



Service bulletin

Broadcasting and telecommunications

Science, Innovation and Electronic Information Division

Vol. 35, no. 1

March 2005

All prices exclude sales tax

Price: CAN\$11.00 per issue, CAN\$35.00 for a subscription.

Frequency: Irregular / ISSN 1492-4455

To order Statistics Canada publications please call our National toll-free line: 1 800 267-6677 or Internet: infostats@statcan.ca

Telecommunications industries – 2003

This publication presents financial and operating statistics for telecommunications services industries (NAICS 517), except the Cable and Other Program Distribution industry (NAICS 5175)¹. This edition contains data for the 2000 to 2003 period.

The statistics shown in the tables that follow are from the Annual Survey of Telecommunications conducted by Statistics Canada. This survey allows for the production of structural and regional indicators that complement, and are used to benchmark, the more current national indicators published in catalogue 56-002 XIE – Quarterly Telecommunications Statistics. Highlights from the more recent quarterly data can be found in the last part of the analytical section of this Bulletin.

In order to provide context and help understand the changes occurring in the telecommunications services industries, data from other sources are quoted in the analysis below². References for these statistics are provided at the end of this text.

A new age of telecommunications

Canadians expect reliable and affordable communications. In fact, they pretty much take that for granted. For many years the expectation was that you could pick up the phone in your home or place of work and make a voice call anywhere in the world. Today it means much more.

1. The codes refer to the 2002 version of the North American Industry Classification System. For the most recent statistics on NAICS 5175 (Cable and Other Program Distribution) please see Volume 34, no. 4 of this publication or CANSIM table 353-0003.

2. Data from these sources are for the 2003 reference year except for data from the Residential Telephone Services Survey (May 2004).

Published by authority of the Minister responsible for Statistics Canada.

© Minister of Industry 2005. All rights reserved. No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise without prior written permission from Licence Services, Marketing Division, Statistics Canada, Ottawa, Ontario, Canada K1A 0T6.

This is an age where citizens and organizations alike are expecting information and communications to be readily available from anywhere and at any time. Making a voice call is only one of many ways of keeping in touch. The fixed phone is only one of many devices that can be used to stay connected.

This is an age where 54.5 % of homes and 78.2% of businesses are connected to the Internet. Sending an e-mail may one day be as common as making a voice call. This method of communication has already been adopted by 52.1% of households and 73.8% of businesses.

This is also an age where the ability to communicate is less and less restricted by where you are. Close to 54% of households have a cellular phone; for 2.4% of those households the cell phone has actually replaced the traditional phone. More than 56% of businesses employ mobile communications.

These are a few examples, perhaps the most obvious ones, of advances in communication technologies and of the evolution in the consumption of communication services. These technologies and services are increasingly pervasive in our lives; they are changing the way we shop, the way we learn and the way we work.

These changes would not have been possible without the investments and knowledge of our telecommunications services industries. These industries provide access to the network infrastructure and built-in intelligence to process, transmit or receive information. But users have also played a crucial role. The appetite of Canadians for new communication applications is having a profound impact on the structure and financial fortunes of the telecommunications industries. Some indicators of those changes are provided in the sections below.

Communications on the go – The driving force behind the sector's growth

It is difficult to imagine, particularly for younger Canadians, that cellular phones were a curiosity only 20 years ago. In fact, mobile communications

were not that common as recently as 10 years ago when less than 2 million devices were connected to our wireless networks.

But things do change at a rapid pace. The sight of a person speaking on a mobile phone at the bus stop or checking e-mails on a personal digital assistant at the restaurant is pretty common these days. There were 13.2 million subscribers to mobile communication services at the end of 2003, more than 10 times the number at the end of 1993. And it keeps growing. The number of subscribers surpassed 14 million between July and September of 2004.

The love affair of Canadians with their mobile devices has clearly benefited the wireless industry in the recent past. The rapid growth in subscriptions to wireless services has translated into booming revenues for quite some time, and 2003 was no exception. Revenues in 2003 were \$8.3 billion, up 15.2% from the previous year.

New for 2003 was the black ink at the bottom of the profit and loss statement. The industry realized after tax profits of \$1.2 billion in 2003, the first after tax profits since 1996. In one very good year, the industry erased almost one third of the considerable \$3.9 billion losses accumulated between 1996 and 2002.

Operating profits are perhaps more indicative of the industry's robust financial health. They were close to \$1.5 billion in 2003, up 64.7% from the \$894 million generated in 2002. The industry suffered operating losses in 4 consecutive years prior to 2002.

The turnaround in profitability has helped the industry improve its balance sheet. The combined effect of reduction in liabilities and increased value of assets has led to a 72.6% jump in the industry's equity.

The most encouraging sign for the long term success of the industry may well be the steady increase in average revenue per subscriber. From an average of \$46.72 per month in 2001, it climbed to \$50.62 in 2002 and \$52.32 in 2003. So Canadians are not only adopting mobile communications in greater numbers, they are also spending more on average for these

services. The recent introduction of new data applications such as text messaging, instant messaging and mobile e-mail will no doubt breathe new life into this trend.

A much different story for wireline telecommunications

The ever increasing penetration of wireless communications is the main driver behind the fast growth of the wireless industry's revenue. By contrast, the penetration of basic wireline services has reached very high levels, a factor limiting its potential for growth.

There are other factors playing in role in the wireline industry's sluggish revenues. Among them the strong competition in the long distance market, controls on price increases for local services and competition from emerging technologies. The recent and upcoming entry of new players in the local service market, particularly cable operators, will no doubt add to these pressures.

The long distance market, once the bread and butter of the industry, provides the most striking example of downward pressures on revenues resulting from competition. According to a recent CRTC report, wireline long distance revenues declined 9.0% to \$5.9 billion in 2003 from \$6.5 billion the previous year. This decline in revenues materialized despite an increase in consumption from 54.8 billion minutes in 2002 to 55.8 billion minutes in 2003. As a result, the long distance share of total revenues for wireline suppliers declined to 24.8% in 2003. It stood at 26.8% in 2000. The drop was particularly pronounced in the business and wholesale markets.

The competitive pressures on local service revenues are not as evident but nevertheless seem to exist. They are however of a different nature. Competition in this case has not been so much between suppliers of the same or similar services, but rather between technologies that provide alternative communication means.

The effects of substitution are difficult to measure, but it is safe to assume that the meteoric rise of high speed Internet and of wireless communications reduced the need for additional lines to handle dial-up Internet connections or fax machines. There were almost 8 times more residential high speed Internet subscribers at the end of 2003 (4.5 million) than at the end of 1999. There were almost twice as many subscribers to wireless services in 2003 (13.2 million) than there were in 1999. For 2.4% of residential customers, wireless services eliminated the need for a primary fixed line. The adoption by businesses of more efficient telecommunications platforms such as virtual private networks on Internet architecture (IP-VPN) and Ethernet services is also having in impact on the need for single lines.

The mere fact that local revenues were down 3.1% in 2003 despite the absence of significant competition between suppliers of basic local services suggests that a substitution effect indeed exists. The recent drop in the number of lines connected to the network also points to a substitution effect. The number of access lines increased steadily until the end of 2001 but has since been on a downward trajectory. There were just over 20 million lines at the end of 2003, a decrease of 1.1% compared to 2002.

The industry therefore has to rely on other markets for revenue growth. And some markets are booming. Revenues from the retailing of high speed Internet over the telephone network (digital subscriber lines or DSL) jumped almost 56% between 2002 and 2003 to reach \$972 million. During the same period, revenues from IP-VPN services leaped 74% to \$67.2 million and revenues from Ethernet data services rose 34.4% to \$399.4 million.

Overall however, the industry that is the primary provider of wireline services (NAICS 5171 - Wired Telecommunications Carriers) saw its operating revenues go down 6.2 % in 2003. This follows a more modest 1.2% decline between 2001 and 2002.

The poor prospects for revenues growth in the short term led the industry to a cost containment strategy. The strategy has been executed with some success as evidenced by the increase in the industry's profitability.

The 19.5% operating profit margin achieved in 2003 significantly improves on the 14.2% margin realized the previous year. The \$4.5 billion operating profits generated in 2003 represent a 28.7% improvement compared to 2002. The industry also achieved a \$3.0 billion after tax profit in 2003 after having incurred a \$2.6 billion loss the previous year.

Niche industries are doing better

The satellite telecommunications and resellers industries are relatively small players in the telecommunications services sector. Together they account for about 4.2% of telecommunications services industries revenues and 3.7% of its employment. But they are still significant contributors to the Canadian economy. Their combined revenues totalled \$1.4 billion in 2003, and an estimated 3,109 Canadians relied on employment in these industries to earn a living.

The satellite telecommunications industry had a particularly good year in 2003. Its operating revenues were up a modest 1.7% to \$625.9 million compared to 2002, but its operating profits jumped 62.0% to \$137 million during the same period.

A number of new trends are positive for the satellite telecommunications industry. The multiplication of Canadian digital television channels and the ever increasing popularity of direct-to-home satellite TV support the demand for access to satellite infrastructure. The increasing need for broadband business networks, the push to deploy high speed Internet in smaller and remote communities, and the deployment of GPS systems are also good news for the satellite industry.

The resellers industry meanwhile appears to have settled down after difficult years. Many resellers were essentially or exclusively providers of long distance services, a shrinking and highly

competitive market. The reliance on this market has led to re-organizations, including the disappearance of some suppliers.

The impact of these re-organizations was most evident in 2002 when revenues plummeted 24.1% compared to 2001. Those that weathered the storm seem to have emerged more robust in 2003 when revenues jumped 12.8% and operating profits surged 81.3% to \$84.7 million. That being said, the 11.8% operating profit margin for 2003 remained well below the 18.9% margin for the sector as a whole

The 2003 turnaround is partly explained by the increasing importance of the resale of high speed Internet (DSL) services in the business model of some resellers. The business model of the future will likely also include access-independent voice-over-Internet.

Structural changes are altering the face of the telecommunications services sector

The increasing popularity of mobile communications, the re-structuring of traditional wireline markets and technological substitutions are changing the look of the telecommunications services sector. Long dominated by incumbent wireline carriers, it is now a much more diversified sector.

The wireless industry's share of the sector's revenues and employment reached 25.3 % and 16.5 % respectively in 2003, up from 17.5 % and 15.2 % in 2000. The increase in revenue share was accompanied by increases in the operating expenses (25.6 % from 21.2%) and labour expenses (14.8 % from 13.2 %) shares, although not nearly as dramatic.

Much of the gains by the wireless segment are mirrored by losses in the wireline segment. The wireline industry's share of the sector's revenues dropped to 70.6 % in 2003 from 78.2% in 2000. The decline in its share of operating expenses (from 73.5 to 70.1) was not nearly as sharp, and its share of employment over that period remained essentially unchanged at a little under 80.0%.

Despite the wireline industry's constant efforts to reduce costs, its efficiency gains were not as spectacular as in the wireless segment. The fast growth in customer base of the wireless industry has translated into a significant drop of its marginal costs. This is a luxury that the wireline industry will enjoy only if it is successful in convincing its customers to subscribe to a broader range of services.

Canadians more connected than ever

Canada has been a "connected" nation for many years. The penetration rate of basic telephone service has always been amongst the highest in the world. The same can be said of cable television and the Internet. Wireless communications and satellite television have not reached the penetration levels seen in Europe and/or Asia, but they are on the rise and the gap will likely close in the future.

For a long time, the number of land lines per 100 persons has been an indicator of the connectivity of a nation. By that measure, Canada's connectivity is on the decline (63.4 in 2003 compared to 66.2 in 2000). But that measure does not reflect the diversity of methods of connecting to networks now available to Canadians and their propensity to adopt several of them.

The networks most used by Canadians are the traditional fixed telephone network, the wireless telephone network, the Internet, the cable television network and the satellite and MDS television networks. Some of these networks are gaining in popularity (satellite, Internet and wireless), others are declining in popularity (cable and fixed telephone network).

Taken together however, they show a significant increase in the connectivity of Canadians. The number of network connections stood at 158.3 per 100 persons at the end of 2003 compared to 137.9 at the end of 2000. The 14.8% jump in 3 short years is a testament to Canadian's willingness to stay connected. It is also an encouraging sign for the industries that compete to supply the connections.

The financial performance of telecommunications services providers varied considerably by province

In 2003, operating revenues of telecommunication services providers increased at a rate above the national average (-1.0 %) in Nova Scotia, New Brunswick, Manitoba, Alberta and British Columbia. Providers in Newfoundland and Labrador, Quebec, Ontario and Saskatchewan all experienced declining operating revenues, with Ontario experiencing the largest absolute decline (-4.4%).

The 12 point increase of the operating profit margin generated by operations in British Columbia was the largest of any Province. The upturn resulted from a robust 8.1% increase in revenues combined with a 7.6% decline in operating expenses. The 30.0% profit margin achieved by British Columbia's operations was also amongst the best in the nation, second only to the 30.6% margin achieved by Manitoba's operations. Saskatchewan was the only Province to experience a decline in profit margin, going from 18.0% in 2002 to 16.0% in 2003.

Nationally, labour costs increased 2.0% in 2003, but the situation varied significantly from province to province. Labour costs declined by as much as 16.5% in British Columbia while they increased 15.0% in Quebec.

Recent trends

More Canadians than ever leave home or work with a mobile telecommunication device in hand and they are spending increasingly more for mobile communications services. The number of subscribers to wireless services surpassed 14 million at the end of the third quarter of 2004, a jump of 12.2% from the third quarter of 2003.

As a result revenues in the wireless industry have boomed. Operating revenues in the wireless industry reached more than \$2.5 billion the third quarter of 2004, up 17.8% from the same three months in 2003. The industry's average revenue per subscriber rose 5.0% to \$176.20 between July and September last year.

Operating profits in the wireless industry hit \$753 million, a 39.0% surge compared to the third quarter of 2003. The third quarter operating profit margin of 30.0% was the best ever for the industry. The margin of 27.7% for the first nine months of 2004 puts the industry on track for its best year in history.

At the same time, revenues in the wireline industry increased a modest 1.0% to just over \$5.8 billion. That accounted for 67% of total revenues in telecommunication services industries, down from 70% in the same three months of 2003.

Wireline phone companies continue to experience a steady decline of their traditional customer base. About 19.7 million residential and business lines were connected to the network at the end of the third quarter of 2004, 1.2% fewer than at the end of the third quarter of 2003. This continues a trend that began in the first quarter of 2002, generally considered to be driven by technology substitution. The shrinking customer base in traditional markets has resulted in sluggish revenue growth for the wireline industry. Operating revenues for the first nine months of 2004 were down 1.1% from the first nine months of 2003.

A well executed cost containment strategy has allowed the wireline industry to improve its profitability in 2004. The industry's operating profit margin of 20.5% in the third quarter of 2004 was the highest since the first quarter of 2000. The 19.6% profit margin for the first nine months of 2004 was an improvement on the 18.7% margin for the same period in 2003.

The erosion of revenues of traditional wireline markets is partly compensated by explosions in new ones. The major incumbent wireline companies had 2.6 million subscribers to their high speed Internet services at the end of the third quarter of 2004, 27.8% more than a year earlier.

Investments in the first nine months of 2004 outpaced those in the same period the year before in both sectors. In the wireless industry, investments totalled \$1 billion (+26.3%), and in the wireline industry, \$2.9 billion (+21.6%).

Statistics Canada publishes updated information on this sector on a quarterly basis in the Daily (www.statcan.ca). Detailed results are presented in publication 56-002 XIE – Quarterly Telecommunications Statistics.

History of Survey

The Telecommunications Industry (NAICS 517) is playing a critical role in the social and economic development of Canada. Clearly, its influence is expanding as Canadians increase their use of new products and services employing telecommunications applications, such as electronic media, e-commerce and mobile communications.

Significant technological innovations and deregulation in recent years has led to the introduction of many new services and service providers necessitating changes to the predecessor of this survey, the 'Telephone survey', designed in 1971. The Annual Survey of Telecommunications Service Providers was introduced in 1997 in response to these changes. The new survey focuses on providing meaningful measures of the telecommunications industry's financial performance as well as aspects of the industry's network infrastructure. In addition, statistical changes such as the introduction of the North American Industry Classification System (NAICS) and the need to harmonise the redesigned annual survey with a new quarterly survey has had an impact on the nature of the data collected.

About the data

The data supplied by industry respondents relates to their financial and operating systems and are of good accounting quality. In instances where respondents were unable to provide the requested information, tax records were consulted to complete missing data. Where this was not possible, data was imputed based upon: information provided by the respondent relating to the missing data, their previous reports, reports from respondents that had similar operating profiles, or a combination of the above.

Imputation was required for some smaller sized respondents whose operations had a limited impact on aggregate results, or for larger firms to provide missing secondary detail (subsets of higher level data). Data sets that consisted of a high level of imputed data points have not been published.

Annual data published for 1996 or earlier is not always comparable to data collected for the 1997 and subsequent reporting periods due to changes in the survey introduced in 1997. Infrastructure relating to access lines and wireless subscribers is comparable across survey periods however.

A complete description of the survey's underlying concepts and methodology is available on Statistics Canada's web site (www.statcan.ca) under Statistical methods / Surveys / Annual Survey of Telecommunications.

For more information

In addition to the information provided in this publication, special tables and analytical services are available on a cost recovery basis from the Telecommunications Section; Science, Innovation and Electronic Information Division. For further information, contact Advisory Services Division at 1 800 263-1136; Facsimile 1 877 287-4369; infostats@statcan.ca.

Feedback

Any suggestions or comments on this survey and publication should be sent to Cimeron McDonald (613-951-2741 or cimeron.mcdonald@statcan.ca) or Michael Lynch (613-951-2201 or michael.lynch@statcan.ca), Telecommunications Section, Science, Innovation and Electronic Information Division, Statistics Canada, Ottawa, Ontario; K1A 0T6.

Note of appreciation

Canada owes the success of its statistical system to a long-standing partnership between Statistics Canada, the citizens of Canada, its businesses, governments and other institutions. Accurate and timely statistical information could not be produced without their continued cooperation and goodwill.

Standards of service to the public

Statistics Canada is committed to serving its clients in a prompt, reliable and courteous manner and in the official language of their choice. To this end, the agency has developed standards of service which its employees observe in serving its clients. To obtain a copy of these service standards, please contact Statistics Canada toll-free at 1 800 263-1136.

References

The text above contains data that originate from surveys other than the Annual Survey of Telecommunications. Those statistics and others on the size and growth of telecommunication services markets and on the use of information and communication technologies are available from the following sources:

- Household Internet Use Survey.
<http://dissemination.statcan.ca/Daily/English/040708/d040708a.htm>
- Survey of Household Spending.
<http://dissemination.statcan.ca/Daily/English/041213/d041213b.htm>
- Survey of Electronic Commerce and Technology.
<http://dissemination.statcan.ca/Daily/English/040416/d040416a.htm>
- Residential Telephone Services Survey.
<http://dissemination.statcan.ca/Daily/English/040820/d040820c.htm>
- The 2004 Report on the Status of Competition in Canadian Telecommunications Markets (CRTC).
<http://www.crtc.ca/eng/publications/reports/PolicyMonitoring/2004/gic2004.pdf>

ELECTRONIC PUBLICATIONS AVAILABLE AT
www.statcan.ca



Symbols

The following standard symbols are used in Statistics Canada publications:

.	not available for any reference period
..	not available for a specific reference period
...	not applicable
0	true zero or a value rounded to zero
0 ^s	value rounded to 0 (zero) where there is a meaningful distinction between true zero and the value that was rounded
^p	preliminary
r	revised figures
x	suppressed to meet the confidentiality requirements of the Statistics Act
^E	use with caution
F	too unreliable to be published

Abbreviations

n.e.c.	not elsewhere classified
FTE	Full-time equivalents
VGE	Voice-grade equivalents

North American Industry Classification System - NAICS (catalogue 12-501-XPE)

517	Telecommunications
5171	Wired Telecommunications
5172	Wireless Telecommunications
5173	Telecommunication Resellers
5174	Satellite Telecommunications (including Satellite Resellers)
5179	Other Telecommunications Services

Table 1. Key operating indicators, by NAICS telecommunications industries, 2003

	5171	5172	5173	5174/9	517 ¹
Income statement	(\$ 000)				
Operating revenue	23,205,250	8,304,772	743,268	625,878	32,879,168
Operating expenses	18,673,439	6,832,018	655,892	488,047	26,649,396
Operating profit	4,531,811	1,472,754	87,376	137,831	6,229,772
Operating profit margin (%)	19.5	17.7	11.8	22.0	18.9
Non-operating revenues and expenses					
Investment income	235,751	28,669	179	41,377	305,976
Gains (losses) from asset sales, for exchange, etc.	430,604	136,913	1,051	4,035	572,603
Interest expense	(2,374,978)	(271,914)	(55,445)	(48,416)	(2,750,753)
Write-offs and valuation adjustments	(27,101)	(3)	(513)	-	(27,617)
Other non-operating revenues and expenses	986,104	253	(30,395)	7,557	963,519
Other non-operating revenues and expenses - Total	(749,620)	(106,082)	(85,123)	4,553	(936,272)
Income tax	(755,481)	(155,044)	(11,964)	(56,350)	(978,839)
Net income (losses)	3,026,710	1,211,628	(9,711)	86,034	4,314,661
Balance sheet					
Assets	54,020,629	10,738,510	480,591	2,031,380	67,271,110
Liabilities	28,546,335	7,342,570	x	x	37,639,005
Equity	25,474,294	3,395,940	x	x	29,632,105
Employment	(persons)				
Full-time	62,562	12,592	x	x	78,086
Part-time	7,228	2,805	x	x	10,210
Total	69,790	15,397	2,238	871	88,296
Total full-time equivalent employees	65,929	13,569	x	x	82,485
Labour expenses	(\$ 000)				
Full-time	4,810,644	844,661	x	x	5,834,812
Part-time	258,919	65,514	x	x	328,705
Total	5,069,563	910,175	112,320	71,459	6,163,517
Average remuneration (salaries, wages and benefits)					
Full-time	76,894	67,079	x	x	74,723
Part-time	35,822	23,356	x	x	32,194
Total	72,640	59,114	50,188	82,042	69,805
Revenue per employee (FTE)	351,973	612,040	x	x	398,608
Capital expenditures					
Construction
Machinery and equipment
Total
Wireline network	(#)				
PSTN access lines	19,055,056	19,055,056
PSTN access lines (VGE)	20,067,563	20,067,563
PSTN access lines per 100 persons (VGE)					63.4
Mobile telephony	(subscribers)				
Digital	...	11,170,462	11,170,462
Analogue	...	2,057,389	2,057,389
Total	...	13,227,851	13,227,851
Mobile telephony subscribers per 100 persons					41.8
PSTN access paths	(fixed or mobile)				
Total					32,282,907
Total (VGE)					33,295,414
Teledensity (VGE per 100 inhabitants)					105.3

1. NAICS 517 - Telecommunications (excluding NAICS 5175 - Cable and Other Program Distribution)

Table 2. Key operating indicators, telecommunications (NAICS 517¹), 2000-2003

	2000	2001	2002	2003	2001 / 2000	2002 / 2001	2003 / 2002
Income statement							
	(\$ 000)				(%)		
Operating revenue	30,661,227	32,357,576	33,223,052	32,879,168	5.5	2.7	(1.0)
Operating expenses	26,393,004	28,203,510	28,675,205	26,649,396	6.9	1.7	(7.1)
Operating profit	4,268,223	4,154,066	4,547,847	6,229,772	(2.7)	9.5	37.0
Operating profit margin (%)	13.9	12.8	13.7	18.9	(7.9)	7.0	38.0
Non-operating revenues and expenses							
Investment income	689,416	2,826,609	908,571	305,976			
Gains (losses) from asset sales, for exchange, etc.	(86,710)	(194,868)	2,843	572,603			
Interest expense	(2,496,215)	(2,729,909)	(2,522,952)	(2,750,753)			
Write-offs and valuation adjustments	(181,113)	(1,416,449)	(4,061,618)	(27,617)			
Other non-operating revenues and expenses	449,422	(395,951)	(282,973)	963,519			
Other non-operating revenues and expenses - Total	(1,625,200)	(1,910,568)	(5,956,129)	(936,272)			
Income tax	(1,698,709)	(1,337,602)	(1,163,323)	(978,839)			
Net income (losses)	944,314	905,896	(2,571,605)	4,314,661			
Balance sheet							
Assets	67,906,829	70,102,344	68,600,337	67,271,110	3.2	(2.1)	(1.9)
Liabilities	46,580,172	49,202,774	47,483,080	37,639,005	5.6	(3.5)	(20.7)
Equity	21,326,657	20,899,570	21,117,257	29,632,105	(2.0)	1.0	40.3
Employment							
	(persons)						
Full-time	82,650	84,678	79,585	78,086	2.5	(6.0)	(1.9)
Part-time	13,264	12,392	10,665	10,210	(6.6)	(13.9)	(4.3)
Total	95,914	97,070	90,250	88,296	1.2	(7.0)	(2.2)
Total full-time equivalent employees	89,229	90,755	84,617	82,485	1.7	(6.8)	(2.5)
Labour expenses							
	(\$ 000)						
Full-time	5,364,261	5,683,324	5,682,855	5,834,812	5.9	0.0	2.7
Part-time	427,031	407,878	359,304	328,705	(4.5)	(11.9)	(8.5)
Total	5,791,292	6,091,202	6,042,159	6,163,517	5.2	(0.8)	2.0
Average remuneration (salaries, wages and benefits)							
Full-time	64,903	67,117	71,406	74,723	3.4	6.4	4.6
Part-time	32,195	32,915	33,690	32,194	2.2	2.4	(4.4)
Total	60,380	62,751	66,949	69,805	3.9	6.7	4.3
Revenue per employee (FTE)	343,624	356,538	392,629	398,608	3.8	10.1	1.5
Capital expenditures							
Construction	2,217,274	1,705,950	2,395,677	..	(23.1)	40.4	..
Machinery and equipment	5,147,724	6,258,202	4,126,163	..	21.6	(34.1)	..
Total	7,364,998	7,964,152	6,521,840	..	8.1	(18.1)	..
Wireline network							
	(#)						
PSTN access lines	19,526,878	19,809,982	19,274,015	19,055,056	1.4	(2.7)	(1.1)
PSTN access lines (VGE)	20,347,014	20,805,058	20,300,831	20,067,563	2.3	(2.4)	(1.1)
PSTN access lines per 100 persons (VGE)	66.3	67.1	64.7	63.4	1.2	(3.6)	(2.0)
Mobile telephony							
	(subscribers)						
Digital	4,444,031	7,509,895	9,180,837	11,170,462	69.0	22.2	21.7
Analogue	4,282,605	3,138,929	2,691,213	2,057,389	(26.7)	(14.3)	(23.6)
Total	8,726,636	10,648,824	11,872,050	13,227,851	22.0	11.5	11.4
Mobile telephony subscribers per 100 persons	28.4	34.3	37.9	41.8	20.8	10.5	10.3
PSTN access paths							
	(fixed or mobile)						
Total	28,253,514	30,458,806	31,146,065	32,282,907	7.8	2.3	3.7
Total (VGE)	29,073,650	31,453,882	32,172,881	33,295,414	8.2	2.3	3.5
Teledensity (VGE per 100 inhabitants)	94.7	101.4	102.6	105.3	7.1	1.2	2.6

1. NAICS 517 - Telecommunications (excluding NAICS 5175 - Cable and Other Program Distribution)

Table 3. Key operating indicators, wireline telecommunications (NAICS 5171), 2000-2003

	2000	2001	2002	2003	2001 / 2000	2002 / 2001	2003 / 2002
Income statement							
	(\$ 000)				(%)		
Operating revenue	23,990,815	25,038,183	24,737,457	23,205,250	4.4	(1.2)	(6.2)
Operating expenses	19,398,293	20,714,465	21,216,917	18,673,439	6.8	2.4	(12.0)
Operating profit	4,592,522	4,323,718	3,520,540	4,531,811	(5.9)	(18.6)	28.7
Operating profit margin (%)	19.1	17.3	14.2	19.5	(9.4)	(17.9)	37.3
Non-operating revenues and expenses							
Investment income	656,107	2,770,065	855,928	235,751			
Gains (losses) from asset sales, for exchange, etc.	(50,483)	(210,224)	(25,117)	430,604			
Interest expense	(1,766,917)	(2,170,006)	(2,169,800)	(2,374,978)			
Write-offs and valuation adjustments	(122,252)	(1,081,546)	(3,555,549)	(27,101)			
Other non-operating revenues and expenses	349,339	(224,224)	(271,255)	986,104			
Other non-operating revenues and expenses - Total	(934,206)	(915,935)	(5,165,793)	(749,620)			
Income tax	(1,681,679)	(1,214,953)	(988,741)	(755,481)			
Net income (losses)	1,976,637	2,192,830	(2,633,994)	3,026,710			
Balance sheet							
Assets	57,424,326	55,462,755	55,615,153	54,020,629	(3.4)	0.3	(2.9)
Liabilities	34,737,706	38,397,081	37,389,143	28,546,335	10.5	(2.6)	(23.7)
Equity	22,686,620	17,065,674	18,226,010	25,474,294	(24.8)	6.8	39.8
Employment							
	(persons)						
Full-time	66,181	68,418	64,502	62,562	3.4	(5.7)	(3.0)
Part-time	9,840	9,135	7,927	7,228	(7.2)	(13.2)	(8.8)
Total	76,021	77,553	72,429	69,790	2.0	(6.6)	(3.6)
Total full-time equivalent employees	70,851	73,008	68,385	65,929	3.0	(6.3)	(3.6)
Labour expenses							
	(\$ 000)						
Full-time	4,450,042	4,758,567	4,705,158	4,810,644	6.9	(1.1)	2.2
Part-time	313,989	319,238	283,216	258,919	1.7	(11.3)	(8.6)
Total	4,764,031	5,077,805	4,988,374	5,069,563	6.6	(1.8)	1.6
Average remuneration (salaries, wages and benefits)							
Full-time	67,240	69,551	72,946	76,894	3.4	4.9	5.4
Part-time	31,909	34,947	35,728	35,822	9.5	2.2	0.3
Total	62,667	65,475	68,873	72,640	4.5	5.2	5.5
Revenue per employee (FTE)	338,609	342,951	361,738	351,973	1.3	5.5	(2.7)
Capital expenditures							
Construction	1,308,028	1,346,894	1,653,001	..	3.0	22.7	..
Machinery and equipment	3,681,873	4,104,819	2,669,721	..	11.5	(35.0)	..
Total	4,989,901	5,451,713	4,322,722	..	9.3	(20.7)	..
Wireline network							
	(#)						
PSTN access lines	19,526,878	19,809,982	19,274,015	19,055,056	1.4	(2.7)	(1.1)
PSTN access lines (VGE)	20,317,015	20,805,058	20,300,831	20,067,563	2.4	(2.4)	(1.1)
PSTN access lines per 100 persons (VGE)	66.2	67.1	64.7	63.4	1.4	(3.6)	(2.0)

Table 4. Key operating indicators, wireless telecommunications (NAICS 5172), 2000-2003

	2000	2001	2002	2003	2001 / 2000	2002 / 2001	2003 / 2002
Income statement							
	(\$ 000)				(%)		
Operating revenue	5,369,769	5,970,199	7,211,298	8,304,772	11.2	20.8	15.2
Operating expenses	5,590,813	6,058,264	6,317,283	6,832,018	8.4	4.3	8.1
Operating profit	(221,044)	(88,065)	894,015	1,472,754	60.2	1115.2	64.7
Operating profit margin (%)	(4.1)	(1.5)	12.4	17.7	63.4	926.7	42.7
Non-operating revenues and expenses							
Investment income	12,747	44,384	1,294	28,669			
Gains (losses) from asset sales, for exchange, etc	(33,728)	(6,986)	7,455	136,913			
Interest expense	(675,456)	(509,151)	(281,377)	(271,914)			
Write-offs and valuation adjustments	(22)	(86,132)	(492,386)	(3)			
Other non-operating revenues and expenses	134,929	(157,233)	2,564	253			
Other non-operating revenues and expenses - Total	(561,530)	(715,118)	(762,450)	(106,082)			
Income tax	(25,986)	(137,680)	(138,388)	(155,044)			
Net income (losses)	(808,560)	(940,863)	(6,823)	1,211,628			
Balance sheet							
Assets	7,879,432	11,614,608	9,729,698	10,738,510	47.4	(16.2)	10.4
Liabilities	9,946,713	8,316,101	7,761,744	7,342,570	(16.4)	(6.7)	(5.4)
Equity	(2,067,281)	3,298,507	1,967,954	3,395,940	259.6	(40.3)	72.6
Employment							
	(persons)						
Full-time	11,648	12,480	12,195	12,592	7.1	(2.3)	3.3
Part-time	3,094	3,043	2,527	2,805	(1.6)	(17.0)	11.0
Total	14,742	15,523	14,722	15,397	5.3	(5.2)	4.6
Total full-time equivalent employees	13,528	14,040	13,309	13,569	3.8	(5.2)	2.0
Labour expenses							
	(\$ 000)						
Full-time	655,880	678,087	796,322	844,661	3.4	17.4	6.1
Part-time	105,875	84,742	72,736	65,514	(20.0)	(14.2)	(9.9)
Total	761,755	762,829	869,058	910,175	0.1	13.9	4.7
Average remuneration (salaries, wages and benefits)							
Full-time	56,308	54,334	65,299	67,079	(3.5)	20.2	2.7
Part-time	34,219	27,848	28,784	23,356	(18.6)	3.4	(18.9)
Total	51,672	49,142	59,031	59,114	(4.9)	20.1	0.1
Revenue per employee (FTE)	396,937	425,228	541,836	612,040	7.1	27.4	13.0
Capital expenditures							
Construction	641,217	330,625	739,592	..	(48.4)	123.7	..
Machinery and equipment	1,364,445	1,565,336	1,194,949	..	14.7	(23.7)	..
Total	2,005,662	1,895,961	1,934,541	..	(5.5)	2.0	..
Mobile telephony							
	(subscribers)						
Digital	4,444,031	7,509,895	9,180,837	11,170,462	69.0	22.2	21.7
Analogue	4,282,605	3,138,929	2,691,213	2,057,361	(26.7)	(14.3)	(23.6)
Total	8,726,636	10,648,824	11,872,050	13,227,823	22.0	11.5	11.4
Mobile telephony subscribers per 100 persons	28.4	34.3	37.9	41.8	20.8	10.5	10.3

Table 5. Key operating indicators, reseller telecommunications (NAICS 5173), 2000-2003

	2000	2001	2002	2003	2001 / 2000	2002 / 2001	2003 / 2002
Income statement							
	(\$ 000)				(%)		
Operating revenue	843,249	868,584	658,858	743,268	3.0	(24.1)	12.8
Operating expenses	977,545	989,183	610,651	655,892	1.2	(38.3)	7.4
Operating profit	(134,296)	(120,599)	48,207	87,376	10.2	140.0	81.3
Operating profit margin (%)	(15.9)	(13.9)	7.3	11.8	12.6	152.5	61.6
Non-operating revenues and expenses							
Investment income	18,654	10,973	701	179			
Gains (losses) from asset sales, for exchange, etc.	(1,859)	22,225	15,805	1,051			
Interest expense	(39,389)	(30,407)	(26,301)	(55,445)			
Write-offs and valuation adjustments	(8,363)	(245,219)	-	(513)			
Other non-operating revenues and expenses	(15,266)	(10,122)	(7,226)	(30,395)			
Other non-operating revenues and expenses - Total	(46,223)	(252,550)	(17,021)	(85,123)			
Income tax	(6,127)	24,686	(5,440)	(11,964)			
Net income (losses)	(186,646)	(348,463)	25,746	(9,711)			
Balance sheet							
Assets	1,163,847	548,963	386,191	480,591	(52.8)	(29.7)	24.4
Liabilities	834,809	676,499	420,694	415,262	(19.0)	(37.8)	(1.3)
Equity	329,038	(127,536)	(34,503)	65,329	(138.8)	72.9	289.3
Employment							
	(persons)						
Full-time	x	x	x	x	x	x	x
Part-time	x	x	x	x	x	x	x
Total	3,919	2,951	1,998	2,238	(24.7)	(32.3)	12.0
Total full-time equivalent employees	x	x	x	x	x	x	x
Labour expenses							
	(\$ 000)						
Full-time	x	x	x	x	x	x	x
Part-time	x	x	x	x	x	x	x
Total	180,561	171,708	100,672	112,320	(4.9)	(41.4)	11.6
Average remuneration (salaries, wages and benefits)							
Full-time	x	x	x	x	x	x	x
Part-time	x	x	x	x	x	x	x
Total	46,073	58,186	50,386	50,188	26.3	(13.4)	(0.4)
Revenue per employee (FTE)	x	x	x	x	x	x	x
Capital expenditures							
Construction	x	x	x	..	x	x	..
Machinery and equipment	x	x	x	..	x	x	..
Total	101,447	x	x	..	x	x	..

Table 6. Key operating indicators, satellite and other telecommunications (NAICS 5174/9), 2000-2003

	2000	2001	2002	2003	2001 / 2000	2002 / 2001	2003 / 2002
Income statement							
	(\$ 000)				(%)		
Operating revenue	457,394	480,610	615,439	625,878	5.1	28.1	1.7
Operating expenses	426,353	441,598	530,354	488,047	3.6	20.1	(8.0)
Operating profit	31,041	39,012	85,085	137,831	25.7	118.1	62.0
Operating profit margin (%)	6.8	8.1	13.8	22.0	19.1	70.4	59.4
Non-operating revenues and expenses							
Investment income	1,908	1,187	50,648	41,377			
Gains (losses) from asset sales, for exchange, etc.	(640)	117	4,700	4,035			
Interest expense	(14,453)	(20,345)	(45,474)	(48,416)			
Write-offs and valuation adjustments	(50,476)	(3,552)	(13,683)	-			
Other non-operating revenues and expenses	(19,580)	(4,372)	(7,056)	7,557			
Other non-operating revenues and expenses - Total	(83,241)	(26,965)	(10,865)	4,553			
Income tax	15,083	(9,655)	(30,754)	(56,350)			
Net income (losses)	(37,117)	2,392	43,466	86,034			
Balance sheet							
Assets	1,439,224	2,476,018	2,869,295	2,031,380	72.0	15.9	(29.2)
Liabilities	1,060,944	1,813,093	1,911,499	1,334,838	70.9	5.4	(30.2)
Equity	378,280	662,925	957,796	696,542	75.2	44.5	(27.3)
Employment							
	(persons)						
Full-time	x	x	x	x	x	x	x
Part-time	x	x	x	x	x	x	x
Total	1,232	1,043	1,101	871	(15.3)	5.6	(20.9)
Total full-time equivalent employees	x	x	x	x	x	x	x
Labour expenses							
	(\$ 000)						
Full-time	x	x	x	x	x	x	x
Part-time	x	x	x	x	x	x	x
Total	84,945	78,860	84,055	71,459	(7.2)	6.6	(15.0)
Average remuneration (salaries, wages and benefits)							
Full-time	x	x	x	x	x	x	x
Part-time	x	x	x	x	x	x	x
Total	68,949	75,609	76,344	82,042	9.7	1.0	7.5
Revenue per employee (FTE)	x	x	x	x	x	x	x
Capital expenditures							
Construction	x	x	x	..	x	x	..
Machinery and equipment	x	x	x	..	x	x	..
Total	267,988	x	x	..	x	x	..

Table 7. Profit and loss statement, by province, telecommunications (NAICS 517¹), 2003

	Newfoundland and Labrador	Prince Edward Island	Nova Scotia	New Brunswick	Québec	Ontario
Establishments	8	5	13	7	48	95
	(\$ 000)					
Operating revenues						
<i>Total - Operating revenues</i>	611,605	109,009	835,818	683,131	7,608,736	13,444,195
Operating expenses						
Telecommunications operating expenses	x	x	584,188	x	5,580,166	10,241,302
Other operating expenses	x	x	33,786	x	618,139	1,126,032
<i>Total - Operating expenses</i>	501,672	x	617,974	503,913	6,198,305	11,367,334
Operating profit	109,933	x	217,844	179,218	1,410,431	2,076,861
(%)	18.0	x	26.1	26.2	18.5	15.4
Capital expenditures						
Construction
Machinery and equipment
<i>Total - Capital expenditures</i>
% of operating revenues
	(persons)					
Employment						
Full-time	x	x	2,717	2,343	16,675	29,222
Part-time	x	x	9	2	2,481	4,201
<i>Total - Employment</i>	1,526	x	2,726	2,345	19,156	33,423
	(\$ 000)					
Labour expenses						
Salaries and wages	76,587	x	x	x	1,257,691	2,136,590
Benefits	15,331	x	x	x	149,963	235,768
<i>Total - Labour expenses</i>	91,918	x	168,115	147,060	1,407,654	2,372,358
% of operating revenues	15.0	x	20.1	21.5	18.5	17.6
	(#)					
Wireless subscribers						
Total - Mobile telephony	133,687	x	366,872	241,410	2,908,400	5,421,683
Total - Paging	9,727	x	23,733	16,055	538,885	648,072
Total - Other	30,847	x	x	x	17,757	58,044
Switches	x	x	x	x	x	273
Cell sites (Mobile telephony)	x	x	x	x	3,300	5,136
	(persons)					
Population	519,570	137,781	936,025	750,594	7,487,169	12,238,300

1. NAICS 517 - Telecommunications (excluding NAICS 5175 - Cable and Other Program Distribution)

Table 7. (continued)

Manitoba	Saskatchewan	Alberta	British Columbia	Yukon, Nunavut, Northwest Territories	Canada	
13	7	23	33	9	261	Establishments
(\$ 000)						
978,505	882,567	3,403,615	4,166,497	155,490	32,879,168	Operating revenues
						Total - Operating revenues
667,678	x	2,736,693	2,730,211	x	24,376,753	Operating expenses
10,955	x	189,620	188,269	x	2,272,643	Telecommunications operating expenses
678,633	741,160	2,926,313	2,918,480	x	26,649,396	Other operating expenses
						Total - Operating expenses
299,872	141,407	477,302	1,248,017	x	6,229,772	Operating profit
30.6	16.0	14.0	30.0	x	18.9	(%)
						Capital expenditures
..	Construction
..	Machinery and equipment
..	Total - Capital expenditures
..	% of operating revenues
(persons)						
3,079	4,463	7,813	9,366	x	78,086	Employment
98	383	1,971	1,001	x	10,210	Full-time
3,177	4,846	9,784	10,367	x	88,296	Part-time
						Total - Employment
(\$ 000)						
185,904	239,578	554,608	657,426	x	5,413,114	Labour expenses
17,643	33,795	105,684	123,688	x	750,403	Salaries and wages
203,547	273,373	660,292	781,114	x	6,163,517	Benefits
						Total - Labour expenses
20.8	31.0	19.4	18.7	x	18.7	% of operating revenues
(#)						
431,239	380,313	1,594,793	1,694,202	x	13,227,851	Wireless subscribers
23,082	3,522	80,152	118,797	x	1,466,425	Total - Mobile telephony
11,960	4,758	15,717	17,392	x	161,020	Total - Paging
x	x	x	x	x	4,209	Total - Other
736	x	x	x	x	15,197	Switches
						Cell sites (Mobile telephony)
(persons)						
1,162,776	994,843	3,153,723	4,146,580	102,316	31,629,677	Population

Table 8. Profit and loss statement, by province, by industry, 2003

	Newfoundland and Labrador	Prince Edward Island	Nova Scotia	New Brunswick	Québec	Ontario
(\$ 000)						
Total operating revenues						
Wireline (5171)	311,466	x	615,548	x	5,764,472	9,350,102
Wireless (5172)	x	x	x	135,866	1,693,171	3,401,699
Other (5173/4/9)	x	x	x	x	151,093	692,394
Total 517¹	611,605	109,009	835,818	683,131	7,608,736	13,444,195
Total operating expenses						
Wireline (5171)	x	x	x	x	4,863,308	7,309,071
Wireless (5172)	x	x	x	x	1,233,935	3,477,717
Other (5173/4/9)	x	-	x	x	101,062	580,546
Total 517¹	501,672	x	617,974	503,913	6,198,305	11,367,334
Operating profit						
Wireline (5171)	x	x	x	x	901,164	2,041,031
Wireless (5172)	x	x	x	x	459,236	(76,018)
Other (5173/4/9)	x	x	x	x	50,031	111,848
Total 517¹	109,933	x	217,844	179,218	1,410,431	2,076,861
(%)						
Operating profit margin						
Wireline (5171)	x	x	x	x	15.6	21.8
Wireless (5172)	x	x	x	x	27.1	(2.2)
Other (5173/4/9)	x	x	x	x	33.1	16.2
Total 517¹	18.0	x	26.1	26.2	18.5	15.4

1. NAICS 517 - Telecommunications (excluding NAICS 5175 - Cable and Other Program Distribution)

Table 8. (continued)

Manitoba	Saskatchewan	Alberta	British Columbia	Yukon, Nunavut Northwest Territories	Canada	
(\$ 000)						
						Total operating revenues
x	x	2,179,361	2,855,279	x	23,205,250	Wireline (5171)
256,395	x	1,150,675	1,143,762	x	8,304,772	Wireless (5172)
x	x	73,579	167,456	x	1,369,146	Other (5173/4/9)
978,505	882,567	3,403,615	4,166,497	155,490	32,879,168	Total 517¹
						Total operating expenses
x	x	2,144,334	1,980,102	x	18,673,439	Wireline (5171)
x	x	724,671	783,407	x	6,832,018	Wireless (5172)
x	x	57,308	154,971	x	1,143,939	Other (5173/4/9)
678,633	741,160	2,926,313	2,918,480	x	26,649,396	Total 517¹
						Operating profit
x	x	35,027	875,177	x	4,531,811	Wireline (5171)
x	x	426,004	360,355	x	1,472,754	Wireless (5172)
x	x	16,271	12,485	x	225,207	Other (5173/4/9)
299,872	141,407	477,302	1,248,017	x	6,229,772	Total 517¹
(%)						
						Operating profit margin
x	x	1.6	30.7	x	19.5	Wireline (5171)
x	x	37.0	31.5	x	17.7	Wireless (5172)
x	x	22.1	7.5	x	16.4	Other (5173/4/9)
30.6	16.0	14.0	30.0	x	18.9	Total 517¹

1. NAICS 517 - Telecommunications (excluding NAICS 5175 - Cable and Other Program Distribution)

Table 9. Profit and loss statement, by province, telecommunications (NAICS 517¹), 2002-2003

	Newfoundland and Labrador	Prince Edward Island	Nova Scotia	New Brunswick	Québec	Ontario
(\$ 000)						
Total operating revenues						
2003	611,605	109,009	835,818	683,131	7,608,736	13,444,195
% of total	1.9	0.3	2.5	2.1	23.1	40.9
2002	628,876	x	831,892	676,141	7,820,140	14,061,891
% of total	1.9	x	2.5	2.0	23.5	42.3
% change	(2.7)	x	0.5	1.0	(2.7)	(4.4)
Total operating expenses						
2003	501,672	x	617,974	503,913	6,198,305	11,367,334
% of total	1.9	x	2.3	1.9	23.3	42.7
2002	537,769	x	628,226	500,816	6,556,529	12,588,323
% of total	1.9	x	2.2	1.7	22.9	43.9
% change	(6.7)	x	(1.6)	0.6	(5.5)	(9.7)
Operating profit						
2003	109,933	x	217,844	179,218	1,410,431	2,076,861
% of total	1.8	x	3.5	2.9	22.6	33.3
2002	91,107	x	203,666	175,325	1,263,611	1,473,568
% of total	2.0	x	4.5	3.9	27.8	32.4
% change	20.7	x	7.0	2.2	11.6	40.9
Operating profit margin (%)						
2003	18.0	x	26.1	26.2	18.5	15.4
2002	14.5	x	24.5	25.9	16.2	10.5
% change	24.1	x	6.5	1.2	14.2	46.7
Capital expenditures						
2003
% of total
2002	x	14,260	167,930	199,240	1,135,425	2,825,229
% of total	x	0.2	2.6	3.1	17.4	43.3
% change
Total employment						
2003	1,526	x	2,726	2,345	19,156	33,423
% of total	1.7	x	3.1	2.7	21.7	37.9
2002	1,586	x	2,578	2,225	19,487	33,851
% of total	1.8	x	2.9	2.5	21.6	37.5
% change	(3.8)	x	5.7	5.4	(1.7)	(1.3)
Total labour expenses						
2003	91,918	x	168,115	147,060	1,407,654	2,372,358
% of total	1.5	x	2.7	2.4	22.8	38.5
2002	90,675	x	151,878	130,318	1,223,975	2,336,206
% of total	1.5	x	2.5	2.2	20.3	38.7
% change	1.4	x	10.7	12.8	15.0	1.5
Labour expenses % of operating revenue						
2003	15.0	x	20.1	21.5	18.5	17.6
2002	14.4	x	18.3	19.3	15.7	16.6
% change	4.2	x	10.2	11.7	18.2	6.2

1. NAICS 517 - Telecommunications (excluding NAICS 5175 - Cable and Other Program Distribution)

Table 9. (continued)

Manitoba	Saskatchewan	Alberta	British Columbia	Yukon, Nunavut, Northwest Territories	Canada	
(\$ 000)						
						Total operating revenues
978,505	882,567	3,403,615	4,166,497	155,490	32,879,168	2003
3.0	2.7	10.4	12.7	0.5	100.0	% of total
953,718	883,722	3,257,662	3,854,254	x	33,223,052	2002
2.9	2.7	9.8	11.6	x	100.0	% of total
2.6	(0.1)	4.5	8.1	x	(1.0)	% change
						Total operating expenses
678,633	741,160	2,926,313	2,918,480	x	26,649,396	2003
2.5	2.8	11.0	11.0	x	100.0	% of Total
729,690	727,348	3,059,079	3,158,990	x	28,675,205	2002
2.5	2.5	10.7	11.0	x	100.0	% of total
(7.0)	1.9	(4.3)	(7.6)	x	(7.1)	% change
						Operating profit
299,872	141,407	477,302	1,248,017	x	6,229,772	2003
4.8	2.3	7.7	20.0	x	100.0	% of total
224,028	156,374	198,583	695,264	x	4,547,847	2002
4.9	3.4	4.4	15.3	x	100.0	% of Total
33.9	(9.6)	140.4	79.5	x	37.0	% change
						Operating profit margin (%)
30.6	16.0	14.0	30.0	x	18.9	2003
23.5	17.7	6.1	18.0	x	13.7	2002
30.2	(9.6)	129.5	66.7	x	38.0	% change
						Capital expenditures
..	2003
..	% of total
165,179	148,472	983,670	741,905	x	6,521,840	2002
2.5	2.3	15.1	11.4	x	100.0	% of total
..	x	..	% change
						Total employment
3,177	4,846	9,784	10,367	x	88,296	2003
3.6	5.5	11.1	11.7	x	100.0	% of Total
3,304	4,640	10,125	11,566	x	90,250	2002
3.7	5.1	11.2	12.8	x	100.0	% of total
(3.8)	4.4	(3.4)	(10.4)	x	(2.2)	% change
						Total labour expenses
203,547	273,373	660,292	781,114	x	6,163,517	2003
3.3	4.4	10.7	12.7	x	100.0	% of Total
205,409	256,536	657,919	935,270	x	6,042,159	2002
3.4	4.2	10.9	15.5	x	100.0	% of total
(0.9)	6.6	0.4	(16.5)	x	2.0	% change
						Labour expenses % of operating revenue
20.8	31.0	19.4	18.7	x	18.7	2003
21.5	29.0	20.2	24.3	x	18.2	2002
(3.4)	6.7	(3.9)	(22.7)	x	3.1	% change