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# Office of Utilities Regulation

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## Telecommunications Market Information Report

April -June 2019

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**OFFICE OF UTILITIES REGULATION**

Telecommunications Market Information Report: April - June 2019  
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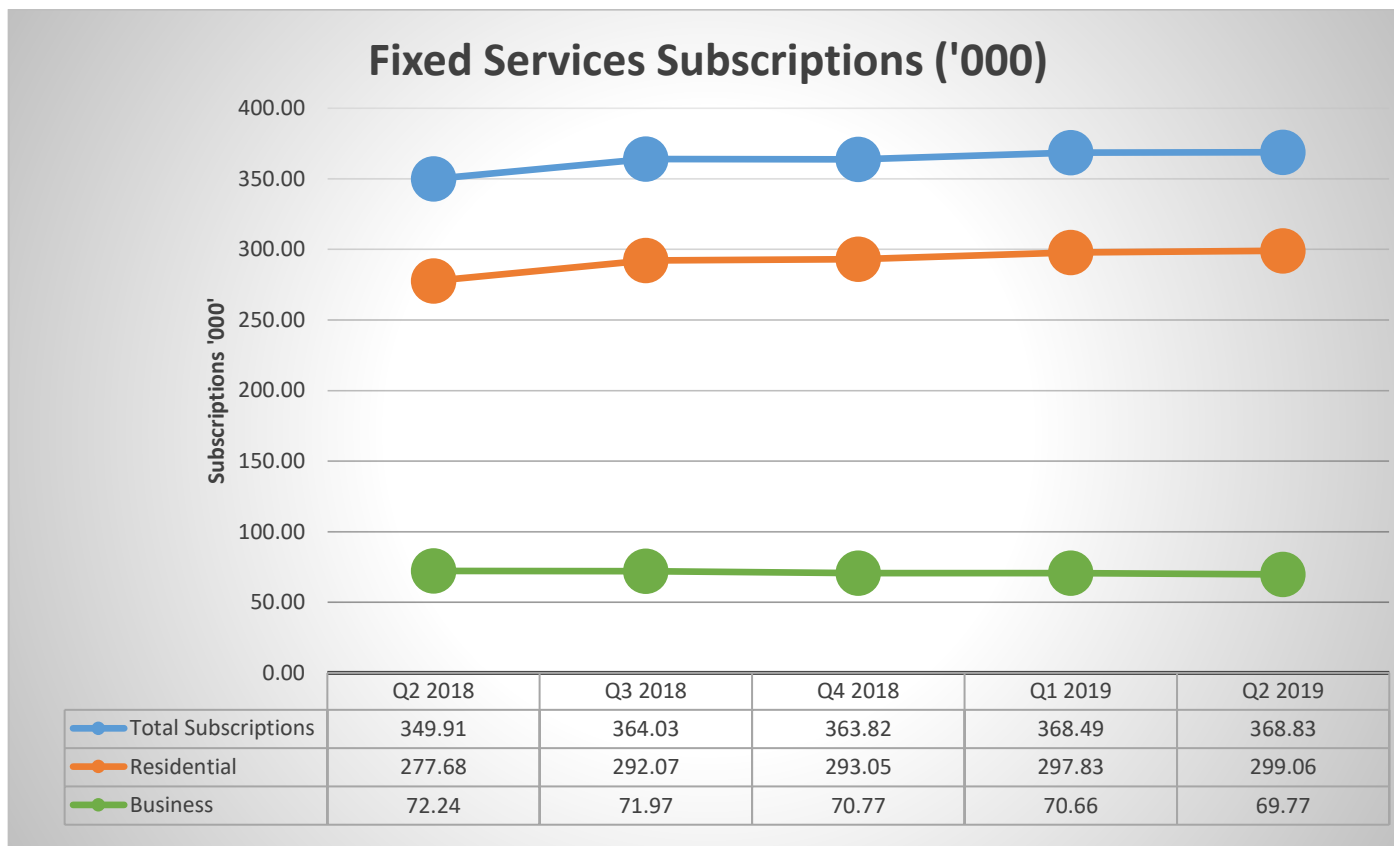
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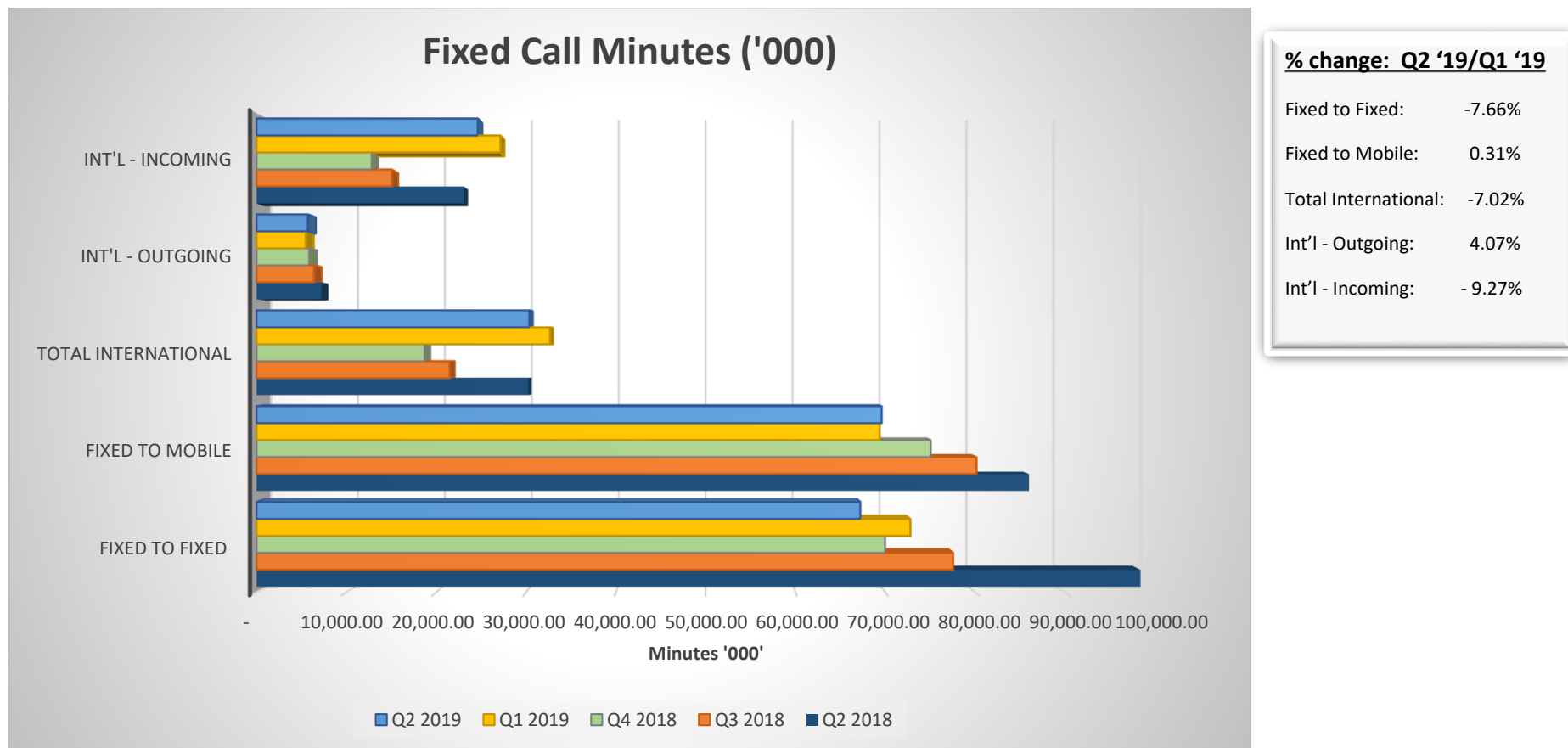
# Fixed Market Data

Figure 1: Fixed Services Subscriptions



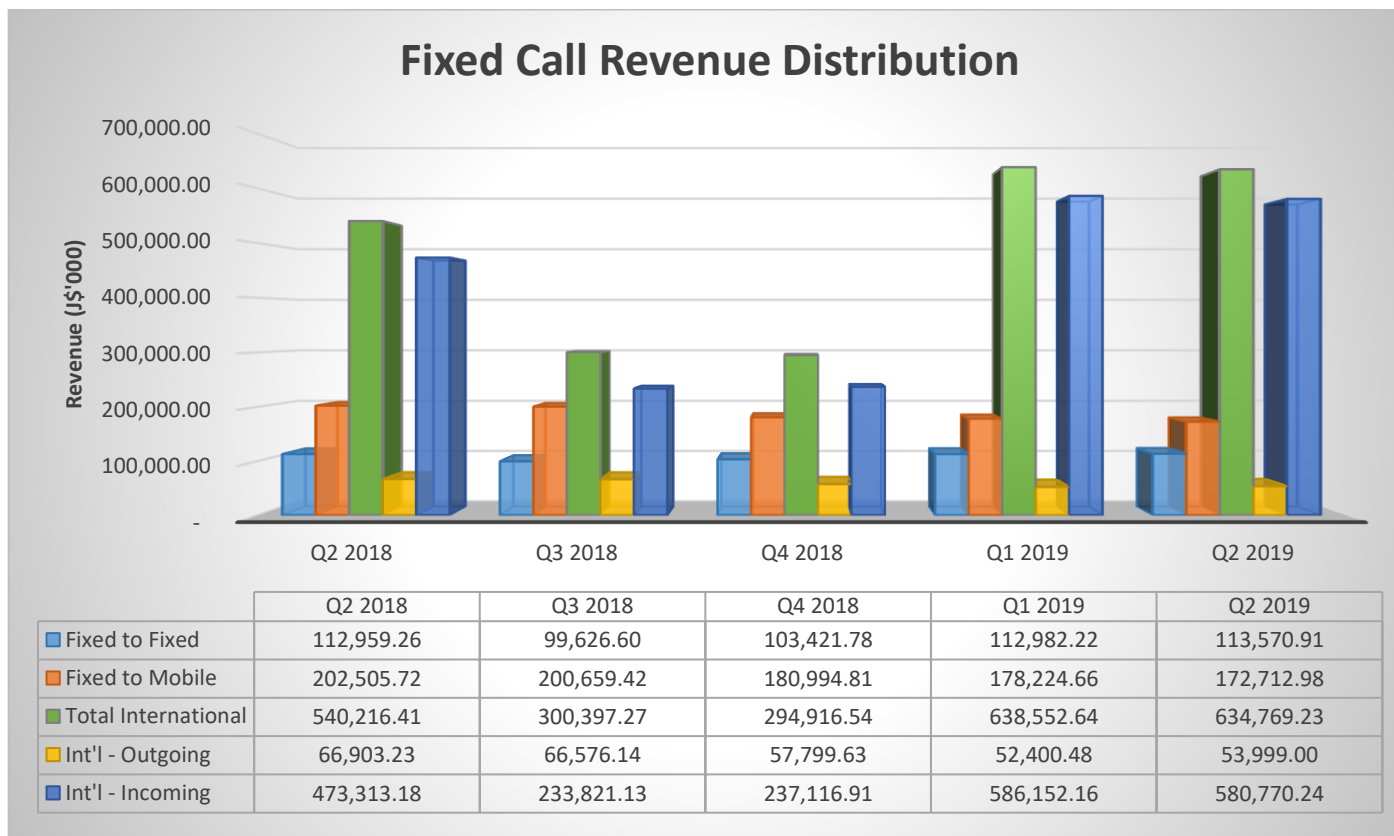
<b>% Change: Q2 '19/ Q1 '19</b>	
Total Subscriptions:	0.09%
Residential:	0.42%
Business:	- 1.26%

Figure 2: Fixed Call Minutes\*



\* A licensee has advised that its company made changes to its international routing arrangements during the 1<sup>st</sup> quarter of 2019. This has impacted trends in international incoming minutes and revenues.

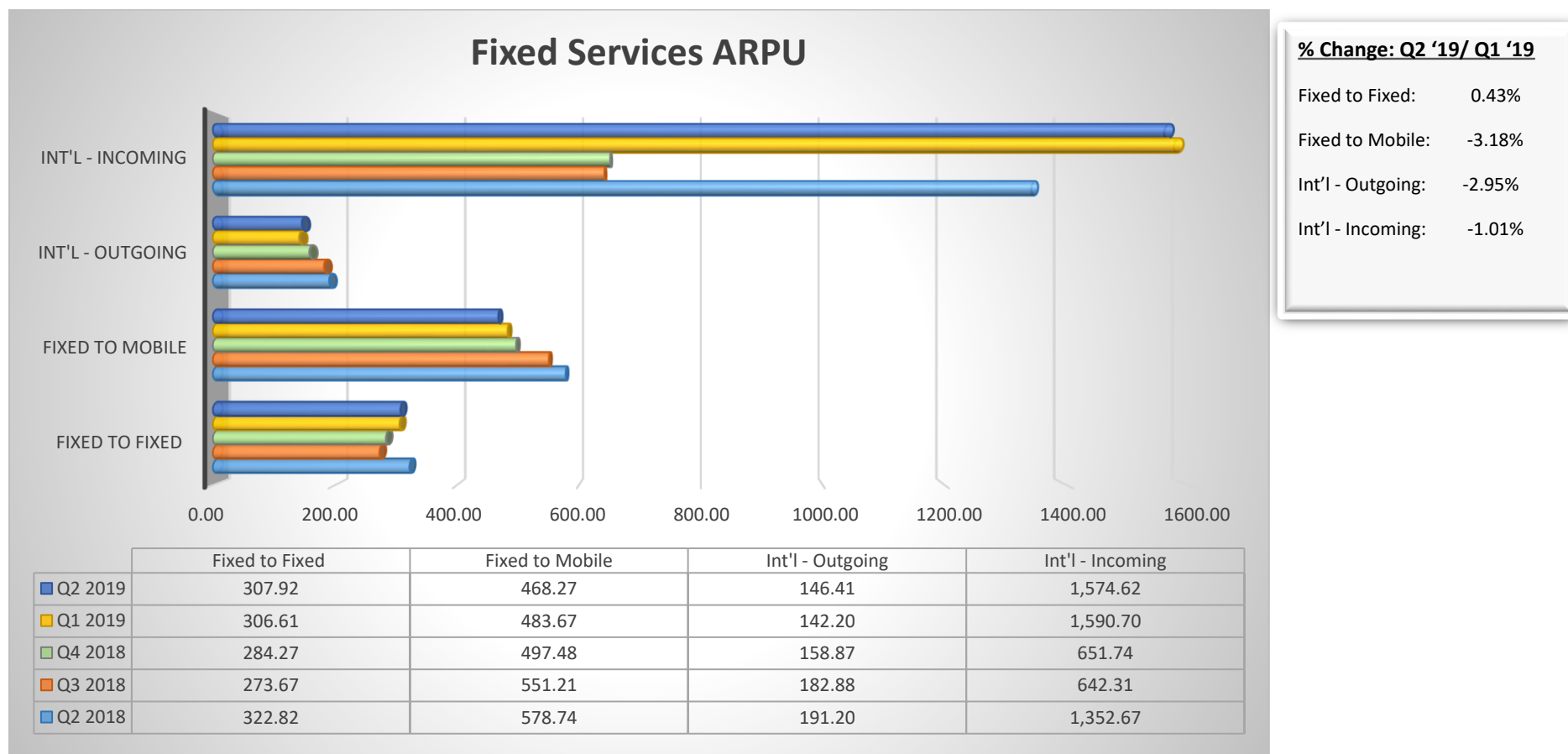
Figure 3: Fixed Call Revenue Distribution\*



<u>% change Q2 '19/ Q1 '19</u>	
Fixed to Fixed:	0.52%
Fixed to Mobile:	-3.09%
Total International:	-0.59%
Int'l - Outgoing:	3.05%
Int'l - Incoming:	-0.92%

\* A licensee has advised that its company made changes to its international routing arrangements during the 1st quarter of 2019. This has impacted trends in international incoming minutes and revenues.

Figure 4: Fixed Services Average Revenue per User (ARPU)\*

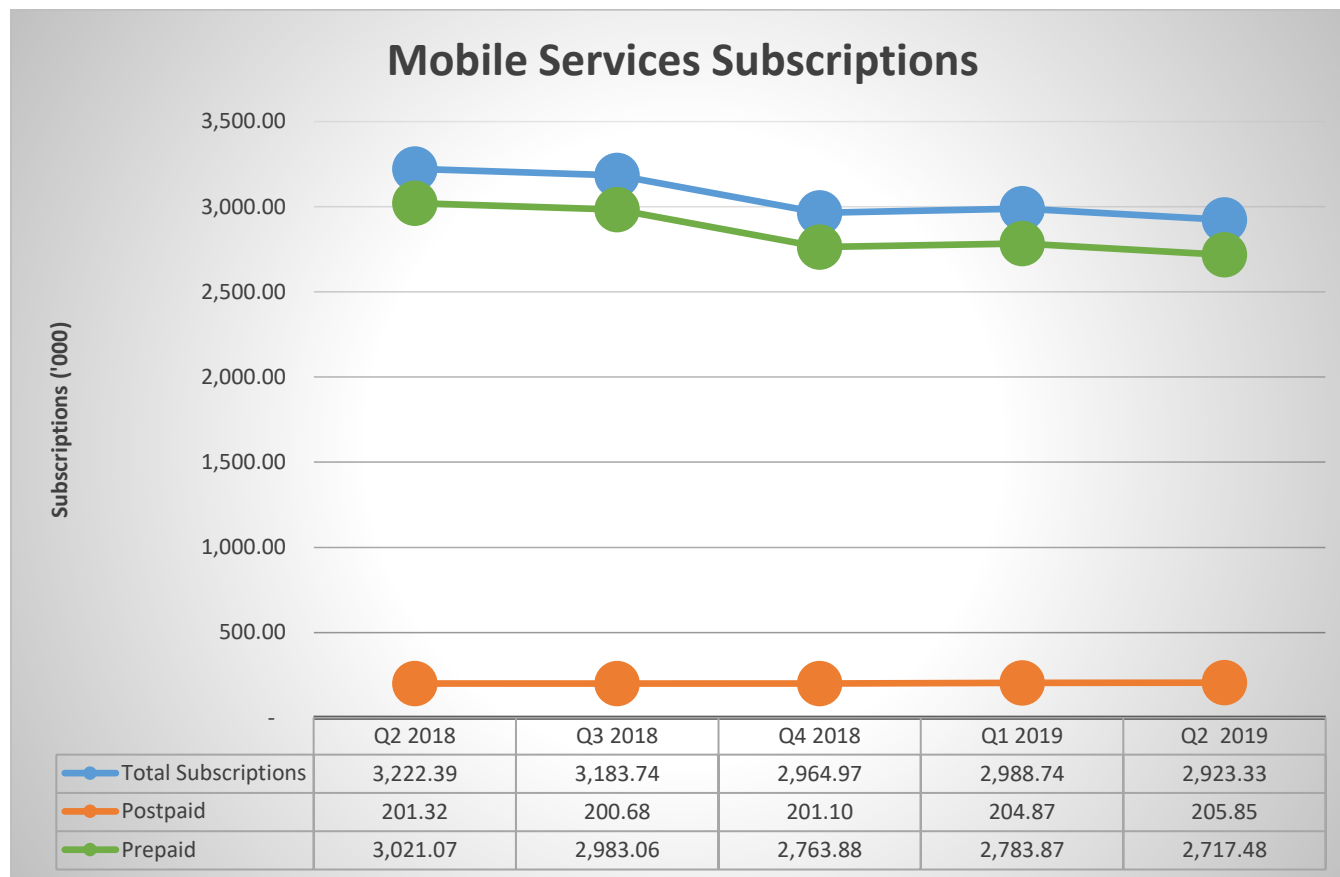


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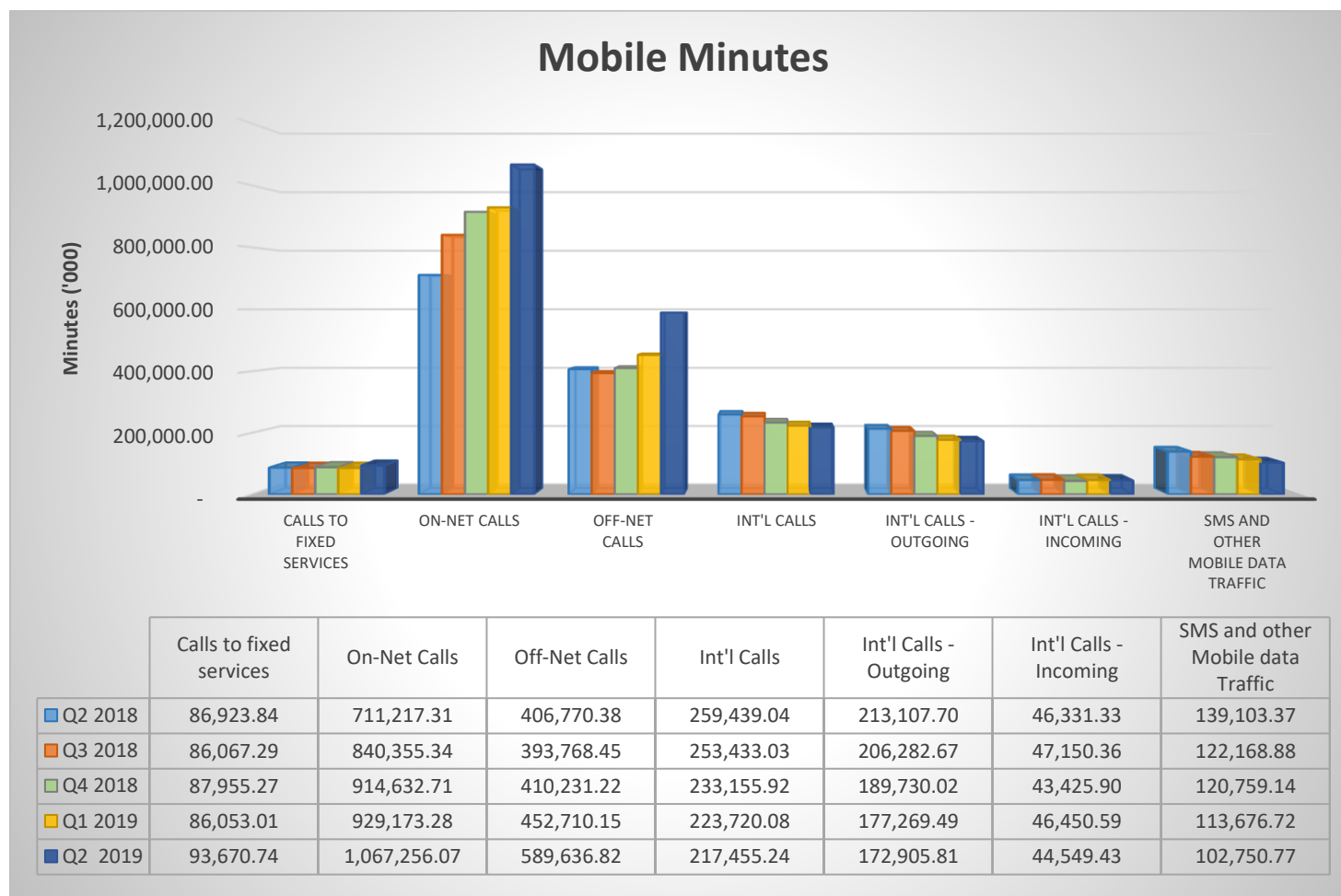
# Mobile Market Data

Figure 5: Mobile Services Subscriptions



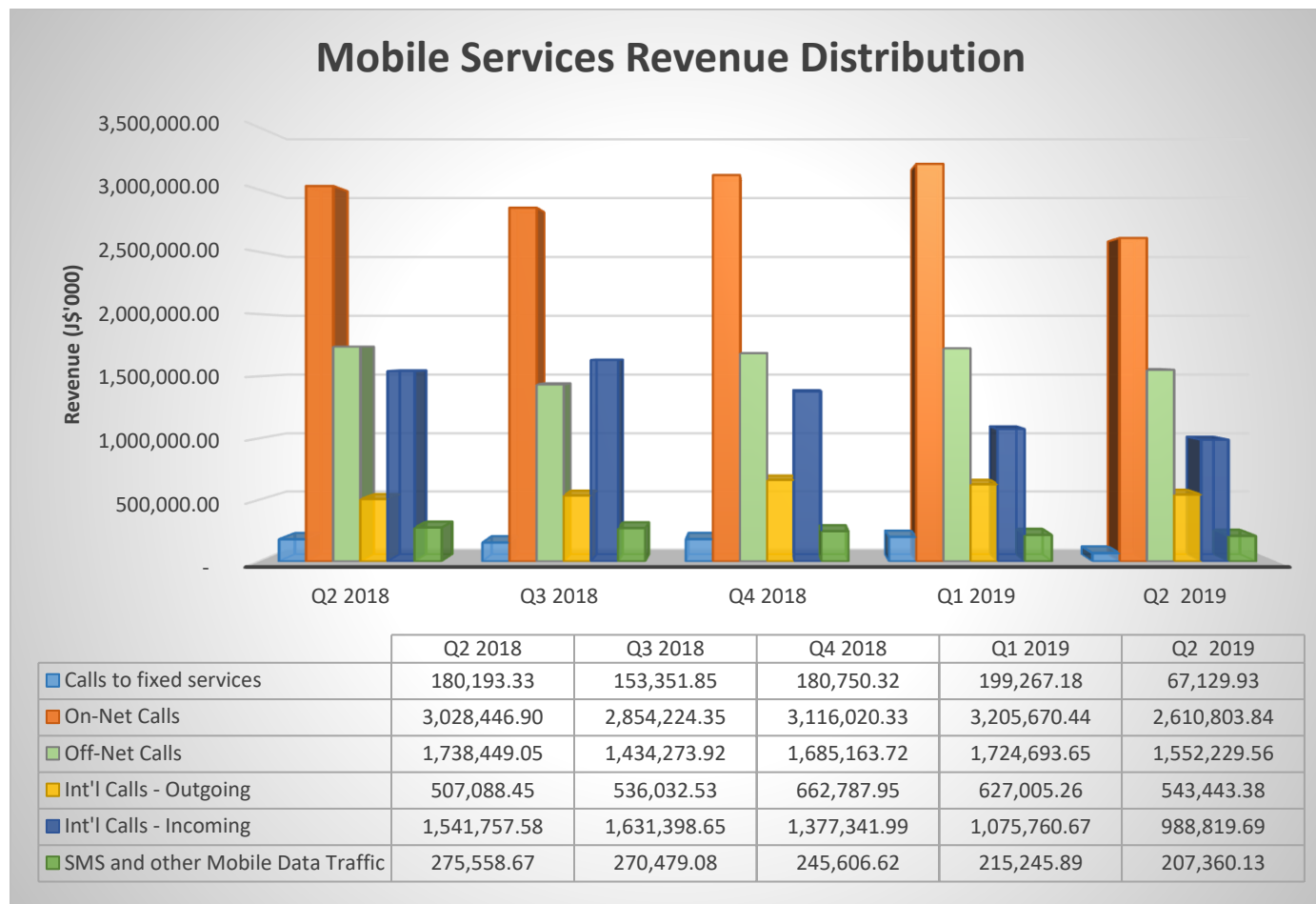
<u>% Change: Q2 '19/ Q1 '19</u>	
Total Subscriptions:	-2.19%
Postpaid:	0.48%
Prepaid:	-2.38%

Figure 6: Mobile Minutes



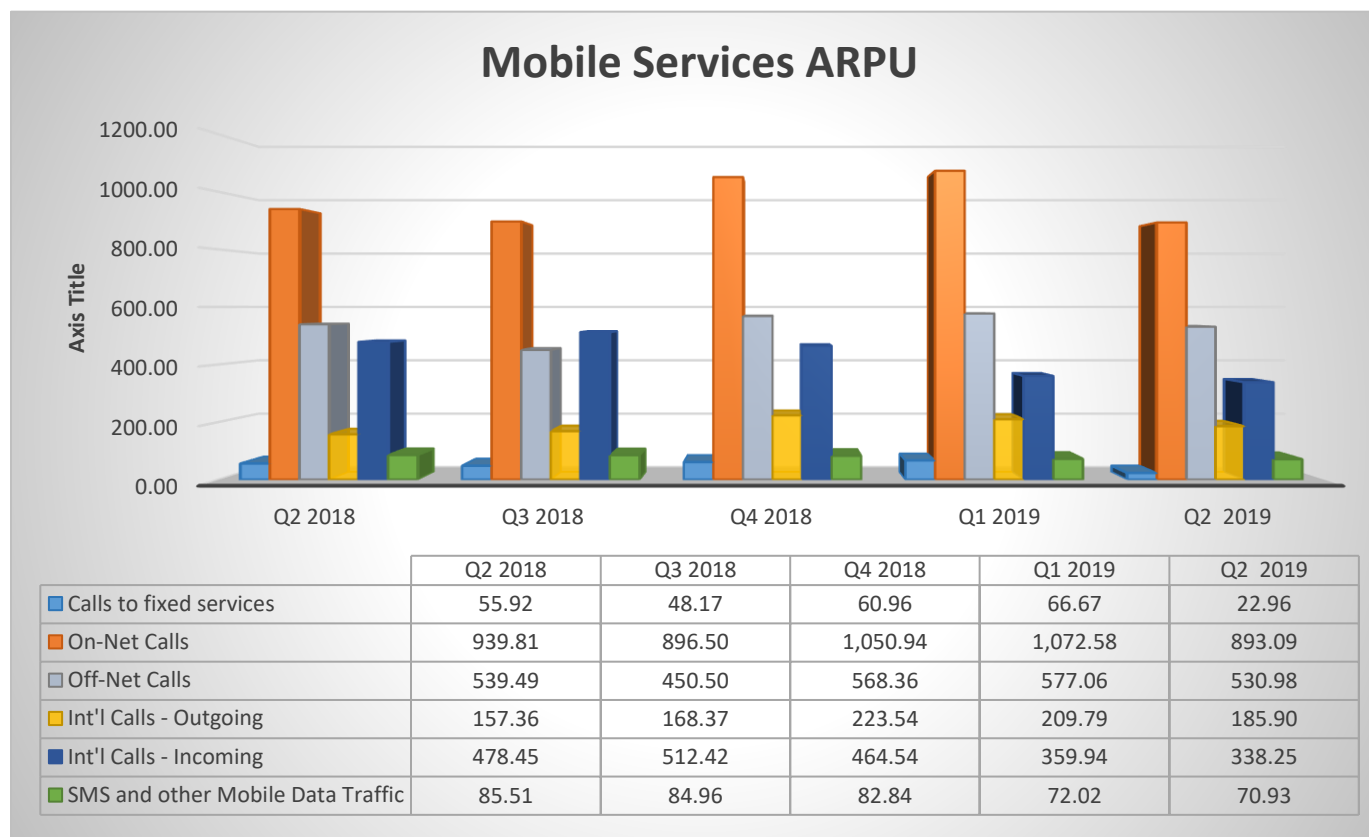
% Change: Q2 '19/ Q1 '19	
Calls to fixed services:	8.85%
On-Net Calls:	14.86%
Off-Net Calls:	30.25%
Int'l Calls:	-2.80%
Int'l Calls – Outgoing:	-2.46%
Int'l Calls – Incoming:	-4.09%
SMS & other Mobile Data Traffic:	-9.61%

Figure 7: Mobile Services Revenue Distribution



<b>% Change: Q2 '19/ Q1 '19</b>	
Calls to Fixed services:	-66.31%
On-Net Calls:	-18.56%
Off-Net Calls:	-10.00%
Int'l Calls – Outgoing:	-13.33%
Int'l Calls – Incoming:	-8.08%
SMS & other Mobile Data Traffic:	-3.66%

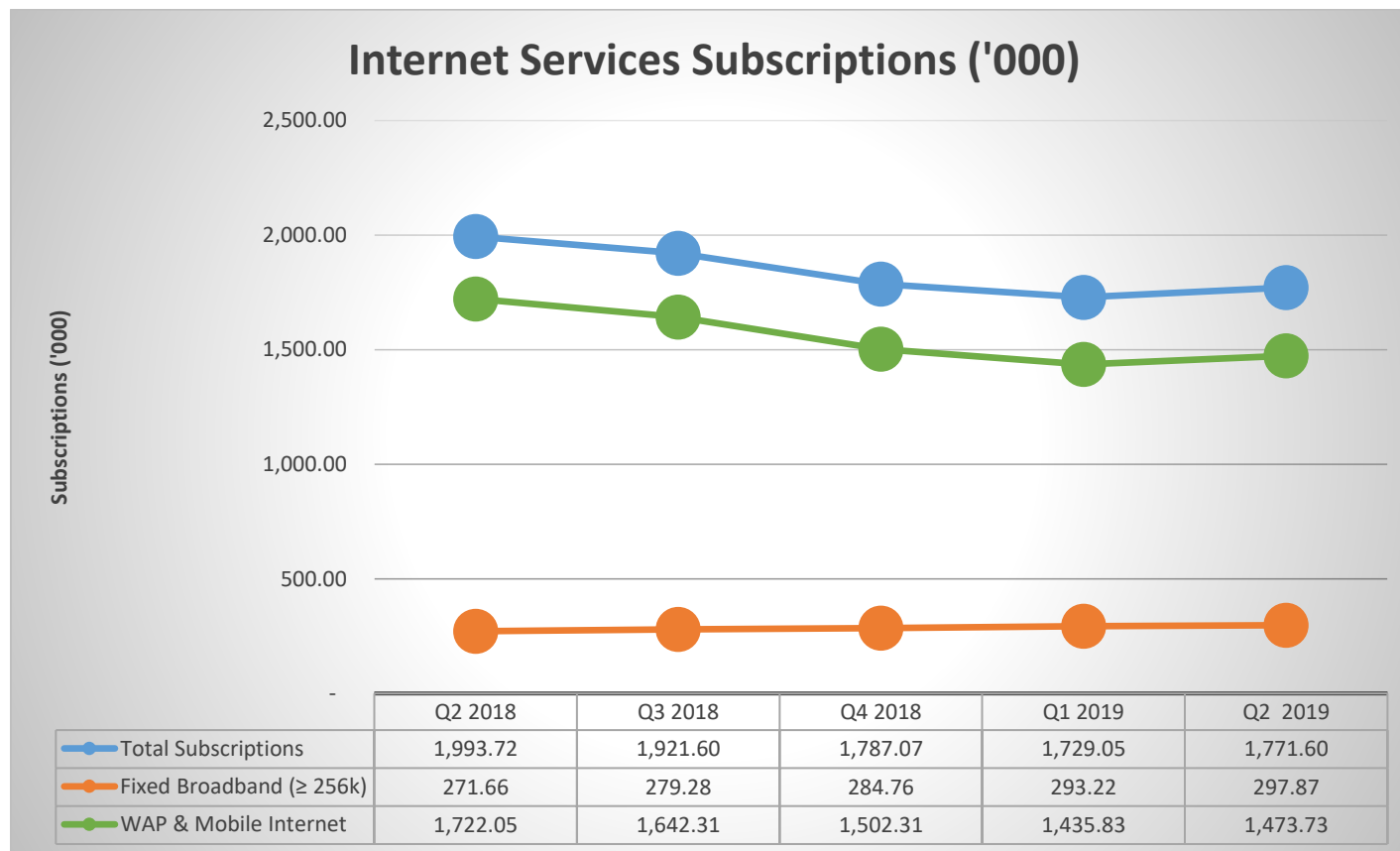
Figure 8: Mobile Services Average Revenue per User (ARPU)



<u>% Change Q2 '19/ Q1 '19</u>	
Calls to fixed service:	- 65.56%
On-Net Calls:	-16.73%
Off-Net Calls:	- 7.99%
Int'l Calls – Outgoing:	- 11.39%
Int'l Calls – Incoming:	- 6.03%
SMS & other Mobile Data Traffic:	- 1.51%

# Internet Market Data

Figure 9: Internet Services Subscriptions



<u>% Change Q2 '19/ Q1 '19</u>	
Total Subscriptions:	2.46%
Fixed Broadband (≥ 256k):	1.59%
WAP & Mobile Internet:	2.64%

# Industry Penetration and Concentration



## Penetration Rate<sup>1</sup>

Penetration Rate	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
Fixed Subscription Penetration Rate	12.8%	13.3%	13.3%	13.5%	13.5%
Mobile Subscription Penetration Rate	118.1%	116.7%	108.6%	109.5%	107.1%
Fixed Broadband Subscription Penetration Rate	10%	10.2%	10.4%	10.7%	10.9%
Mobile Broadband Subscription Penetration Rate	63.1%	60.2%	55%	52.6%	54.0%
Total Broadband Subscription Penetration Rate	73.1%	70.4%	65.4%	63.4%	64.9%

## Concentration Ratio (Herfindahl-Hirschman Index)<sup>2</sup>

Herfindahl-Hirschman Index (HHI)	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019
Fixed HHI	5,015	4,832	4,774	4,738	4,704
Mobile HHI	5,748	5,735	5,529	5,501	5,307
Fixed Broadband HHI	3,630	3,626	3,614	3,611	3,629
Mobile Broadband HHI	6,345	6,226	5,673	5,713	5,431

<sup>1</sup> Calculated using population year end 2017 data from the Statistical Institute of Jamaica: 2,728,864.

<sup>2</sup> Calculated using subscription data.

# Appendix

Fixed Market	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	% Change Q2 '19/Q1 '19	% Change Q2 '19/Q2 '18
Total Subscriptions ('000)	349.91	364.03	363.82	368.49	368.83	0.09	5.41
Fixed to Fixed ('000 minutes)	98,358.55	77,532.74	69,964.69	72,784.04	67,210.96	-7.66	-31.67
Fixed to Mobile Calls ('000 minutes)	86,000.70	80,135.21	75,034.72	69,370.58	69,588.81	0.31	-19.08
Total International Calls ('000 minutes)	30,251.46	21,513.74	18,743.23	32,672.91	30,377.86	-7.02	0.42
Outgoing International Calls ('000 minutes)	7,201.69	6,419.74	5,891.30	5,507.15	5,731.36	4.07	-20.42
Incoming International Calls ('000 minutes)	23,049.76	15,094.00	12,851.93	27,165.76	24,646.50	-9.27	6.93
Total Revenue (J\$' million)	2,253.97	2,062.41	2,094.71	2,054.20	2,456.28	19.57	8.98

Mobile Market	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	% Change Q2 '19/Q1 '19	% Change Q2 '19/Q2 '18
Total Subscriptions ('000)	3,222.39	3,183.74	2,964.97	2,988.74	2,923.33	-2.19	-9.28
On-Net Calls ('000 minutes)	711,217.31	840,355.34	914,632.71	929,173.28	1,067,256.07	14.86	50.06
Off-Net Calls ('000 minutes)	406,770.38	393,768.45	410,231.22	452,710.15	589,636.82	30.25	44.96
International calls	305,770.37	253,433.03	233,155.92	223,720.08	217,455.24	-2.80	-16.18
Outgoing International ('000 minutes)	259,439.04	206,282.67	189,730.02	177,269.49	172,905.81	-2.46	-18.86
Incoming International ('000 minutes)	46,331.33	47,150.36	43,425.90	46,450.59	44,549.43	-4.09	-3.85
SMS and other mobile data traffic	139,103.37	122,168.88	120,759.14	113,676.72	102,750.77	-9.61	-26.13
Total Revenue (J\$ ' million)	11,805.67	11,640.15	12,237.22	12,316.19	11,668.77	-5.26	-1.16

Internet Market	Q2 2018	Q3 2018	Q4 2018	Q1 2019	Q2 2019	% Change Q2 '19/Q1 '19	% Change Q2 '19/Q2 '18
Total Subscriptions ('000)	1,993.72	1,921.60	1,787.07	1,729.05	1,771.60	2.46	-11.14
Fixed Broadband (≥256K)	271.66	279.28	284.76	293.22	297.87	1.59	9.65
WAP & Mobile Internet	1,722.05	1,642.31	1,502.31	1,435.83	1,473.73	2.64	-14.42
Total Revenue (J\$' million)	6,458.24	6,725.66	7,042.99	7,511.58	7,980.86	6.25	23.58

<b>Penetration Rate</b>	<b>Q2 2018</b>	<b>Q3 2018</b>	<b>Q4 2018</b>	<b>Q1 2019</b>	<b>Q2 2019</b>
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<b>Total Broadband Subscription Penetration Rate</b>	73.1%	70.4%	65.4%	63.4%	64.9%

<b>Herfindahl-Hirschman Index (HHI)</b>	<b>Q2 2018</b>	<b>Q3 2018</b>	<b>Q4 2018</b>	<b>Q1 2019</b>	<b>Q2 2019</b>
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