

9 Communications

9.1 Telephones

	Call Revenue (All Operators)							
	Business call revenue (£s millions)				Residential call revenue (£s millions)			
	UK Geographic calls	International calls	Calls to mobiles	Other calls ¹	UK Geographic calls	International calls	Calls to mobiles	Other calls ¹
	IM6A	IM6B	IM6C	IM6D	IM6E	IM6F	IM6G	IM6H
2006	669	243	776	273	902	325	954	983
2007	594	255	688	185	870	307	977	807
2006 Q4	159	59	196	..	238	84	252	229
2007 Q1	156	62	181	51	228	78	234	229
Q2	151	62	174	49	207	76	236	200
Q3	147	64	170	47	213	76	249	190
Q4	140	67	163	38	222	77	258	188

	Call Volumes (All Operators)							
	Business call volumes (millions of minutes)				Residential call volumes (millions of minutes)			
	UK Geographic calls	International calls	Calls to mobiles	Other calls ¹	UK Geographic calls	International calls	Calls to mobiles	Other calls ¹
	IM6I	IM6J	IM6K	IM6L	IM6M	IM6N	IM6O	IM6P
2006	34 466	3 040	7 420	19 702	71 912	2 722	8 320	45 499
2007	32 114	3 235	6 998	11 549	64 844	2 872	7 421	33 065
2006 Q4	8 557	758	1 888	3 787	17 828	717	2 040	10 045
2007 Q1	8 225	777	1 772	3 087	17 490	728	1 946	9 702
Q2	8 134	824	1 758	2 910	15 986	676	1 881	8 293
Q3	8 033	814	1 752	2 963	15 511	688	1 816	8 322
Q4	7 722	820	1 716	2 589	15 857	780	1 778	6 748

	Selected lines with Carrier Pre-Selection (000's)				Exchange line numbers (All operators)			
	CPS lines ²		WLR lines ³		Business (000's)		Residential (000's)	
	IM6W	IM6V	IM6X	IM6Y	IM6Q	IM6R	IM6S	IM6T
2006	6 315	24 026	4 193	17 406	10 062	23 542	40 986	93 864
2007	6 315	24 026	4 193	17 406	10 062	23 542	40 986	93 864
2006 Q4	6 315	24 026	4 193	17 406	10 062	23 542	40 986	93 864
2007 Q1	6 213	23 542	4 227	17 406	10 091	23 568	40 986	93 864
Q2	6 138	23 542	4 285	17 406	10 302	23 503	40 986	93 864
Q3	5 782	23 542	4 366	17 406	10 294	23 388	40 986	93 864
Q4	5 893	23 542	4 528	17 406	10 299	23 405	40 986	93 864

Data taken from the Telecommunications Market Data Update Q4 2007.

Source: Ofcom Tel: 020 7981 3000

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

2 Allows usage of any service provide through a BT line.

3 Service which any other operator takes control of all connections made through a telephone line and connects subscription fee from the subscribers.

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9.2 Radio Listening

Thousands unless otherwise stated

	Adult (15+) Population	Weekly Reach	Weekly Reach %	Ave Hours Per Head	Ave Hours Per Listener	Total Hours	Share of Listening
Quarterly summary Period ending March 2009							
All Radio	50735	45762	90.2	20.2	22.4	1024910	100.0
All Commercial Radio	50735	31498	62.1	8.4	13.5	425902	41.6
All National Commercial	50735	13315	26.2	2.1	7.9	104827	10.2
All Local Commercial	50735	25608	50.5	6.3	12.5	321075	31.3
All BBC	50735	33809	66.6	11.4	17.1	577172	56.3
All BBC Network Radio	50735	30261	59.6	9.5	15.9	481292	47.0
BBC Local/Regional	50735	9589	18.9	1.9	10.0	95880	9.4
BBC Radio 1	50735	11072	21.8	2.1	9.6	106034	10.3
BBC Radio 2	50735	13457	26.5	3.2	12.1	163260	15.9
BBC Radio 3	50735	1992	3.9	0.2	5.8	11512	1.1
BBC Radio 4	50735	9982	19.7	2.5	12.8	128065	12.5
BBC Radio 5 Live	50735	6211	12.2	0.9	7.8	48194	4.7
FIVE live sports extra	50735	642	1.3	..	2.2	1435	0.1
BBC 6 Music	50735	681	1.3	0.1	6.6	4492	0.4
BBC7	50735	984	1.9	0.1	5.2	5070	0.5
BBC Asian Network UK	50735	405	0.8	..	5.8	2334	0.2
BBC World Service	50735	1470	2.9	0.2	5.3	7730	0.8
1Xtra from the BBC	50735	616	1.2	0.1	5.1	3165	0.3

Source: RAJAR / IpsosMori / RSMB

9.3 The Internet

Percentages

	16-24	25-44	45-54	55-64	65 plus	All
Finding information about goods or services	77	87	86	85	75	84
Sending/receiving emails	91	87	85	86	89	87
Using services related to travel and accommodation	50	65	68	71	61	63
Internet banking	43	57	46	44	34	49
Looking for information - education, training, courses	44	37	26	16	..	31
Reading or downloading online news, magazines	54	50	46	42	35	48
Looking for a job or sending job application	35	33	18	11	..	25
Seeking health-related information	22	39	36	35	26	34
Downloading software	55	38	30	25	25	37
Selling of goods or services (eg. via auctions)	17	24	17	14	..	19
Consulting the Internet with the purpose of learning	43	33	31	23	19	32

	2006	2007	2008
Travel, accommodation or holidays	51	46	48
Clothes or sports goods	37	38	42
Films, music	53	51	41
Household goods	24	39	40
Books, magazines or newspapers	37	35	37
Tickets for events	35	33	37
Electronic equipment	25	20	26
Computer software and upgrades	29	21	22
Food and groceries	20	20	19
Computer hardware	22	17	12
Shares, financial services or insurance	24	9	11
Lotteries or betting	7	6	10
Other goods and services	11	8	8

Households with access to the Internet, Great Britain and United Kingdom, 2002 to 2008²

Great Britain				United Kingdom			
Year	Per cent	Number of Households	Percentage change on previous year	Year	Per cent	Number of Households	Percentage change on previous year
2002	46	11.02m	-	2002	-	-	-
2003	50	11.88m	8	2003	-	-	-
2004	51	12.16m	2	2004	-	-	-
2005	55	13.26m	9	2005	-	-	-
2006	57	13.93m	5	2006	57	14.26m	-
2007	61	14.94m	7	2007	61	15.23m	7
2008	65	16.05m	7	2008	65	16.46m	8

1 The most popular activity of recent Internet users was sending or receiving emails at 87 per cent. This proved to be the most popular activity for the oldest age group and the youngest age group. While the youngest age group was often the most likely to be involved in Internet activities, it was the least likely to use the Internet for services related to travel and accommodation (50 per cent), and seeking health related information (22 per cent).

2 The survey is conducted in the first quarter of each year but should not be confused with being quarterly figures as they relate to use at a point in time.

Source: First Release - August 2008, Office for National Statistics

9.4 Household digital television¹: by type of service^{2,3}

United Kingdom

Percentages

	Total digital television	Digital satellite	Digital terrestrial	Digital cable
	IM6S	IM6T	IM6U	IM6V
1999	2.2	14.4	0.5	12.4
2000	15.5	17.6	2.8	13.6
2001	30.9	22.4	4.5	14.8
2002	38.5	25.0	5.2	14.5
2003	43.2	28.6	5.9	13.4
2004	53.0	29.1	14.1	13.5
2005	61.9	31.3	20.3	13.2
2006	69.7	33.1	25.3	13.2
2007	79.6	35.7	33.0	13.0
2008	87.1	36.6	37.9	12.5

1 Multichannel take-up on main sets.

2 Data are at the end of the first quarter in each year.

3 GfK research from Q1 2007 onwards, previous years use platform operator data, research and Ofcom estimates.

Source: Ofcom: 020 7981 3000

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9.5 Postal Services^{1,2}

	Price of first class stamp (p)	Volume of first class stamped mail delivered (million items)	Total first class mail delivered (million items)	Price of second class stamp (p)	Volume of second class stamped mail delivered (million items)	Total second class mail delivered (million items)	Domestic parcels (million)	International parcels (million)
	IM7A	IM7B	IM7C	IM7D	IM7E	IM7F	IM7G	IM7H
2005 Q1	28	434	1 369	21	305	2 381	7.8	0.5
Q2	30	385	1 359	21	268	2 292	8.9	0.5
Q3	30	402	1 354	21	277	2 102	7.9	0.6
Q4	30	516	1 499	21	536	2 413	10.2	0.8
2006 Q1	30	399	1 280	21	284	2 059	8.6	0.5
Q2	32	396	1 292	23	267	1 978	9.0	0.6
Q3	32	340	1 217	23	242	1 811	9.0	0.5
Q4	32	479	1 377	23	507	2 146	11.8	0.8
2007 Q1	32	365	1 189	23	272	1 786	9.6	0.6
Q2	34	342	1 185	24	244	1 696	11.1	0.6
Q3	34	320	1 118	24	229	1 560	9.8	0.6
Q4	34	412	1 250	24	457	1 852	12.4	0.8
2008 Q1	34	373	1 195	24	282	1 664	10.5	0.7
Q2	36	317	1 092	27	238	1 490	10.8	0.7
Q3	36	259	997	27	205	1 362	9.7	0.9
Q4	36	351	1 092	27	433	1 580	12.1	1.0

		1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008
Letters, etc posted (millions)	KMRA	18 322	18 101	18 350	18 878	19 711	20 076	20 648	21 979	22 837	24 341	24 880	24 089	23 705
<i>of which:</i>														
Registered and insured	KMRB	23.5	25.6	28.7	31.6	30.2	32.3	36.1	38.5	41.4	45.3	45.3	44.7	46.6
Airmail (Commonwealth and foreign)	KMRC	655.1	684.5	658.4	693.2	672.3	659.2	600.7	541.6	512.0	457.9	502.2	541.0	470.3
Business reply and freepost items	KMRD	493.1	505.8	524.7	503.6	475.3	487.4	486.2	434.4	397.7	401.1	402.3	373.7	349.1
Postal orders														
Total issued (thousands) ³	KMRH	35 542	33 404	31 907	30 289	30 153	30 931	29 150	28 666	28 888	29 344	20 489	19 714	16 650

1 "Volume of first class stamped mail delivered" and "volume of second stamped mail delivered" relates to stamped mail only.

2 "Total first class mail delivered" and "total second class mail delivered" relates to Stamped, Metered, Mailsort, Standard Tariff Letter, Packetpost and Response Services products.

3 Excluding those issued on HM ships, in many British possessions and in other places abroad. Up to 1998 includes Postal Orders issued Overseas and by Ministry of Defence.

Sources: Royal Mail: 08457 740 740;
Post Office Limited: 0207 3207424