

# Wales CMR Nations charts

2016

# Telecoms and networks

# Availability of fixed broadband services

# Figure 4.1

## Proportion of premises connected to ADSL-enabled and unbundled exchanges

Proportion of premises (per cent)



Source: Ofcom / BT, December 2015 data

# Figure 4.2

## Proportion of premises able to receive broadband services with over 10Mbit/s speeds

Proportion of premises (per cent)



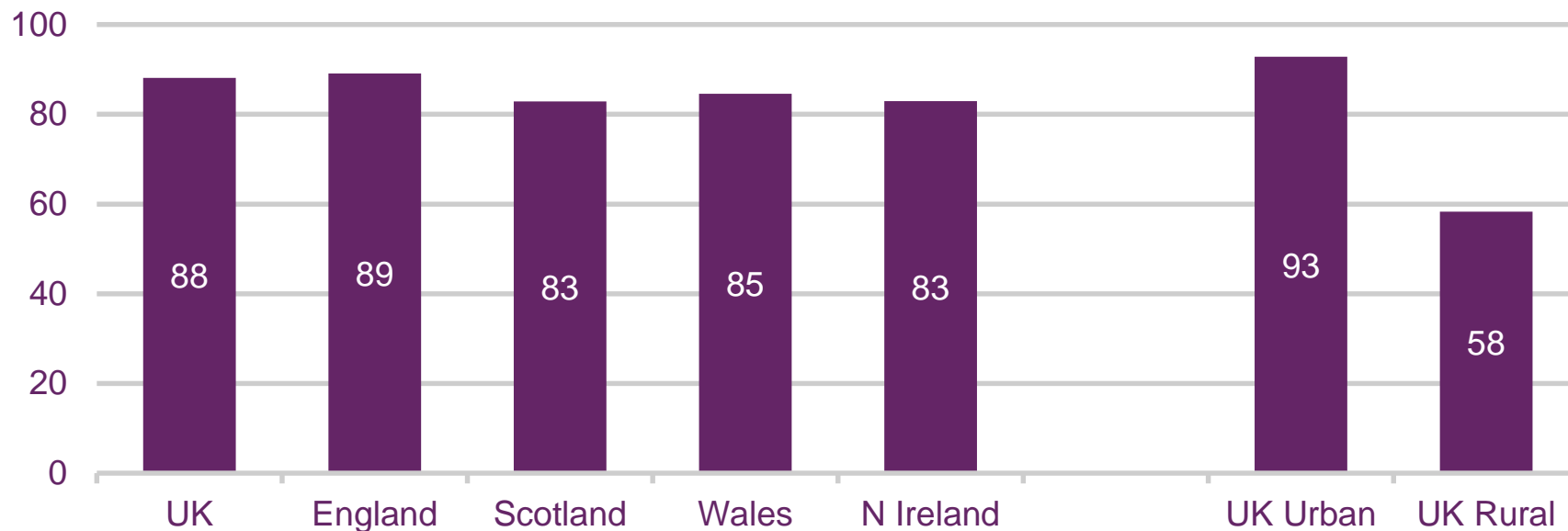
Source: Ofcom / operators, June 2016 data

Note: UK urban and rural figures are not comparable to those published in the 2015 report due to a change in the urban/rural classifications.

# Figure 4.3

## Proportion of premises able to receive superfast broadband services

Proportion of premises (per cent)



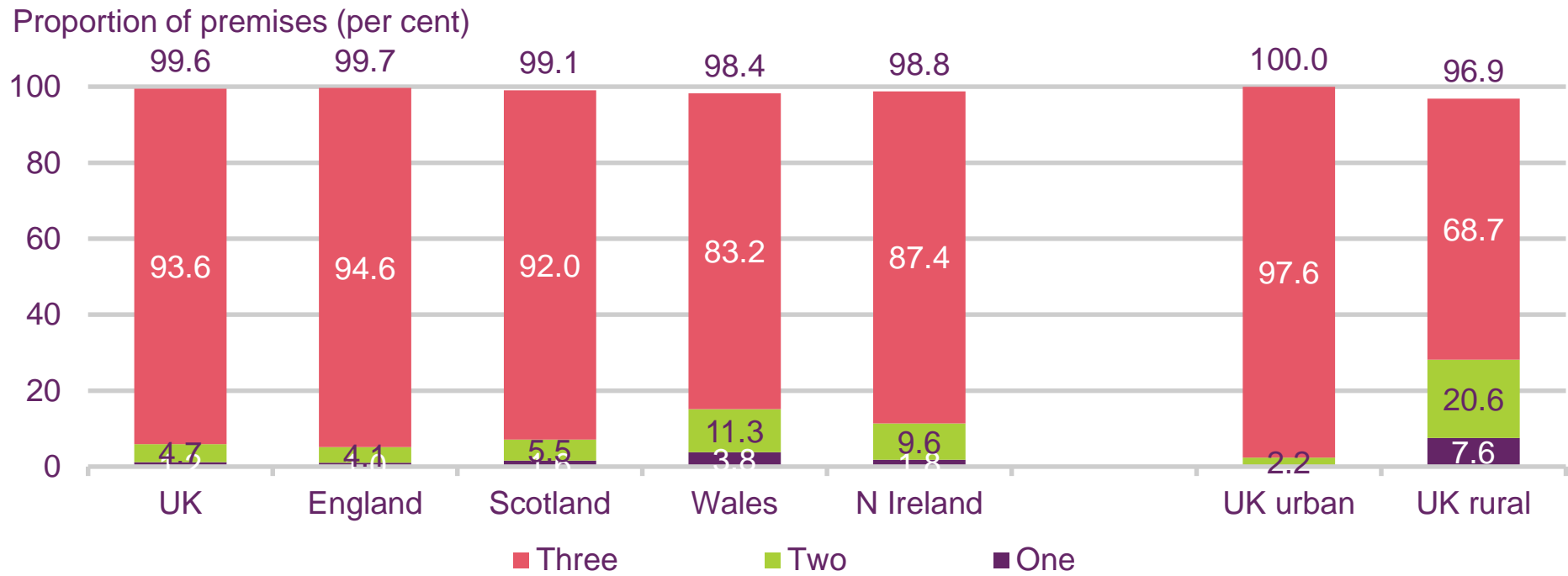
Source: Ofcom / operators, June 2016 data

Note: UK urban and rural figures are not comparable to those published in the 2015 report due to a change in the urban/rural classifications.

# Mobile coverage

# Figure 4.4

## Outdoor 2G premises mobile coverage, by number of operators

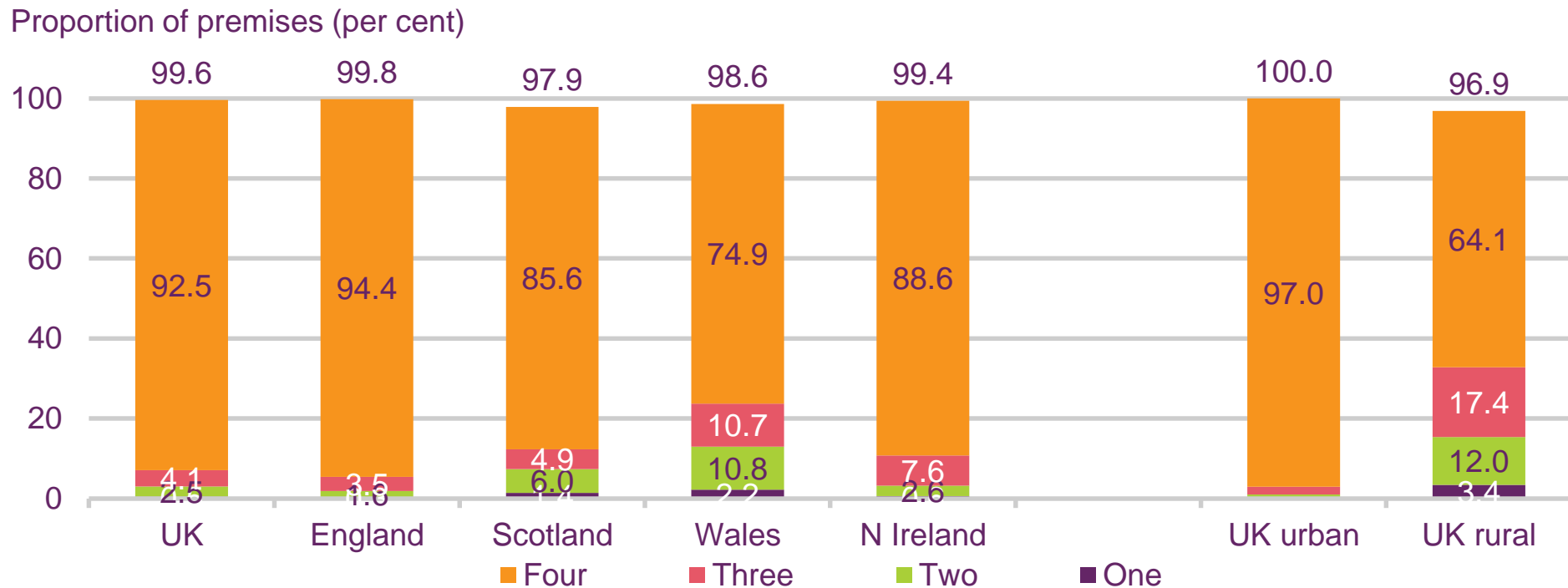


Source: Ofcom / operators, May 2016 data  
 Note: Coverage is based on 100m<sup>2</sup> pixels covering the UK



# Figure 4.5

## Outdoor 3G premises mobile coverage, by number of operators

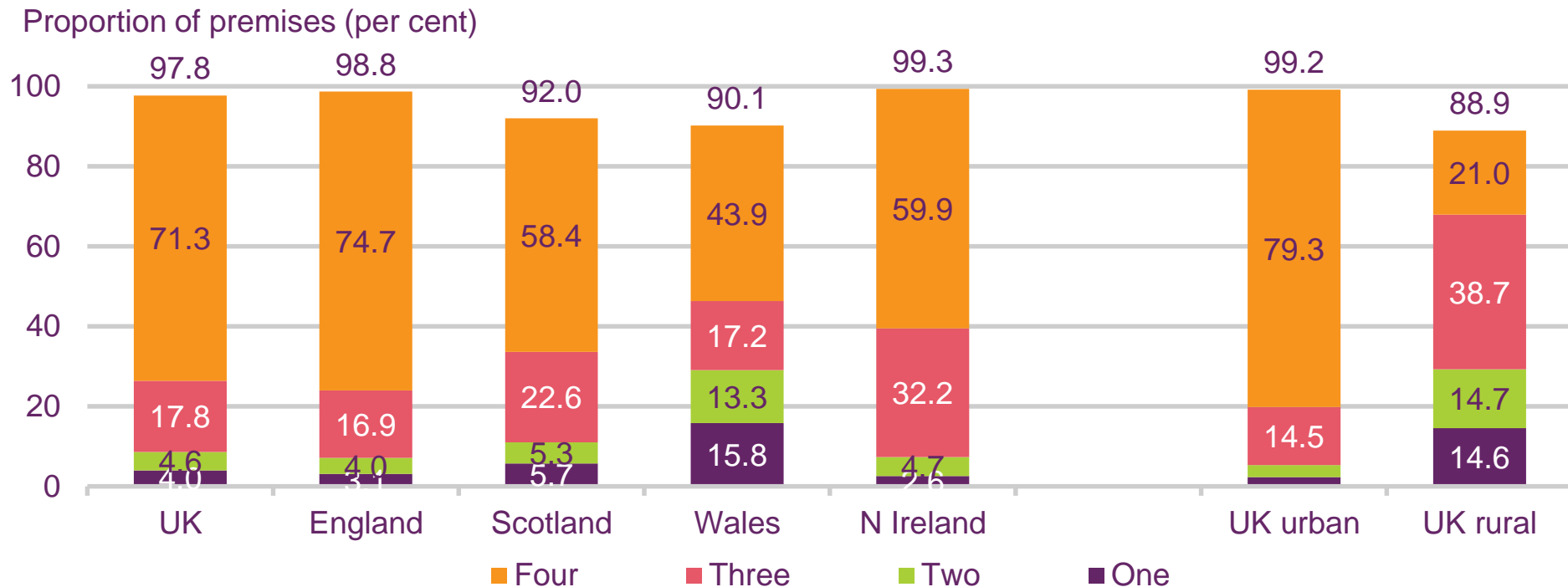


Source: Ofcom / operators, May 2016 data

Note: Coverage is based on 100m<sup>2</sup> pixels covering the UK

# Figure 4.6

## Outdoor 4G premises mobile coverage, by number of operators



Source: Ofcom / operators, May 2016 data

Note: Coverage is based on 100m<sup>2</sup> pixels covering the UK

# Service-take-up

# Figure 4.7



## Take-up of communications services: 2016

		UK	Wales	England	Scotland	N Ireland	Wales urban	Wales rural
<b>Individual</b>								
<b>Voice telephony</b>	Fixed Line	<b>86%</b>	85%	86%	86%	86%	85%	84%
	Mobile phone	<b>93%</b>	91%	94%	91%	92%	90%	94%
	Smartphone	<b>71%</b>	65%↓	71%	70%	72%	67%	59%
<b>Internet</b>	Computer (any type)	<b>84%</b>	85%	85%	79%	80%	86%	80%
	Tablet computer	<b>59%</b>	67%↑	59%	56%	60%	69%↑	59%
	Total Internet <sup>1</sup>	<b>86%</b>	84%	87%	84%	83%	84%	82%
	Broadband (fixed and mobile) <sup>2</sup>	<b>81%</b>	79%	81%	79%	78%	80%	77%
	Fixed Broadband	<b>79%</b>	77%	79%	78%	77%	78%	76%
	Mobile Broadband (via dongle/SIM) <sup>3</sup>	<b>4%</b>	4%	5%	3%	3%	3%	5%
	Web access on mobile phone <sup>4</sup>	<b>66%</b>	61%	66%	63%	69%	63%↑	53%
4G service	<b>48%</b>	44%	48%	40%	54%	49%	28%↓	

Source: Ofcom Technology Tracker, H1 2016

Notes: 1 Households with an internet connection of any description; 2 Households with a fixed broadband and/or dedicated mobile broadband (dongle/SIM) data connection (excludes households that solely use a mobile handset/s to access the internet); 3 Households that use a dedicated mobile broadband (dongle/SIM) data connection to access the internet (excludes households that solely use a mobile handset/s to access the internet); 4 Households that use a use a mobile handset/s to access the internet (may also have any other type of internet access).

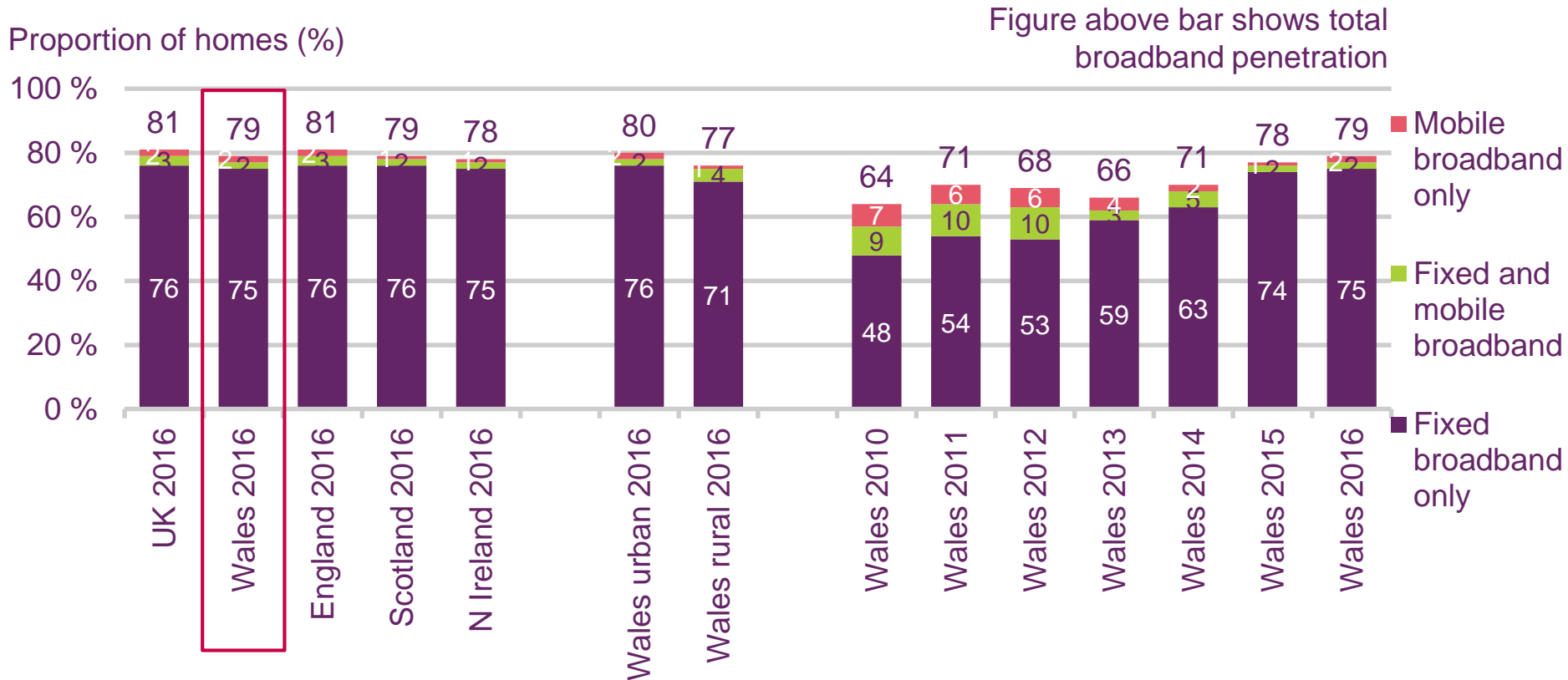
Base: All adults aged 16+ (n = 3737 UK, 489 Wales, 2239 England, 502 Scotland, 507 Northern Ireland, 240 Wales urban, 249 Wales rural)

Significance: Arrows indicate any significant differences at the 95% confidence level between Wales and UK in 2016 and between Wales urban and rural in 2016

# Figure 4.8



## Overall household broadband take-up, by connection type



Source: Ofcom Technology Tracker, H1 2016

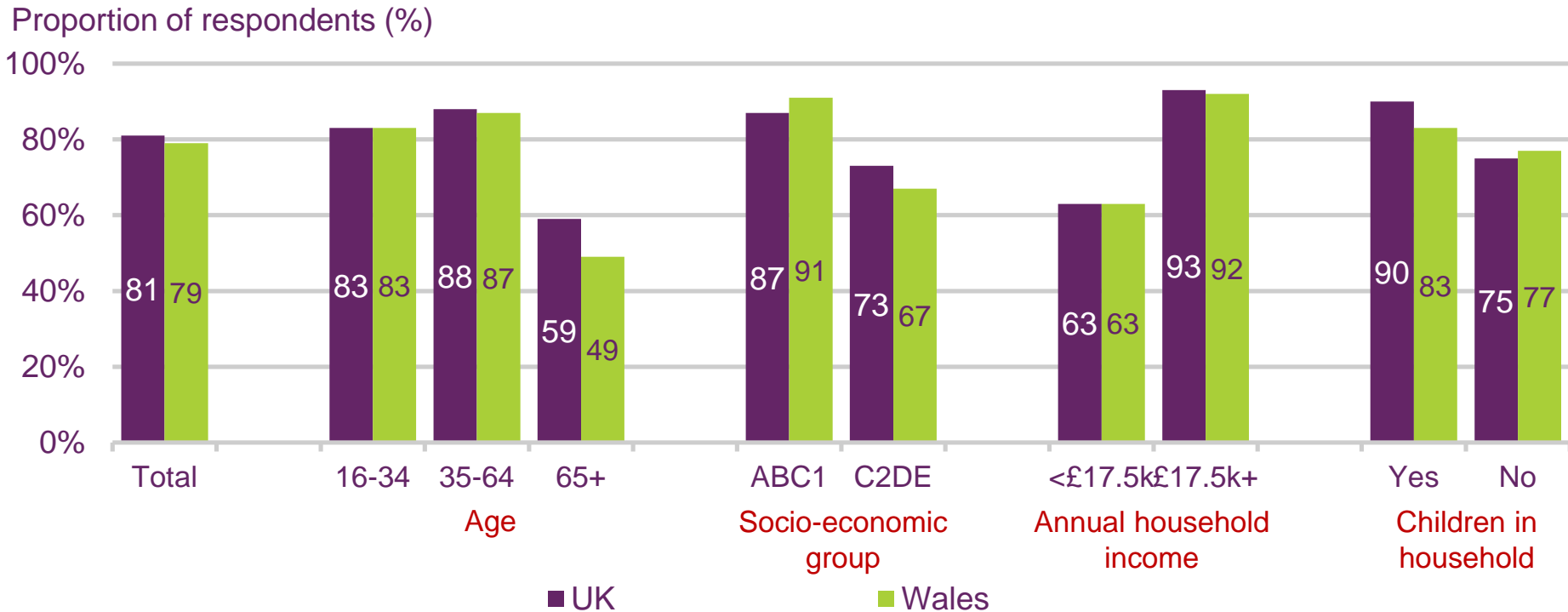
Base: All adults aged 16+ (n = 3737 UK, 489 Wales, 2239 England, 502 Scotland, 507 Northern Ireland, 240 Wales urban, 249 Wales rural, 1075 Wales 2010, 493 Wales 2011, 513 Wales 2012, 492 Wales 2013, 491 Wales 2014, 496 Wales 2015, 489 Wales 2016)

Significance testing: Arrows indicate any significant differences at the 95% confidence level between Wales and UK in 2016, between Wales urban and rural in 2016 and between Wales 2015 and 2016.

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

# Figure 4.9

## Overall broadband take-up in Wales, by demographic



Source: Ofcom Technology Tracker, H1 2016

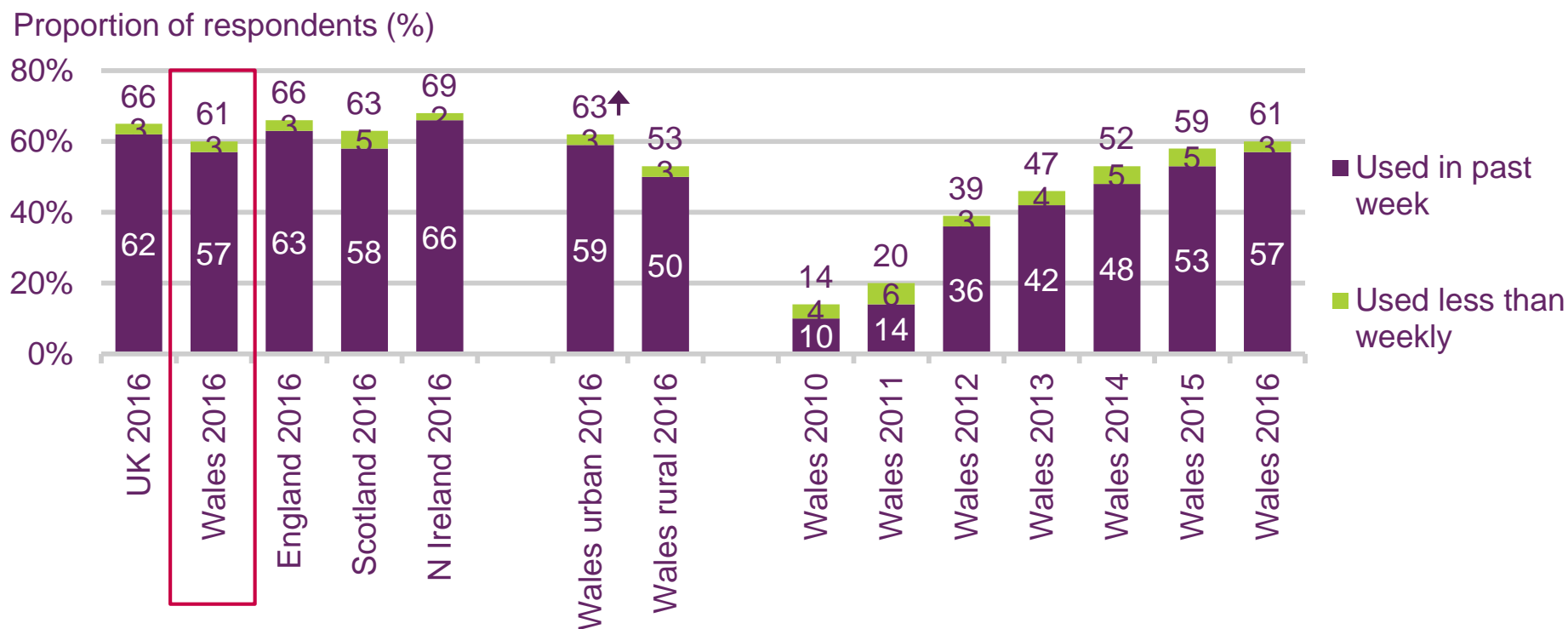
Base: All adults aged 16+ (n =489 Wales, 134 16-34s, 226 35-64s, 129 65+, 261 ABC1, 227 C2DE, 134 <£17.5k income, 109 £17.5k+, 157 children in home, 332 no children in home)

Significance testing: Arrows indicate any significant differences at the 95% confidence level between Wales and UK in 2016 for each measure.

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

# Figure 4.10

## Proportion of adults who have used a mobile phone to access the internet



Source: Ofcom Technology Tracker, H1 2016

Base: All adults aged 16+ (n = 3737 UK, 489 Wales, 2239 England, 502 Scotland, 507 Northern Ireland, 240 Wales urban, 249 Wales rural, 1075 Wales 2010, 493 Wales 2011, 513 Wales 2012, 492 Wales 2013, 491 Wales 2014, 496 Wales 2015, 489 Wales 2016)

Significance testing: Arrows indicate any significant differences at the 95% confidence level between Wales and UK in 2016, between Wales urban and rural in 2016 and between Wales 2015 and 2016.

QD28A: Which, if any, of the following activities, other than making and receiving calls, do you use your mobile for?/ QD28B: And, which of these activities have you used your mobile for in the last week?

# Figure 4.11

## 4G take-up, by nation

Proportion of respondents (%)

Figure above bar shows % point change from H1 2015



Source: Ofcom Technology Tracker, H1 2016

Base: All adults aged 16+ (n = 3737 UK, 489 Wales, 2239 England, 502 Scotland, 507 Northern Ireland)

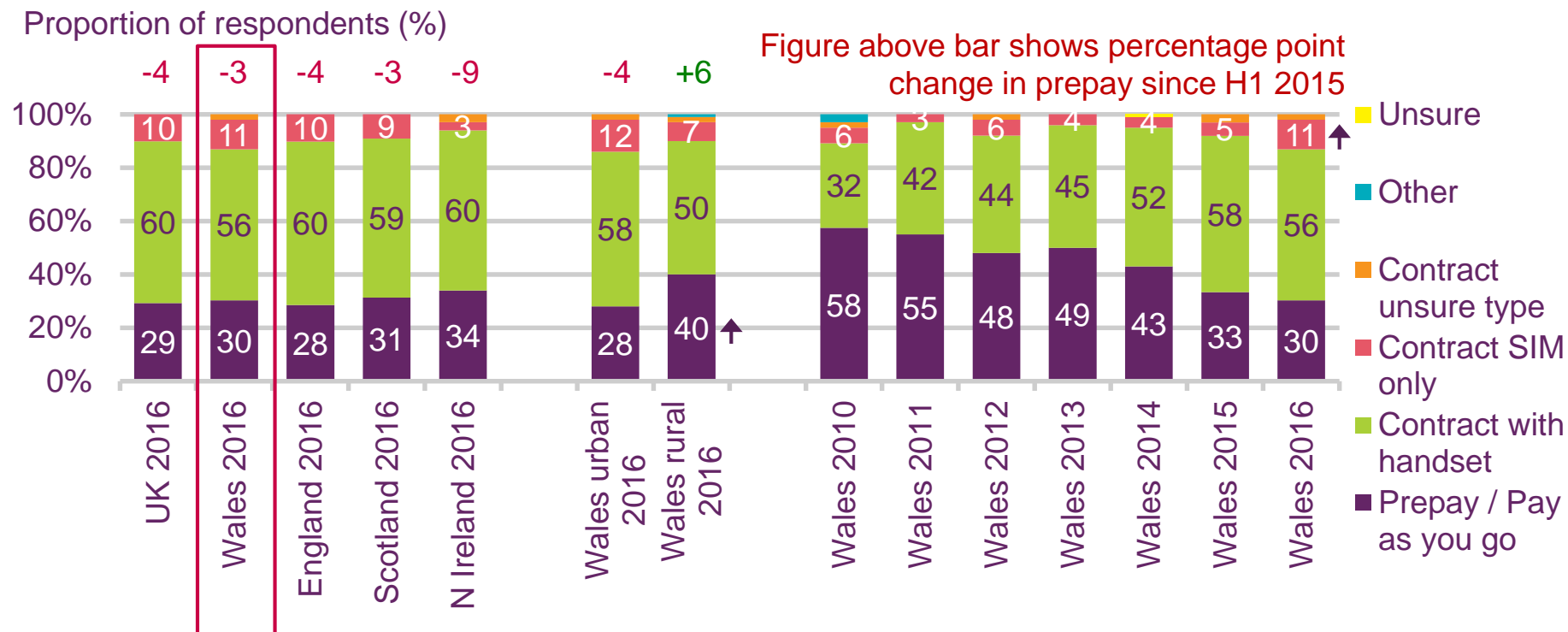
Significance testing: Arrows indicate any significant differences at the 95% confidence level between Wales and UK in 2016. A circle around the +/- figure above the chart indicates any significant difference between 2015 and 2016 for Wales.

QD41. Do you have a 4G service? This is a service that enables faster mobile internet access



# Figure 4.12

## Type of mobile subscription



Source: Ofcom Technology Tracker, H1 2016

Base: Adults aged 16+ who personally use a mobile phone (n = 3425 UK, 445 Wales, 2083 England, 451 Scotland, 446 Northern Ireland, 216 Wales urban, 229 Wales rural, 923 Wales 2010, 416 Wales 2011, 456 Wales 2012, 440 Wales 2013, 438 Wales 2014, 439 Wales 2015, 445 Wales 2016)

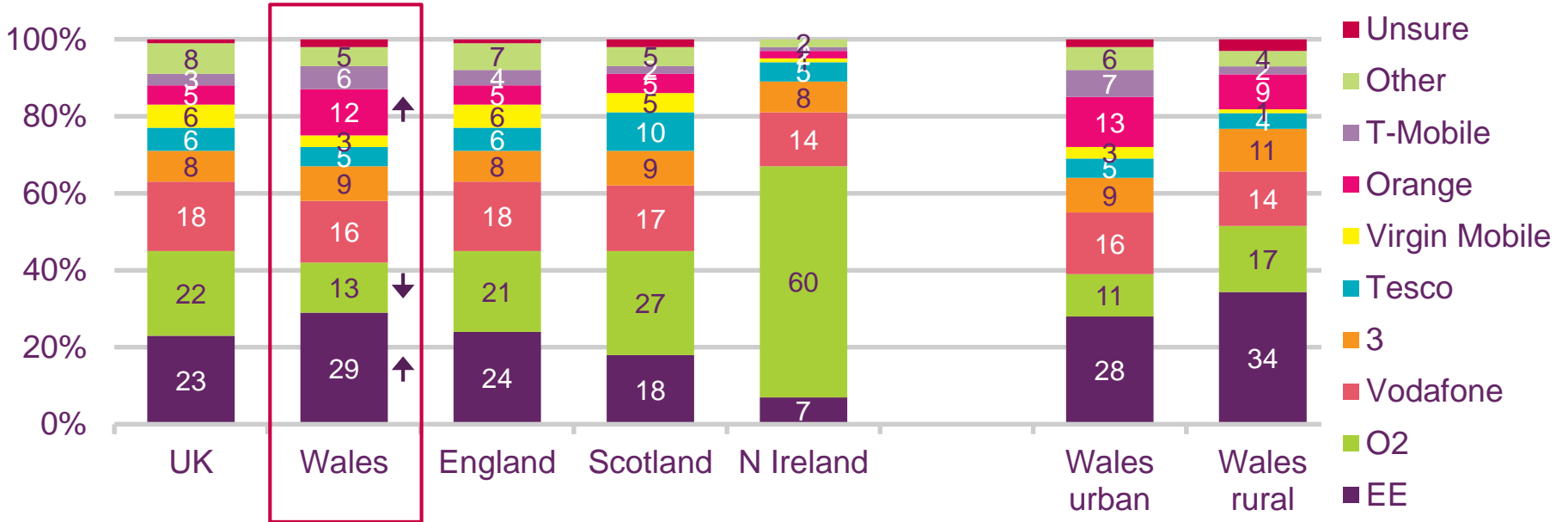
Significance testing: Arrows indicate any significant differences at the 95% confidence level between Wales and UK in 2016, between Wales urban and rural in 2016 and between Wales 2015 and 2016. Circles around the +/- figures above the chart indicate any significant difference between 2015 and 2016 for Wales, urban and rural.

QD11: Which of these best describes the mobile package you personally use most often?

# Figure 4.13

## Mobile network provider used most often

Proportion of mobile users (%)



Source: Ofcom Technology Tracker, H1 2016

Base: Adults aged 16+ who personally use a mobile phone (n = 3425 UK, 445 Wales, 2083 England, 451 Scotland, 446 Northern Ireland, 216 Wales Scotland urban, 229 Wales rural)

Significance testing: Arrows indicate any significant differences at the 95% confidence level between Wales and UK in 2016 and between Wales urban and rural in 2016.

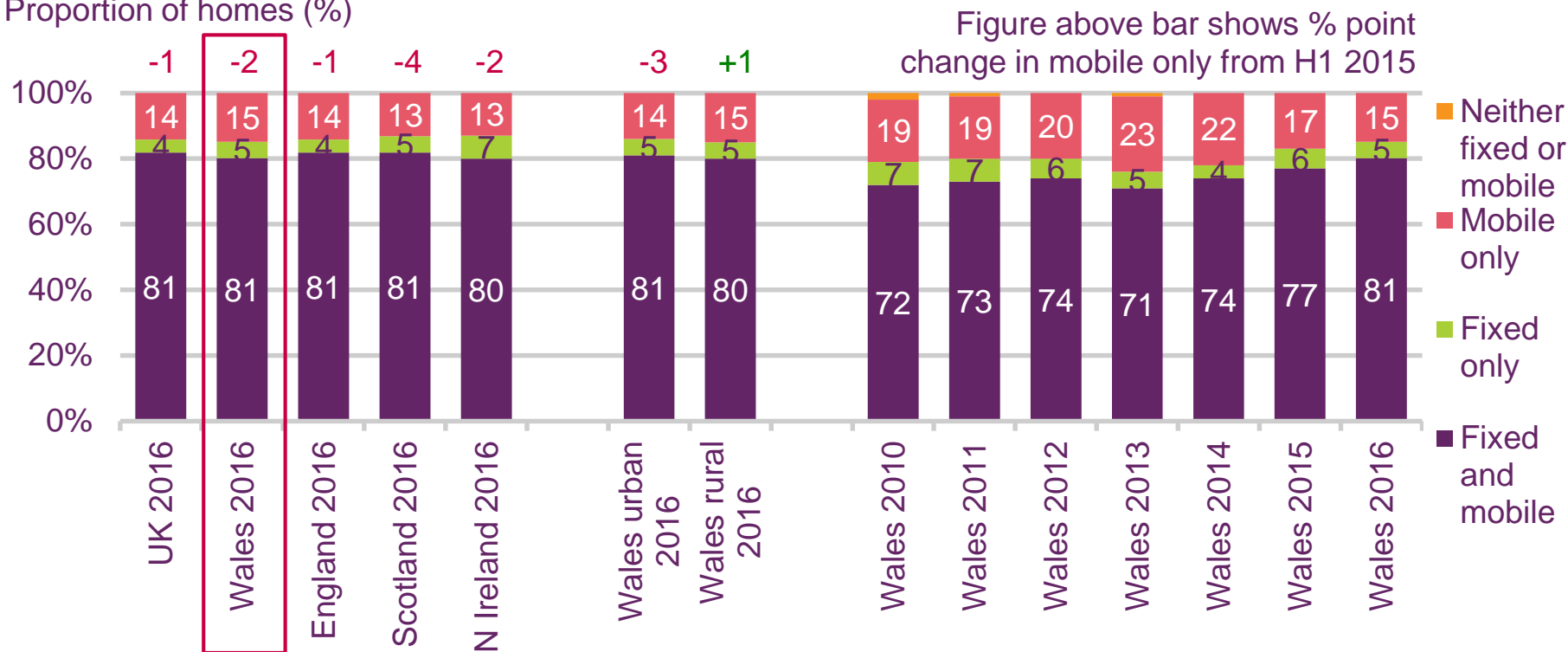
QD10: Which mobile network do you use most often?

# Figure 4.14



## Cross-ownership of household telephony services

Proportion of homes (%)



Source: Ofcom Technology Tracker, H1 2016

Base: All adults aged 16+ (n = 3737 UK, 489 Wales, 2239 England, 502 Scotland, 507 Northern Ireland, 240 Wales urban, 249 Wales rural, 1075 Wales 2010, 493 Wales 2011, 513 Wales 2012, 492 Wales 2013, 491 Wales 2014, 496 Wales 2015, 489 Wales 2016)

Significance testing: Arrows indicate any significant differences at the 95% confidence level between Wales and UK in 2016, between Wales urban and rural in 2016 and between Wales 2015 and 2016. Circles around the +/- figures above the chart indicate any significant difference between 2015 and 2016 for Wales, urban and rural.

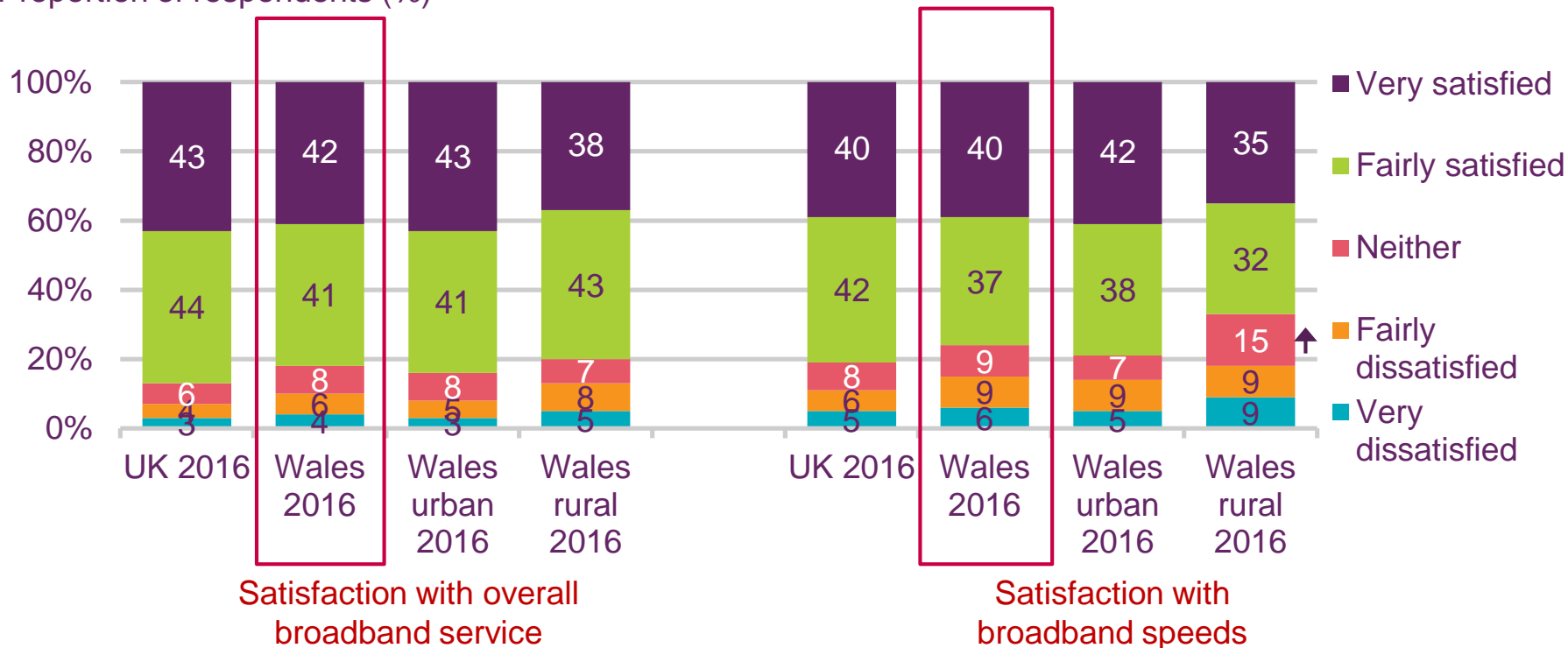
QC1: Is there a landline phone in your home that can be used to make and receive calls?/ QD1: How many mobile phones in total do you and members of your household use?

# Satisfaction with telecoms services

# Figure 4.15

## Satisfaction with overall service and speed of fixed broadband connection

Proportion of respondents (%)



Source: Ofcom Technology Tracker, Half 1 2016

Base: Adults aged 16+ with a fixed broadband connection at home (n = 2774 UK, 363 Wales, 183 Wales urban, 180 Wales rural)

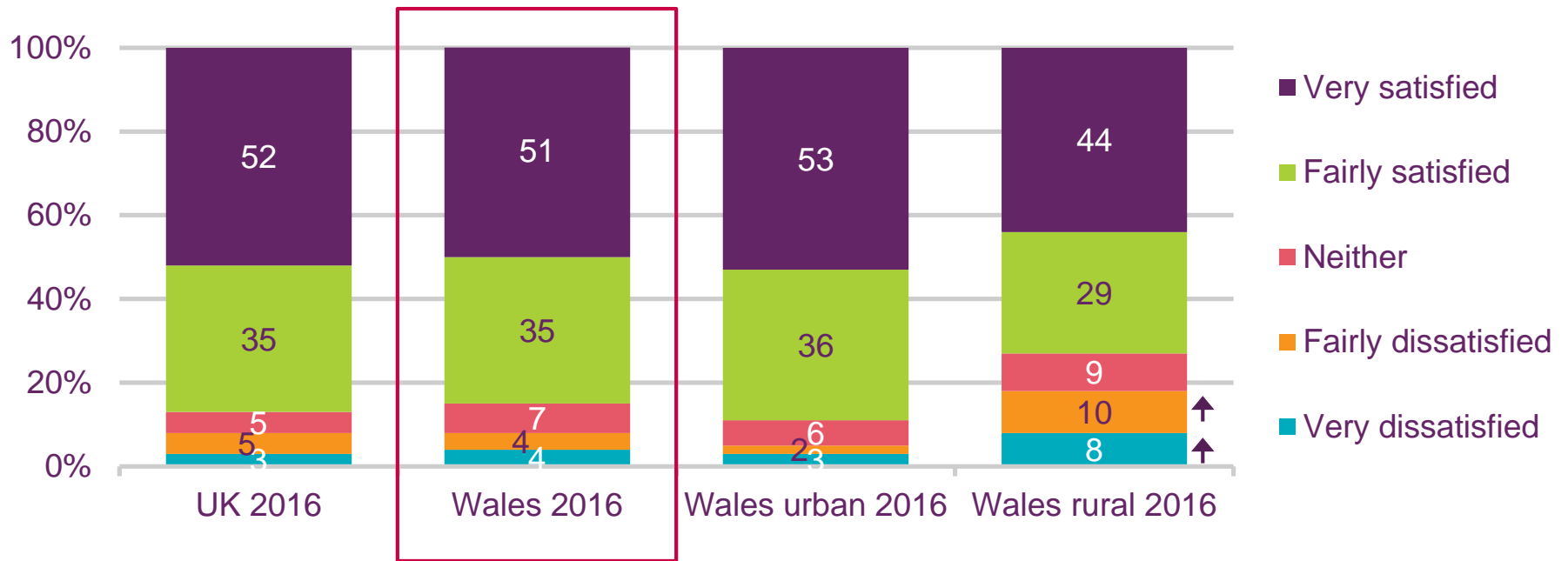
Significance testing: Arrows indicate any significant differences at the 95% confidence level between Wales and UK in 2016 and between Wales urban and rural in 2016.

QE8A/B: Thinking about your fixed broadband internet service, how satisfied are you with (main supplier) for the overall service/ for the speed of your service while online (not just the connection)?

# Figure 4.16

## Satisfaction with reception of mobile service

Proportion of respondents (%)



Source: Ofcom Technology Tracker, Half 1 2016

Base: Adults aged 16+ who personally use a mobile phone (n = 3425 UK, 445 Wales, 216 Wales urban, 229 Wales rural,)

Significance testing: Arrows indicate any significant differences at the 95% confidence level between Wales and UK in 2016, between Wales urban and rural in 2016 and between Wales 2015 and 2016.

QD21J: Thinking about your mobile phone service only, how satisfied are you with (main supplier) for reception/ accessing network?