

Reference: 01774775

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

28 February 2024

## Freedom of Information request: Right to know request

Thank you for your request for information about UK calling trends, national and international.

We received this request on 6 February 2024 and we have considered your request under the Freedom of Information Act 2000 (“the FOI Act”).

### Your request & our response

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#### *Volume of calls by count or minutes per month:*

Ofcom does not hold call volume information based on the number of calls, rather we collect call volumes measured in (millions of) minutes. A summary of this call volume information is published on a quarterly basis in our [Telecommunications Market Data Updates](#).<sup>1</sup> The latest data can be found in the [Q3 2023 Telecommunications Market Data Update](#).<sup>2</sup>

#### *International Calling by destination country*

Ofcom does not hold data regarding UK outgoing international calls by destination country.

*Domestic calling by destination EG UKLL (01,02), UKMOB (07), UKNon-Geo (03, 05, 070/076, 080, 0845, 0870, 083/4, 0871, 09)*

Table 5 in the fixed telecoms section of the [Telecommunications Market Data Updates](#) includes a summary of outgoing call volumes from UK fixed phones by call type, in which:

- “UK geographic calls” relates to calls to 01 and 02 numbers;
- “Calls to mobiles” relates to calls to UK mobile numbers; and
- “Other calls” relates to calls to non-geographic numbers.

Table 2 in the mobile telecoms section of the [Telecommunications Market Data Updates](#) includes a summary of outgoing call volumes from UK mobile phones by call type, in which:

- “UK fixed calls” relates to calls to 01 and 02 numbers;
- “On-net mobile calls” and “off-net mobile calls” relate to calls to UK mobile numbers; and
- “Other calls” relates to calls to non-geographic numbers.

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<sup>1</sup> <https://www.ofcom.org.uk/research-and-data/telecoms-research/data-updates>.

<sup>2</sup> <https://www.ofcom.org.uk/research-and-data/telecoms-research/data-updates/telecommunications-market-data-update-q3-2023>.

*If there is a separation of Residential and Business that would be great.*

Table 10 in the fixed telecoms section of the [Telecommunications Market Data Updates](#) includes a summary of outgoing call volumes from residential UK fixed phones, while Table 15 includes a similar summary of outgoing call volumes from business UK fixed phones. Both tables include the same call type splits as Table 5, as outlined above.

Ofcom does not publish a residential/business split of outgoing mobile call volumes, however, the data we hold shows that in Q3 2023 87% of outgoing mobile call volumes originated on SIMs that were on a residential tariff, and the remaining 13% on SIMs that were on a business tariff. This split is not available by individual call type.

It should be noted that small/micro businesses may use a residential tariff, rather than a business one, and many SIMs will be used for both personal and business use. As such, the residential / business split for mobile should be treated with caution.

*Whatever raw data you may have would also be useful and I run my own analysis on that.*

Alongside each Telecommunications Market Data Update, we publish a csv showing data going back to 2007, which may be of use to you.

I hope this information is helpful. If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk) – quoting the reference number above in any future communications.

Yours sincerely,

## Information Requests

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### Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress.

Please email the Information Requests team ([information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)) to request an internal review.

### Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).