
Office of Utilities Regulation

Telecommunications Market Information Report

April - June 2022



OFFICE OF UTILITIES REGULATION

Telecommunications Market Information Report: April - June 2022
Document Number 2023/TEL/003/QSR.001
Office of Utilities Regulation
2023 March 03

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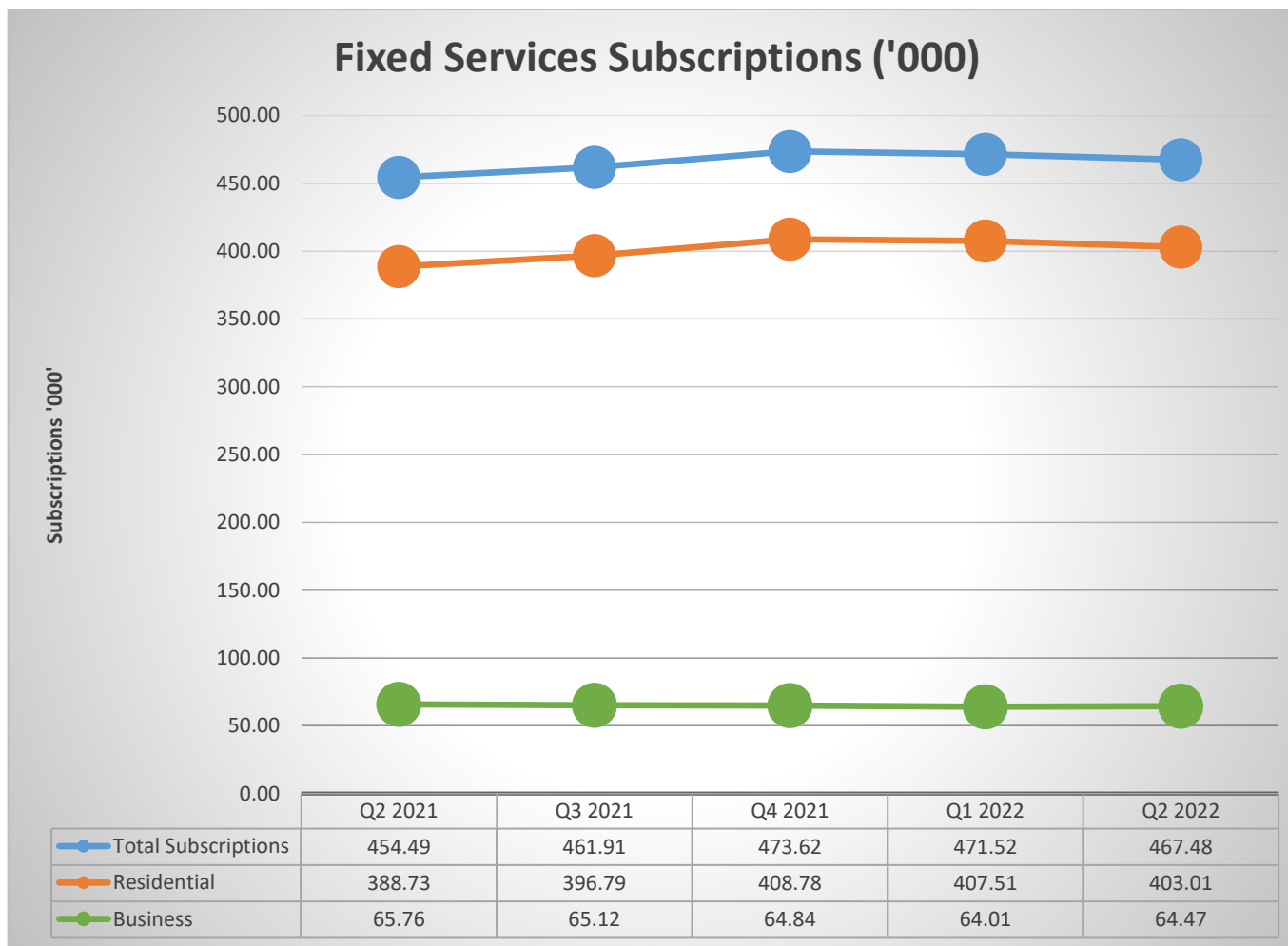
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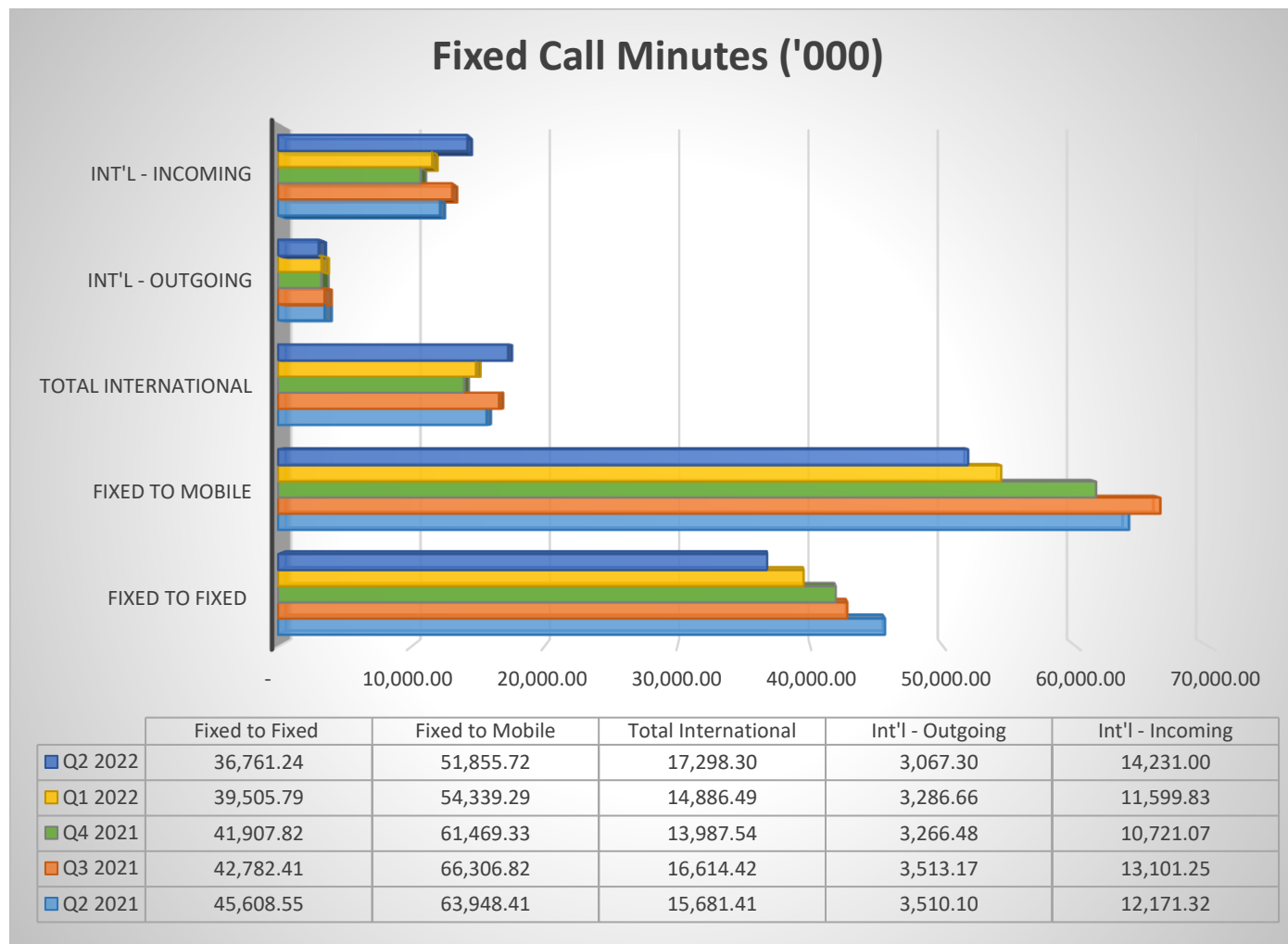
Fixed Market Data

Figure 1: Fixed Services Subscriptions



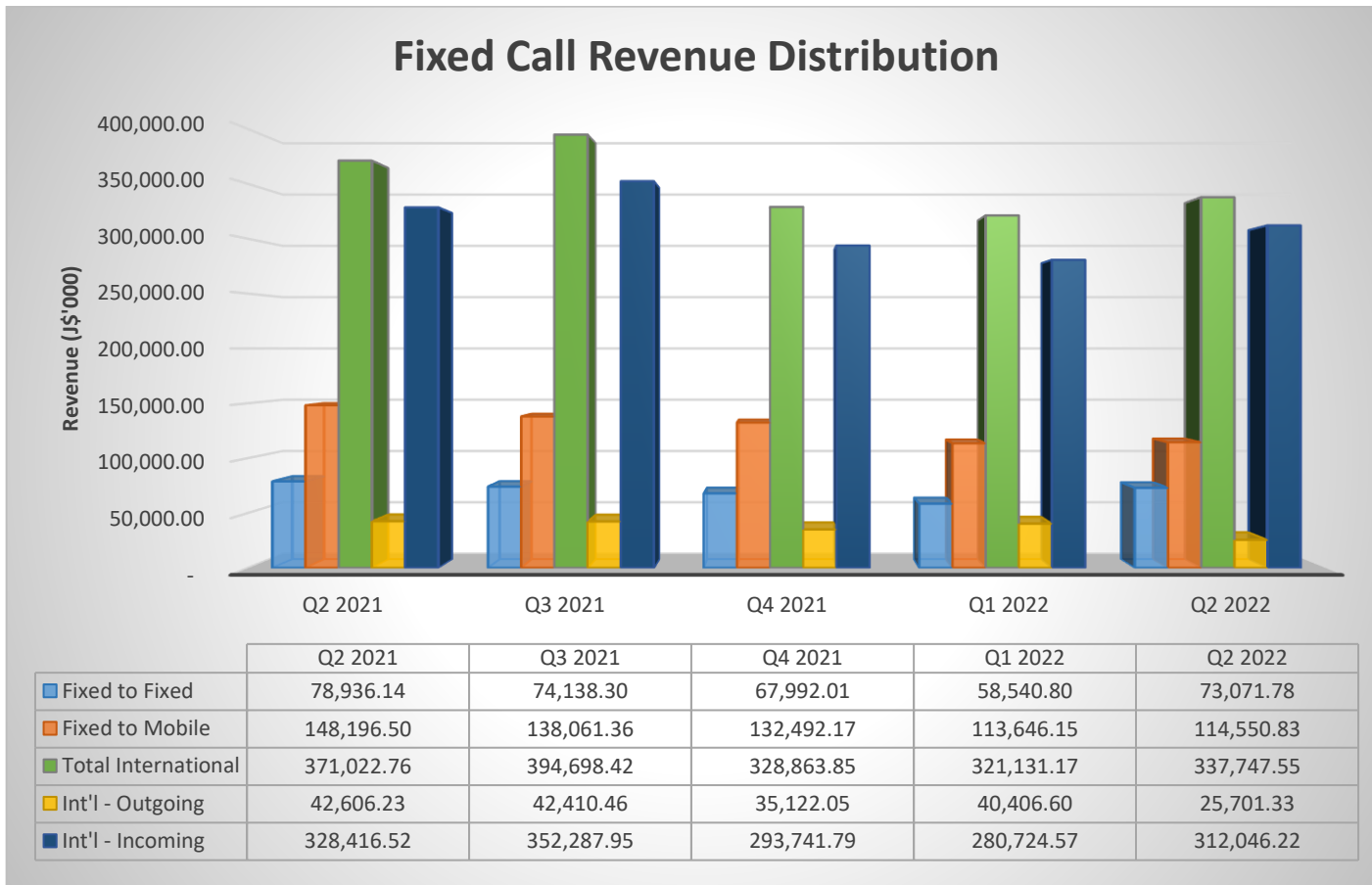
% Change: Q2 '22/Q1 '22	
Total Subscriptions:	-0.86 %
Residential:	-1.10 %
Business:	0.72 %

Figure 2: Fixed Call Minutes



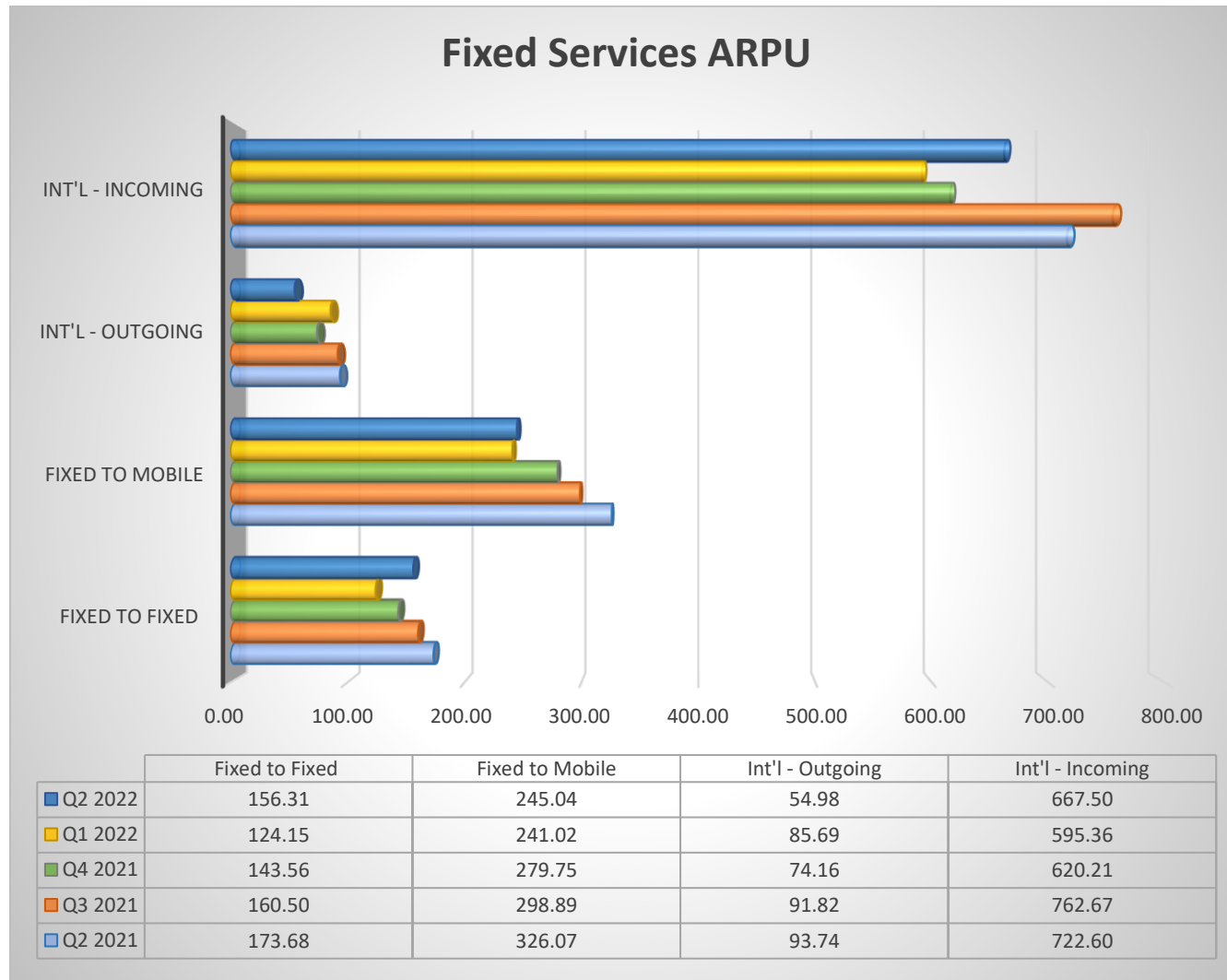
% Change: Q2 '22/Q1 '22	
Fixed to Fixed:	- 6.95 %
Fixed to Mobile:	- 4.57 %
Total International:	16.20 %
Int'l - Outgoing:	- 6.67 %
Int'l - Incoming:	22.68 %

Figure 3: Fixed Call Revenue Distribution



<u>% Change Q2 '22/Q1 '22</u>	
Fixed to Fixed:	24.82 %
Fixed to Mobile:	0.80 %
Total International:	5.17 %
Int'l - Outgoing:	-36.39 %
Int'l - Incoming:	11.16 %

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

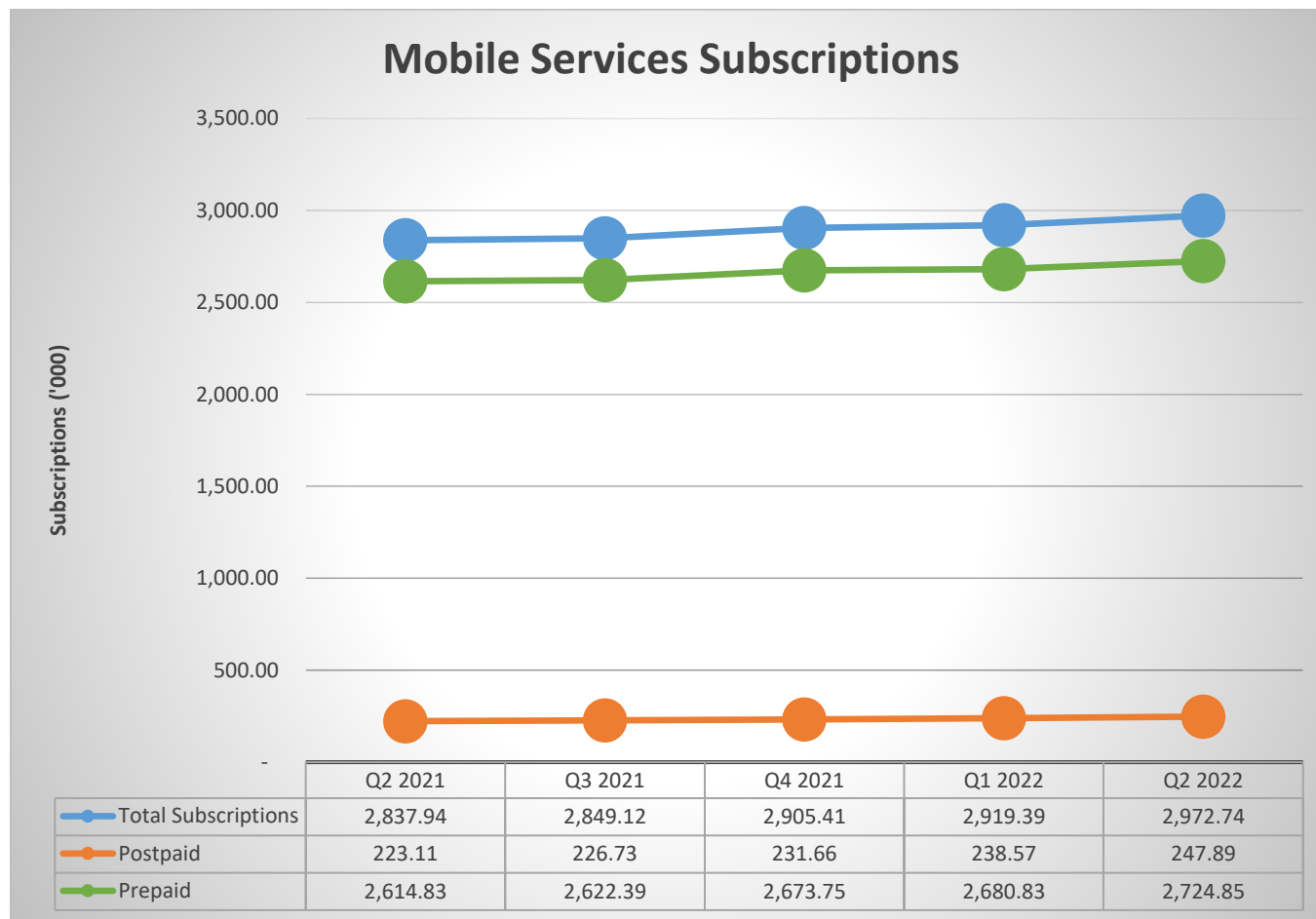


% Change: Q2 '22/Q1 '22

Fixed to Fixed:	25.90 %
Fixed to Mobile:	1.67 %
Int'l - Outgoing:	-35.84 %
Int'l - Incoming:	12.12 %

Mobile Market Data

Figure 5: Mobile Services Subscriptions



<u>% Change: Q2 '22/Q1 '22</u>	
Total Subscriptions:	1.83 %
Postpaid:	3.91 %
Prepaid:	1.64 %

Figure 6: Mobile Traffic

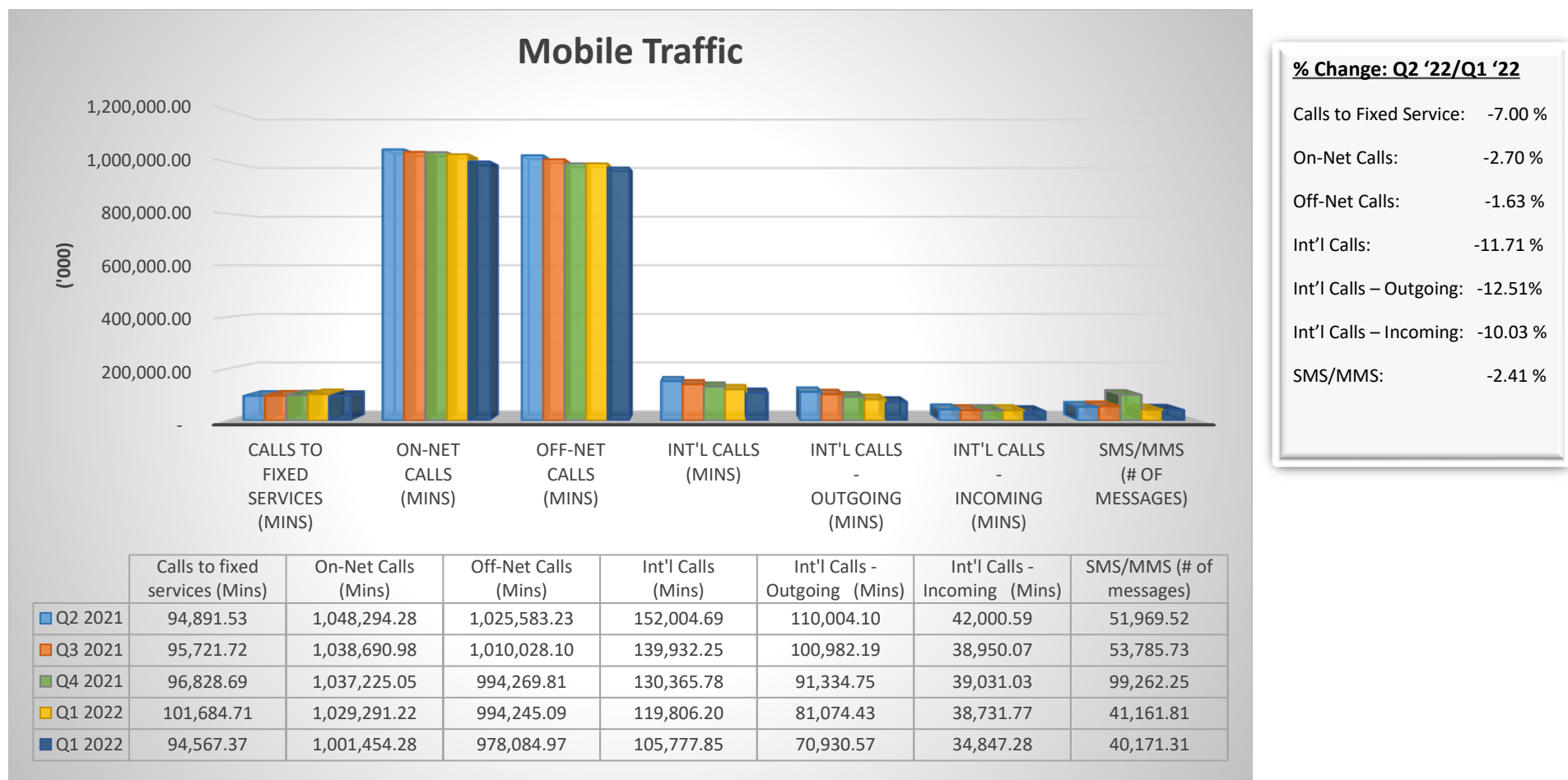
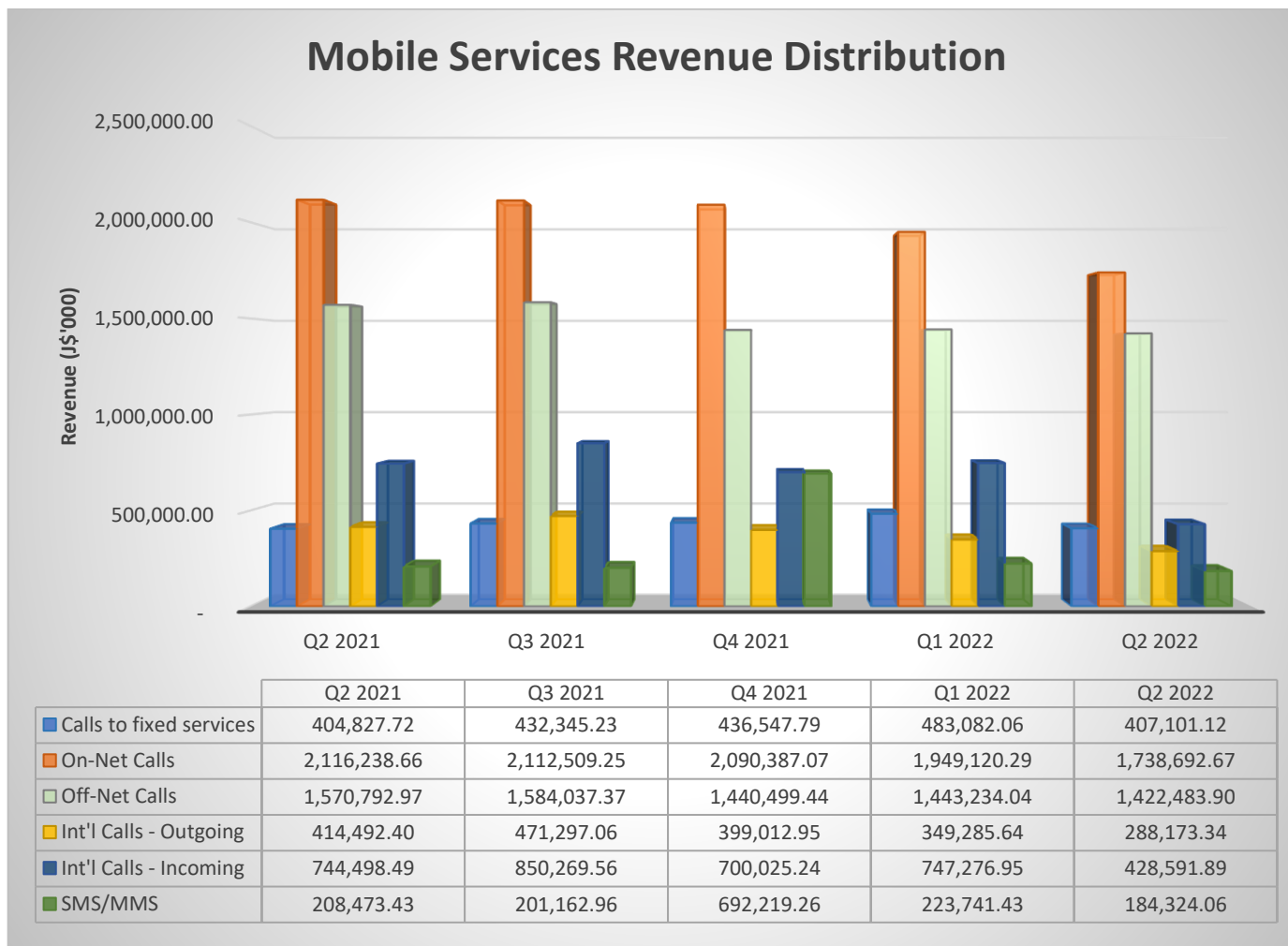
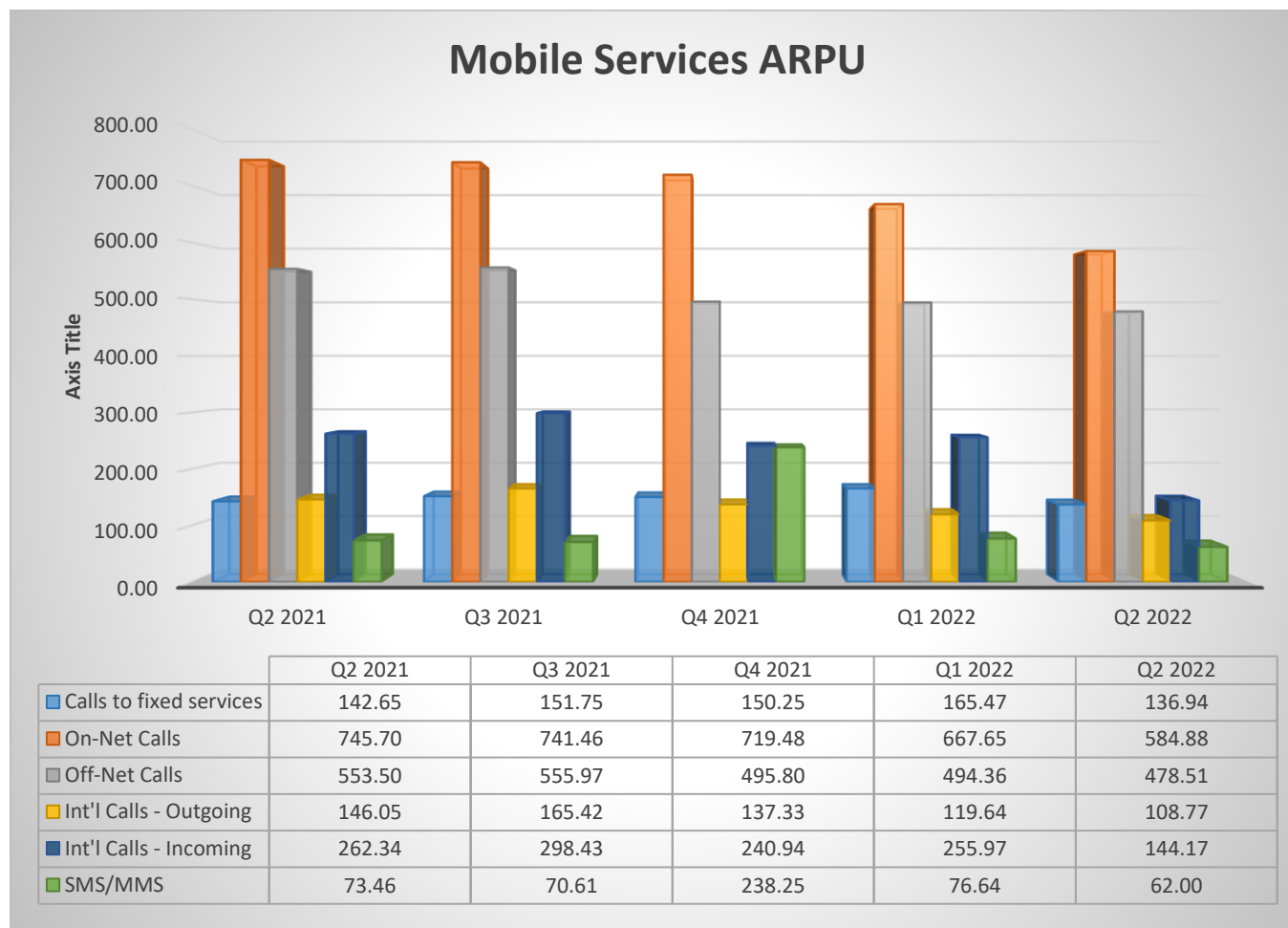


Figure 7: Mobile Services Revenue Distribution



% Change: Q2 '22/Q1 '22	
Calls to Fixed Service	-15.73 %
On-Net Calls:	-10.80%
Off-Net Calls:	-1.44%
Int'l Calls – Outgoing:	-17.50%
Int'l Calls – Incoming:	-42.65%
SMS/MMS:	-17.62%

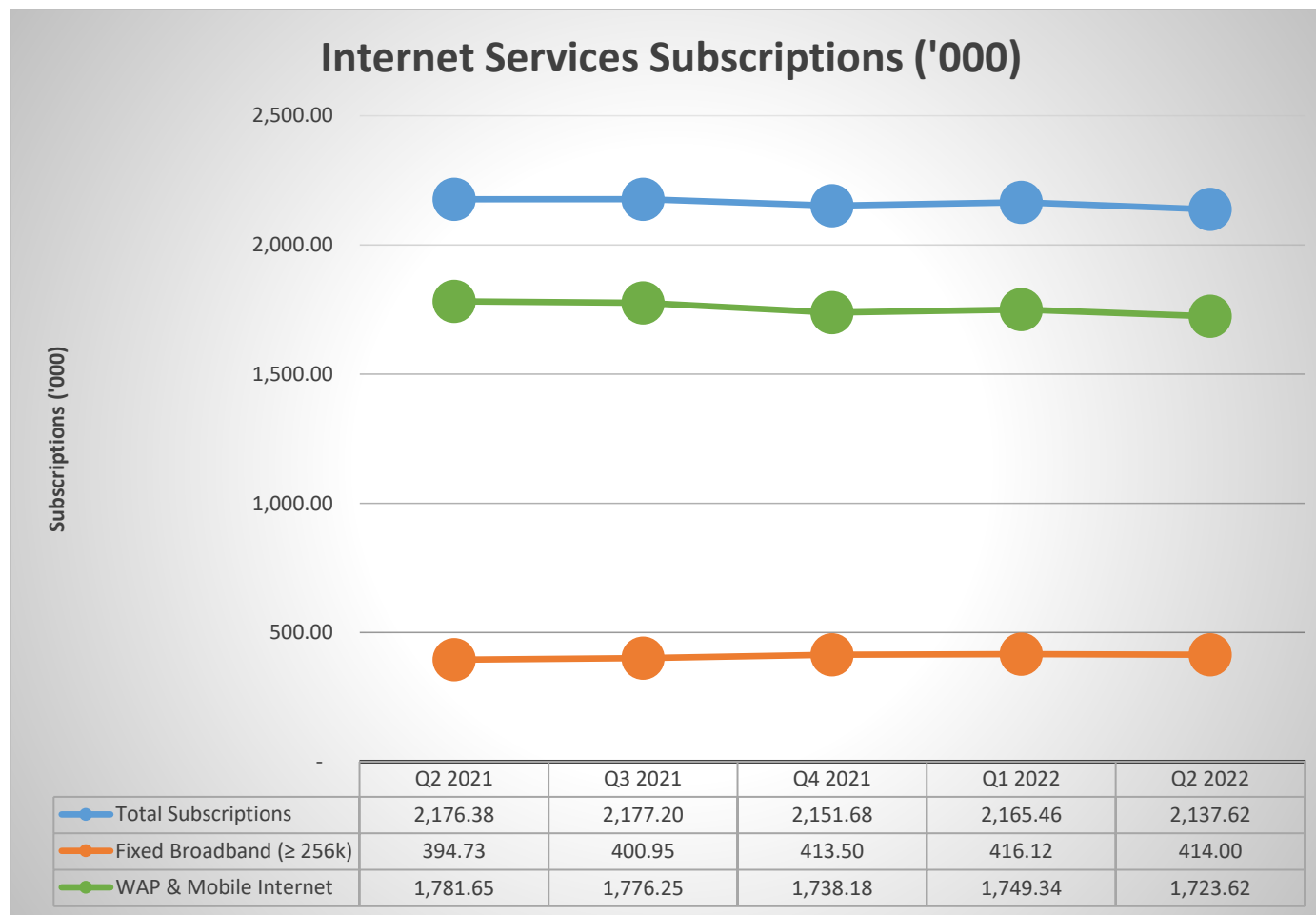
Figure 8: Mobile Services Average Revenue per User (ARPU)



<u>% Change: Q2 '22/Q1 '22</u>	
Calls to Fixed Service	-17.24%
On-Net Calls:	-12.40%
Off-Net Calls:	-3.21 %
Int'l Calls – Outgoing:	-9.09 %
Int'l Calls – Incoming:	-43.68%
SMS/MMS:	-19.10%

Internet Market Data

Figure 9: Internet Services Subscriptions



<u>% Change: Q2 '22/Q1 '22</u>	
Total Subscriptions:	-1.29 %
Fixed Broadband (≥ 256k):	-0.51%
WAP & Mobile Internet:	-1.47 %

Industry Penetration and Concentration

Penetration Rate¹

Penetration Rate	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022
Fixed Subscription Penetration Rate	16.6%	16.9%	17.3%	17.3%	17.1%
Mobile Subscription Penetration Rate	103.8%	104.2%	106.3%	106.8%	108.7%
Fixed Broadband Subscription Penetration Rate	14.4%	14.7%	15.1%	15.2%	15.1%
Mobile Broadband Subscription Penetration Rate	65.2%	65.0%	63.6%	64.0%	63.0%
Total Broadband Subscription Penetration Rate	79.6%	79.7%	78.7%	79.2%	78.2%

Concentration Ratio (Herfindahl-Hirschman Index)²

Herfindahl-Hirschman Index (HHI)	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022
Fixed HHI	4,400	4,384	4,398	4,424	4,387
Mobile HHI	5,077	5,063	5,061	5,066	5,063
Fixed Broadband HHI	3,730	3,733	3,735	3,693	3,658
Mobile Broadband HHI	5,107	5,054	5,027	5,031	5,020

¹ Calculated using population year-end 2019 data from the Statistical Institute of Jamaica: 2,734,092.

² Calculated using subscription data.

Appendix

Fixed Market	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	% Change Q2 '22/Q1 '22	% Change Q2 '22/Q2'21
Total Subscriptions ('000)	454.49	461.91	473.62	471.52	467.48	-0.86	2.86
Fixed to Fixed ('000 minutes)	45,608.55	42,782.41	41,907.82	39,505.79	36,761.24	-6.95	-19.40
Fixed to Mobile Calls ('000 minutes)	63,948.41	66,306.82	61,469.33	54,339.29	51,855.72	-4.57	-18.91
Total International Calls ('000 minutes)	15,681.41	16,614.42	13,987.54	14,886.49	17,298.30	16.20	10.31
Outgoing International Calls ('000 minutes)	3,510.10	3,513.17	3,266.48	3,286.66	3,067.30	-6.67	-12.61
Incoming International Calls ('000 minutes)	12,171.32	13,101.25	10,721.07	11,599.83	14,231.00	22.68	16.92
Total Revenue (J\$ million)	2,533.00	2,520.17	2,629.05	2,984.83	2,711.06	-9.17	7.03

Mobile Market	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	% Change Q2 '22/Q1 '22	% Change Q2 '22/Q2'21
Total Subscriptions ('000)	2,837.94	2,849.12	2,905.41	2,919.39	2,972.74	1.83	4.75
Calls to Fixed Services	94,891.53	95,721.72	96,828.69	101,684.71	94,567.37	-7.00	-0.34
On-Net Calls ('000 minutes)	1,048,294.28	1,038,690.98	1,037,225.05	1,029,291.22	1,001,454.28	-2.70	-4.47
Off-Net Calls ('000 minutes)	1,025,583.23	1,010,028.10	994,269.81	994,245.09	978,084.97	-1.63	-4.63
International calls	152,004.69	139,932.25	130,365.78	119,806.20	105,777.85	-11.71	-30.41
Outgoing International ('000 minutes)	110,004.10	100,982.19	91,334.75	81,074.43	70,930.57	-12.51	-35.52
Incoming International ('000 minutes)	42,000.59	38,950.07	39,031.03	38,731.77	34,847.28	-10.03	-17.03
SMS/MMS traffic ('000 # of messages)	51,969.52	53,785.73	99,262.25	41,161.81	40,171.31	-2.41	-22.70
Total Revenue (J\$ million)	12,985.40	13,461.67	14,419.28	13,624.44	12,596.84	-7.54	-2.99

Internet Market	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022	% Change Q2 '22/Q1 '22	% Change Q2 '22/Q2 '21
Total Subscriptions ('000)	2,176.38	2,177.20	2,151.68	2,165.46	2,137.62	-1.29	-1.78
Fixed Broadband (≥256K)	394.73	400.95	413.50	416.12	414.00	-0.51	4.88
WAP & Mobile Internet	1,781.65	1,776.25	1,738.18	1,749.34	1,723.62	-1.47	-3.26
Total Revenue (J\$ million)	10,610.97	10,927.41	12,104.34	12,351.10	11,466.41	-7.16	8.06

Penetration Rate	Q2 2021	Q3 2021	Q4 2021	Q1 2022	Q2 2022
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