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# Office of Utilities Regulation

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## Telecommunications Market Information Report July - September 2019

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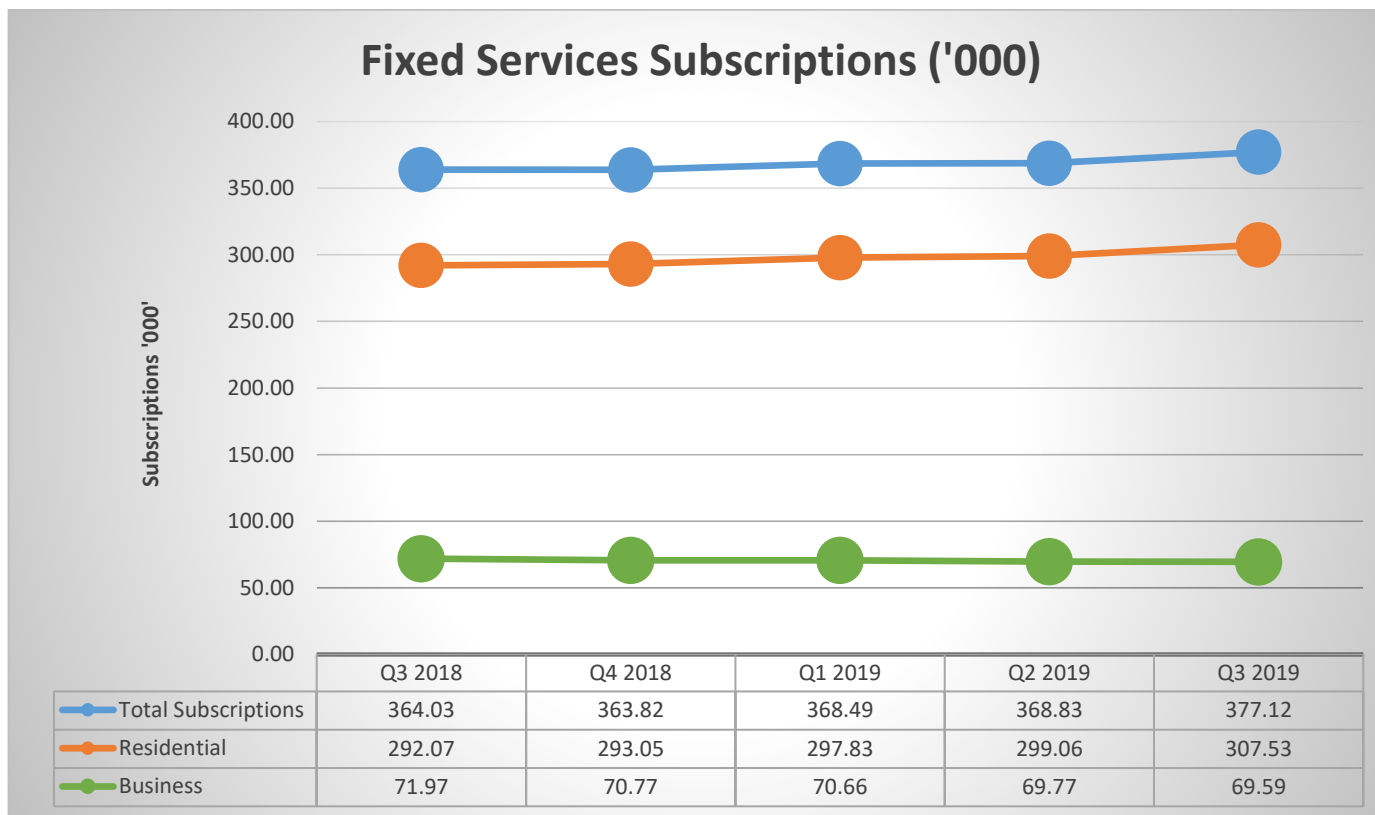
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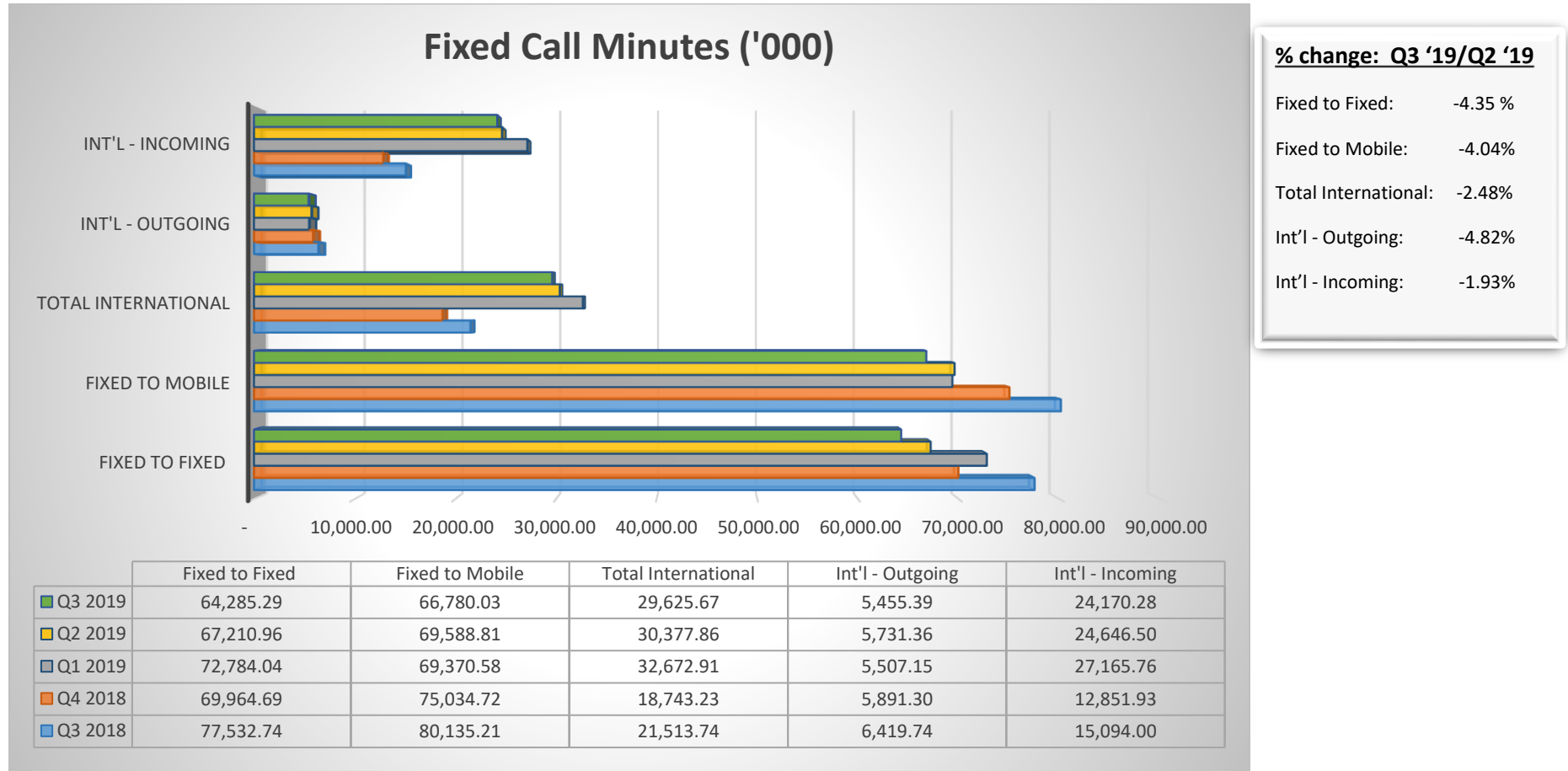
# Fixed Market Data

Figure 1: Fixed Services Subscriptions



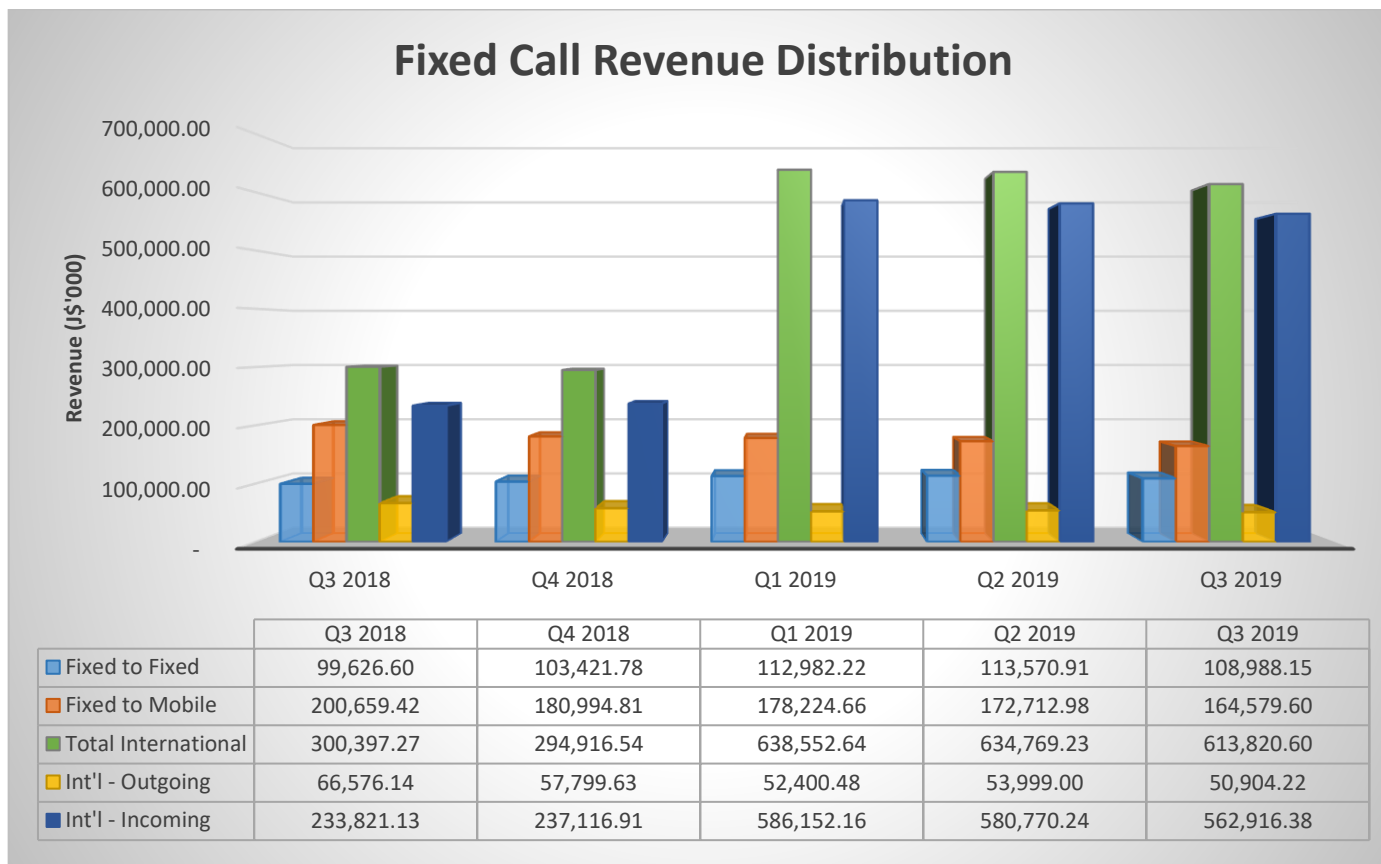
<u>% Change: Q3 '19/ Q2 '19</u>	
Total Subscriptions:	2.25%
Residential:	2.83 %
Business:	-0.26%

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.

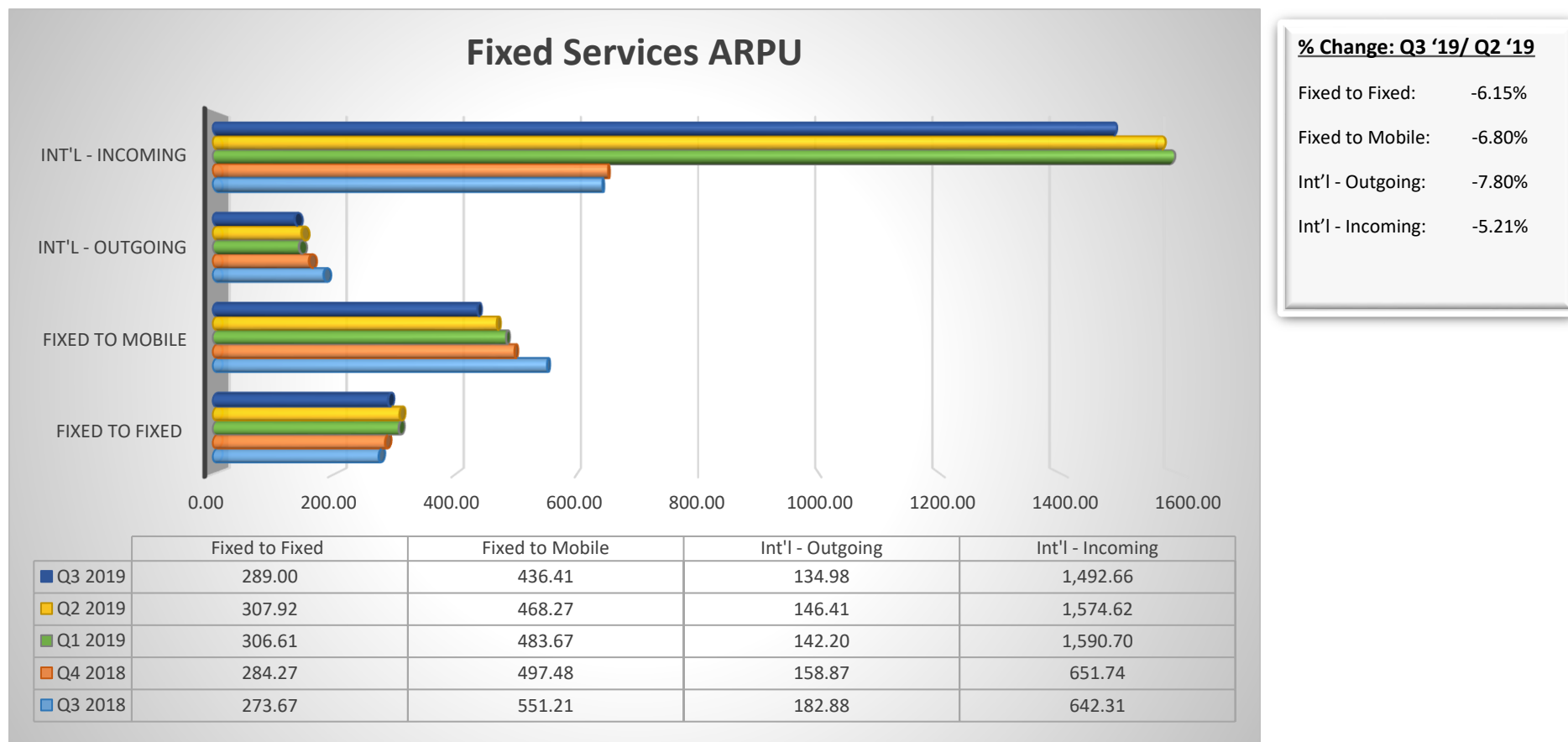
Figure 3: Fixed Call Revenue Distribution\*



<u>% change Q3 '19/ Q2 '19</u>	
Fixed to Fixed:	-4.04%
Fixed to Mobile:	-4.71%
Total International:	-3.30%
Int'l - Outgoing:	-5.73%
Int'l - Incoming:	-3.07%

\* 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)\*

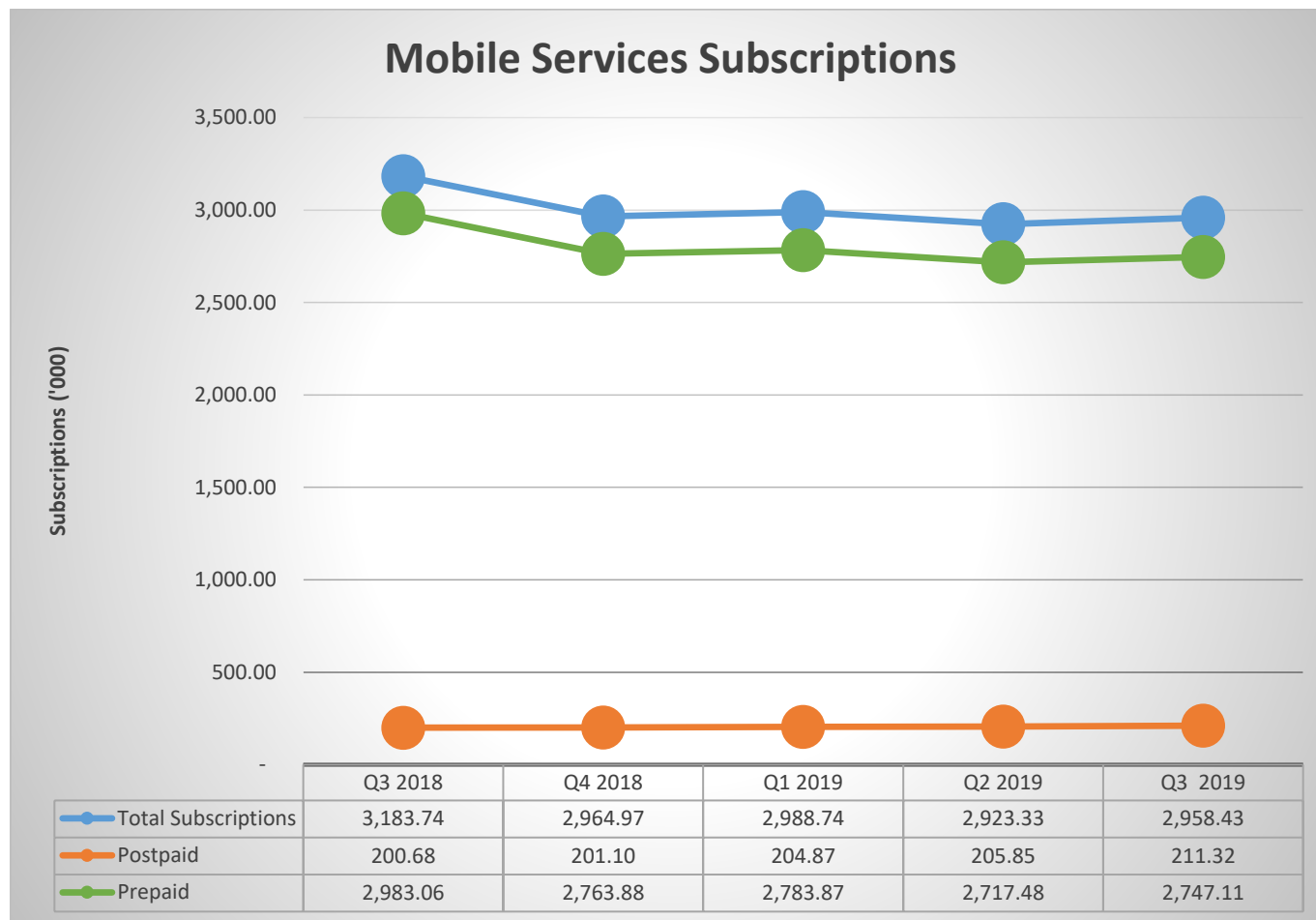


\* A licensee has advised that its company made changes to its international routing arrangements during the 1st quarter of 2019. This has impacted trends in international incoming minutes and revenues.



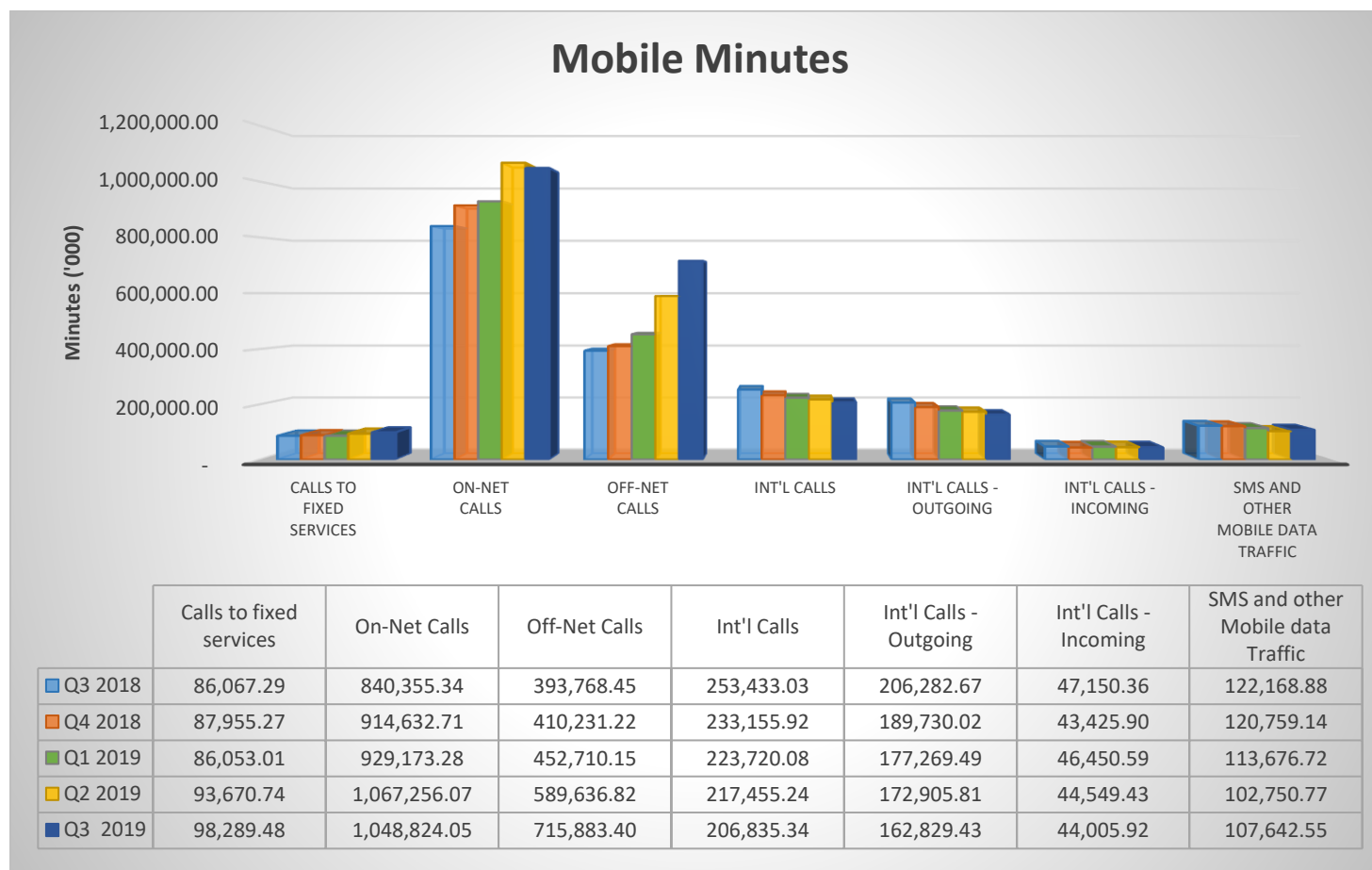
# Mobile Market Data

Figure 5: Mobile Services Subscriptions



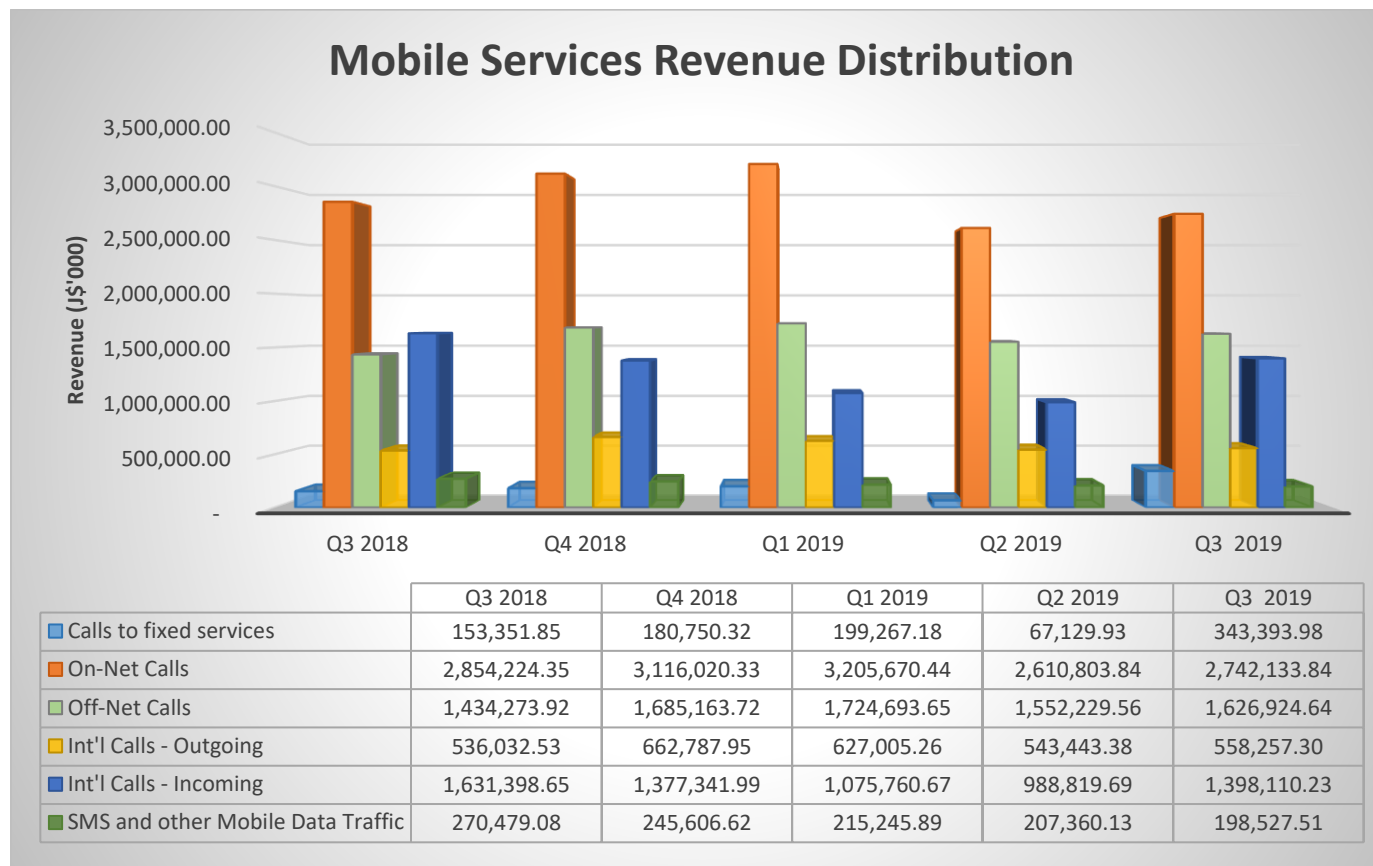
<u>% Change: Q3 '19/ Q2 '19</u>	
Total Subscriptions:	1.20%
Postpaid:	2.66%
Prepaid:	1.09%

Figure 6: Mobile Minutes



% Change: Q3 '19/ Q2 '19	
Calls to fixed services:	4.93%
On-Net Calls:	-1.73%
Off-Net Calls:	21.41%
Int'l Calls:	-4.88%
Int'l Calls – Outgoing:	-5.83%
Int'l Calls – Incoming:	-1.22%
SMS & other Mobile Data Traffic:	4.76%

Figure 7: Mobile Services Revenue Distribution<sup>1</sup>

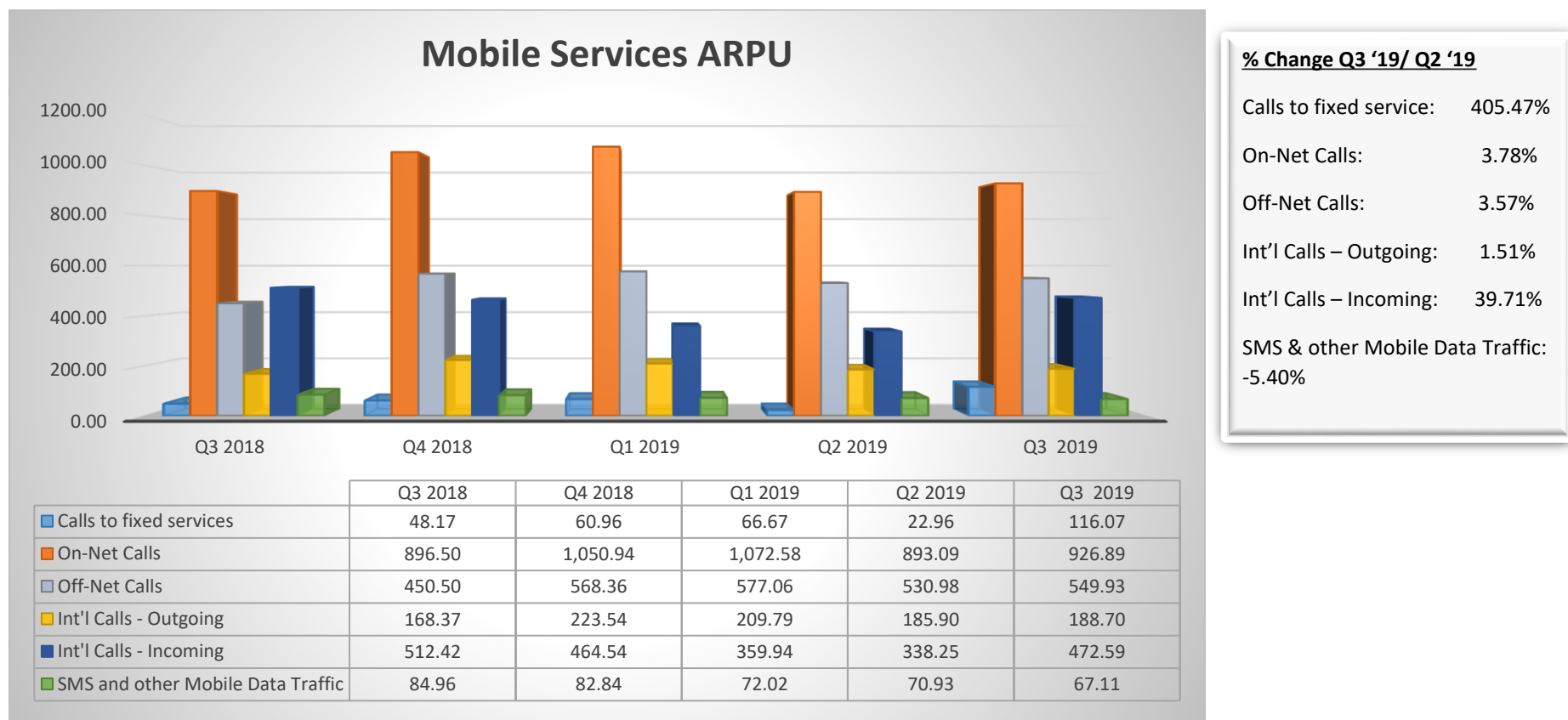


**% Change: Q3 '19/ Q2 '19**

Calls to Fixed services:	411.54%
On-Net Calls:	5.03%
Off-Net Calls:	4.81%
Int'l Calls – Outgoing:	2.73%
Int'l Calls – Incoming:	41.39%
SMS & other Mobile Data Traffic:	-4.26%

<sup>1</sup> The significant increase recorded for revenues arising from “calls to fixed services” for the comparative quarters Q2 2019 and Q3 2019 was due to reversals that were done by one operator to results previously reported for Q2 2019, resulting in the figures for the current reporting quarter of Q3 2019 appearing unusually high.

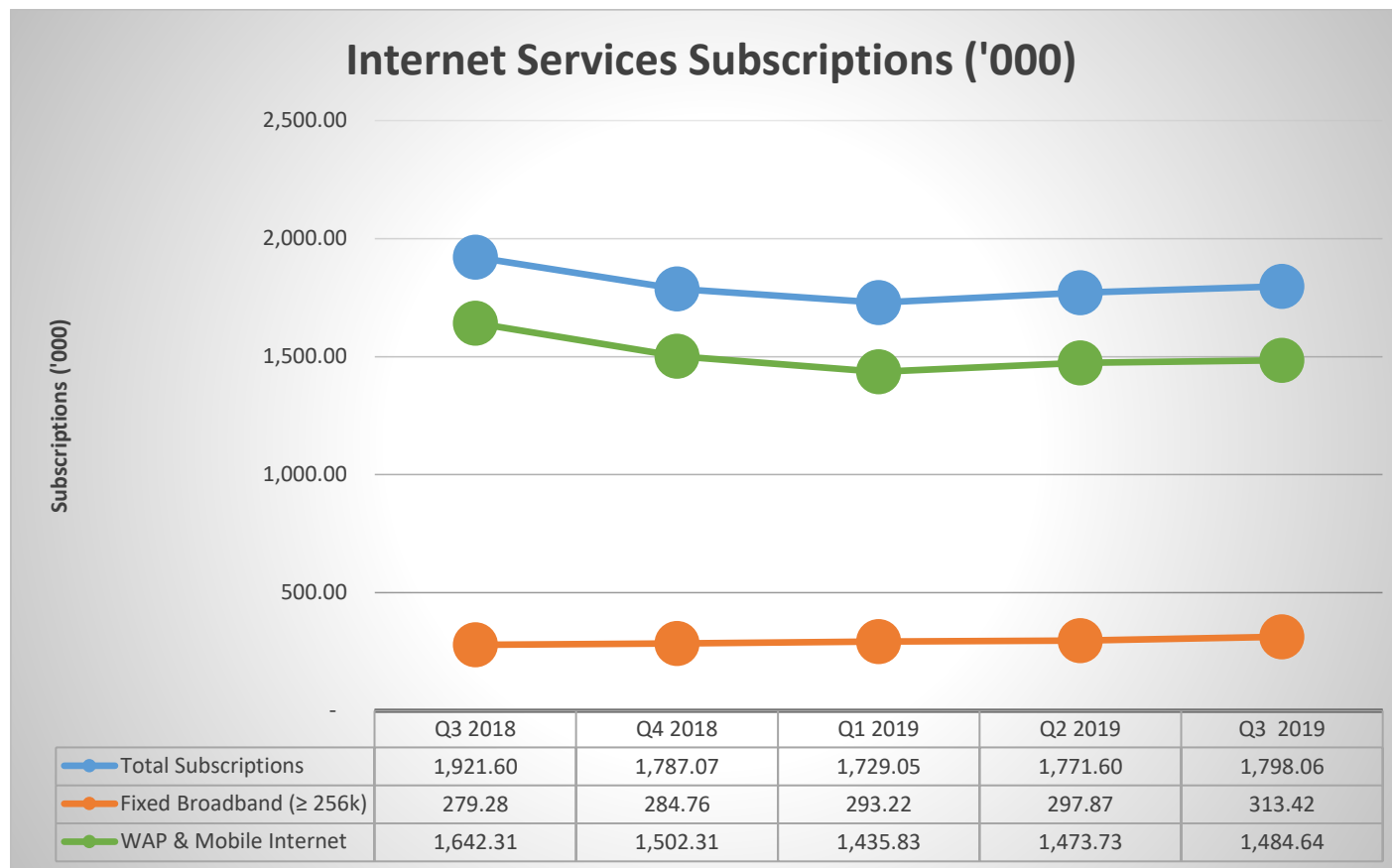
Figure 8: Mobile Services Average Revenue per User (ARPU)<sup>2</sup>



<sup>2</sup> The significant increase recorded for revenues arising from “calls to fixed services” for the comparative quarters Q2 2019 and Q3 2019 was due to reversals that were done by one operator to results previously reported for Q2 2019, resulting in the figures for the current reporting quarter of Q3 2019 appearing unusually high.

# Internet Market Data

Figure 9: Internet Services Subscriptions



<u>% Change Q3 '19/ Q2 '19</u>	
Total Subscriptions:	1.49%
Fixed Broadband (≥ 256k):	5.22%
WAP & Mobile Internet:	0.74%

# Industry Penetration and Concentration



### Penetration Rate<sup>3</sup>

Penetration Rate	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Fixed Subscription Penetration Rate	13.3%	13.3%	13.5%	13.5%	13.8%
Mobile Subscription Penetration Rate	116.7%	108.6%	109.5%	107.1%	108.4%
Fixed Broadband Subscription Penetration Rate	10.2%	10.4%	10.7%	10.9%	11.5%
Mobile Broadband Subscription Penetration Rate	60.2%	55%	52.6%	54.0%	54.4%
Total Broadband Subscription Penetration Rate	70.4%	65.4%	63.4%	64.9%	65.9%

### Concentration Ratio (Herfindahl-Hirschman Index)<sup>4</sup>

Herfindahl-Hirschman Index (HHI)	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019
Fixed HHI	4,832	4,774	4,738	4,704	4,566
Mobile HHI	5,735	5,529	5,501	5,307	5,289
Fixed Broadband HHI	3,626	3,614	3,611	3,629	3,677
Mobile Broadband HHI	6,226	5,673	5,713	5,431	5,308

<sup>3</sup> Calculated using population year end 2017 data from the Statistical Institute of Jamaica: 2,728,864.

<sup>4</sup> Calculated using subscription data.

# Appendix

Fixed Market	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	% Change Q3 '19/Q2 '19	% Change Q3 '19/Q3 '18
Total Subscriptions ('000)	364.03	363.82	368.49	368.83	377.12	2.25	3.60
Fixed to Fixed ('000 minutes)	77,532.74	69,964.69	72,784.04	67,210.96	64,285.29	-4.35	-17.09
Fixed to Mobile Calls ('000 minutes)	80,135.21	75,034.72	69,370.58	69,588.81	66,780.03	-4.04	-16.67
Total International Calls ('000 minutes)	21,513.74	18,743.23	32,672.91	30,377.86	29,625.67	-2.48	37.71
Outgoing International Calls ('000 minutes)	6,419.74	5,891.30	5,507.15	5,731.36	5,455.39	-4.82	-15.02
Incoming International Calls ('000 minutes)	15,094.00	12,851.93	27,165.76	24,646.50	24,170.28	-1.93	60.13
Total Revenue (J\$' million)	2,062.41	2,094.71	2,054.20	2,456.28	2,466.45	0.41	19.59

Mobile Market	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	% Change Q3 '19/Q2 '19	% Change Q3 '19/Q3 '18
Total Subscriptions ('000)	3,183.74	2,964.97	2,988.74	2,923.33	2,958.43	1.20	-7.08
On-Net Calls ('000 minutes)	840,355.34	914,632.71	929,173.28	1,067,256.07	1,048,824.05	-1.73	24.81
Off-Net Calls ('000 minutes)	393,768.45	410,231.22	452,710.15	589,636.82	715,883.40	21.41	81.80
International calls	253,433.03	233,155.92	223,720.08	217,455.24	206,835.34	-4.88	-18.39
Outgoing International ('000 minutes)	206,282.67	189,730.02	177,269.49	172,905.81	162,829.43	-5.83	-21.06
Incoming International ('000 minutes)	47,150.36	43,425.90	46,450.59	44,549.43	44,005.92	-1.22	-6.67
SMS and other mobile data traffic	122,168.88	120,759.14	113,676.72	102,750.77	107,642.55	4.76	-11.89
Total Revenue (J\$ ' million)	11,640.15	12,237.22	12,316.19	11,668.77	13,873.45	18.89	19.19

Internet Market	Q3 2018	Q4 2018	Q1 2019	Q2 2019	Q3 2019	% Change Q3 '19/Q2 '19	% Change Q3 '19/Q3 '18
Total Subscriptions ('000)	1,921.60	1,787.07	1,729.05	1,771.60	1,798.06	1.49	-6.43
Fixed Broadband (≥256K)	279.28	284.76	293.22	297.87	313.42	5.22	12.22
WAP & Mobile Internet	1,642.31	1,502.31	1,435.83	1,473.73	1,484.64	0.74	-9.60
Total Revenue (J\$' million)	6,725.66	7,042.99	7,511.58	7,980.86	9,352.85	17.19	39.06

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