

2022 Tariff Trend Report: Telco Product Portfolio is Broadening with Non-Telecom Services

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Abstracts

The report reveals new releases of non-telco services are on the increase to boost increase operators' revenues. Telcos are becoming more open to exploring markets with little or no relationship to the communications side of their businesses.

Telcos are becoming retail organisations with an ability to sell both digital services and physical products to a mass market.

This report examines the introduction of non-telecoms services by 27 MNOs across 21 countries including from the banking, healthcare and electricity segments. One of the key markets for non-telecom services is Spain, which has seen the introduction of home security, electricity and healthcare services from the incumbent Telefonica.

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