Telecommunications Market Data Update

Q4 2022

MARKET DATA

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Contents

Section

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 services

- UK fixed voice service revenues totalled £1.39bn in Q4 2022; a decrease of £28m (2.0%) from the previous quarter and £99m (6.6%) year-on-year. BT's share of these revenues was 49.1%.
- The number of fixed exchange lines (including PSTN, ISDN and managed VoIP connections) fell by 751k (2.5%) during the quarter to 29.8 million. This decline is due to the growing availability and take-up of standalone broadband services.
- Total fixed-originated call volumes decreased by 176 million minutes (2.2%) during the quarter, to 7.6 billion minutes.

Fixed broadband services

- There were 28.0 million fixed broadband lines at the end of Q4 2022, an increase of 185k (0.7%) year-on-year.
- There were 19.7 million 'other inc. FTTx' broadband connections (predominantly fibre-to-the cabinet and full fibre connections) at the end of Q4 2022, accounting for 70.5% of all lines.
- The number of ADSL lines fell by 117k (4.0%) during the quarter, while the number of cable lines increased by 28k (0.5%) and the number of 'other inc. FTTx' lines increased by 175k (0.9%).

Mobile services

- Mobile telephony services generated £3.3bn in retail revenues in Q4 2022, a £161.1m (5.2%) increase from a year previously.
- Average monthly retail revenue per subscriber was £12.48 in Q4 2022, with post-pay subscribers generating more revenue than pre-pay users (averaging £15.01 compared to £5.28 for pre-pay).
- The number of active mobile subscriptions (excluding M2M) was 86.8 million at the end of Q4 2022, up 1.8 million (2.2%) from the year before.
- Over the same period, the number of dedicated mobile broadband subscriptions grew by 39k (0.7%) to 5.3 million.
- The number of mobile-originated voice call minutes decreased by 4.5 billion (9.6%) to 42.0 billion minutes year-on-year, with calls to landlines decreasing by 13.5% to 8.5 billion minutes.
- The number of mobile messages (including SMS and MMS) saw a year-on-year decline, down 1.7 billion messages (16.2%) to 8.8 billion.

2. Fixed telecoms market data tables

Q4 2022 (October to December)

Table

Note: The data in these tables is 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 (£millions)

	All Operators	BT	Virgin Media	Other	BT share
Access & calls[1]					
2021	6,157	3,051	980	2,127	49.6%
2022	5,688	2,782	913	1,992	48.9%
2021 Q4	1,487	727	241	518	48.9%
2022 Q1	1,447	708	237	502	48.9%
2022 Q2	1,436	702	229	506	48.9%
2022 Q3	1,416	691	225	500	48.8%
2022 Q4	1,388	681	223	484	49.1%
Access[1]					
2021	5,471	2,765	910	1,796	50.5%
2022	5,148	2,570	863	1,715	49.9%
2021 Q4	1,329	661	226	442	49.7%
2022 Q1	1,300	649	222	429	49.9%
2022 Q2	1,300	648	216	436	49.8%
2022 Q3	1,286	641	213	432	49.8%
2022 Q4	1,262	632	212	417	50.1%
Calls					
2021	687	286	70	331	41.7%
2022	540	213	50	278	39.5%
2021 Q4	158	66	15	77	42.0%
2022 Q1	147	59	15	73	40.3%
2022 Q2	136	54	12	70	39.9%
2022 Q3	131	51	11	68	38.9%
2022 Q4	126	48	11	67	38.3%

Notes: Excludes VAT. [1] Revenue figures are not intended to include subscription revenues for internet access although some element may remain.

Table 2: Summary of exchange line numbers at end of quarter (000's)

	All Operators	BT	Virgin Media	Other	BT share[2]
2021	31,703	12,231	4,555	14,917	38.6%
2022	29,798	11,031	4,309	14,459	37.0%
2021 Q4	31,703	12,231	4,555	14,917	38.6%
2022 Q1	31,413	11,940	4,467	15,006	38.0%
2022 Q2	31,000	11,698	4,380	14,922	37.7%
2022 Q3	30,549	11,386	4,331	14,833	37.3%
2022 Q4	29,798	11,031	4,309	14,459	37.0%

Table 3: Summary of call volumes (millions of minutes)[1]

	All Operators	BT[2]	Virgin Media	Other	BT share[2]
2021	40,343	15,782	4,526	20,035	39.1%
2022	32,148	12,294	3,272	16,582	38.2%
2021 Q4	9,076	3,562	995	4,519	39.2%
2022 Q1	8,775	3,401	948	4,426	38.8%
2022 Q2	7,942	3,039	817	4,086	38.3%
2022 Q3	7,804	2,960	761	4,083	37.9%
2022 Q4	7,628	2,894	746	3,988	37.9%

Table 4: Summary of call revenues by call type (£millions)

	All calls	UK geographic calls	International calls	Calls to mobiles	Other calls[1]
2021	687	254	59	224	150
2022	540	192	52	167	130
2021 Q4	158	57	14	50	37
2022 Q1	147	52	14	47	34
2022 Q2	136	48	13	42	33
2022 Q3	131	47	13	40	32
2022 Q4	126	44	13	38	31

Excludes VAT. [1] Includes freephone, special services, premium rate, directory enquiries and all other call types. Figures are not intended to include subscription revenues for internet access although some element may remain.

Table 5: Summary of call volumes by call type (millions of minutes)

	All Operators	BT	Virgin Media	Other	BT share
UK geographic calls					
2021	25,512	11,224	3,223	11,065	44.0%
2022	19,210	8,429	2,244	8,537	43.9%
2021 Q4	5,664	2,509	708	2,447	44.3%
2022 Q1	5,314	2,348	650	2,316	44.2%
2022 Q2	4,759	2,085	561	2,113	43.8%
2022 Q3	4,648	2,022	526	2,100	43.5%
2022 Q4	4,489	1,974	507	2,008	44.0%
International calls					
2021	1,204	251	71	882	20.8%
2022	935	179	54	702	19.1%
2021 Q4	273	56	15	202	20.5%
2022 Q1	259	51	16	192	19.7%
2022 Q2	241	45	15	181	18.7%
2022 Q3	220	42	11	167	19.1%
2022 Q4	216	41	12	163	19.0%
Calls to mobiles					
2021	6,954	2,460	723	3,771	35.4%
2022	5,534	2,029	527	2,978	36.7%
2021 Q4	1,579	565	159	855	35.8%
2022 Q1	1,543	563	154	826	36.5%
2022 Q2	1,374	500	130	744	36.4%
2022 Q3	1,313	488	118	707	37.2%
2022 Q4	1,304	478	125	701	36.7%
Other calls[1]					
2021	6,673	1,847	509	4,317	27.7%
2022	6,469	1,657	447	4,365	25.6%
2021 Q4	1,559	432	113	1,014	27.7%
2022 Q1	1,659	439	128	1,092	26.5%
2022 Q2	1,568	409	111	1,048	26.1%
2022 Q3	1,623	408	106	1,109	25.1%
2022 Q4	1,619	401	102	1,116	24.8%

[1] Includes freephone, special services, premium rate, directory enquiries and all other call types.

Table 6: Summary of residential network access & call revenues (£millions)

	All Operators	BT	Virgin Media	Other	BT share
Access & calls[1]					
2021	4,837	2,381	942	1,513	49.2%
2022	4,519	2,215	883	1,421	49.0%
2021 Q4	1,182	576	233	374	48.7%
2022 Q1	1,150	562	229	360	48.8%
2022 Q2	1,140	559	221	361	49.0%
2022 Q3	1,126	551	218	357	49.0%
2022 Q4	1,102	543	216	343	49.3%
Access[2]					
2021	4,432	2,206	887	1,338	49.8%
2022	4,209	2,086	843	1,279	49.6%
2021 Q4	1,090	537	220	332	49.3%
2022 Q1	1,067	528	216	323	49.5%
2022 Q2	1,062	526	211	325	49.5%
2022 Q3	1,051	520	208	322	49.5%
2022 Q4	1,029	513	207	309	49.8%
Calls					
2021	405	175	55	175	43.2%
2022	310	129	40	142	41.4%
2021 Q4	93	39	12	41	42.2%
2022 Q1	84	34	12	38	40.6%
2022 Q2	78	33	10	35	42.0%
2022 Q3	75	31	9	35	41.4%
2022 Q4	73	31	9	34	41.6%

Excludes VAT. [1] Revenue figures are not intended to include subscription revenues for internet access although some element may remain.

Table 7: Summary of residential exchange line numbers at end of quarter (000's)

	All Operators	BT	Virgin Media	Other	BT share
2021	25,883	8,984	4,379	12,520	34.7%
2022	24,162	7,924	4,156	12,082	32.8%
2021 Q4	25,883	8,984	4,379	12,520	34.7%
2022 Q1	25,580	8,738	4,296	12,546	34.2%
2022 Q2	25,152	8,494	4,216	12,442	33.8%
2022 Q3	24,674	8,201	4,174	12,299	33.2%
2022 Q4	24,162	7,924	4,156	12,082	32.8%

Table 8: Summary of residential call volumes (millions of minutes)[1]

	All Operators	BT	Virgin Media	Other	BT share
2021	25,886	11,373	3,794	10,719	43.9%
2022	18,881	8,545	2,737	7,599	45.3%
2021 Q4	5,713	2,544	836	2,333	44.5%
2022 Q1	5,305	2,374	783	2,148	44.8%
2022 Q2	4,692	2,111	683	1,898	45.0%
2022 Q3	4,503	2,049	650	1,804	45.5%
2022 Q4	4,381	2,011	621	1,749	45.9%

Table 9: Summary of residential call revenues by call type (£millions)

	All calls	UK geographic calls	International calls	Calls to mobiles	Other calls[1]
2021	405	184	38	85	98
2022	310	134	32	63	82
2021 Q4	93	41	9	19	24
2022 Q1	84	37	8	17	21
2022 Q2	78	34	8	16	21
2022 Q3	75	33	8	15	20
2022 Q4	73	31	8	15	20

Excludes VAT. [1] Includes freephone, special services, premium rate, directory enquiries and all other call types. Figures are not intended to include subscription revenues for internet access although some element may remain;

Table 10: Summary of residential call volumes by call type (millions of minutes)

	All Operators	BT	Virgin Media	Other	BT share
UK geographic calls					
2021	19,557	8,812	2,923	7,822	45.1%
2022	13,790	6,328	2,036	5,426	45.9%
2021 Q4	4,283	1,945	639	1,699	45.4%
2022 Q1	3,925	1,790	587	1,548	45.6%
2022 Q2	3,426	1,565	508	1,353	45.7%
2022 Q3	3,268	1,504	482	1,282	46.0%
2022 Q4	3,172	1,469	459	1,244	46.3%
International calls					
2021	748	195	71	482	26.1%
2022	526	135	52	339	25.7%
2021 Q4	163	43	15	105	26.4%
2022 Q1	149	39	15	95	26.1%
2022 Q2	135	34	14	87	25.2%
2022 Q3	121	31	11	79	25.7%
2022 Q4	120	31	12	77	25.7%
Calls to mobiles					
2021	2,538	986	358	1,194	38.8%
2022	2,041	841	278	922	41.2%
2021 Q4	589	235	82	272	39.9%
2022 Q1	551	222	77	252	40.3%
2022 Q2	502	206	68	228	41.0%
2022 Q3	494	205	67	222	41.5%
2022 Q4	495	208	66	221	42.1%
Other calls[1]					
2021	3,043	1,380	442	1,221	45.4%
2022	2,524	1,241	371	912	49.2%
2021 Q4	679	321	100	258	47.3%
2022 Q1	680	323	104	253	47.5%
2022 Q2	629	306	93	230	48.6%
2022 Q3	620	309	90	221	49.8%
2022 Q4	594	303	84	207	51.0%

[1] Includes freephone, special services, premium rate, directory enquiries and all other call types.

Table 11: Summary of business network access & call revenues (£millions)

	All Operators	BT	Virgin Media	Other	BT share
Access & Calls[1]					
2021	1,319	668	38	613	50.6%
2022	1,165	565	29	571	48.5%
2021 Q4	304	151	8	145	49.6%
2022 Q1	296	146	8	142	49.3%
2022 Q2	295	142	7	145	48.3%
2022 Q3	289	139	7	143	48.2%
2022 Q4	285	137	7	141	48.1%
Access[1]					
2021	1,039	559	22	457	53.8%
2022	939	483	20	435	51.5%
2021 Q4	239	124	5	110	51.8%
2022 Q1	233	121	5	107	52.0%
2022 Q2	238	122	5	111	51.3%
2022 Q3	235	121	5	110	51.3%
2022 Q4	233	120	5	108	51.5%
Calls					
2021	280	109	15	156	39.0%
2022	226	81	9	136	35.8%
2021 Q4	65	27	3	35	41.2%
2022 Q1	63	25	3	35	39.3%
2022 Q2	57	20	2	34	35.9%
2022 Q3	54	19	2	33	34.5%
2022 Q4	52	17	2	33	33.0%

Excludes VAT. [1] Revenue figures are not intended to include subscription revenues for internet access although some element may remain.

Table 12: Summary of business exchange line numbers at end of quarter (000's)

	All Operators	BT	Virgin Media	Other	BT share
2021	5,820	3,247	176	2,397	55.8%
2022	5,636	3,107	152	2,377	55.1%
2021 Q4	5,820	3,247	176	2,397	55.8%
2022 Q1	5,833	3,202	171	2,460	54.9%
2022 Q2	5,849	3,205	164	2,480	54.8%
2022 Q3	5,876	3,185	157	2,534	54.2%
2022 Q4	5,636	3,107	152	2,377	55.1%

Table 13: Summary of business call volumes (millions of minutes)[1]

	All Operators	BT	Virgin Media	Other	BT share
2021	14,453	4,405	732	9,316	30.5%
2022	13,267	3,745	535	8,987	28.2%
2021 Q4	3,362	1,017	159	2,186	30.2%
2022 Q1	3,470	1,026	165	2,279	29.6%
2022 Q2	3,249	927	134	2,188	28.5%
2022 Q3	3,301	910	111	2,280	27.6%
2022 Q4	3,248	882	125	2,241	27.2%

Table 14: Summary of business call revenues by call type (£millions)

	All calls	UK geographic calls	International calls	Calls to mobiles	Other calls[1]
2021	280	69	21	140	51
2022	226	58	20	104	45
2021 Q4	65	16	5	31	13
2022 Q1	63	16	5	30	12
2022 Q2	57	15	5	26	12
2022 Q3	54	14	5	24	11
2022 Q4	52	13	5	23	10

Excludes VAT. [1] Includes freephone, special services, premium rate, directory enquiries and all other call types. Figures are not intended to include subscription revenues for internet access although some element may remain.

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Table 15: Summary of business call volumes by call type (millions of minutes)

	All Operators	BT	Virgin Media	Other	BT share
UK geographic calls					
2021	5,955	2,412	300	3,243	40.5%
2022	5,418	2,101	208	3,109	38.8%
2021 Q4	1,382	564	69	749	40.8%
2022 Q1	1,389	558	63	768	40.2%
2022 Q2	1,332	520	53	759	39.0%
2022 Q3	1,380	518	44	818	37.5%
2022 Q4	1,316	505	48	763	38.4%
International calls					
2021	456	56	0	400	12.3%
2022	412	44	2	366	10.7%
2021 Q4	111	13	0	98	11.8%
2022 Q1	109	12	1	96	11.0%
2022 Q2	107	11	1	95	10.3%
2022 Q3	101	11	0	90	10.9%
2022 Q4	95	10	0	85	10.5%
Calls to mobiles					
2021	4,416	1,474	365	2,577	33.4%
2022	3,495	1,188	249	2,058	34.0%
2021 Q4	990	330	77	583	33.3%
2022 Q1	992	341	77	574	34.4%
2022 Q2	871	294	62	515	33.7%
2022 Q3	823	283	51	489	34.4%
2022 Q4	808	270	59	479	33.4%
Other calls[1]					
2021	3,626	463	67	3,096	12.8%
2022	3,943	412	76	3,455	10.4%
2021 Q4	880	110	13	757	12.5%
2022 Q1	979	115	24	840	11.7%
2022 Q2	938	102	18	818	10.9%
2022 Q3	997	98	16	883	9.8%
2022 Q4	1,029	97	18	914	9.4%

[1] Includes freephone, special services, premium rate, directory enquiries and all other call types.

Table 16: Summary of residential and small business broadband connections at end of quarter (000's)

	Total	ADSL	Cable	Other (inc. FTTx)	BT retail share
2021	27,821	3,739	5,355	18,726	33.5%
2022	28,006	2,833	5,440	19,733	32.9%
2021 Q4	27,821	3,739	5,355	18,726	33.5%
2022 Q1	27,913	3,362	5,383	19,167	33.3%
2022 Q2	27,931	3,159	5,399	19,373	33.2%
2022 Q3	27,919	2,950	5,412	19,558	33.0%
2022 Q4	28,006	2,833	5,440	19,733	32.9%

Note: The ‘other inc. FTTx’ broadband figures are likely to be understated as Ofcom does not collect data from all UK altnet full-fibre providers. We are currently engaging with industry to improve the coverage of this data.

3. Mobile telecoms market data tables

Q4 2022 (October to December)

Table

Note: The data in these tables is 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 svcs	UK fixed calls	On-net mobile calls	Off-net mobile calls	Int'l calls	Other calls	SMS and MMS	Data services
2021	12,283	10,142	67	65	90	140	95	440	1,244
2022	12,907	10,592	55	60	69	130	145	440	1,415
2021 Q4	3,103	2,547	16	16	20	34	28	119	323
2022 Q1	3,057	2,523	14	15	18	33	29	109	316
2022 Q2	3,220	2,654	14	14	17	33	34	107	348
2022 Q3	3,365	2,759	14	15	17	32	43	106	377
2022 Q4	3,264	2,656	13	15	17	32	39	118	374

Note: From 2018, bundled revenues are reported according to the new IFRS15 accounting standard, and they do not include any device revenues.

Table 2: Call and message volumes by call type (billions of minutes/billions of messages/PB)

	All calls	UK fixed calls	On-net mobile calls	Off-net mobile calls	Int'l calls	Calls when roaming	Other calls	SMS & MMS messages	Data
2021	186.47	39.88	54.19	82.59	2.27	1.52	6.03	40.86	5751
2022	170.12	35.05	49.93	75.91	1.76	1.80	5.66	36.44	7268
2021 Q4	46.45	9.85	13.63	20.53	0.52	0.39	1.53	10.48	1558
2022 Q1	44.72	9.42	13.13	19.88	0.50	0.35	1.43	9.52	1604
2022 Q2	41.90	8.57	12.35	18.66	0.45	0.46	1.41	9.04	1748
2022 Q3	41.51	8.53	12.07	18.45	0.41	0.61	1.44	9.10	1923
2022 Q4	41.99	8.52	12.37	18.93	0.40	0.39	1.39	8.78	1994

Note: Includes estimates where Ofcom does not receive data from providers.

Table 3: Subscriber numbers by type (millions)

	Total subs at end of period	Post-pay subs at end of period	Pre-pay subs at end of period	Net change during period	Proportion post-pay	Mobile broadband subs at end of period
2021	85.01	63.54	21.47	1.21	74.7%	5.24
2022	86.84	64.44	22.40	1.83	74.2%	5.28
2021 Q4	85.01	63.54	21.47	0.54	74.7%	5.24
2022 Q1	85.25	63.96	21.29	0.24	75.0%	5.04
2022 Q2	87.88	66.07	21.81	2.63	75.2%	5.23
2022 Q3	87.49	64.66	22.83	-0.38	73.9%	5.25
2022 Q4	86.84	64.44	22.40	-0.66	74.2%	5.28

Note: Includes estimates where Ofcom does not receive data from providers; excludes M2M connections.

Table 4: Average monthly retail revenue per subscriber (£ per month)

	All subscribers	Post-pay contract	Pre-pay
2021	12.18	14.63	5.15
2022	12.41	14.86	5.21
2021 Q4	12.21	14.58	5.26
2022 Q1	11.97	14.28	5.08
2022 Q2	12.40	14.78	5.22
2022 Q3	12.79	15.36	5.27
2022 Q4	12.48	15.01	5.28

Table 5: Interconnection call volumes (billions of minutes)

	All operators
2021	63.65
2022	62.43
2021 Q4	14.57
2022 Q1	15.24
2022 Q2	14.91
2022 Q3	16.19
2022 Q4	16.09

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