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"The market for mobile network providers has reached a mature point as a static subscriber base continues to gravitate to flexible options offered by competitive SIMonly deals."

- Joe Birch, Consumer Technology Analyst

This report looks at the following areas:

- Preventing churn and fostering brand loyalty can be short-term aims
- Bringing 5G's potential to life for consumers can help re-energise MNOs' proposition
- Mobile networks' next battleground could be away from mobile phones

5G could help usher in a new dynamic helping operators to move from being a provider of communication to a platform of connected services. However, the functionality and promise of 5G capabilities will need to resonate more clearly with consumers before we see a significant shift towards these new services.

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Table of Contents

Overview What you need to know Products covered in this Report Executive Summary The market A stagnant subscriber base, with a decreasing monthly spend contribute to market decline Figure 1: Mobile network providers' market size and forecast, 2014-24 Companies and brands O2 and EE are top providers but MVNO proposition gains ground Figure 2: Mobile network provider, 2018 and 2019 The big four roll out SG in 2019 across major cities in the UK Vodafone showcases SG capability at Ricoh Arena in Coventry Virgin Mobile moves to Vodafone's network from 2021 There pioneers cloud-based core network in partnership with Nokia The consumer SIM-only contracts continue to rise as consumers delay upgrading Figure 3: Contract with a phone vs SIM-only vs PAYG, 2017-19 Users in longer-term contracts are down in 2019 Ethical and environmental traits can add hale effect for providers Figure 6: Uptake of SG phones and contracts, November 2019 Take-up of SC contracts and handest looks set to be a slow burn Figure 8: Attitudes towards mobile contracts, November 2019 Data allowances still a priority for consumers Figure 8: Littudes towards mobile contracts, November 2019 What we think Dasses and Insights	
Products covered in this Report Executive Summary The market A stagnant subscriber base, with a decreasing monthly spend contribute to market decline Figure 1: Mobile network providers' market size and forecast, 2014-24 Companies and brands 02 and EE are top providers but MVNO proposition gains ground Figure 2: Mobile network provider, 2018 and 2019 The big four roll out SG in 2019 across major cities in the UK Vodafone showcases SG capability at Ricoh Arena in Coventry Virgin Mobile moves to Vodafone's network from 2021 Three pioneers cloud-based core network in partnership with Nokia Thee consumer SIM-only contracts continue to rise as consumers delay upgrading Figure 3: Contract with a phone vs SIM-only vs PAYG, 2017-19 Users in longer-term contracts are down in 2019 Figure 4: Length of contract, 2018 and 2019 Ethical and environmental traits can add halo effect for providers Figure 5: Factors influencing purchase decision, November 2019 Take-up of SG contracts and handos effect for providers Figure 6: Uptake of SG phones and contracts, November 2019 Customers tend to stay loyal to network providers Figure 7: Length of time with network, 2018 and 2019 Data allowances still a priority for consumers Figure 8: Attitudes towards mobile contracts, November 2019 What we think The toxis Preventing chum and fostering brand loyalty can be short-term aims The facts	Overview
Executive Summary The market A stagnant subscriber base, with a decreasing monthly spend contribute to market decline Figure 1: Hoblie network providers' market size and forecast, 2014-24 Companies and brands O2 and E are top providers but MVNO proposition gains ground Figure 2: Moblie network provider, 2018 and 2019 The big four roll out SG in 2019 across major cites in the UK Vodafone and O2 infrastructure agreement to deliver faster SG rollout Vodafone and O2 infrastructure agreement to deliver faster SG rollout Vodafone showcases SG capability at Ricch Arena in Coventry Virgin Mobile moves to Vodafone's network from 2021 Three pioneers cloud-based core network in partnership with Nokia The consumer SIM-only contracts continue to rise as consumers delay upgrading Figure 3: Contract with a phone vs SIM-only vs PAYG, 2017-19 Users in longer-term contracts are down in 2019 Figure 3: Contract upth of contract, 2018 and 2019 Ethical and environmental traits can add halo effect for providers Figure 5: Factors findinecting purchase decision, November 2019 Customers tend to stay loyal to network providers Figure 7: Length of contract, 2018 and 2019 Data allowances still a priority for consumers Figure 8: Attitudes towards mobile contracts, November 2019 Vibat we think Datas allowances still a priority for consumers<	What you need to know
The market A stagnant subscriber base, with a decreasing monthly spend contribute to market decline Figure 1: Mobile network providers? market size and forecast, 2014-24 Companies and brands Q and Eff are top providers but MVNO proposition gains ground Figure 2: Mobile network provider, 2018 and 2019 The big four roll out 5G in 2019 across major cities in the UK Vodafone and Q2 infrastructure agreement to deliver faster 5G rollout Vodafone showcases 5G capability at Ricoh Arena in Coventry Virgin Mobile moves to Vodafone's network from 2021 Three pioneers cloud-based core network in partnership with Nokia The consumer SIM-only contracts continue to rise as consumers delay upgrading Figure 3: Length of contract, 2018 and 2019 Ethical and environmental traits can add halo effect for providers Figure 5: Factors influencing purchase decision, November 2019 Take-up of SG contracts and handsets looks set to be a slow burn Figure 6: Uptake of 5G phones and contracts, November 2019 Customers tend to stay loyal to network providers Figure 7: Length of tonewith network, z018 and 2019 Data allowances still a priority for consumers Figure 8: Attitudes towards mobile contracts, November 2019 What we think Data allowances st	Products covered in this Report
A stagnet subscriber base, with a decreasing monthly spend contribute to market decline Figure 1: Mobile network providers' market size and forecast, 2014-24 Companies and brands O 2 and EE are top providers but MVNO proposition gains ground Figure 2: Mobile network provider, 2018 and 2019 The big four roll out 5G in 2019 across major cities in the UK Vodafone and O2 infrastructure agreement to deliver faster 5G rollout Vodafone showcases 5G capability at Ricoh Arena in Coventry Virgin Mobile moves to Vodafone's network from 2021 Three pioneers cloud-based core network in partnership with Nokia The consumer SIM-only contracts continue to rise as consumers delay upgrading Figure 3: Contract with a phone vs SIM-only vs PAYG, 2017-19 Users in longer-term contracts are down in 2019 Figure 4: Length of contract, 2018 and 2019 Ethical and environmental traits can add halo effect for providers Figure 5: Factors influencing purchase decision, November 2019 Take-up of 5G contracts and handsets looks set to be a slow burn Figure 6: Uptake of 5G phones and contracts, November 2019 Take-up of 5G contracts and handsets looks set to be a slow burn Figure 7: Length of time with network, 2018 and 2019 Data allowances still a priority for consumers Figure 7: Length of time with network, 2018 and 2019 Data allowances still a priority for consumers Figure 7: Length of time with network, 2018 and 2019 Data allowances still a priority for consumers Figure 8: Attitudes towards mobile contracts, November 2019 The facts The implications Bringing 5G's potential to life for consumers can help re-energise MNOs' proposition	Executive Summary
Figure 1: Mobile network providers' market size and forecast, 2014-24 Companies and brands Q and EE are top providers but MVNO proposition gains ground Figure 2: Mobile network provider, 2018 and 2019 The big four roll out 5G in 2019 across major cities in the UK Vodafone and O2 infrastructure agreement to deliver faster 5G rollout Vodafone showcases 5G capability at Ricoh Arena in Coventry Virgin Mobile moves to Vodafone's network from 2021 Three pioneers cloud-based core network in partnership with Nokia Thee consumer SIM-only contracts continue to rise as consumers delay upgrading Figure 3: Contract with a phone vs SIM-only vs PAYG, 2017-19 Users in longer-term contracts are down in 2019 Figure 4: Length of contract, 2018 and 2019 Belical and environmental traits can adh alo effect for providers Figure 5: Factors influencing purchase decision, November 2019 Take-up of 5G contracts and handsets looks set to be a slow burn Figure 7: Length of time with network, 2018 and 2019 Data allowances still a priority for consumers Figure 7: Length of time with network, 2018 and 2019 Data allowances still a priority for consumers Figure 7: Length of time with network, 2018 and 2019 Data allowances still a priority for consumers	The market
O2 and EE are top providers but MVNO proposition gains ground Figure 2: Mobile network provider, 2018 and 2019 The big four roll out SG in 2019 across major cities in the UK Vodafone and O2 Infrastructure agreement to deliver faster SG rollout Vodafone showcases SG capability at Ricoh Arena in Coventry Virgin Mobile moves to Vodafone's network from 2021 Three pioneers cloud-based core network in partnership with Nokia The consumer SIM-only contracts continue to rise as consumers delay upgrading Figure 3: Contract with a phone vs SIM-only vs PAYG, 2017-19 Users in longer-term contracts are down in 2019 Figure 4: Length of contract, 2018 and 2019 Figure 4: Length of contract, 2018 and 2019 Figure 6: Uptake of SG phones and contracts, November 2019 Customers tend to stay loyal to network, providers Figure 7: Length of time with network, 2018 and 2019 Data allowances still a priority for consumers Figure 7: Length of time with network, 2018 and 2019 Vihat we think Subwards, November 2019 Take-up of SC contracts and handsets looks set to be a slow burn Figure 7: Length of time with network, 2018 and 2019 Customers tend to stay loyal to network providers Figure 7: Length of time with network, 2018 and 2019 What we think Supress And Insights Preventing chum and fostering brand loyalty can be short-term a	
Figure 2: Mobile network provider, 2018 and 2019 The big four roll out 5G in 2019 across major cities in the UK Vodafone and O2 infrastructure agreement to deliver faster 5G rollout Vodafone showcases 5G capability at Ricoh Arena in Coventry Virgin Mobile moves to Vodafone's network from 2021 Three pioneers cloud-based core network in partnership with Nokia The consumer SIM-only contracts continue to rise as consumers delay upgrading Figure 3: Contract with a phone vs SIM-only vs PAYG, 2017-19 Users in longer-term contracts are down in 2019 Figure 4: Length of contract, 2018 and 2019 Ethical and environmental traits can add halo effect for providers Figure 5: Factors influencing purchase decision, November 2019 Take-up of 5G contracts and handsets looks set to be a slow burn Figure 6: Uptake of 5G phones and contracts, November 2019 Customers tend to stay loyal to network providers Figure 7: Length of time with network, 2018 and 2019 Data allowances still a priority for consumers Figure 8: Attitudes towards mobile contracts, November 2019 What we think Issues and Insights Preventing churn and fostering brand loyalty can be short-term aims The facts The implications Bringing 5G'	Companies and brands
Vodafone and 02 infrastructure agreement to deliver faster 5G rollout Vodafone showcases 5G capability at Ricoh Arena in Coventry Virgin Mobile moves to Vodafone's network from 2021 Three pioneers cloud-based core network in partnership with Nokia The consumer SIM-only contracts continue to rise as consumers delay upgrading Figure 3: Contract with a phone vs SIM-only vs PAYG, 2017-19 Users in longer-term contracts are down in 2019 Figure 4: Length of contract, 2018 and 2019 Ethical and environmental traits can add halo effect for providers Figure 5: Factors influencing purchase decision, November 2019 Take-up of 5G contracts and handsets looks set to be a slow burn Figure 6: Uptake of 5G phones and contracts, November 2019 Customers tend to stay loyal to network providers Figure 7: Length of time with network, 2018 and 2019 Data allowances still a priority for consumers Figure 8: Attitudes towards mobile contracts, November 2019 What we think Essees and Insights Preventing churn and fostering brand loyalty can be short-term aims The facts The implications Bringing 5G's potential to life for consumers can help re-energise MNOs' proposition	
Vodafone showcases 5G capability at Ricoh Arena in Coventry Virgin Mobile moves to Vodafone's network from 2021 Three pioneers cloud-based core network in partnership with Nokia The consumer SIM-only contracts continue to rise as consumers delay upgrading Figure 3: Contract with a phone vs SIM-only vs PAYG, 2017-19 Users in longer-term contracts are down in 2019 Figure 4: Length of contract, 2018 and 2019 Ethical and environmental traits can add halo effect for providers Figure 5: Factors influencing purchase decision, November 2019 Take-up of 5G contracts and handsets looks set to be a slow burn Figure 6: Uptake of 5G phones and contracts, November 2019 Customers tend to stay loyal to network providers Figure 7: Length of time with network, 2018 and 2019 Data allowances still a priority for consumers Figure 8: Attitudes towards mobile contracts, November 2019 What we think Issues and Insights Preventing chum and fostering brand loyalty can be short-term aims The facts The implications Bringing 5G's potential to life for consumers can help re-energise MNOs' proposition	The big four roll out 5G in 2019 across major cities in the UK
Virgin Mobile moves to Vodafone's network from 2021 Three pioneers cloud-based core network in partnership with Nokia The consumer SIM-only contracts continue to rise as consumers delay upgrading Figure 3: Contract with a phone vs SIM-only vs PAYG, 2017-19 Users in longer-term contracts are down in 2019 Figure 4: Length of contract, 2018 and 2019 Ethical and environmental traits can add halo effect for providers Figure 5: Factors influencing purchase decision, November 2019 Take-up of SG contracts and handsets looks set to be a slow burn Figure 6: Uptake of SG phones and contracts, November 2019 Customers tend to stay loyal to network providers Figure 7: Length of time with network, 2018 and 2019 Data allowances still a priority for consumers Figure 8: Attitudes towards mobile contracts, November 2019 What we think Issues and Insights Preventing churn and fostering brand loyalty can be short-term aims The facts The implications Bringing 5G's potential to life for consumers can help re-energise MNOs' proposition	Vodafone and O2 infrastructure agreement to deliver faster 5G rollout
Three pioneers cloud-based core network in partnership with Nokia The consumer SIM-only contracts continue to rise as consumers delay upgrading Figure 3: Contract with a phone vs SIM-only vs PAYG, 2017-19 Users in longer-term contracts are down in 2019 Figure 4: Length of contract, 2018 and 2019 Ethical and environmental traits can add halo effect for providers Figure 5: Factors influencing purchase decision, November 2019 Take-up of 5G contracts and handsets looks set to be a slow burn Figure 6: Uptake of 5G phones and contracts, November 2019 Customers tend to stay loyal to network providers Figure 7: Length of time with network, 2018 and 2019 Data allowances still a priority for consumers Figure 8: Attitudes towards mobile contracts, November 2019 What we think Issues and Insights Preventing churn and fostering brand loyalty can be short-term aims The facts The implications Bringing 5G's potential to life for consumers can help re-energise MNOs' proposition	Vodafone showcases 5G capability at Ricoh Arena in Coventry
The consumer SIM-only contracts continue to rise as consumers delay upgrading Figure 3: Contract with a phone vs SIM-only vs PAYG, 2017-19 Users in longer-term contracts are down in 2019 Figure 4: Length of contract, 2018 and 2019 Ethical and environmental traits can add halo effect for providers Figure 5: Factors influencing purchase decision, November 2019 Take-up of 5G contracts and handsets looks set to be a slow burn Figure 6: Uptake of 5G phones and contracts, November 2019 Customers tend to stay loyal to network providers Figure 7: Length of time with network, 2018 and 2019 Data allowances still a priority for consumers Figure 8: Attitudes towards mobile contracts, November 2019 What we think Issues and Insights Preventing churn and fostering brand loyalty can be short-term aims The facts The implications Bringing 5G's potential to life for consumers can help re-energise MNOs' proposition	Virgin Mobile moves to Vodafone's network from 2021
SIM-only contracts continue to rise as consumers delay upgrading Figure 3: Contract with a phone vs SIM-only vs PAYG, 2017-19 Users in longer-term contracts are down in 2019 Figure 4: Length of contract, 2018 and 2019 Ethical and environmental traits can add halo effect for providers Figure 5: Factors influencing purchase decision, November 2019 Take-up of SG contracts and handsets looks set to be a slow burn Figure 6: Uptake of SG phones and contracts, November 2019 Customers tend to stay loyal to network providers Figure 7: Length of time with network, 2018 and 2019 Data allowances still a priority for consumers Figure 8: Attitudes towards mobile contracts, November 2019 What we think Issues and Insights Preventing churn and fostering brand loyalty can be short-term aims The facts The implications Bringing 5G's potential to life for consumers can help re-energise MNOs' proposition	Three pioneers cloud-based core network in partnership with Nokia
Figure 3: Contract with a phone vs SIM-only vs PAYG, 2017-19 Users in longer-term contracts are down in 2019 Figure 4: Length of contract, 2018 and 2019 Ethical and environmental traits can add halo effect for providers Figure 5: Factors influencing purchase decision, November 2019 Take-up of 5G contracts and handsets looks set to be a slow burn Figure 6: Uptake of 5G phones and contracts, November 2019 Customers tend to stay loyal to network providers Figure 7: Length of time with network, 2018 and 2019 Data allowances still a priority for consumers Figure 8: Attitudes towards mobile contracts, November 2019 What we think Issues and Insights Preventing churn and fostering brand loyalty can be short-term aims The facts The implications Bringing 5G's potential to life for consumers can help re-energise MNOs' proposition	The consumer
Figure 4: Length of contract, 2018 and 2019 Ethical and environmental traits can add halo effect for providers Figure 5: Factors influencing purchase decision, November 2019 Take-up of 5G contracts and handsets looks set to be a slow burn Figure 6: Uptake of 5G phones and contracts, November 2019 Customers tend to stay loyal to network providers Figure 7: Length of time with network, 2018 and 2019 Data allowances still a priority for consumers Figure 8: Attitudes towards mobile contracts, November 2019 What we think Issues and Insights Preventing churn and fostering brand loyalty can be short-term aims The facts The implications Bringing 5G's potential to life for consumers can help re-energise MNOs' proposition	
Figure 5: Factors influencing purchase decision, November 2019 Take-up of 5G contracts and handsets looks set to be a slow burn Figure 6: Uptake of 5G phones and contracts, November 2019 Customers tend to stay loyal to network providers Figure 7: Length of time with network, 2018 and 2019 Data allowances still a priority for consumers Figure 8: Attitudes towards mobile contracts, November 2019 What we think Issues and Insights Preventing churn and fostering brand loyalty can be short-term aims The facts The implications Bringing 5G's potential to life for consumers can help re-energise MNOs' proposition	-
Figure 6: Uptake of 5G phones and contracts, November 2019 Customers tend to stay loyal to network providers Figure 7: Length of time with network, 2018 and 2019 Data allowances still a priority for consumers Figure 8: Attitudes towards mobile contracts, November 2019 What we think Issues and Insights Preventing churn and fostering brand loyalty can be short-term aims The facts The implications Bringing 5G's potential to life for consumers can help re-energise MNOs' proposition	
Figure 7: Length of time with network, 2018 and 2019 Data allowances still a priority for consumers Figure 8: Attitudes towards mobile contracts, November 2019 What we think Issues and Insights Preventing churn and fostering brand loyalty can be short-term aims The facts The implications Bringing 5G's potential to life for consumers can help re-energise MNOs' proposition	
Figure 8: Attitudes towards mobile contracts, November 2019 What we think Issues and Insights Preventing churn and fostering brand loyalty can be short-term aims The facts The implications Bringing 5G's potential to life for consumers can help re-energise MNOs' proposition	
Issues and Insights Preventing churn and fostering brand loyalty can be short-term aims The facts The implications Bringing 5G's potential to life for consumers can help re-energise MNOs' proposition	
Preventing churn and fostering brand loyalty can be short-term aims The facts The implications Bringing 5G's potential to life for consumers can help re-energise MNOs' proposition	What we think
The facts The implications Bringing 5G's potential to life for consumers can help re-energise MNOs' proposition	Issues and Insights
The implications Bringing 5G's potential to life for consumers can help re-energise MNOs' proposition	Preventing churn and fostering brand loyalty can be short-term aims
Bringing 5G's potential to life for consumers can help re-energise MNOs' proposition	The facts
	The implications
The facts	Bringing 5G's potential to life for consumers can help re-energise MNOs' proposition
	The facts

The implications

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Mobile networks' next battleground could be away from mobi	le phones
The facts	
The implications	
The Market – What You Need to Know	
Market continues to decline on back of mature consumer base	e and decreasing prices
SIM-only deals increase as those with longer-term contracts w	with providers go down
Ofcom launches a host of initiatives to encourage competition	i in the mobile market
Bundled services see a drop-off in 2018 as market reaches m	aturity
Market Size and Forecast	
A stagnant subscriber base, with a decreasing monthly spend Figure 9: Market size and forecast for mobile network prov	
Figure 10: Volume of mobile network connections, 2014-2	4
Figure 11: Value and volume of mobile network connection	ns, 2014-24
Figure 12: Contract with a phone vs SIM-only vs PAYG, 20	117-19
Market Drivers	
Mobile minutes increasing gradually as fixed line use drops of Figure 13: Average monthly voice call minutes per line/sul	
Decrease in international calling from mobiles Figure 14: Outgoing mobile call minutes, by call type (bn)	, 2013-18
Bundled services see a drop-off in 2018 as market reaches m Figure 15: Mobile retail revenue, by service (£ billion), 202	-
Contract spend decreases as competition across the board ho	its up
Flagship smartphones' price points can be a hindrance to the Figure 16: Average monthly payment of those with contra	
Data use continues to rise on the back of 5G capacity	
but take-up will likely be a slow burn Figure 17: Total mobile data use, by subscription type, (Pf	3) 2013-18
MNOs focus on 4G rollout to continue targeting not-spots and	increased coverage in rural areas
Transparency and contract rules aim to increase fairness and	transparency for mobile customers
Clearer signposting on cost implications for handset and airtin	ne contracts
A challenge to industry to reduce bills across the board	
Focus on delivering converged services can shift MNOs' busin	ess models
Ofcom launches Text-to-Switch service to make it easier for o	consumers to change providers
Proposals to ban mobile providers selling handsets locked to t	heir networks aimed to ease switching inconvenience
Companies and Brands – What You Need to Know	
EE and O2 share top billing in Mintel's research as most popu	lar providers
EE, O2 and Vodafone go live with 5G service	
Virgin Mobile will move from the EE network to the Vodafone	network from 2021

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BT outlines its future of connectivity

EE and Vodafone named top two providers in 2020 UK Mobile Benchmark test

O2 adds Apple Watch to its Custom Plans

Market Share

EE and O2 share top billing in 2019

Figure 18: Mobile network provider, 2018 and 2019

Launch Activity and Innovation

EE joins O2 and Vodafone in trials to provide 4G on London Underground

EE, O2 and Vodafone go live with 5G services...

...but Three delays its launch due to technical problems

Shared rural network agreement to bolster 4G coverage across the UK

Virgin Mobile will move from the EE network to the Vodafone network from 2021

Vodafone partners with Mencap to provide technological help to people with a learning disability

Vodafone prioritises cross-selling services to existing subscribers to drive growth

BT outlines its future of connectivity

Three aims to provide the fastest 5G network with partnership with Nokia

Vodafone showcases 5G capability at Ricoh Arena in Coventry

O2 adds Apple Watch to its Custom Plans

EE and Vodafone named top two providers in 2020 UK Mobile Network Test

Mobile providers eye strategic initiatives to boost ethical credentials and reduce environmental impact

Giffgaff pushes refurbished phones

Vodafone and Sky Mobile partner with Fairphone

Consumers need tech brands to take the lead

Advertising and Marketing Activity

Advertising spend sees small decrease in 2019

Vodafone looks to "Unlimited" future

EE uses Rugby World Cup to consolidate its 4G positioning

5G focus could boost spend in 2020

Figure 19: Recorded above-the-line, online display and direct mail total advertising expenditure on mobile network services, by advertiser, 2016-19

Nielsen Ad Intel coverage

Brand Research

Brand map

Figure 20: Attitudes towards and usage of selected brands, January 2020

Figure 21: Key metrics for selected brands, January 2020

Brand attitudes

Figure 22: Attitudes, by brand, January 2020

Brand personality

Figure 23: Brand personality – Macro image, January 2020

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Figure 24: Brand personality – Macro image, January 2020

Brand analysis

Giffgaff joint top for levels of satisfaction Figure 25: User profile of Giffgaff, January 2020

Tesco Mobile is the most recommended provider Figure 26: User profile for Tesco Mobile, January 2020

O2 has the highest levels of brand awareness Figure 27: User profile of O2, January 2020

EE is most used brand in the last 12 months

Figure 28: User profile of EE, January 2020

Three has work to do to stand out from the crowd

Figure 29: User profile of Three, January 2020

Virgin Mobile tops MVNO usage

Figure 30: User profile of Virgin Mobile, January 2020

Vodafone is the least recommended provider

Figure 31: User profile of Vodafone, January 2020

The Consumer – What You Need to Know

SIM-only contracts continue to rise as consumers delay upgrading

Users in longer-term contracts are down in 2019

Nearly 70% of PAYG users are spending £10 or less a month

Ethical and environmental traits can add halo effect for providers

Awareness of 5G is high amongst the majority, but knowledge of the details is low

Take-up of 5G contracts and handsets looks set to be a slow burn

Customers tend to stay loyal to network providers

Three in 10 are with a different provider for their current mobile contract

Data allowances still a priority for consumers

Mobile network providers can foster loyalty through transparency

Contracts vs PAYG

SIM-only contracts continue to rise as consumers delay upgrading Figure 32: Contract with a phone vs SIM-only vs PAYG, 2017-19

Users in longer-term contracts are down in 2019

Figure 33: Length of contract, 2018 and 2019

Contracts and PAYG Spending

Nearly 70% of PAYG users are spending £10 or less a month Figure 34: Contract, SIM-only and PAYG spending, November 2019

Consumer Priorities when Choosing a Network Provider

Ethical and environmental traits can add halo effect for providers Figure 35: Factors influencing purchase decision, November 2019

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Awareness and Interest of 5G

Awareness of 5G is high amongst the majority, but knowledge of the technology is patchy Figure 36: Knowledge of 5G, November 2019

Take-up of 5G contracts and handsets looks set to be a slow burn

Demographics show typical early-adopter spike in intent to buy

Figure 37: Uptake of 5G phones and contracts, November 2019

Contract Length

Customers tend to stay loyal to network providers

Figure 38: Length of time with network, 2018 and 2019

Switching Behaviour

Three in 10 are with a different provider for their current mobile contract

Text-to-Switch should reduce inertia

Figure 39: Switching behaviour, November 2019

Attitudes towards Mobile Contracts

Data allowances still a priority for consumers

Mobile network providers can foster loyalty through transparency

Figure 40: Attitudes towards mobile contracts, November 2019

CHAID Analysis

Methodology

Data still the calling point for younger males

5G provides the platform for data-focused deals to appeal

Figure 41: Mobile network providers - CHAID - Tree output, November 2019

Figure 42: Mobile network providers – CHAID – Table output, November 2019

Appendix – Data Sources, Abbreviations and Supporting Information

Abbreviations

Consumer research methodology

Appendix – The Market

Figure 43: Value of mobile network connections, 2019-24

Figure 44: Volume of mobile network connections, 2019-24

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