | 29.2% |
| 2012 Q2 | 21,067 | 7,899 | 8,399 | 4,168 | 601 | 29.4% |

[1] Figures exclude corporate broadband connections. Connection numbers have been adjusted to exclude corporate broadband based on Ofcom estimates.

# 3. Mobile telecoms market data tables

## Q2 2012 (April to June 2012)

### 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 (£millions)

| | Total | Access and bundled services | UK fixed calls | On-net mobile calls | Off-net mobile calls | Int'l calls | Other calls | Data services |
|---|---|---|---|---|---|---|---|---|
| 2010 | 14,913 | 6,415 | 638 | 607 | 1,228 | 353 | 1,355 | 1,731 |
| 2011 | 15,060 | 6,582 | 563 | 526 | 1,062 | 352 | 1,422 | 2,038 |
| 2011 Q2 | 3,751 | 1,617 | 140 | 131 | 268 | 89 | 367 | 522 |
| 2011 Q3 | 3,858 | 1,664 | 139 | 130 | 270 | 92 | 397 | 533 |
| 2011 Q4 | 3,792 | 1,681 | 141 | 127 | 266 | 85 | 335 | 525 |
| 2012 Q1 | 3,748 | 1,706 | 134 | 115 | 248 | 82 | 328 | 555 |
| 2012 Q2 | 3,801 | 1,723 | 145 | 113 | 235 | 88 | 339 | 589 |

## Table 2
## Call and message volumes by call type (millions of minutes/messages)

| | All calls | UK fixed calls | On-net mobile calls | Off-net mobile calls | Int'l calls | Calls when roaming | Other calls | SMS and MMS msgs |
|---|---|---|---|---|---|---|---|---|
| 2010 | 124,947 | 31,999 | 44,528 | 38,074 | 2,051 | 1,877 | 6,419 | 129,012 |
| 2011 | 123,561 | 31,397 | 41,585 | 40,873 | 2,086 | 1,841 | 5,778 | 151,270 |
| 2011 Q2 | 30,730 | 7,811 | 10,215 | 10,340 | 522 | 477 | 1,365 | 36,952 |
| 2011 Q3 | 30,890 | 7,849 | 10,107 | 10,443 | 532 | 568 | 1,392 | 37,514 |
| 2011 Q4 | 30,925 | 7,749 | 10,278 | 10,535 | 514 | 382 | 1,469 | 39,869 |
| 2012 Q1 | 31,109 | 7,863 | 10,279 | 10,700 | 556 | 358 | 1,352 | 39,248 |
| 2012 Q2 | 30,607 | 7,663 | 9,808 | 10,709 | 594 | 424 | 1,408 | 38,701 |

## Table 3

## Subscriber numbers by type (000's)

| | Conns during period | Total subs at end of period | Post-pay subs at end of period | Pre-pay subs at end of period | Proportion post-pay | Mobile b'band subs at end of period[1] |
|---|---|---|---|---|---|---|
| 2010 | 33,472 | 81,165 | 37,126 | 44,039 | 45.7% | 4,818 |
| 2011 | 30,970 | 81,612 | 40,162 | 41,449 | 49.2% | 5,056 |
| 2011 Q2 | 7,476 | 81,234 | 38,535 | 42,698 | 47.4% | 4,971 |
| 2011 Q3 | 7,854 | 81,431 | 39,073 | 42,358 | 48.0% | 5,046 |
| 2011 Q4 | 8,303 | 81,612 | 40,162 | 41,449 | 49.2% | 5,056 |
| 2012 Q1 | 7,371 | 81,366 | 40,934 | 40,432 | 50.3% | 4,995 |
| 2012 Q2 | 7,189 | 81,723 | 41,740 | 39,983 | 51.1% | 4,956 |

[1] Refers to datacard and dongle connections (i.e. excludes mobile phone subscriptions); figures include estimates of T-Mobile mobile broadband subscribers.
Note: Table includes estimates where Ofcom does not receive data from some MVNO providers.

## Table 4

## Average monthly retail revenue per subscriber (£ per month)

| | All subscribers | Post-pay | Pre-pay |
|---|---|---|---|
| 2010 | 15.47 | 26.24 | 6.86 |
| 2011 | 15.43 | 25.14 | 6.56 |
| 2011 Q2 | 15.40 | 25.47 | 6.51 |
| 2011 Q3 | 15.81 | 25.86 | 6.64 |
| 2011 Q4 | 15.51 | 24.92 | 6.61 |
| 2012 Q1 | 15.33 | 24.62 | 6.12 |
| 2012 Q2 | 15.54 | 24.55 | 6.27 |

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

## Table 5

## Interconnection call volumes (millions of minutes)

| | All operators |
|---|---|
| 2010 | 56,177 |
| 2011 | 59,007 |
| | |
| 2011 Q2 | 14,718 |
| 2011 Q3 | 14,857 |
| 2011 Q4 | 14,932 |
| 2012 Q1 | 14,590 |
| 2012 Q2 | 14,763 |

Note: Shows the number of call minutes terminating on the mobile networks.