Telecommunications Market Data Update

Q3 2023

Report

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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 £1.30bn in Q3 2023; a decrease of £18.6m (1.4%) from the previous quarter and £117.8m (8.3%) year-on-year. BT's share of these revenues was 49.3%.
- The total number of fixed lines (including PSTN lines, ISDN channels and managed VoIP connections) declined by 950k (3.3%) during the quarter to 27.6 million.
- Total fixed-originated call volumes fell by 1328 million minutes (18.9%) year on year, to 5.69 billion minutes.

Fixed broadband services

- There were 28.6 million fixed broadband lines at the end of Q3 2023, an increase of 528k (1.9%) year on year.
- There were 20.8 million 'other inc. FTTx' broadband connections (predominantly fibre-to-the-cabinet and full fibre connections) at the end of Q3 2023, accounting for 72.8% of all lines.
- The number of ADSL lines fell by 155k (6.2%) during the quarter, while the number of cable lines grew by 28k (0.5%) and the number of 'other inc. FTTx' lines increased by 499k (2.5%).

Mobile services

- Mobile telephony services generated £3.51bn in retail revenues in Q3 2023, a £144.2m (4.3%) increase from a year previously.
- Average monthly retail revenue per subscriber was £13.30 in Q3 2023, with post-pay subscribers generating more revenue than pre-pay users (averaging £16.22 compared to £5.19 for pre-pay).
- The number of active mobile subscriptions (excluding M2M) was 88.7 million at the end of Q3 2023, up 1.5 million (1.7%) from the year before.
- Over the same period, the number of dedicated mobile broadband subscriptions declined by 172k (3.5%) to 4.8 million.
- The number of mobile-originated voice call minutes declined by 3.53 billion (8.5%) to 37.98 billion minutes year-on-year, with calls to landlines decreasing by 13.4% to 7.39 billion minutes.
- The number of mobile messages (including SMS and MMS) saw a year-on-year decline, down 1.72 billion messages (18.9%) to 7.38 billion.
- Data usage increased, with volumes up 363 PB (18.9%) year-on-year to 2286 PB.

2. Fixed Telecoms market data tables

Q3 2023 (July to September)

List of tables in this section

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	6,075	3,051	980	2,044	50.2%
2022	5,690	2,780	913	1,997	48.9%
2022 Q3	1,416	691	225	501	48.8%
2022 Q4	1,388	680	223	485	49.0%
2023 Q1	1,329	655	219	455	49.3%
2023 Q2	1,317	653	213	451	49.6%
2023 Q3	1,298	640	208	450	49.3%
Access[1]					
2021	5,388	2,765	910	1,713	51.3%
2022	5,152	2,571	863	1,718	49.9%
2022 Q3	1,286	641	213	432	49.8%
2022 Q4	1,262	632	212	417	50.1%
2023 Q1	1,212	612	208	392	50.5%
2023 Q2	1,197	607	203	387	50.7%
2023 Q3	1,187	601	199	387	50.7%
Calls					
2021	687	286	70	331	41.7%
2022	538	210	50	279	38.9%
2022 Q3	130	50	11	68	38.5%
2022 Q4	126	48	11	67	37.9%
2023 Q1	116	43	10	64	36.7%
2023 Q2	119	46	9	64	38.5%
2023 Q3	111	38	9	63	34.8%

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
2021	31,894	12,231	4,555	15,108	38.4%
2022	30,101	11,031	4,311	14,759	36.6%
2022 Q3	30,628	11,386	4,331	14,911	37.2%
2022 Q4	30,101	11,031	4,311	14,759	36.6%
2023 Q1	29,434	10,793	4,236	14,405	36.7%
2023 Q2	28,576	10,435	4,087	14,054	36.5%
2023 Q3	27,626	9,996	3,966	13,665	36.2%

Table 3: Summary of call volumes (millions of minutes)

	All Operators	BT	Virgin Media	Other	BT Share
2021	40,343	15,782	4,526	20,035	39.1%
2022	29,189	12,294	3,272	13,623	42.1%
2022 Q3	7,015	2,960	761	3,294	42.2%
2022 Q4	6,828	2,894	746	3,188	42.4%
2023 Q1	6,492	2,759	691	3,042	42.5%
2023 Q2	5,695	2,384	608	2,703	41.9%
2023 Q3	5,688	2,449	604	2,635	43.1%

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	538	184	52	167	138
2022 Q3	130	45	13	40	34
2022 Q4	126	43	13	38	33
2023 Q1	116	38	13	35	31
2023 Q2	119	38	13	35	34
2023 Q3	111	35	13	33	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	19,045	8,429	2,244	8,372	44.3%
2022 Q3	4,575	2,022	526	2,027	44.2%
2022 Q4	4,424	1,974	507	1,943	44.6%
2023 Q1	4,179	1,861	471	1,847	44.5%
2023 Q2	3,633	1,577	412	1,644	43.4%
2023 Q3	3,600	1,619	401	1,580	45.0%
International calls					
2021	1,204	251	71	882	20.8%
2022	937	179	54	704	19.1%
2022 Q3	221	42	11	168	19.0%
2022 Q4	216	41	12	163	19.0%
2023 Q1	212	39	11	162	18.4%
2023 Q2	195	32	10	153	16.4%
2023 Q3	189	32	8	149	16.9%
Calls to mobiles					
2021	6,954	2,460	723	3,771	35.4%
2022	5,555	2,029	527	2,999	36.5%
2022 Q3	1,317	488	118	711	37.1%
2022 Q4	1,303	478	125	700	36.7%
2023 Q1	1,281	471	115	695	36.8%
2023 Q2	1,171	422	106	643	36.0%
2023 Q3	1,200	441	114	645	36.8%
Other calls[1]					
2021	6,673	1,847	509	4,317	27.7%
2022	3,651	1,657	447	1,547	45.4%
2022 Q3	902	408	106	388	45.2%
2022 Q4	885	401	102	382	45.3%
2023 Q1	819	388	94	337	47.3%
2023 Q2	697	353	80	264	50.7%
2023 Q3	699	357	81	261	51.1%

[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	4,760	2,381	942	1,437	50.0%
2022	4,520	2,216	883	1,421	49.0%
2022 Q3	1,126	551	218	357	48.9%
2022 Q4	1,102	543	216	343	49.3%
2023 Q1	1,056	524	212	319	49.7%
2023 Q2	1,041	522	207	312	50.2%
2023 Q3	1,026	514	202	310	50.1%
Access[1]					
2021	4,356	2,206	887	1,262	50.7%
2022	4,209	2,087	843	1,279	49.6%
2022 Q3	1,051	520	208	322	49.5%
2022 Q4	1,029	513	207	309	49.8%
2023 Q1	988	496	204	288	50.2%
2023 Q2	970	489	199	282	50.4%
2023 Q3	966	489	195	282	50.7%
Calls					
2021	405	175	55	175	43.3%
2022	310	129	40	142	41.4%
2022 Q3	75	31	9	35	41.4%
2022 Q4	73	31	9	34	41.6%
2023 Q1	68	28	8	32	41.2%
2023 Q2	71	33	8	30	47.1%
2023 Q3	60	25	7	28	40.9%

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	25,564	8,984	4,379	12,201	35.1%
2022	23,955	7,924	4,156	11,874	33.1%
2022 Q3	24,361	8,201	4,174	11,986	33.7%
2022 Q4	23,955	7,924	4,156	11,874	33.1%
2023 Q1	23,304	7,655	4,094	11,555	32.8%
2023 Q2	22,610	7,342	3,980	11,288	32.5%
2023 Q3	21,770	6,959	3,875	10,935	32.0%

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

	All Operators	BT	Virgin Media	Other	BT Share
2021	25,886	11,373	3,794	10,719	43.9%
2022	18,886	8,545	2,737	7,604	45.2%
2022 Q3	4,504	2,049	650	1,805	45.5%
2022 Q4	4,381	2,011	621	1,749	45.9%
2023 Q1	4,095	1,876	579	1,640	45.8%
2023 Q2	3,559	1,591	507	1,461	44.7%
2023 Q3	3,477	1,637	487	1,353	47.1%

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	132	32	63	84
2022 Q3	75	32	8	15	20
2022 Q4	73	31	8	15	21
2023 Q1	68	28	7	13	19
2023 Q2	71	29	8	15	19
2023 Q3	60	25	6	12	16

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	13,787	6,328	2,036	5,423	45.9%
2022 Q3	3,266	1,504	482	1,280	46.0%
2022 Q4	3,171	1,469	459	1,243	46.3%
2023 Q1	2,945	1,355	427	1,163	46.0%
2023 Q2	2,507	1,122	372	1,013	44.7%
2023 Q3	2,441	1,150	356	935	47.1%
International calls					
2021	748	195	71	482	26.1%
2022	526	135	52	339	25.7%
2022 Q3	121	31	11	79	25.7%
2022 Q4	120	31	12	77	25.7%
2023 Q1	117	29	11	77	24.7%
2023 Q2	105	23	10	72	21.9%
2023 Q3	97	23	8	66	23.8%
Calls to mobiles					
2021	2,538	986	358	1,194	38.9%
2022	2,047	841	278	928	41.1%
2022 Q3	495	205	67	223	41.5%
2022 Q4	495	208	66	221	42.1%
2023 Q1	471	198	62	211	42.1%
2023 Q2	436	178	58	200	40.8%
2023 Q3	435	191	57	187	43.9%
Other calls[1]					
2021	3,043	1,380	442	1,221	45.4%
2022	2,527	1,241	371	915	49.1%
2022 Q3	622	309	90	223	49.7%
2022 Q4	595	303	84	208	50.9%
2023 Q1	562	294	79	189	52.3%
2023 Q2	510	268	67	175	52.5%
2023 Q3	505	273	66	166	54.1%

[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	1,312	668	38	607	50.9%
2022	1,170	565	29	576	48.2%
2022 Q3	289	139	7	144	48.1%
2022 Q4	285	137	7	141	48.0%
2023 Q1	273	131	6	136	47.8%
2023 Q2	276	131	6	139	47.4%
2023 Q3	272	126	6	140	46.4%
Access[1]					
2021	1,032	559	22	451	54.1%
2022	942	483	20	439	51.3%
2022 Q3	235	121	5	110	51.3%
2022 Q4	233	120	5	108	51.5%
2023 Q1	224	116	4	104	51.6%
2023 Q2	228	118	4	105	52.0%
2023 Q3	221	112	4	105	50.7%
Calls					
2021	280	109	15	156	39.0%
2022	228	81	9	137	35.6%
2022 Q3	54	19	2	34	34.3%
2022 Q4	52	17	2	33	32.8%
2023 Q1	49	15	2	32	30.5%
2023 Q2	48	13	2	34	26.0%
2023 Q3	51	14	2	35	27.5%

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	6,328	3,247	176	2,905	51.3%
2022	6,145	3,107	154	2,885	50.6%
2022 Q3	6,267	3,185	157	2,925	50.8%
2022 Q4	6,145	3,107	154	2,885	50.6%
2023 Q1	6,130	3,138	142	2,850	51.2%
2023 Q2	5,966	3,093	107	2,766	51.8%
2023 Q3	5,857	3,037	90	2,729	51.9%

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

	All Operators	BT	Virgin Media	Other	BT Share
2021	14,453	4,405	732	9,316	30.5%
2022	10,298	3,745	535	6,018	36.4%
2022 Q3	2,511	910	111	1,490	36.2%
2022 Q4	2,446	882	125	1,439	36.1%
2023 Q1	2,396	882	112	1,402	36.8%
2023 Q2	2,136	793	101	1,242	37.1%
2023 Q3	2,209	811	117	1,281	36.7%

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	68	21	140	52
2022	228	52	20	104	51
2022 Q3	54	13	5	24	12
2022 Q4	52	12	5	23	12
2023 Q1	49	10	5	22	12
2023 Q2	48	9	5	20	14
2023 Q3	51	10	7	21	14

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 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	5,258	2,101	208	2,949	40.0%
2022 Q3	1,309	518	44	747	39.6%
2022 Q4	1,253	505	48	700	40.3%
2023 Q1	1,235	506	44	685	41.0%
2023 Q2	1,125	455	40	630	40.4%
2023 Q3	1,158	469	45	644	40.5%
International calls					
2021	456	56	0	400	12.3%
2022	412	44	2	366	10.7%
2022 Q3	101	11	0	90	10.9%
2022 Q4	95	10	0	85	10.5%
2023 Q1	94	10	0	84	10.6%
2023 Q2	90	9	0	81	10.0%
2023 Q3	93	9	0	84	9.7%
Calls to mobiles					
2021	4,416	1,474	365	2,577	33.4%
2022	3,509	1,188	249	2,072	33.9%
2022 Q3	823	283	51	489	34.4%
2022 Q4	809	270	59	480	33.4%
2023 Q1	810	273	53	484	33.7%
2023 Q2	734	244	48	442	33.2%
2023 Q3	765	250	57	458	32.7%
Other calls[1]					
2021	3,626	463	67	3,096	12.8%
2022	1,120	412	76	632	36.8%
2022 Q3	279	98	16	165	35.1%
2022 Q4	289	97	18	174	33.6%
2023 Q1	256	93	15	148	36.3%
2023 Q2	187	85	13	89	45.6%
2023 Q3	194	83	15	96	42.9%

[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	28,149	2,833	5,440	19,876	32.9%
2022 Q3	28,075	2,950	5,412	19,713	33.1%
2022 Q4	28,149	2,833	5,440	19,876	32.9%
2023 Q1	28,194	2,657	5,465	20,072	32.8%
2023 Q2	28,232	2,492	5,419	20,320	32.4%
2023 Q3	28,603	2,338	5,447	20,819	31.6%

Note: Other (inc FTTx) figures have been restated to reflect more accurate data, however, they 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

Q3 2023 (July to September)

List of tables in this section

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	12,908	10,593	55	60	70	131	145	439	1,415
2022 Q3	3,365	2,760	14	15	18	33	42	107	377
2022 Q4	3,265	2,656	13	15	17	32	39	118	375
2023 Q1	3,171	2,621	12	14	16	30	35	99	344
2023 Q2	3,469	2,881	11	14	16	30	41	105	370
2023 Q3	3,509	2,895	11	14	15	29	51	106	388

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, message and data volumes by 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	186.48	39.88	54.19	82.59	2.27	1.52	6.03	40.86	5,751
2022	170.15	35.05	49.94	75.93	1.76	1.80	5.66	36.45	7,265
2022 Q3	41.52	8.54	12.07	18.45	0.41	0.61	1.44	9.10	1,923
2022 Q4	42.00	8.52	12.38	18.93	0.40	0.39	1.39	8.78	1,994
2023 Q1	41.34	8.19	12.06	18.87	0.50	0.36	1.36	8.02	2,004
2023 Q2	39.24	7.52	11.56	17.96	0.48	0.44	1.26	7.73	2,214
2023 Q3	37.98	7.39	11.26	17.19	0.43	0.55	1.15	7.38	2,286

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	84.77	63.30	21.47	0.97	74.67%	5.00
2022	86.53	64.12	22.40	1.75	74.11%	4.96
2022 Q3	87.21	64.38	22.83	-0.41	73.82%	4.97
2022 Q4	86.53	64.12	22.40	-0.69	74.11%	4.96
2023 Q1	86.60	64.22	22.38	0.07	74.16%	4.88
2023 Q2	87.18	64.32	22.86	0.58	73.78%	4.92
2023 Q3	88.70	65.04	23.65	1.51	73.33%	4.80

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	12.19	14.64	5.15
2022	12.45	14.92	5.21
2022 Q3	12.83	15.43	5.27
2022 Q4	12.53	15.08	5.28
2023 Q1	12.21	14.71	5.03
2023 Q2	13.31	16.18	5.16
2023 Q3	13.30	16.22	5.19

Table 5: Interconnection call volumes (billions of minutes)

	All operators
2021	62.33
2022	61.24
2022 Q3	15.87
2022 Q4	15.83
2023 Q1	16.38
2023 Q2	15.61
2023 Q3	15.24

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