

Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.



"Investment in fibre-to-the-premises will dramatically increase broadband speeds for consumers, and lead to increased revenue for operators as they charge more for ultrafast connections."

- Andrew Moss, Consumer Technology Analyst

This report looks at the following areas:

- A battle for premium TV content
- The rise of ultrafast broadband
- Quad-play bundles on the rise

Bundled communications services revenue rose 3.8% to £21.3 billion in 2017, with the largest growth seen in broadband services. Pay-TV operator revenue also grew slightly, and fixed line services managed to hold steady due to increases in line rental costs offsetting the fall in landline usage. The growth of broadband revenue is due to increasing uptake of superfast broadband, and significant investment in this area means this trend is likely to continue. The growth of pay-TV revenue comes amidst an ongoing battle with over-the-top media for customers, and sentiment that pay-TV may no longer be necessary. This growth is primarily due to operator investment in exclusive content, contracts for broadcast sports, and improvements to set-top box technology.

BUY THIS REPORT NOW

VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533

> Brazil 0800 095 9094

Americas +1 (312) 943 5250

China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100

EMAIL: reports@mintel.com

DID YOU KNOW?

This report is part of a series of reports, produced to provide you with a more holistic view of this market



Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Table of Contents

Overview

What you need to know

Products covered in this Report

Executive Summary

The market

Speed upgrades drive revenue growth

Figure 1: Forecast value of operator revenue from sale of communications services, 2012-22

Landline usage continues to plummet

Superfast broadband ownership continues to increase

Government legislation brings faster internet to rural homes

OTT streaming services increasing pressure on pay-TV

Figure 2: Use of paid-for services, June 2017

Key players

Comcast prompts a potential bidding war for Sky

BT increases broadband market share

Figure 3: Retail fixed broadband market share, 2011-16

Fibre-to-the-premises (FTTP) picks up speed

Sky and BT to supply channels across services

The consumer

More than 90% of landline owners take at least one other product from their provider

Figure 4: Services bought as a bundle, 2016-17

A quarter of bundles now contain mobile

Two thirds of bundles purchased from Sky, Virgin, or BT

Figure 5: Bundle service provider, November 2017

Over half of bundles include a TV service

Over half of customers are loyal to their provider

Figure 6: Consumer activity related to their home bundle service, November 2017

Set-top boxes commonly used to access streaming services

Internet in every room of the house a strong selling point

Figure 7: Consumer attitudes to home bundle services, November 2017

Consumer knowledge of Ultra HD/4K is still low

Some resistance to adding mobile to a bundle

Variety of content the most important factor for TV

For mobile, consumers want a familiar network

Figure 8: Important factors when taking a TV package as part of a bundle, November 2017

Figure 9: Important factors when taking a mobile package as part of a bundle, November 2017

What we think



VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094 Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100

EMAIL: reports@mintel.com



Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Issues and Insights

A battle for premium TV content

The facts

The implications

The rise of ultrafast broadband

The facts

The implications

Quad-play bundles on the rise

The facts

The implications

The Market - What You Need to Know

Speed upgrades drive revenue growth

Broadband and TV segments grow whilst fixed-line remains stable

Landline usage continues to plummet

Superfast broadband ownership continues to increase

Government legislation brings faster internet to rural homes

OTT streaming services increasing pressure on pay-TV

Market Size and Forecast

Speed upgrades drive revenue growth

Figure 10: Forecast value of operator revenue from sale of communications services, 2012-22

Figure 11: Operator revenue from sale of communications services, 2012-22

Segment forecasts

Figure 12: Forecast value of operator revenue from sale of internet services, 2012-22

Figure 13: Forecast value of operator revenue from sale of pay-tv services, 2012-22

Figure 14: Forecast value of operator revenue from sale of fixed voice services, 2012-22

Forecast methodology

Market Drivers

Landline usage continues to plummet

Figure 15: Fixed landline usage by number of minutes, and average monthly revenue per voice connection, 2011-16

Superfast broadband ownership continues to increase

Figure 16: Superfast (≥ 30Mbps) broadband connections in the UK

Government legislation brings faster internet to rural homes

OTT streaming services increasing pressure on pay-TV

Figure 17: Use of paid-for services, June 2017

Figure 18: Ownership of set-top boxes and streaming devices, October 2017

Comcast prompt a potential bidding war for Sky

Key Players - What You Need to Know

Comcast prompts a potential bidding war for Sky

BUY THIS REPORT NOW **VISIT:** store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094 Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100

EMAIL: reports@mintel.com



Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

BT increases broadband market share

Fibre-to-the-premises (FTTP) picks up speed

Sky and BT to supply channels across services

Market Share

BT increases broadband market share

Figure 19: Retail fixed broadband market share, 2011-16

Sky remains dominant in the pay-TV market

Figure 20: UK household TV platforms, 2017.

Launch Activity and Innovation

Fibre-to-the-premises (FTTP) picks up speed

BT to offer guaranteed 100Mb broadband

Automatic compensation for poor service

Sky and BT to supply channels across services

Premier League rights for 2019-22 seasons raise less than expected

Brand Research

Brand map

Figure 21: Attitudes towards and usage of selected brands, December 2017

Kev brand metrics

Figure 22: Key metrics for selected brands, December 2017

Brand attitudes: BT a well-known and trusted brand, but lacks the innovation of Virgin Media and Sky

Figure 23: Attitudes, by brand, December 2017

Brand personality: Sky maintains a fun and exclusive image

Figure 24: Brand personality - macro image, December 2017

Sky and Virgin lead the way with desirable qualities

Figure 25: Brand personality - micro image, December 2017

Brand analysis

Sky's image of exclusivity and innovation attracts an affluent market

Figure 26: User profile of Sky, December 2017

Virgin Media's cool brand image continues to appeal to a younger market

Figure 27: User profile of Virgin Media, December 2017

BT viewed as a low-risk option with strong efficiency and reliability

Figure 28: User profile of BT, December 2017

TalkTalk seen as unexciting, but a cheap option

Figure 29: User profile of TalkTalk, December 2017

The Consumer - What You Need to Know

More than 90% of landline owners take at least one other product from their provider

Two thirds of bundles purchased from Sky, Virgin, or $\ensuremath{\mathsf{BT}}$

Over half of bundles include a TV service

BUY THIS REPORT NOW VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094

Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100 | **EMAIL:** reports@mintel.com



Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Over half of customers are loyal to their provider

Set-top boxes commonly used to access streaming services

Consumer knowledge of Ultra HD/4K is still low

Variety of content the most important factor for TV

For mobile, consumers want a familiar network

Ownership of Bundled Communications Products

More than 90% of landline owners take at least one other product from their provider

Figure 30: Ownership of a landline phone service in the home, November 2017

Figure 31: Services bought from the same company that supplies landline phone service

Figure 32: Bundles of services without a landline bought from a single provider, November 2017

Landline with only internet the most popular choice

A quarter of bundles now contain mobile

Figure 33: Services bought as a bundle, 2016-17

Bundle Providers and Internet Speeds

Two thirds of bundles purchased from Sky, Virgin, or BT

Figure 34: Bundle service provider, November 2017

Superfast broadband take-up increases

Figure 35: Consumers' internet speed, 2016-17

Virgin Media leads the way with internet speeds

Figure 36: Proportion of consumers who report being on a superfast broadband connection, by bundle provider, November 2017

Pay-TV Services

Over half of bundles include a TV service

Figure 37: Proportion of consumers with/without TV in their bundle service

Key Driver Analysis – Inclusion of pay-TV in bundles

Methodology

Families look to pay-TV to meet their varying needs

Sky and Virgin Media dominate the pay-TV market

Figure 38: Key drivers of having TV in a bundle of services, November 2017

Bundled Service-related Activities

The bulk of consumers are satisfied with internet reliability

Figure 39: Consumer activity related to their home bundle service, November 2017

Over half of customers are loyal to their provider

Figure 40: Proportion of bundle owners researching a new bundle service, by age, November 2017

Upgrades more common than removing services

Set-top boxes commonly used to access streaming services

Attitudes to Bundled Services

Internet in every room of the house a strong selling point

Figure 41: Consumer attitudes to home bundle services, November 2017

BUY THIS REPORT NOW VISIT: store.mintel.com

CALL: EMEA +44 (0) 20 7606 4533 | Brazil 0800 095 9094 Americas +1 (312) 943 5250 | China +86 (21) 6032 7300

APAC +61 (0) 2 8284 8100 | **EMAIL:** reports@mintel.com



Report Price: £1995.00 | \$2693.85 | €2245.17

The above prices are correct at the time of publication, but are subject to change due to currency fluctuations.

Consumer knowledge of Ultra HD/4K is still low

Streaming services a draw for younger consumers

Figure 42: Consumer attitudes to pay-tv and streaming services, by age, November 2017

Some resistance to adding mobile to a bundle

Uptake of Pay-TV and Mobile in Bundle

Variety of content the most important factor for TV

4K content isn't on consumers' radar

Figure 43: Important factors when taking a TV package as part of a bundle, November 2017

For mobile, consumers want a familiar network

A third want perks from bundling mobile with household services

Figure 44: Important factors when taking a mobile package as part of a bundle, November 2017

Appendix - Data Sources, Abbreviations and Supporting Information

Abbreviations

Consumer research methodology

Appendix - Market Size and Forecast

Forecasts

Figure 45: Forecast value of operator revenue from sale of communications services, 2017-22

Figure 46: Forecast value of operator revenue from sale of internet services, 2017-22

Figure 47: Forecast value of operator revenue from sale of pay-tv services, 2017-22

Figure 48: Forecast value of operator revenue from sale of fixed voice services, 2017-22

Forecast methodology

Appendix - Key Driver Analysis

Interpretation of results

Figure 49: Key drivers of having TV in a bundle of services – key driver output, November 2017

APAC +61 (0) 2 8284 8100 | **EMAIL:** reports@mintel.com