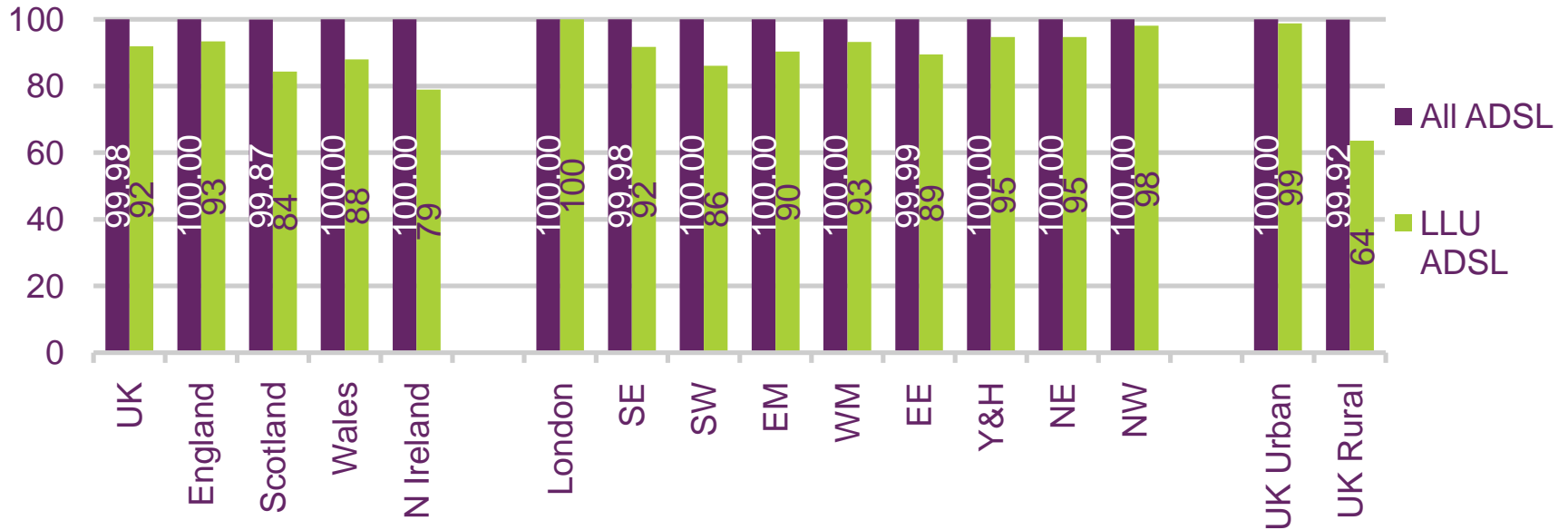


Telecoms and networks

Figure 5.1

Proportion of homes connected to ADSL-enabled and unbundled exchanges

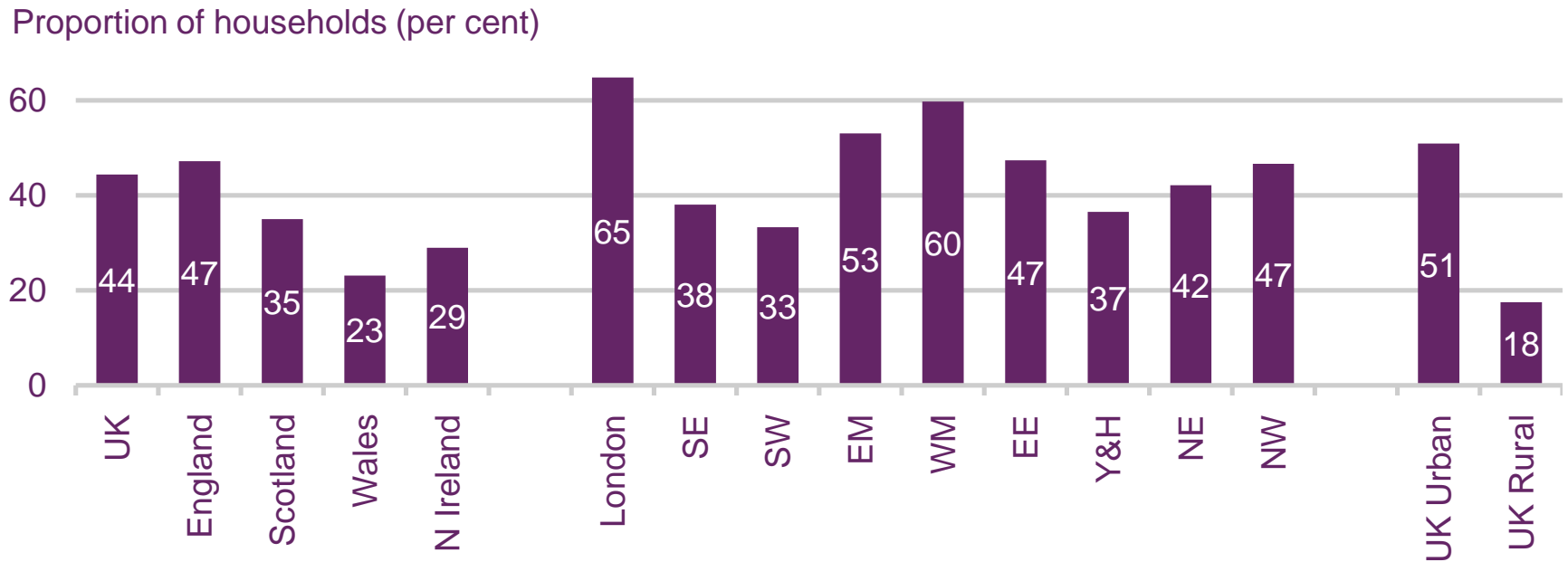
Proportion of households (per cent)



Source: Ofcom / BT, December 2011 data

Figure 5.2

Proportion of households passed by Virgin Media cable broadband



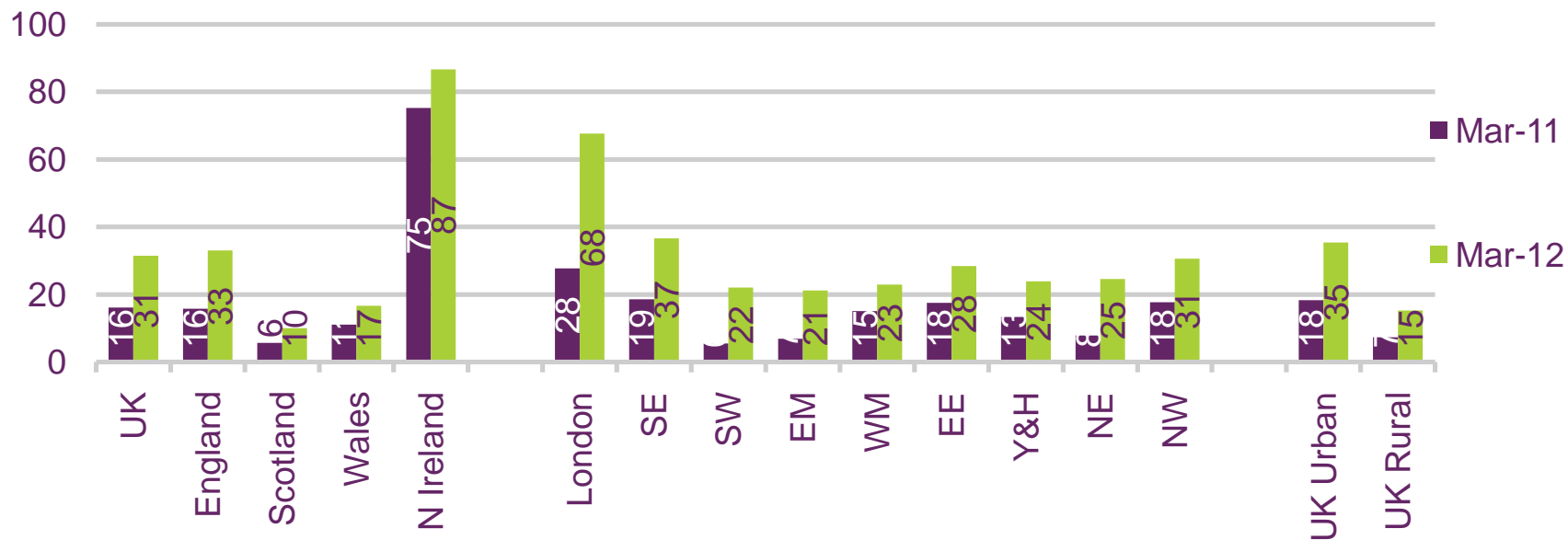
Source: Ofcom / Virgin Media, May 2012 data

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)

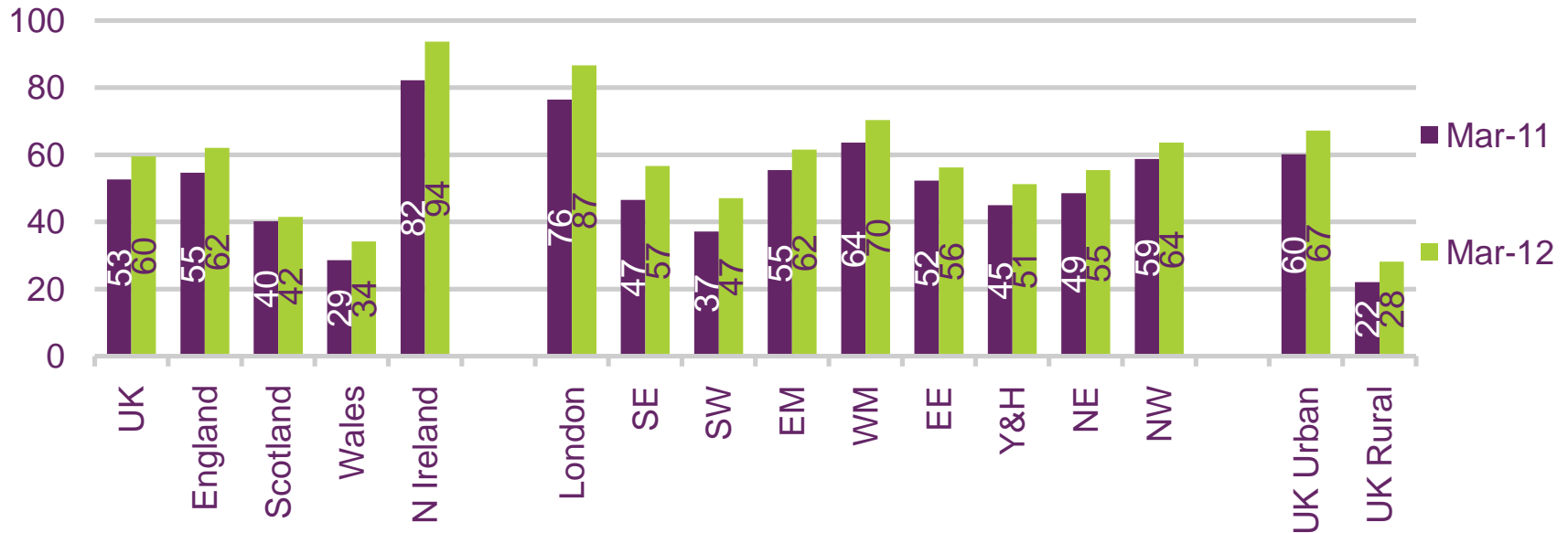


Source: Ofcom / BT

Figure 5.4

Estimated proportion of households able to receive superfast broadband services

Proportion of households (per cent)

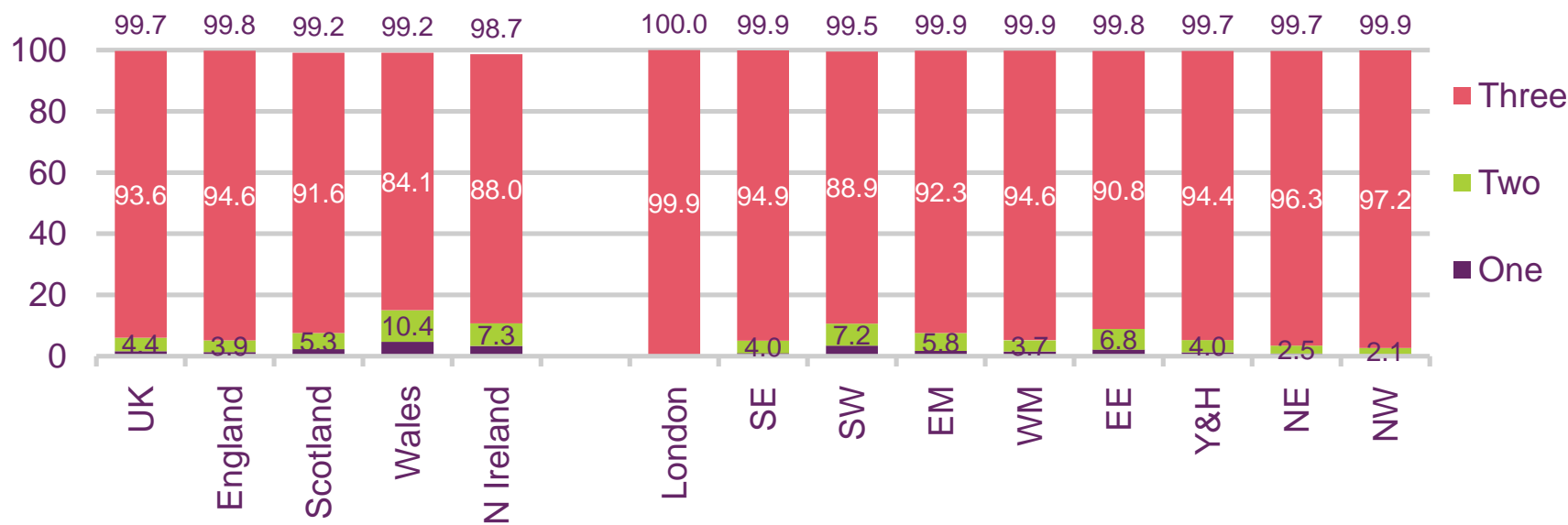


Source: Ofcom / BT / Virgin Media

Figure 5.5

Premises covered by 2G mobile, by number of networks

Proportion of premises (per cent)



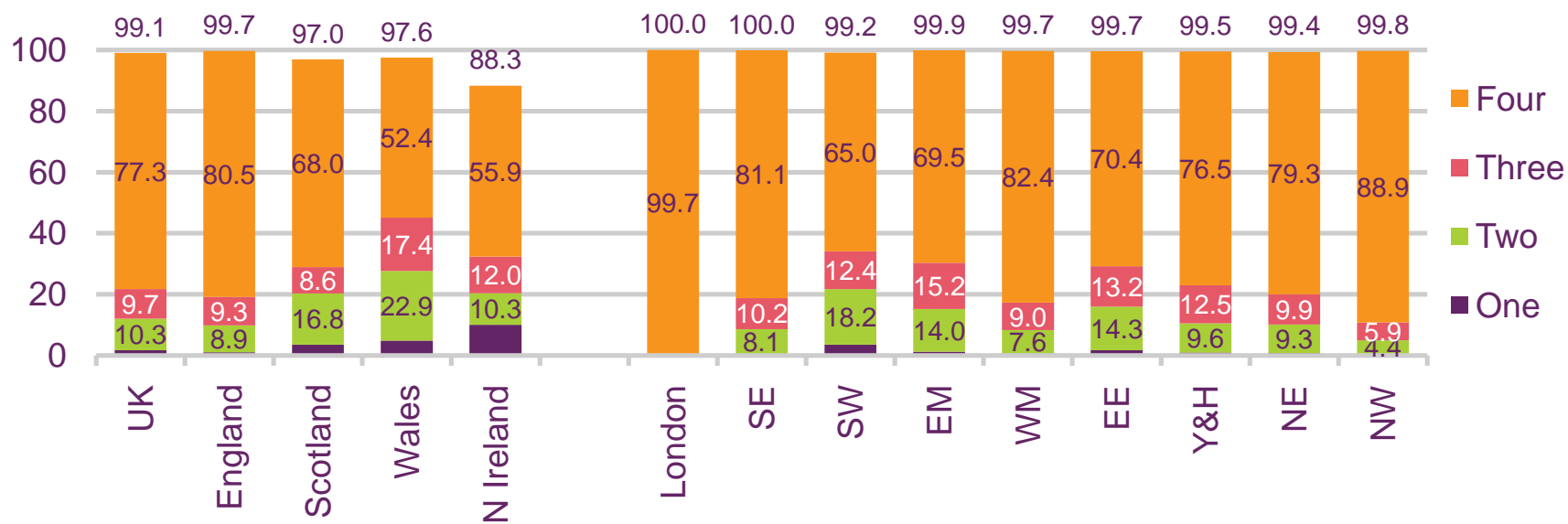
Source: Ofcom based on operator data.

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	Wales	England	Scotland	N Ireland	Wales urban	Wales rural
Individual							
Voice telephony Fixed Line	84%	80%	85%	82%	80%	78%	87%
Mobile	92%	92%	93%	85%	93%	94%	91%
Internet PC	79%	71%	80%	70%	73%	71%	73%
Total Internet	80%	74%	81%	71%	73%	74%	75%
Broadband (fixed and mobile)	76%	68%	78%	68%	69%	67%	73%
Fixed Broadband	72%	63%	73%	64%	66%	61%	69%
Mobile Broadband	13%	16%	13%	12%	7%	18%	8%

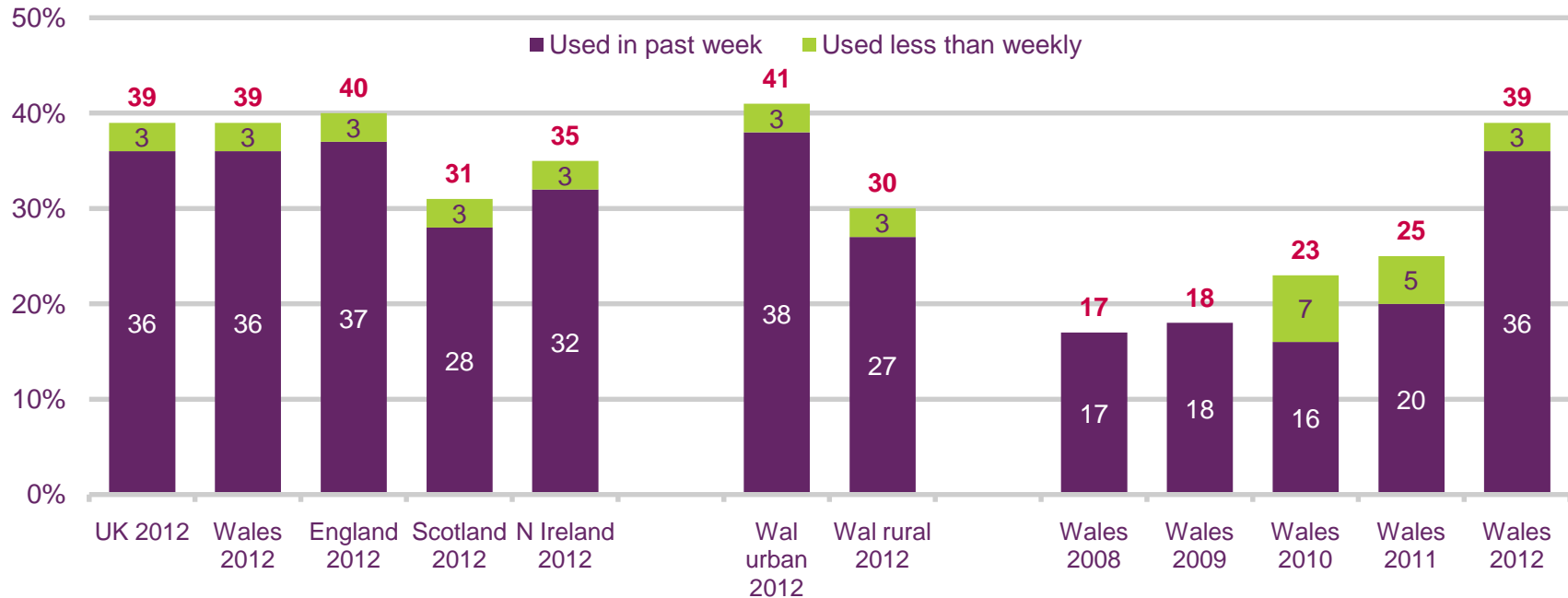
QC1. Is there a landline phone in your home that can be used to make and receive calls?/ QD2. Do you personally use a mobile phone?/ QE1. Does your household have a PC or laptop computer?/ QE2. Do you or does anyone in your household have access to the Internet/ Worldwide Web at home?/ QE9. Which of 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, 513 Wales, 2251 England, 500 Scotland, 508 Northern Ireland, 249 Wales urban, 264 Wales rural)

Figure 5.8

Use of mobile phone to access the internet



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)

Source: Ofcom research, Quarter 1 2012

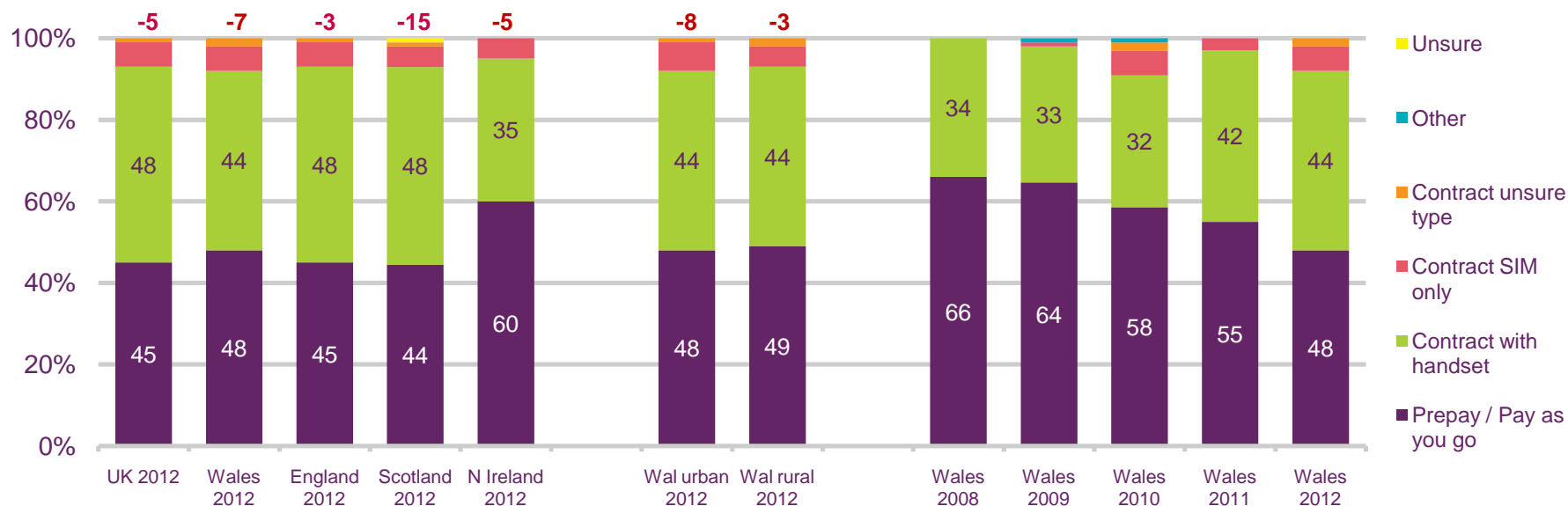
Base: All adults aged 16+ (n = 3772 UK, 513 Wales, 2251 England, 500 Scotland, 508 Northern Ireland, 249 Wales urban, 264 Wales rural, 811 Wales 2008, 987 Wales 2009, 1075 Wales 2010, 493 Wales 2011, 513 Wales 2012)

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, 456 Wales, 2043 England, 430 Scotland, 463 Northern Ireland, 229 Wales urban, 227 Wales rural, 656 Wales 2008, 836 Wales 2009, 923 Wales 2010, 416 Wales 2011, 456 Wales 2012)

Figure 5.10

Satisfaction with mobile phone service reception



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

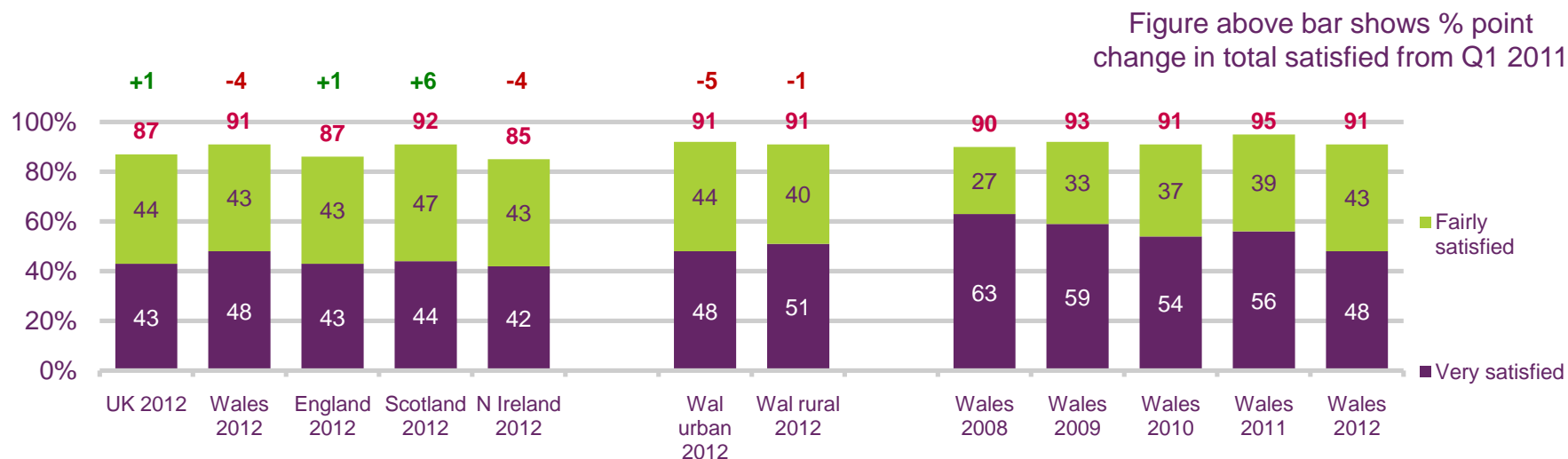
Base: Adults aged 16+ who personally use a mobile phone (n = 3392 UK, 456 Wales, 2043 England, 430 Scotland, 463 Northern Ireland, 229 Wales urban, 227 Wales rural, 645 Wales 2008, 836 Wales 2009, 923 Wales 2010, 416 Wales 2011, 456 Wales 2012)

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

Figure 5.11



Overall 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

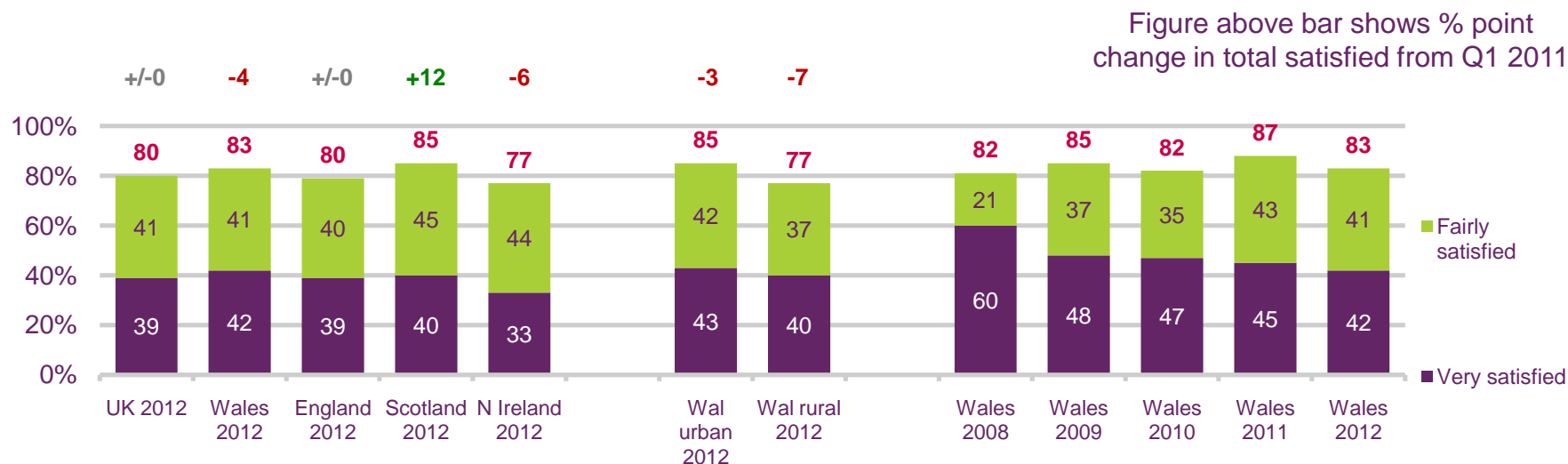
Base: Adults aged 16+ with a fixed broadband connection at home (n = 2556 UK, 318 Wales, 1577 England, 330 Scotland, 331 Northern Ireland, 146 Wales urban, 172 Wales rural, 386 Wales 2008, 527 Wales 2009, 604 Wales 2010, 303 Wales 2011, 318 Wales 2012)

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

Figure 5.12



Satisfaction with speed of fixed broadband connection



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)?

Source: Ofcom research, Quarter 1 2011

Base: Adults aged 16+ with a fixed broadband connection at home (n = 2556 UK, 318 Wales, 1577 England, 330 Scotland, 331 Northern Ireland, 146 Wales urban, 172 Wales rural, 386 Wales 2008, 527 Wales 2009, 604 Wales 2010, 303 Wales 2011, 318 Wales 2012)

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