Special Eurobarometer

European Commission

# E-Communications Household Survey

Fieldwork November - December 2006

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Special Eurobarometer 274 / Wave 66.3 – TNS Opinion & Social

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# INTRODUCTION

Since the full opening of EU electronic communications markets in 1998, the consumption of services by European households and individuals has considerably evolved. Driven by technological progress and competition, fixed and wireless network operators are upgrading existing infrastructures to enable higher data speeds and delivery of converged products.

In this context, the European Commission regularly carries out public opinion surveys in order to keep abreast of the consumer side of the rapidly evolving telecommunications markets and, in particular, to assess how consumers benefit from the liberalisation of the market, a key objective of the EU regulatory framework for electronic communications networks and services[1].

This survey was carried out between 17 November and 19 December 2006 and it follows on from the Eurobarometer study that was conducted between December 2005 and January 2006[2].

The questionnaire was slightly revised since the first wave in order to adapt it to market developments and to the EU policy agenda. Questions covering the control of expenditures, the use of phone directory services as well as privacy issues were added as well.

This report covers the following themes:

- General overview of penetration rates
- Fixed and mobile telephony
- Directories and enquiry services
- Computers and Internet
- Television
- Bundled offers
- Privacy protection
- European emergency number

For each of the themes, the results are analysed in terms of the EU 27 average and on a country by country basis. Comparisons with the last year's survey[3] are made at EU 25 level.[4] There are, in addition, some brief comments with regard to the socio-demographic variables of households in the European Union.

[1] EU policy and Regulation in: *http://ec.europa.eu/information_society/policy/ecomm/index_en.htm*

[2] Special Eurobarometer 249 eCommunications household survey in *http://ec.europa.eu/public_opinion/archives/ebs/ebs_249_en.pdf*

[3] The changes between the two studies are presented by distracting last year's results from this year's results, i.e. +4 indicates that the result for 2007 is 4 percentage points higher that that of the previous year.

[4] Special EB249 is referred as the winter 2006 study (fieldwork in December 2005 – January 2006) and Special EB 274 as winter the 2007 study (fieldwork in November-December 2006)..

This report covers the current 27 EU Member States, together with the Candidate countries Turkey and Croatia as well as the Turkish Cypriot Community. The results are presented for the EU27 and, when applicable, for the 15 old Member States and the 12 new Member States. It should be noted, however, that the fieldwork took place in the former EU25 since the interviews were carried out in the end of 2006.

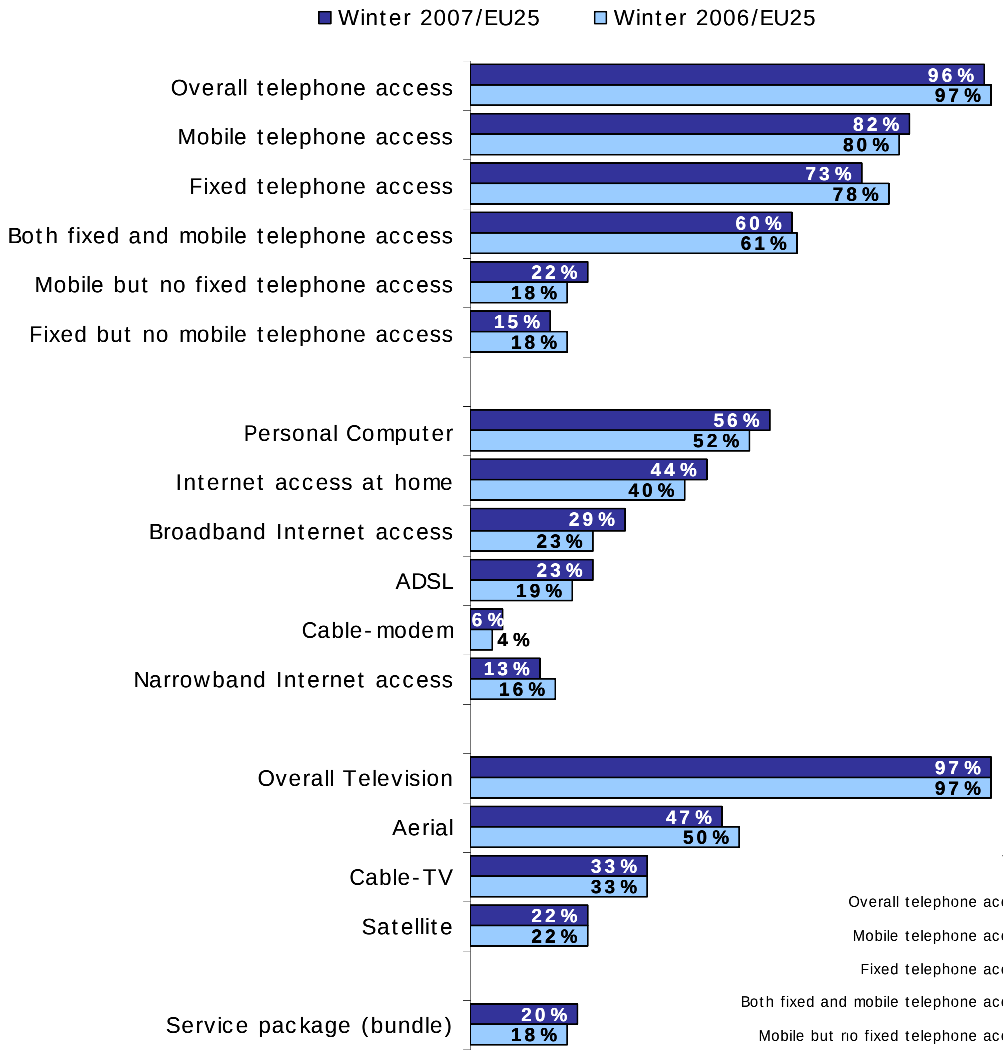
The methodology applied is the one defined as part of the Standard Eurobarometer surveys of the Commission's Directorate-General for Communication ("Public Opinion and Media Monitoring" Unit). A technical note concerning the way in which the interviews were conducted by the institutes in the TNS Opinion & Social network, as well as details concerning confidence limits, is annexed to this report.

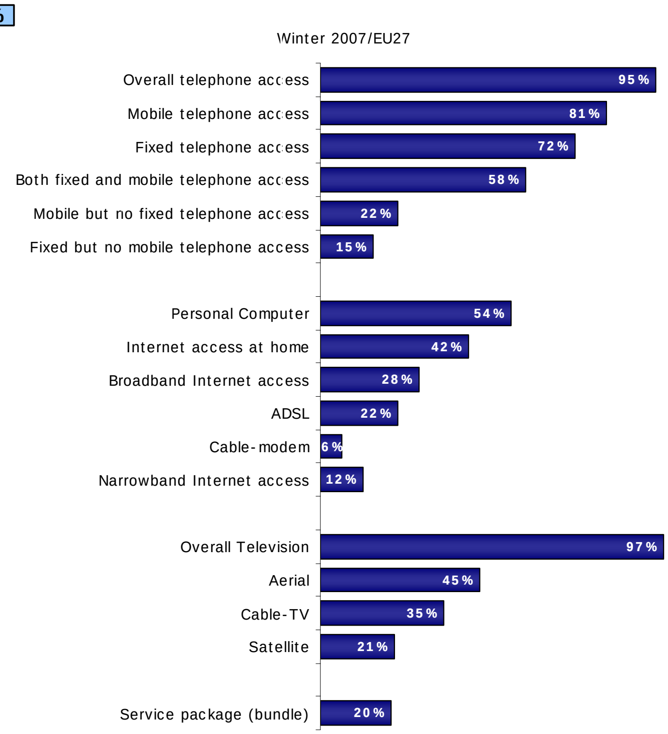
*Data released as part of this report do not constitute EU official statistical data in the meaning of the European Statistical Law of February 1997 (Council Regulation 322/97). EU official statistical data in the field of information society are available on Eurostat's Web site at:*

http://epp.eurostat.ec.europa.eu/portal/page?_pageid=0,1136250,0_45572555&_dad=portal&_schema=PORTAL

# 1. Snapshots and main findings

***Penetration rates of Electronic Communications Services within the European Union***



**Practically all Europeans have access to a telephone at home but the type of access -fixed line vs. mobile phone – evolves rapidly.**

- **Almost all households in the EU27 (95%) are equipped with access to a telephone today**, be it a mobile phone, a fixed-line phone or both. A comparison with last year's survey shows a one point decrease in this figure at EU25 level (96% compared to 97% in the winter 2006 study).
- The level of use of mobile phones remains fairly stable (EU27: 81% with at least one mobile phone) while at the same time more and more households give up their fixed line. Consequently, the share of 'mobile-only' households is rising (EU27: 22%, EU25: 22%, +4 points since winter 2006) while the share of household with at least one fixed line decreases (EU27: 72%, EU25: 73%, -5 points).
- On average, most European households have both fixed and mobile telephone access (EU27: 58%, EU25: 60%).
- The type of phone access varies, however, greatly from country to country: Sweden, Malta and the Netherlands have the highest numbers of households with dual-access; the majority of households in Finland and the Czech Republic rely only on mobile telephony while relatively high shares of households in Bulgaria and Germany benefit only from fixed telephony.
- The main reasons to stay loyal either to a fixed line or to a mobile phone are broadly the same: either there is no need to switch because the current type of access is satisfactory or there is no willingness to change. Representatives of households without a fixed line mention, however, more often cost-related reason for not having a fixed telephone than do those without a mobile phone. The lesser importance of costs for the EU27 households with a fixed line is also confirmed by the fact that 66% of respondents would not be willing to give up their fixed line even if they could have a mobile phone at the same price. Additionally, for many households, the reason for keeping their fixed line is still the internet connection (22%).
- 17% of Europeans who have an internet connection at home say that someone in their household uses the PC for making phone calls over the Internet. This proportion is twice as large in the new Member States.
- The use of public payphones is not widespread across Europe, with only 12% of respondents indicating that any of their household members use this method of telephony, a 3 points decrease since winter 2006.

**Europe is becoming more computerised and the internet is more accessible to households with around a half of households benefiting from these utilities.**

- The majority of European households (EU27: 54%, EU25: 56%, +4 points) have a computer, primarily a desktop computer (36%). 34% of EU27 households with internet access at home have a wifi router (35% within the EU25 compared to 27% last year).
- As the prevalence of computers is linked to the prevalence of internet access, a slight increase is also observed in the overall internet penetration rate (EU27 42%, EU25: 44%, +4 points). The share of households with internet access goes up in 22 countries, particularly in some new Member States (Lithuania, Estonia, Latvia and Malta).

- Broadband technology is rapidly conquering space (EU27: 28%, EU25: 29%, +6 points) from narrowband technology (EU27:12%, EU25: 13%, -3 points). Most households access internet via an ADSL line (EU27: 53% of households with broadband access, EU25: 54%, +4 points).
- The main reason for not having an internet connection is by far the lack of interest of the household members (45%).
- The main reason for not upgrading a narrowband connection to a broadband connection is the satisfaction with the speed of the current connection (26%). If households with narrowband connections were to get the broadband service together with fixed telephony without paying anymore for the monthly fixed telephony line rental charges, almost half of households would switch to broadband (47%).
- Even if spam is not a problem for mobile phones, over a quarter of households with internet access (28%) have suffered from significant problems caused by spam, viruses and spy ware. The main consequence appears to be a lowering in the functioning of the computer (40%) or even a breakdown (27%).
- Overall, a large majority of Europeans have installed on their computer antivirus software (EU27: 81%) and antispam software (60%)
- EU27 citizens are in general satisfied with the quality of their internet services. Over a third, however, disagree with the statement that their internet connection never breaks down. Linked to this, 42% of respondents say that their Internet providers do not usually pre-announce their network connection cuts, with almost a quarter expressing this view very strongly.

**Access to television is universal in Europe.**

- Virtually all European households have a television (EU27/EU25: 97%, no change). An overwhelming majority of households still have a standard television (92%). The share of households having a wide-screen television remains stable (21%), although significant increases are observed mainly in old Member States (+6 in Finland and Italy, +5 in the NL, Denmark, Austria and Spain).
- On average, aerials remain the main means of reception but we can observe a decrease in their use (EU27: 45%, EU25: 47% -3 points). 35% of the EU27 households use cable television networks and 21% a satellite TV. Digital terrestrial television is used by 7% of EU27 households.
- However, an analysis by country reveals that the way European households receive television differs strongly between countries: At the extremes one can observe that 99% of Greek households receive television via an aerial, more than 90% of Dutch and Belgian households via cable and 42% of German households via satellite.

**Finally…**

- The use of service packages has increased slightly (EU27/EU25: 20%, +3 points), the most common combination being fixed telephony and internet access (8%). Representatives of households that have a service package are particularly satisfied with the fact that two services are invoiced at once (EU27/EU25: 60%, +6 points) and that the combined price is cheaper than that of two separate services (EU27/EU25: 44%, +10 points).

- Familiarity with the European emergency number 112 *as a common European emergency number* varies widely between countries and depends greatly on national contexts. There is a 5-point increase in the awareness of it within the EU25. Familiarity with '112' increased in many new Member States both in terms of its use as a common European emergency number and as a national emergency number.
- Traditional paper phone directories remain the most used type of telephone directory in the EU27 (75% of respondents use them at least sometimes). However, frequent users of phone directories (more than once a month) with an Internet connection at home make slightly more use of online phone directories (EU27:19%) than of paper directories (EU27: 18%).

# 2. Telephone access

## 2.1 Overall telephone access

***- Telephone access is almost universal in Europe -***

**Almost all households in the EU27 (95%) are equipped with access to a telephone today**, be it a mobile phone, a fixed phone or both. A comparison with last year's survey shows no change at EU25 level (96% compared to 97% in the winter 2006 study).

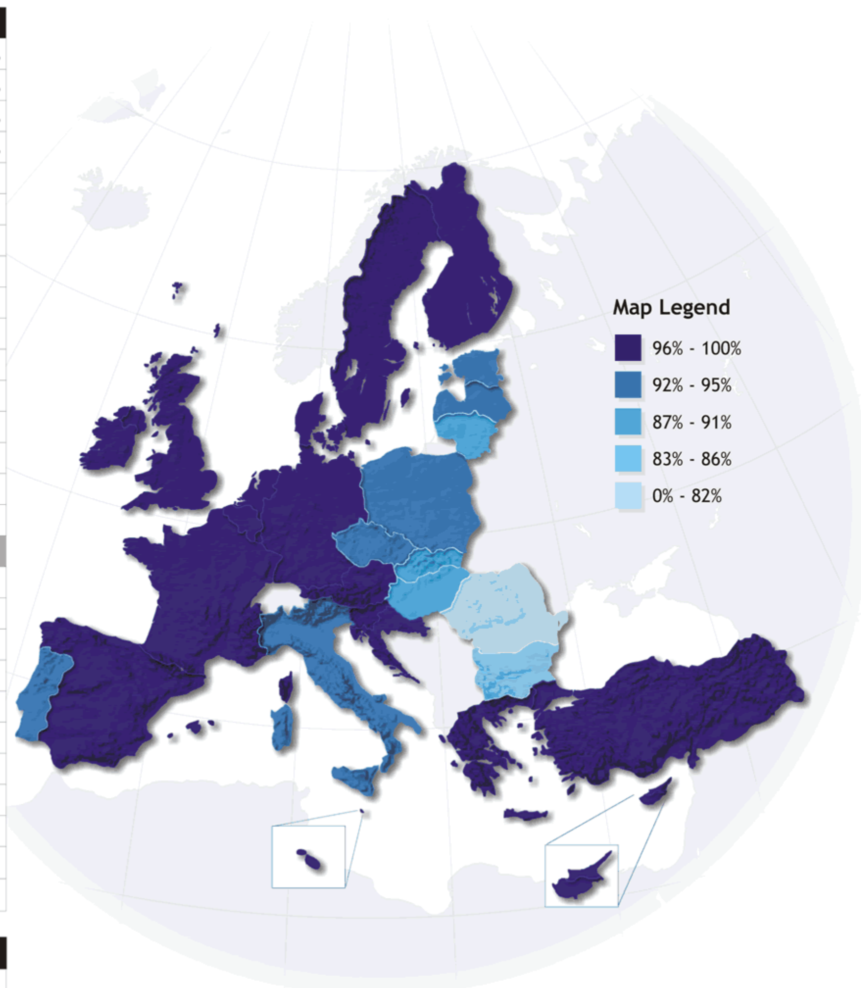
Question: Q1. For each of the following please tell me how many of them are available in your household.

Answers: At least one telephone access (fixed/ISDN and or mobile)

| Country Results | |
|---|---|
| Luxembourg | 100% |
| The Netherlands | 100% |
| Sweden | 100% |
| Malta | 100% |
| Greece | 99% |
| Finland | 99% |
| Cyprus* | 99% |
| Slovenia | 99% |
| Denmark | 98% |
| Ireland | 98% |
| United Kingdom | 98% |
| Spain | 97% |
| France | 97% |
| Belgium | 96% |
| Germany | 96% |
| Austria | 96% |
| European Union (27) | 95% |
| Czech Republic | 95% |
| Estonia | 95% |
| Italy | 94% |
| Portugal | 94% |
| Latvia | 92% |
| Poland | 92% |
| Lithuania | 90% |
| Slovakia | 90% |
| Hungary | 87% |
| Bulgaria | 85% |
| Romania | 77% |

* Cyprus (tcc) = 98%

| Other Countries | |
|---|---|
| Croatia | 96% |
| Turkey | 96% |



**At country level the changes over the last year were minor.** In Poland and Portugal, a positive evolution is observed (+4 and +3 percentage points respectively)[5] with more households now having access to telephones while the trend is opposite in Austria, Slovakia and Hungary (-3, -3 and -6 percentage points respectively). The decrease in these countries can be attributed to a relative high number of households giving up their fixed line which is not completely compensated by an increase in the use of mobile phones.

### *Analysis by country groupings and socio-demographic characteristics:*

*Proportion of households with telephone access (fixed/ISDN and/or mobile)*

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| **EU27** | 95% | 91% | 96% | 98% | 97% | 93% | 96% | 97% |
| **EU15** | 97% | 94% | 98% | 99% | 98% | 97% | 97% | 97% |
| **NMS12** | 89% | 78% | 86% | 95% | 94% | 79% | 92% | 95% |

First, the overall telephone penetration rate is notably higher in the old Member States than in the 12 new Member States. Compared to the winter 2006 survey, the gap between these country groupings has increased. This is largely due to the fact that Bulgaria and Romania are now included in the NMS figure and these countries have the lowest penetration rates within the EU27.

Second, the overall telephone penetration rate increases along with the number of members in the household. Differences between the households of different compositions remain modest within the EU15 but are significantly more marked within the NMS12.

Third, the level of urbanisation does not have an influence on the penetration rates in the old Member States while it is significantly lower in rural areas than metropolitan areas within the new Member States.

*Single households by age with telephone access*

| EU27 | | | EU15 | | | NMS12 | | |
|---|---|---|---|---|---|---|---|---|
| -29 | 30-59 | 60+ | -29 | 30-59 | 60+ | -29 | 30-59 | 60+ |
| 96% | 94% | 88% | 96% | 96% | 92% | 95% | 86% | 70% |

Single households tend to have lower telephone penetration rates. The table above depicts these households by the age of the inhabitant.

Respondents aged 60+ are significantly more likely *not* to have access to telephone than their younger counterparts. This is the case across the EU, but particularly in the new Member States where 95% of single household habitants aged under 30 have telephone access while this is the case only for 70% of those in the 60+ age group.

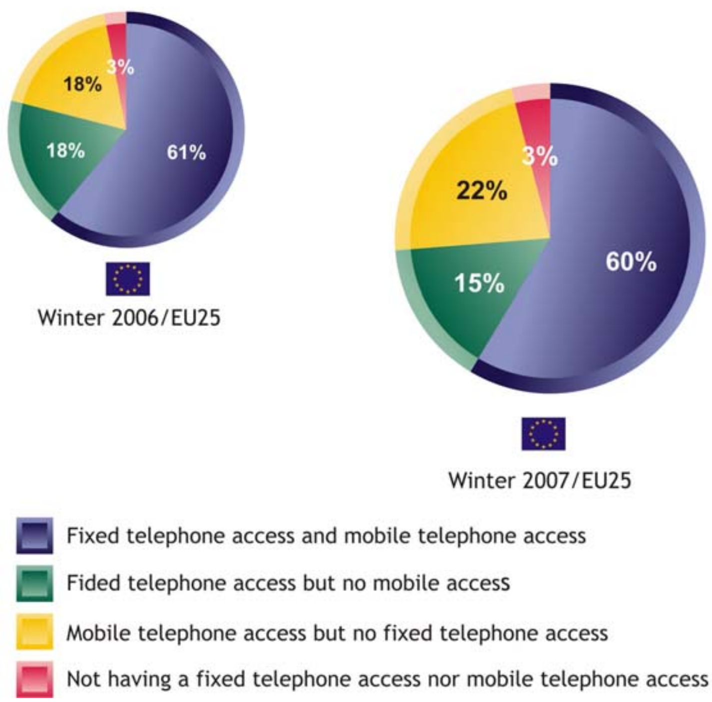
[5] A change of 3 percentage points is considered to be noteworthy here.

***- Mobile phones are increasingly used in European households -***

When examining further the overall telephone access, households can be regrouped into **four distinct groups in terms of the type of access** they have:

- households having fixed telephone access *and* mobile telephone access ('*dual access*'),
- households having fixed telephone access but *no* mobile telephone access (*'fixed-only')*,
- households having mobile telephone access but *no* fixed telephone access, (*'mobile only')*
- households with *no* telephone access

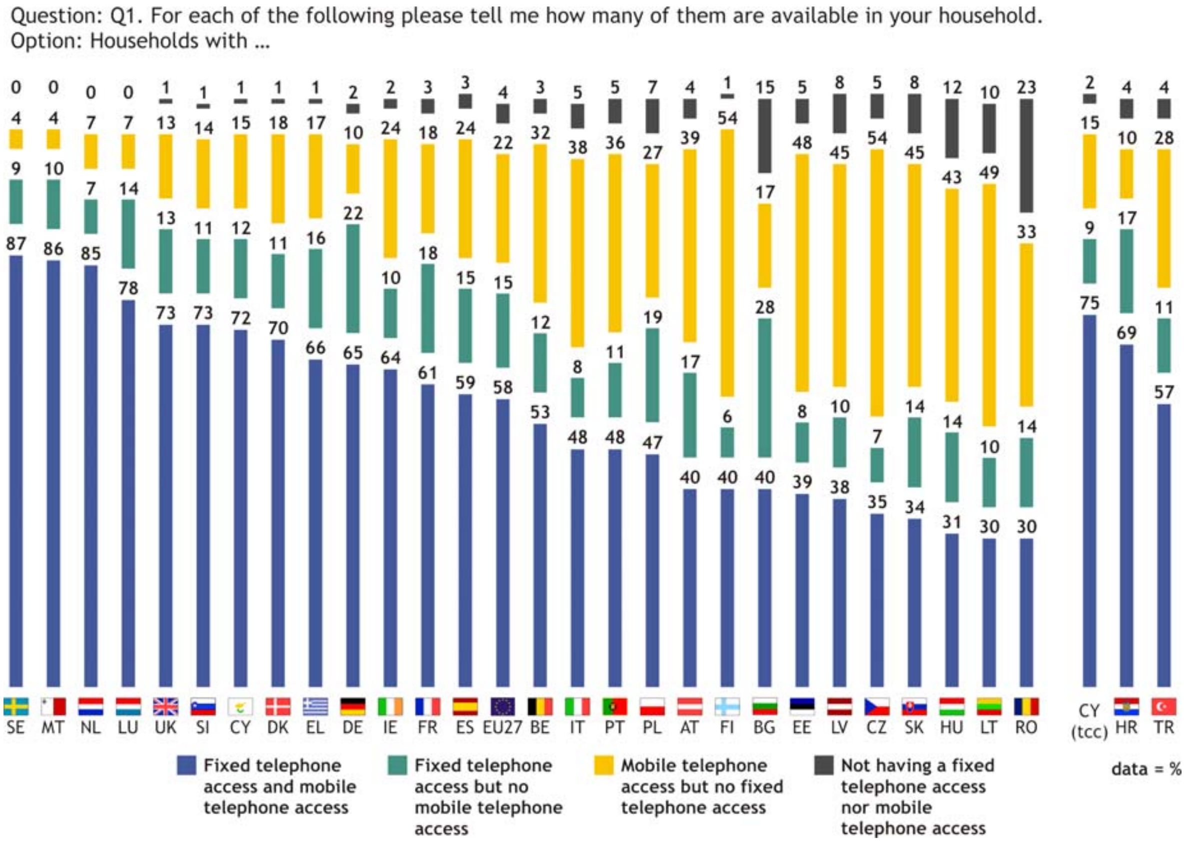
Question: Q1. For each of the following please tell me how many of them are available in your household.




The following developments can be identified over the last year:

- The percentage of households having both fixed telephone and mobile telephone access has not changed within the EU25.
- However, fewer households now have only fixed telephone access (15%, -3 points) and more households have only mobile telephone access (22%, +4 points).

In summary, it appears that EU households are increasingly using only mobile phones although a vast majority still have access both to fixed and mobile telephone services.




When looking at the types of access combinations, the following broad groups can be identified:

- **Countries with high shares of dual-connections:** 19 Member States have the largest segment of households having access both to fixed and mobile telephone. This is the case also in the candidate countries Croatia and Turkey. The shares vary widely reaching from over 80% in Sweden, Malta and the Netherlands to a relatively low figure of 40% in Austria and Bulgaria.

- **Countries with mobile-only:** In 8 Member States, the proportion of households that have access only to mobile phone is higher than the proportion of households that have either dual-access or fixed only. This is particularly the case in Finland and the Czech Republic with the majority of households belonging to the mobile-only group of countries. Finland is also the only old Member State among these countries, the other being Romania, Lithuania, Hungary, Slovakia, Latvia and Estonia.

- **Countries with relatively high shares of fixed-only:** As mobile telephony is conquering more and more space, there are relatively few households with access only to fixed telephony. In Bulgaria and Germany over a fifth of households have access only to fixed telephony.

In the following sub-chapters we examine each of these types of access combinations in more detail.

## 2.2 Households with fixed and mobile telephone access

***- Most European households have both fixed and mobile access -***

The largest share of European households (58%) continues to have both fixed and mobile telephone access.

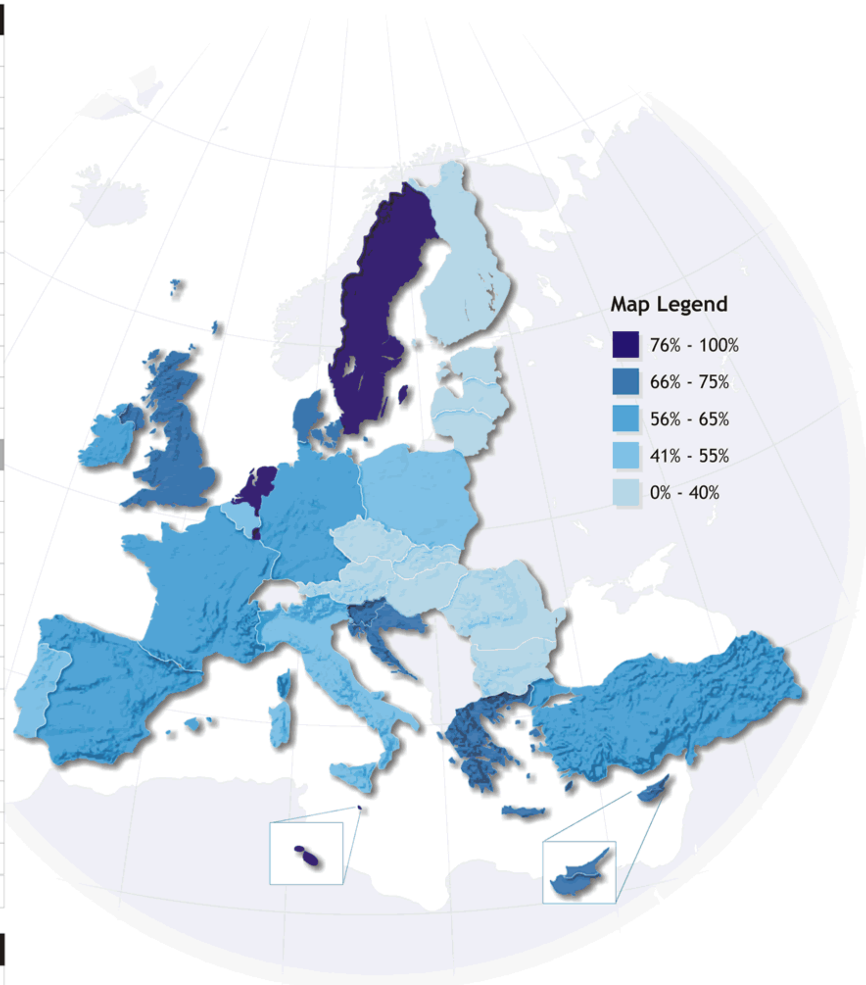
Question: Q1. For each of the following please tell me how many of them are available in your household.

Answers: Fixed telephone access and mobile telephone access

| Country Results | |
|---|---|
| Sweden | 87% |
| Malta | 86% |
| The Netherlands | 85% |
| Luxembourg | 78% |
| United Kingdom | 73% |
| Slovenia | 73% |
| Cyprus* | 72% |
| Denmark | 70% |
| Greece | 66% |
| Germany | 65% |
| Ireland | 64% |
| France | 61% |
| Spain | 59% |
| European Union (27) | 58% |
| Belgium | 53% |
| Italy | 48% |
| Portugal | 48% |
| Poland | 47% |
| Austria | 40% |
| Finland | 40% |
| Bulgaria | 40% |
| Estonia | 39% |
| Latvia | 38% |
| Czech Republic | 35% |
| Slovakia | 34% |
| Hungary | 31% |
| Lithuania | 30% |
| Romania | 30% |

* Cyprus (tcc) = 75%

| Other Countries | |
|---|---|
| Croatia | 69% |
| Turkey | 57% |




The highest rates are observed among Swedish households (87%), followed by Maltese (86%) and Dutch (85%) households. At the other extreme, only about a third of households in the Czech Republic, Slovakia, Hungary, Lithuania and Romania have both fixed and mobile telephone access.

These results already indicate the difference between the 15 old and the 12 new Member States: 63% of the households in the former group benefit from access to both fixed and mobile telephony services while this is the case for only 40% of households in the new Member States.

This pattern is however not all-comprising: over 70% of Slovenians and Cypriots have access to both forms of telephony and the prevalence of dual-access remains at 40% in Austria and Finland.

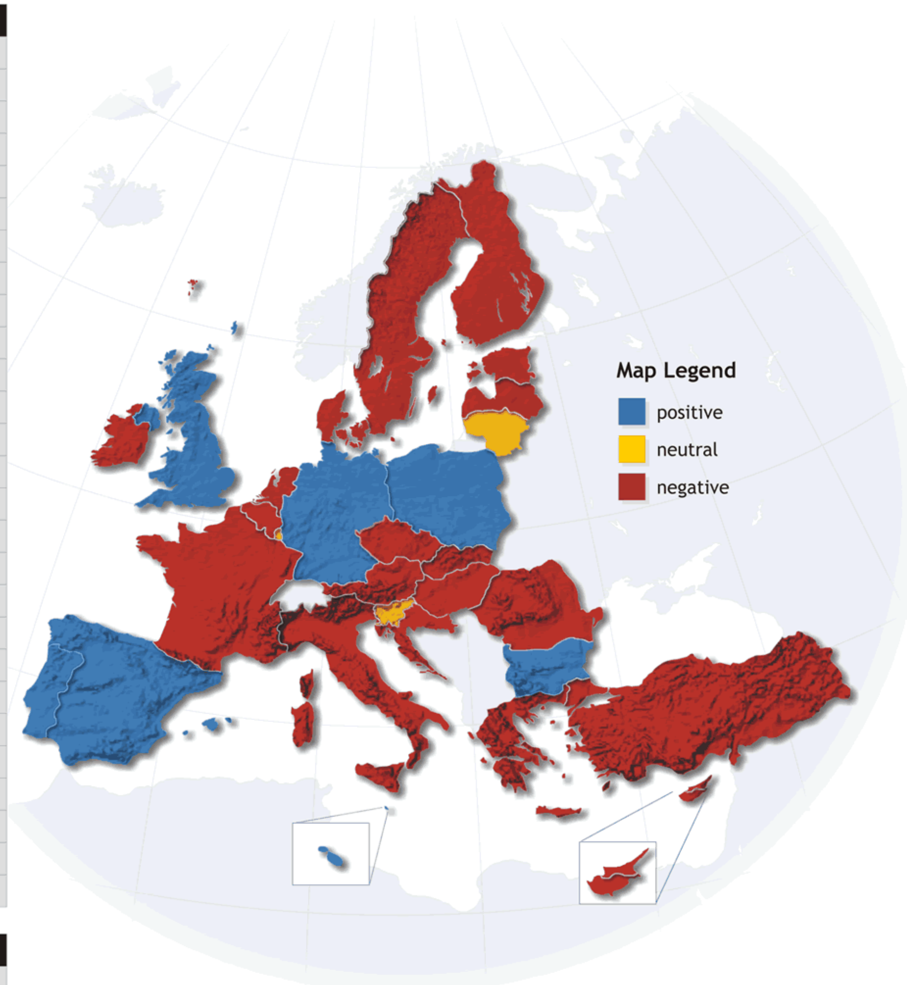
Question: Q1. For each of the following please tell me how many of them are available in your household.

Answers: Fixed telephone access and mobile telephone access

| Comparison by Country | | |
|---|---|---|
| Portugal | 48% | +9 |
| Malta | 86% | +6 |
| Spain | 59% | +4 |
| Bulgaria | 40% | +4 |
| Germany | 65% | +2 |
| United Kingdom | 73% | +1 |
| Poland | 47% | +1 |
| Luxembourg | 78% | 0 |
| Lithuania | 30% | 0 |
| Slovenia | 73% | 0 |
| Ireland | 64% | -2 |
| The Netherlands | 85% | -2 |
| Belgium | 53% | -3 |
| Denmark | 70% | -3 |
| Greece | 66% | -3 |
| France | 61% | -3 |
| Cyprus* | 72% | -3 |
| Latvia | 38% | -3 |
| Romania | 30% | -3 |
| Slovakia | 34% | -4 |
| Finland | 40% | -6 |
| Sweden | 87% | -6 |
| Czech Republic | 35% | -6 |
| Estonia | 39% | -6 |
| Austria | 40% | -11 |
| Italy | 48% | -12 |
| Hungary | 31% | -13 |

* Cyprus (tcc) = 75% : -2

| Other Countries | | |
|---|---|---|
| Turkey | 57% | -1 |
| Croatia | 69% | -2 |




Compared with the winter 2006 study, some considerable changes emerge at country level.

Overall, in 15 countries a notable drop[6] in the dual telephony access can be observed. This is particularly the case in Hungary (-13 percentage points), Italy (-12) and Austria (-11). This evolution is explained by a considerable decrease in the share of households that have at least one fixed telephone line (see sub-chapter 2.4.1).

[6] A change of 3 percentage points is considered to be notable here.

Conversely, the share of dual-access households increases in Portugal (+9 percentage points), Malta (+6), Spain and Bulgaria (+4 each). This is explained by the fact that in these countries, the fixed telephony penetration remains stable compared to the winter 2006 study, while the share of households with mobile phone access increases (see sub-chapter 2.5.1).

### *Analysis by socio-demographic characteristics:*

*Proportion of households with fixed and mobile telephone access*

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| **EU27** | 58% | 40% | 62% | 66% | 69% | 55% | 58% | 61% |
| **EU15** | 63% | 45% | 67% | 72% | 74% | 62% | 62% | 65% |
| **NMS12** | 40% | 19% | 36% | 45% | 54% | 30% | 41% | 50% |

As was observed concerning the overall telephone access, the bigger the household is, the better it is equipped in terms of telephone services. However, as the fixed telephone penetration is decreasing and the mobile-only option is becoming more popular, the figures tend to be below those of the winter 2006 study.

Again, a major difference in the dual-access penetration rates between single households and households with at least two members is perceived in the NMS12: While only 19% of the single households have access both to fixed and mobile telephone this is the case for 54% of households of four or more members.

The urbanization level seems, again, to play a role in the new Member States: households located in rural areas are less well equipped than households located in big cities. This pattern can be also observed within the old Member States but to a considerably lesser extent.

## 2.3 Households without telephone access

***- Some households are still without telephone access, particularly in the newest Member States -***

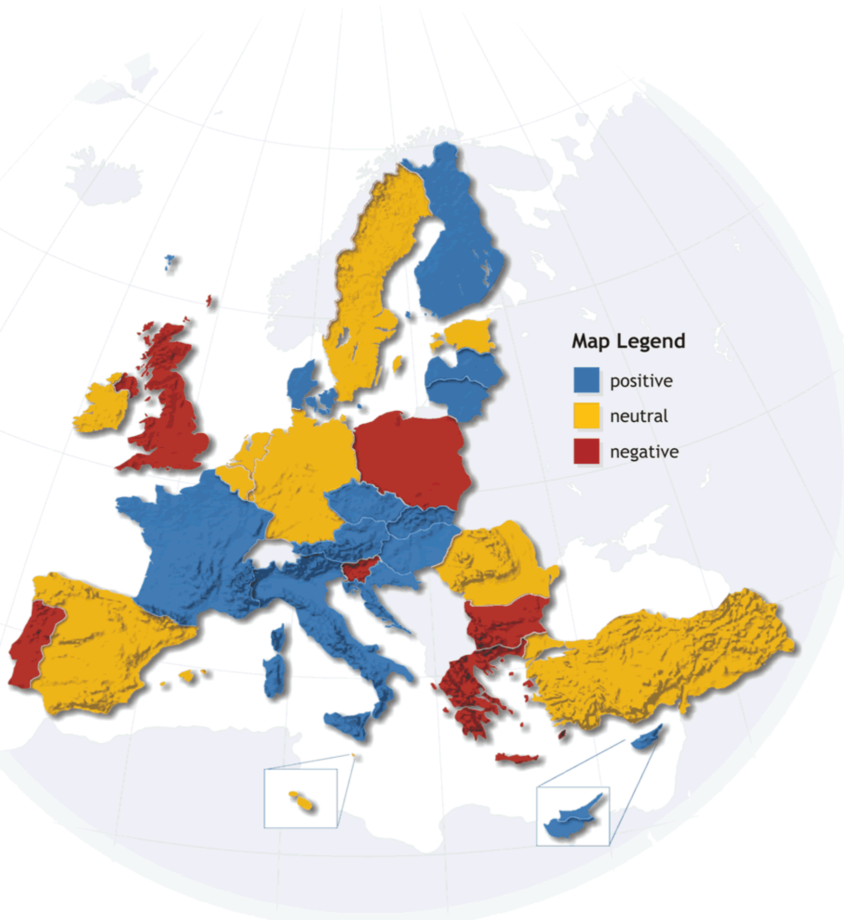
Question: Q1. For each of the following please tell me how many of them are available in your household.

Answers: Not having a fixed telephone access nor mobile telephone access

| Comparison by Country | | |
|---|---|---|
| Hungary | 12% | +6 |
| Austria | 4% | +3 |
| France | 3% | +2 |
| Italy | 5% | +2 |
| Denmark | 1% | +1 |
| Finland | 1% | +1 |
| Cyprus* | 1% | +1 |
| Czech Republic | 5% | +1 |
| Latvia | 8% | +1 |
| Lithuania | 10% | +1 |
| Slovakia | 8% | +1 |
| Belgium | 3% | 0 |
| Germany | 2% | 0 |
| Spain | 3% | 0 |
| Ireland | 2% | 0 |
| Luxembourg | 0% | 0 |
| The Netherlands | 0% | 0 |
| Sweden | 0% | 0 |
| Estonia | 5% | 0 |
| Malta | 0% | 0 |
| Romania | 23% | 0 |
| Greece | 1% | -1 |
| United Kingdom | 1% | -1 |
| Slovenia | 1% | -1 |
| Bulgaria | 15% | -1 |
| Poland | 7% | -3 |
| Portugal | 5% | -4 |

* Cyprus (tcc) = 2% : +1

| Other Countries | | |
|---|---|---|
| Croatia | 4% | +2 |
| Turkey | 4% | 0 |




Despite almost universal access to telephones in Europe, there are still some countries with a relatively high proportion of households without a telephone: 23% in Romania, 15% in Bulgaria, 12% in Hungary and 10% in Lithuania.

Overall, the situation compared to Winter 2006 has remained much the same, with the exceptions of Hungary and Austria where there appear to have been increases in the number of households without telephone access. This might be due to a switch-over to alternative means of telephony, in this case to voice over IP telephony (VoIP) provided by ISPs or cable-operators in these countries, although it corresponds to a form of fixed telephony as well. Country-specific circumstances could also have an influence on these figures.

A slightly positive evolution in terms of fewer households having no telephone access is seen in Portugal (-4 percentage points) and in Poland (-3).

## 2.4 Fixed telephony

### 2.4.1 Households having at least one fixed and/or ISDN access

The household penetration rate of fixed telephony[7] varies greatly between the Member States. A divergence is again observed between the 15 old and the 12 new Member States. Significantly more households in the former have at least one fixed line (76%) than in the latter (54%).

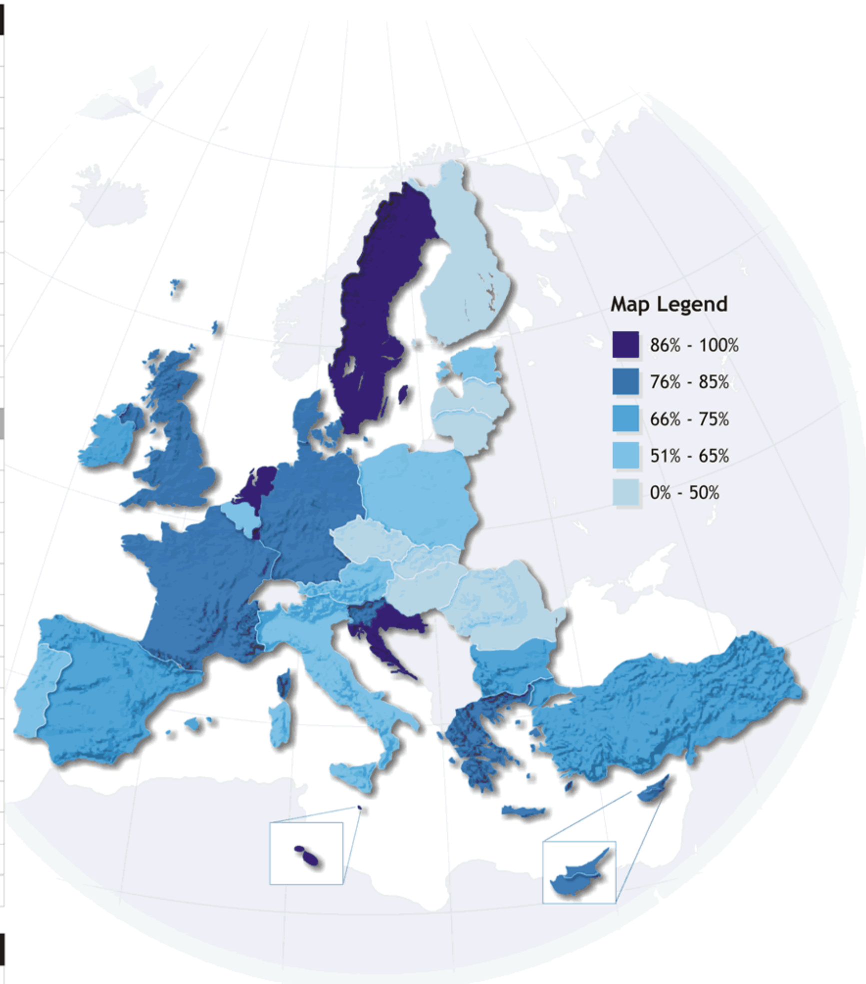
Question: Q1. For each of the following please tell me how many of them are available in your household.

Answers: At least one telephone access fixed and or ISDN

| Country Results | |
|---|---|
| Sweden | 96% |
| Malta | 96% |
| Luxembourg | 92% |
| The Netherlands | 92% |
| Cyprus* | 85% |
| Slovenia | 85% |
| Germany | 84% |
| United Kingdom | 84% |
| Denmark | 82% |
| Greece | 82% |
| France | 79% |
| Ireland | 74% |
| European Union (27) | 72% |
| Spain | 72% |
| Bulgaria | 68% |
| Belgium | 65% |
| Poland | 64% |
| Italy | 55% |
| Austria | 54% |
| Portugal | 54% |
| Estonia | 51% |
| Finland | 49% |
| Latvia | 46% |
| Slovakia | 45% |
| Hungary | 44% |
| Romania | 44% |
| Czech Republic | 41% |
| Lithuania | 41% |

* Cyprus (tcc) = 84%

| Other Countries | |
|---|---|
| Croatia | 87% |
| Turkey | 68% |




The difference between the country groupings is reflected in the country-by-country analysis. While almost all households in Sweden, Malta, the Netherlands and Luxembourg have a fixed line[8], this is the case in around one in two households in Lithuania and the Czech Republic. Penetration rates are relatively low also in Romania, Hungary, Slovakia and Latvia.

[7] It should be noted that a household can have a fixed telephone service either via a standard line, an ISDN line or access provided by a cable operator or by an operator providing voice over IP

[8] including ISDN and those accesses provided by a cable operator or by an operator providing voice over IP

***- The fixed telephony rate is falling rapidly -***

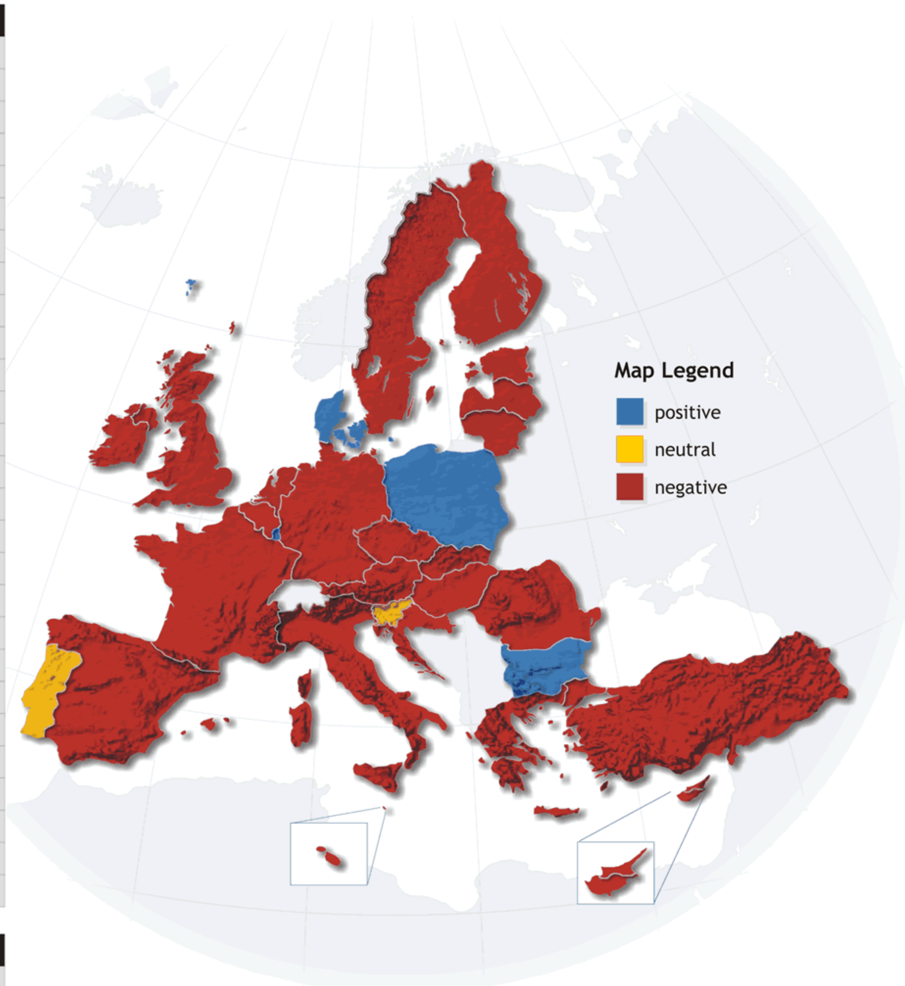
Question: Q1. For each of the following please tell me how many of them are available in your household.

Answers: At least one telephone access fixed and or ISDN

| Comparison by Country | | |
|---|---|---|
| Denmark | 82% | +4 |
| Luxembourg | 92% | +1 |
| Poland | 64% | +1 |
| Bulgaria | 68% | +1 |
| Portugal | 54% | 0 |
| Slovenia | 85% | 0 |
| United Kingdom | 84% | -1 |
| Malta | 96% | -1 |
| Germany | 84% | -2 |
| Spain | 72% | -2 |
| Lithuania | 41% | -2 |
| Greece | 82% | -4 |
| The Netherlands | 92% | -4 |
| Sweden | 96% | -4 |
| Cyprus* | 85% | -5 |
| France | 79% | -6 |
| Ireland | 74% | -6 |
| Estonia | 51% | -7 |
| Belgium | 65% | -8 |
| Finland | 49% | -8 |
| Latvia | 46% | -8 |
| Slovakia | 45% | -9 |
| Romania | 44% | -9 |
| Italy | 55% | -12 |
| Czech Republic | 41% | -12 |
| Austria | 54% | -16 |
| Hungary | 44% | -17 |

* Cyprus (tcc) = 84% : -7

| Other Countries | | |
|---|---|---|
| Croatia | 87% | -3 |
| Turkey | 68% | -7 |




**A clear tendency of decreasing fixed telephone penetration** is observed across Europe. At EU25 level, this drop is 5 percentage points over one year.

Households in Hungary (-17 percentage points), Austria (-16), the Czech Republic and Italy (-12 each) particularly have fewer fixed lines now than one year before. The only country where a noteworthy increase of fixed line penetration can be observed is Denmark (+4).

***Analysis by socio-demographic characteristics***:

*Proportion of households having at least one fixed and/or ISDN access*

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| **EU27** | 72% | 67% | 77% | 70% | 72% | 71% | 72% | 73% |
| **EU15** | 76% | 71% | 81% | 76% | 77% | 78% | 75% | 76% |
| **NMS12** | 54% | 48% | 57% | 52% | 58% | 46% | 56% | 61% |

Two specific patterns in terms of socio-demographic profiles can be underlined:

- Single households are less well equipped with fixed telephony. This is particularly the case in the new Member States.

- Rural regions in the former 15 Member States seem to be slightly better equipped with regards to fixed telephony whereas in the 12 new Member States fixed telephony is more widely used in big cities.

### *2.4.2 Households having only fixed telephone access*

**The share of households having only fixed telephone access is relatively low (15% in the EU27) but still significant.** Bulgaria (28%), Germany (22%), Poland (19%), France (18%), Austria (17%) and Greece (16%) are all countries with above average rates of fixed-only access.

Conversely, fewer than 1 in 10 households in Finland (6%), the Czech Republic (7%), the Netherlands (7%), Estonia (8%), Italy (8%) and Sweden (9%) have access only to fixed telephone services.

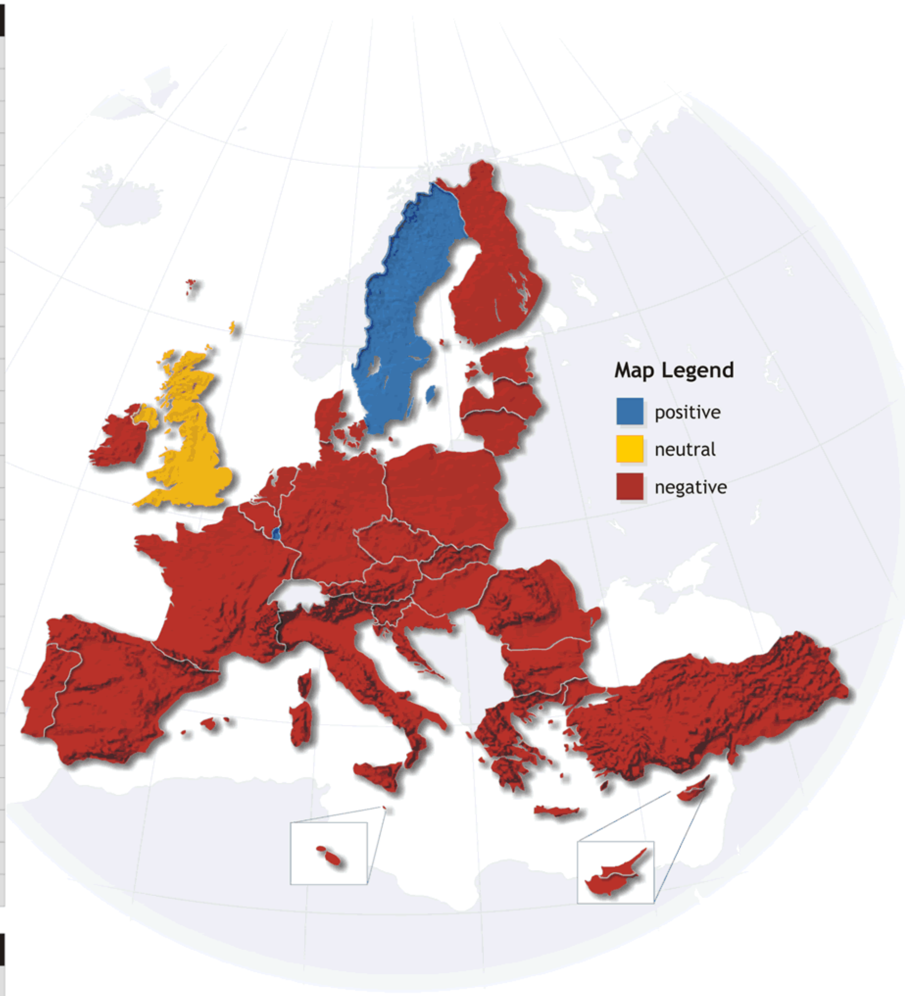
Question: Q1. For each of the following please tell me how many of them are available in your household.

Answers: Fixed telephone access but no mobile telephone access

| Comparison by Country | | |
|---|---|---|
| Sweden | 9% | +2 |
| Luxembourg | 14% | +1 |
| United Kingdom | 13% | 0 |
| Greece | 16% | -1 |
| Finland | 6% | -1 |
| Slovenia | 11% | -1 |
| Denmark | 11% | -2 |
| Germany | 22% | -2 |
| The Netherlands | 7% | -2 |
| Austria | 17% | -2 |
| Latvia | 10% | -2 |
| France | 18% | -3 |
| Portugal | 11% | -3 |
| Cyprus* | 12% | -3 |
| Lithuania | 10% | -3 |
| Slovakia | 14% | -3 |
| Bulgaria | 28% | -3 |
| Spain | 15% | -4 |
| Ireland | 10% | -4 |
| Italy | 8% | -4 |
| Poland | 19% | -4 |
| Belgium | 12% | -5 |
| Czech Republic | 7% | -5 |
| Hungary | 14% | -5 |
| Estonia | 8% | -6 |
| Romania | 14% | -6 |
| Malta | 10% | -7 |

* Cyprus (tcc) = 9% : -5

| Other Countries | | |
|---|---|---|
| Croatia | 17% | -2 |
| Turkey | 11% | -7 |




The drop in the overall fixed telephone penetration is particularly attributed to a drop in the fixed-only penetration here. At EU25 level, the penetration rate decreases by 3 percentage points from 18% in the EU25 in winter 2006 to 15% within the EU25 in winter 2007.

In most countries (17 out of 29), a slight drop in the share of households that have only fixed line can be seen[9]. Turkey, Malta, Romania and Estonia show the clearest downward evolution over one year. This result is in line with the observation that in these countries the share of households with mobile phone access increases significantly.

### *Analysis by socio-demographic characteristics*

*Proportion of households with fixed telephone access but not mobile phone access*

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| EU27 | 15% | 29% | 17% | 5% | 4% | 17% | 15% | 13% |
| EU15 | 15% | 29% | 16% | 5% | 3% | 17% | 14% | 14% |
| NMS12 | 16% | 30% | 22% | 7% | 5% | 18% | 16% | 13% |

While larger households tend to be better equipped with dual-access and fixed telephone access, the pattern in terms of having fixed-only access is the opposite: One-person households have significantly more often only a fixed line than households with several members. This tendency is universal across Europe.

*Single households by age with fixed telephone access but not mobile phone access*

| EU27 | | | EU15 | | | NMS12 | | |
|---|---|---|---|---|---|---|---|---|
| -29 | 30-59 | 60+ | -29 | 30-59 | 60+ | -29 | 30-59 | 60+ |
| 2% | 11% | 47% | 2% | 11% | 48% | 1% | 15% | 44% |

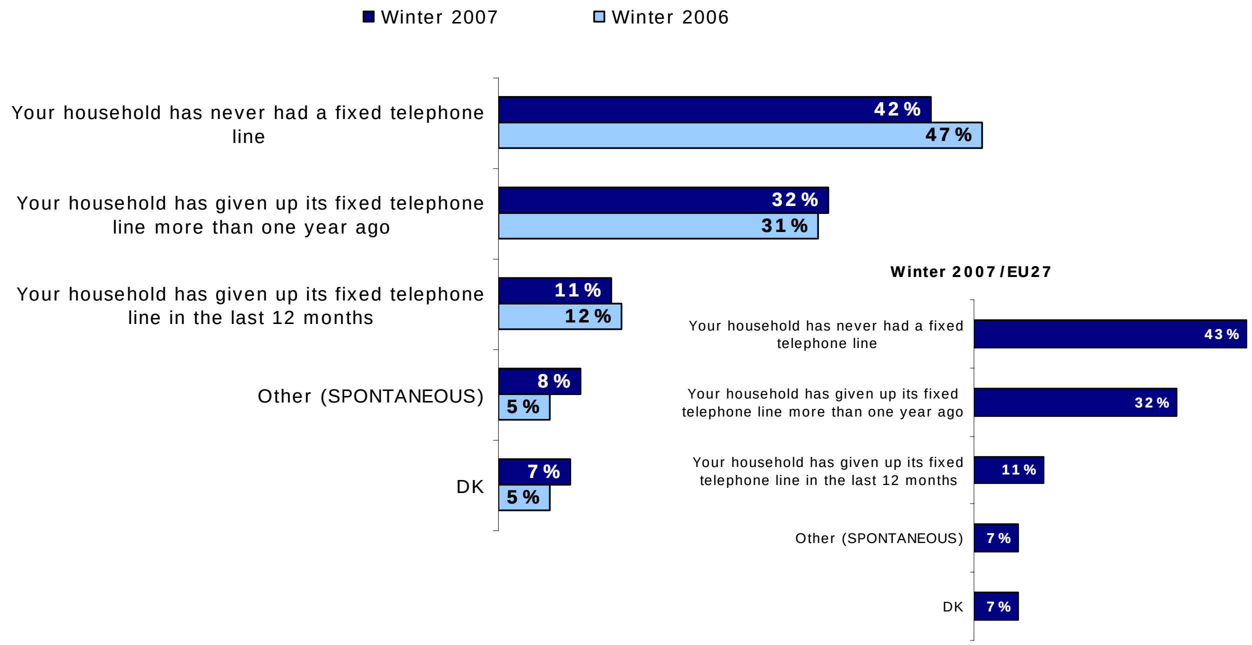
The pattern according to the household size is largely due to the fact that almost a half of respondents who are aged 60+ and live alone have access only to fixed telephones. The difference is striking when compared to single-households with an occupant aged less than 30: only 1-2% of these households have fixed-only access.

[9] A change of 3 percentage points is considered to be noteworthy here.

### 2.4.3 Households without any fixed telephone line

Households that indicated they have no fixed line at home (21% at the EU27 level) were asked to give details of their situation and reasons for not having a fixed line.

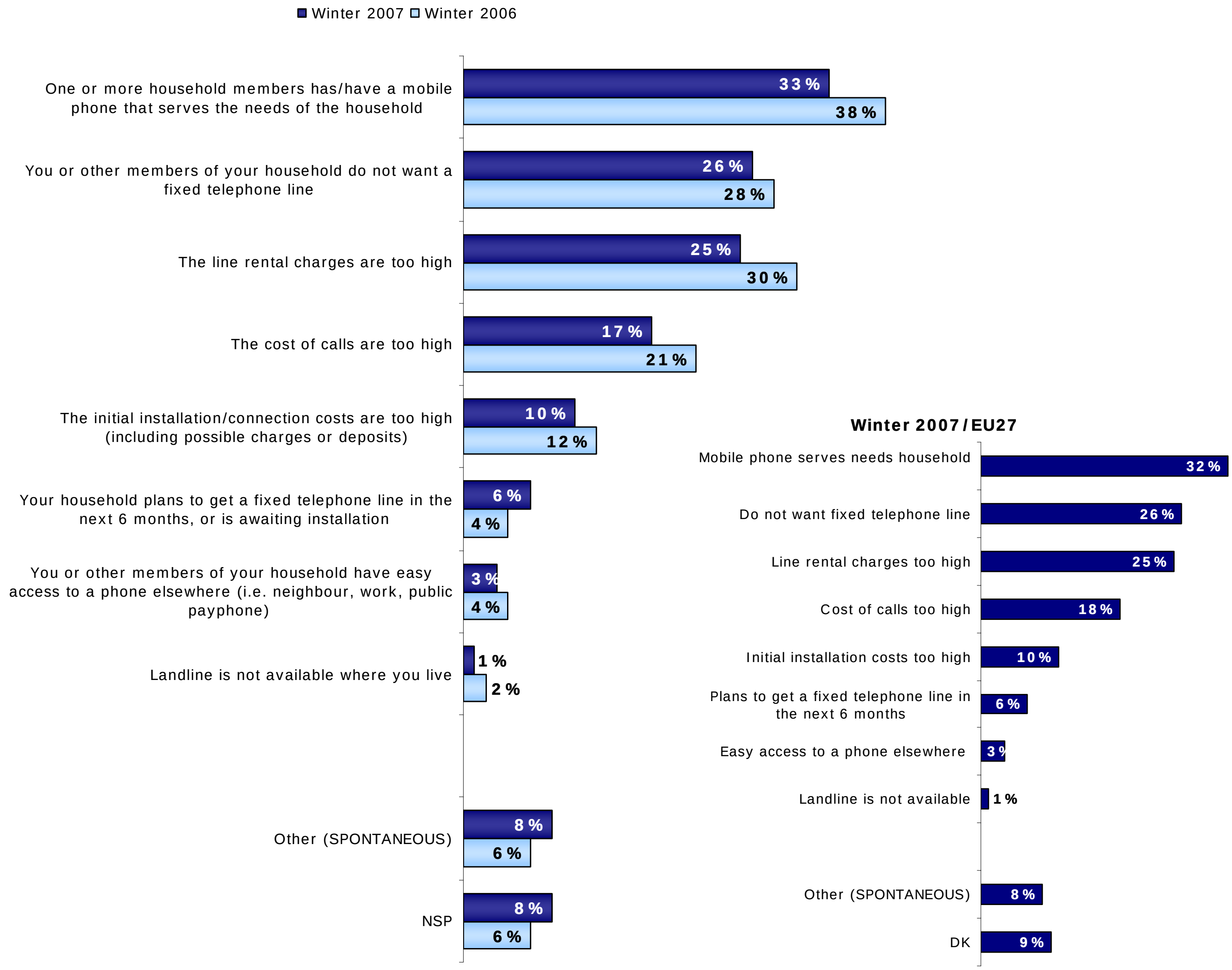
**Q8 You said there is no fixed telephone line at your home. Among the following list which situation applies to your household? - % EU25**
**BASE: Households without fixed line**




**As with a year earlier most households without a fixed line today have never had one (43%).** A decrease in the number of household representatives stating this option is observed (-4 percentage points) which most probably reflects the fact that a relatively large number of households gave up their fixed line since Winter 2006.

Concerning the share of households that have given up their fixed telephone line in the last 12 months or more than a year ago, we can observe that the trend remains stable, in line with the results of the winter 2006 study. In other words, broadly the same proportion of households gave up their fixed line this year as the year before.

**Q9 Among the following list, which ones best explain why your household does not have a fixed telephone line? (MULTIPLE ANSWERS POSSIBLE)**
**- % EU25**
**BASE: Households without a fixed line**




When asked to give reasons for not having a fixed telephone, the first thing that can be observed is that, for almost all reasons, the proportion of respondents citing the particular reason in question has fallen in 2007 compared to the previous year, although the order of the results remain broadly the same as in the winter 2006 study.

Having a mobile phone is the most cited reason for not having a fixed line (32%), followed by a general unwillingness to have a fixed line (26%).

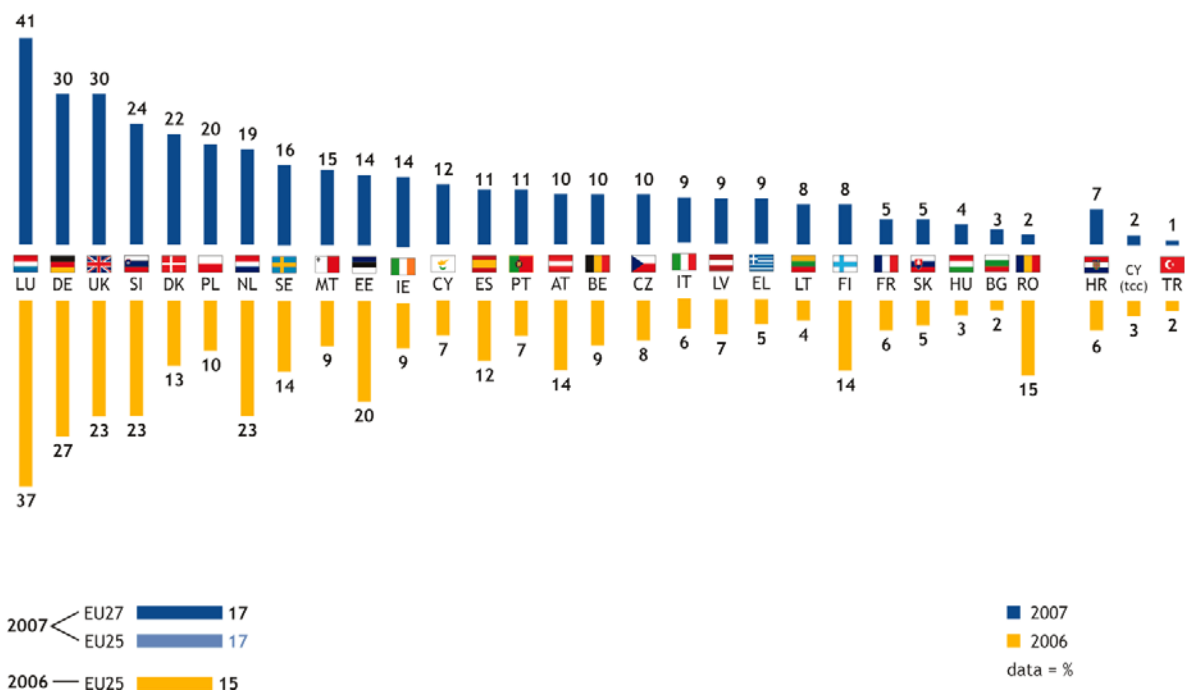
Cost related factors, line rental charges and call costs are also mentioned relatively often (25% and 18% respectively).

The only noteworthy, although very slight, change that can be observed is that cost factors appear on balance to have less importance than one year ago. While in the winter 2006 study, the line rental charges were cited second most often, they are now less important than the reason that household members just simply do not want to have a fixed telephone.

### *2.4.4 Fixed ISDN line*

ISDN[10] is still a important means of telephone access in Luxembourg, Germany, the United Kingdom[11], Slovenia and Denmark. In these countries, more than two in ten households use this kind of access. More than two in five households are equipped with an ISDN-line in Luxembourg (41%).

Question: QB1.7 For each of the following please tell me how many of them are available in your household.
Option: ISDN line
Answers: At least one




ISDN technology is far less widely used in countries such as Turkey, Romania, Bulgaria and Hungary where less than 5% of the households are equipped with an ISDN line.

A positive trend in the results of many countries can be observed. The share of ISDN connections for example in households in Poland and Denmark increases by 11 and 9 percentage points respectively.

10 According to the national circumstances, ISDN can be used either as a second fixed line for voice call or as a separate fixed line for Internet access.

11 We would like to draw the attention of the reader to the fact that 30% seems too high in comparison with the results of other surveys on the matter.

### 2.4.5 Operators providing fixed telephone lines/services

The table depicts the share of operators that are used for providing fixed telephone lines per country. Attention should be paid to the following points:

- The evolution of the market in each country can be observed by looking at the number of respondents (base) who answered to this question.
- The difference between the winter 2007 and the winter 2006 study is calculated based on the market share of the operator in the year in question. It does not therefore represent the evolution of the absolute number of clients of an individual operator but the evolution of its market share.

| | 2007 | 2006 | Diff. |
|---|---|---|---|
| | BELGIUM | | |
| Base : | 660 | 734 | |
| Belgacom | 75% | 82% | -7 |
| Telenet | 17% | 15% | +2 |
| | DENMARK | | |
| Base : | 850 | 813 | |
| Tele2 | 8% | 9% | -1 |
| TDC | 70% | 73% | -3 |
| Telia | 5% | 6% | -1 |
| | GERMANY | | |
| Base : | 1267 | 1303 | |
| Deutsche Telekom | 84% | 88% | -4 |
| ARCOR | 5% | 4% | +1 |
| | GREECE | | |
| Base : | 819 | 860 | |
| OTE | 98% | 100% | -2 |
| | SPAIN | | |
| Base : | 722 | 743 | |
| Telefònica | 86% | 85% | +1 |
| ONO / Auna | 11% | 12% | -1 |
| | FINLAND | | |
| Base : | 505 | 584 | |
| Sonera | 23% | 26% | -3 |
| Elisa | 30% | 29% | +1 |
| Finnet-gruppen | 34% | 27% | +7 |
| Auria | 4% | 5% | -1 |
| | FRANCE | | |
| Base : | 801 | 875 | |
| France Télécom | 86% | 93% | -7 |
| Neuf Télécom | 4% | 3% | +1 |
| Tele-2 | 7% | 8% | -1 |
| Free | 6% | 5% | +1 |
| | IRELAND | | |
| Base : | 742 | 802 | |
| BT Ireland | 4% | 2% | +2 |
| Eircom | 79% | 85% | -6 |
| Ntl/Cablelink | 5% | 3% | +2 |

| | 2007 | 2006 | Diff. |
|---|---|---|---|
| | **ITALY** | | |
| **Base :** | **567** | **676** | |
| **Telecom Italia** | 85% | 88% | -3 |
| **Tele2** | 8% | 6% | +2 |
| **Infostrada** | 4% | 5% | -1 |
| | **LUXEMBOURG** | | |
| **Base :** | **463** | **457** | |
| **Entreprise des P&T, Post** | 91% | 94% | -3 |
| | **NETHERLANDS** | | |
| **Base :** | **942** | **1084** | |
| **KPN Telecom** | 82% | 90% | -8 |
| **UPC telefonie** | 6% | 3% | +3 |
| | **AUSTRIA** | | |
| **Base :** | **555** | **716** | |
| **Tele2 UTA** | 7% | 8% | -1 |
| **telering** | 4% | 3% | +1 |
| **Telekom Austria** | 75% | 79% | -4 |
| **UPC Telekabel** | 4% | 3% | +1 |
| | **PORTUGAL** | | |
| **Base :** | **542** | **540** | |
| **Portugal Telecom** | 76% | 91% | -15 |
| **Cabovisão** | 9% | 6% | +3 |
| **Optimus - Home** | 7% | 2% | +5 |
| | **SWEDEN** | | |
| **Base :** | **972** | **1006** | |
| **Telia** | 70% | 72% | -2 |
| **Tele2** | 10% | 10% | 0 |
| **Optimal** | 4% | 6% | -2 |
| **Glocalnet** | 4% | 3% | +1 |
| **ComHem** | 4% | 2% | +2 |
| | **UNITED KINGDOM** | | |
| **Base :** | **1110** | **1117** | |
| **BT** | 68% | 71% | -3 |
| **NTL / Telewest** | 21% | 23% | -2 |
| **Talk Talk** | 5% | 1% | +4 |
| | **CYPRUS** | | |
| **Base :** | **426** | **457** | |
| **ATHK** | 97% | 98% | -1 |
| | **CZECH REPUBLIC** | | |
| **Base :** | **468** | **534** | |
| **Telefonica - O2** | 86% | 84% | +2 |
| | **ESTONIA** | | |
| **Base :** | **509** | **578** | |
| **Elion** | 76% | 83% | -7 |
| **Starman** | 12% | 11% | +1 |
| **STV** | 4% | 3% | +1 |

| | 2007 | 2006 | Diff. |
|---|---|---|---|
| | **HUNGARY** | | |
| **Base :** | **440** | **614** | |
| **T-COM (MATÁV)** | 69% | 57% | +12 |
| **VIVENDI** | 4% | 3% | +1 |
| **HUNGAROTEL** | 6% | 0% | +6 |
| **MONORTEL** | 5% | 1% | +4 |
| **UPC Magyarország** | 4% | 3% | +1 |
| **Invitel** | 6% | 9% | -3 |
| | **LATVIA** | | |
| **Base :** | **467** | **566** | |
| **Lattelecom** | 92% | 94% | -2 |
| | **LITHUANIA** | | |
| **Base :** | **423** | **441** | |
| **Lietuvos telekomas** | 93% | 99% | -6 |
| | **MALTA** | | |
| **Base :** | **480** | **486** | |
| **Maltacom** | 98% | 99% | -1 |
| **Hello** | 4% | 2% | +2 |
| | **POLAND** | | |
| **Base :** | **635** | **634** | |
| **Telekomunikacja Polska** | 88% | 87% | +1 |
| | **SLOVAKIA** | | |
| **Base :** | **452** | **551** | |
| **Slovak Telecom** | 97% | 96% | +1 |
| | **SLOVENIA** | | |
| **Base :** | **862** | **879** | |
| **Telekom Slovenije** | 96% | 96% | 0 |
| | **BULGARIA** | | |
| **Base :** | **699** | **670** | |
| **БТК** | 96% | 99% | -3 |
| | **ROMANIA** | | |
| **Base :** | **441** | **533** | |
| **ROMTELECOM** | 71% | 90% | -19 |
| **RDS&RCS** | 14% | 9% | +5 |
| **UPC** | 15% | 0% | +15 |
| | **TURKEY** | | |
| **Base :** | **684** | **751** | |
| **Türk Telekom** | 99% | 95% | +4 |
| | **CROATIA** | | |
| **Base :** | **867** | **896** | |
| **T-Com** | 93% | 95% | -2 |
| | **NORTH CYPRUS** | | |
| **Base :** | **419** | **453** | |
| **Kıbrıs Türk Telekomünikasyon Dairesi** | 100% | 100% | 0 |

The table depicts the share of operators that are used for providing fixed telephone services per country.

| | 2007 | 2006 | Diff. |
|---|---|---|---|
| **BELGIUM** | | | |
| **Base :** | **660** | **734** | |
| **Belgacom** | 66% | 71% | -5 |
| **Tele2** | 5% | 7% | -2 |
| **Telenet** | 15% | 13% | +2 |
| **DENMARK** | | | |
| **Base :** | **850** | **813** | |
| **Tele 2 Danmark** | 12% | 12% | 0 |
| **Cybercity** | 4% | 2% | +2 |
| **TDC Danmark** | 63% | 67% | -4 |
| **GERMANY** | | | |
| **Base :** | **1267** | **1303** | |
| **Deutsche Telekom** | 77% | 82% | -5 |
| **Arcor** | 9% | 10% | -1 |
| **GREECE** | | | |
| **Base :** | **819** | **860** | |
| **OTE** | 87% | 86% | +1 |
| **TELLAS** | 5% | 6% | -1 |
| **SPAIN** | | | |
| **Base :** | **722** | **743** | |
| **Telefónica** | 83% | 79% | +4 |
| **ONO / Auna** | 12% | 13% | -1 |
| **FINLAND** | | | |
| **Base :** | **505** | **584** | |
| **Sonera** | 21% | 25% | -4 |
| **Elisa** | 27% | 27% | 0 |
| **Finnet-gruppen** | 31% | 27% | +4 |
| **Auria** | 4% | 6% | -2 |
| **FRANCE** | | | |
| **Base :** | **801** | **875** | |
| **France Télécom** | 73% | 73% | 0 |
| **Neuf Télécom** | 5% | 5% | 0 |
| **Tele-2** | 10% | 13% | -3 |
| **Free** | 8% | 5% | +3 |
| **IRELAND** | | | |
| **Base :** | **742** | **802** | |
| **BT Ireland** | 4% | 4% | 0 |
| **Eircom** | 74% | 81% | -7 |
| **ITALY** | | | |
| **Base :** | **567** | **676** | |
| **Telecom Italia** | 81% | 80% | +1 |
| **Tele2** | 8% | 10% | -2 |
| **Infostrada** | 5% | 7% | -2 |
| **Fastweb** | 4% | 2% | +2 |
| **LUXEMBOURG** | | | |
| **Base :** | **463** | **457** | |
| **Entreprise des P&T, Post** | 88% | 89% | -1 |
| **Tele2 Services** | 7% | 12% | -5 |

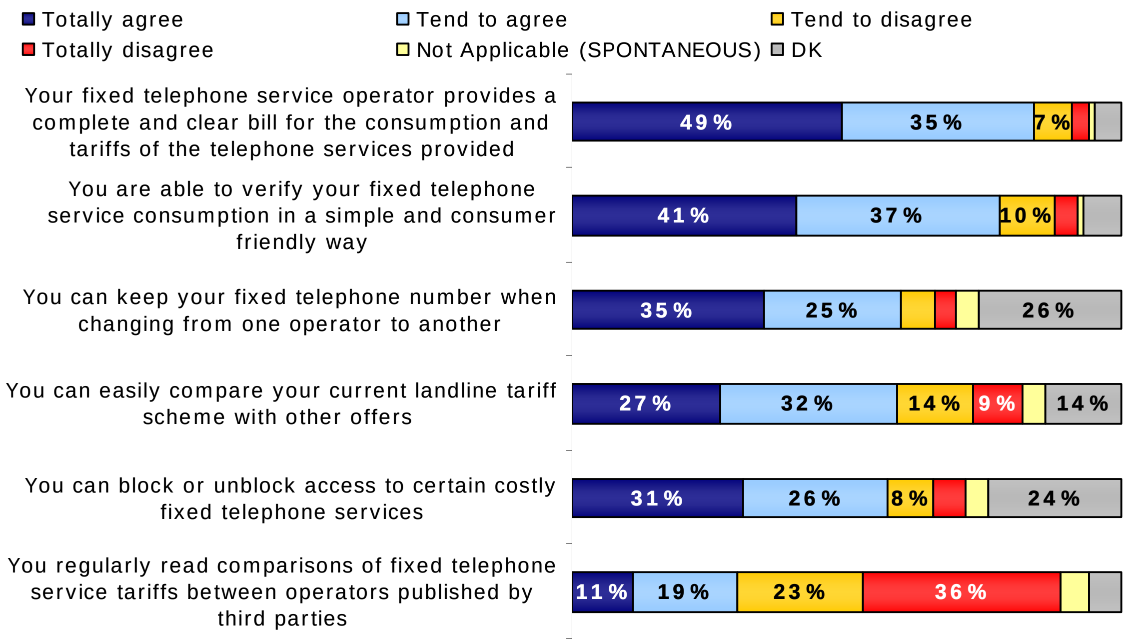
| | 2007 | 2006 | Diff. |
|---|---|---|---|
| | **NETHERLANDS** | | |
| **Base :** | **942** | **1084** | |
| **KPN Telecom** | 71% | 74% | -3 |
| **Tele2** | 16% | 20% | -4 |
| | **AUSTRIA** | | |
| **Base :** | **555** | **716** | |
| **Telekom** | 75% | 75% | 0 |
| **T-Mobile** | 4% | 3% | +1 |
| **Tele2UTA** | 10% | 12% | -2 |
| | **PORTUGAL** | | |
| **Base :** | **542** | **540** | |
| **Portugal telecom** | 69% | 83% | -14 |
| **Cabovisão** | 10% | 6% | +4 |
| **Novis / Clix** | 4% | 2% | +2 |
| **Optimus** | 8% | 2% | +6 |
| **Tele 2** | 6% | 9% | -3 |
| | **SWEDEN** | | |
| **Base :** | **972** | **1006** | |
| **Telia** | 59% | 55% | +4 |
| **Tele2** | 14% | 16% | -2 |
| **Optimal** | 5% | 9% | -4 |
| **Glocalnet** | 6% | 6% | 0 |
| **ComHem** | 4% | 2% | +2 |
| | **UNITED KINGDOM** | | |
| **Base :** | **1110** | **1117** | |
| **BT** | 60% | 60% | 0 |
| **NTL / Telewest** | 20% | 22% | -2 |
| **Talk Talk** | 8% | 3% | +5 |
| | **CYPRUS** | | |
| **Base :** | **426** | **457** | |
| **ATHK** | 98% | 99% | -1 |
| | **CZECH REPUBLIC** | | |
| **Base :** | **468** | **534** | |
| **Telefonica - O2** | 73% | 77% | -4 |
| **Tele2** | 4% | 8% | -4 |
| | **ESTONIA** | | |
| **Base :** | **509** | **578** | |
| **Elion** | 79% | 84% | -5 |
| **Starman** | 9% | 8% | +1 |

| | 2007 | 2006 | Diff. |
|---|---|---|---|
| | **HUNGARY** | | |
| **Base :** | **440** | **614** | |
| **T-COM (MATÁV)** | 67% | 56% | +11 |
| **TELE2** | 7% | 9% | -2 |
| **VIVENDI** | 5% | 3% | +2 |
| **HUNGAROTEL** | 6% | 1% | +5 |
| **MONORTEL** | 5% | 1% | +4 |
| **UPC Magyarország** | 4% | 2% | +2 |
| **Invitel** | 7% | 8% | -1 |
| | **LATVIA** | | |
| **Base :** | **467** | **566** | |
| **Lattelecom** | 86% | 92% | -6 |
| **Lattelenet** | 5% | 2% | +3 |
| | **LITHUANIA** | | |
| **Base :** | **423** | **441** | |
| **Lietuvos telekomas** | 94% | 96% | -2 |
| | **MALTA** | | |
| **Base :** | **480** | **486** | |
| **Maltacom** | 98% | 100% | -2 |
| **Hello** | 4% | 1% | +3 |
| | **POLAND** | | |
| **Base :** | **635** | **634** | |
| **Telekomunikacja Polska** | 86% | 84% | +2 |
| **Tele2** | 6% | 11% | -5 |
| | **SLOVAKIA** | | |
| **Base :** | **452** | **551** | |
| **Slovak Telecom** | 94% | 95% | -1 |
| | **SLOVENIA** | | |
| **Base :** | **862** | **879** | |
| **Telekom Slovenije** | 96% | 98% | -2 |
| | **BULGARIA** | | |
| **Base :** | **699** | **670** | |
| **БТК** | 97% | 100% | -3 |
| | **ROMANIA** | | |
| **Base :** | **441** | **533** | |
| **ROMTELECOM** | 73% | 92% | -19 |
| **RDS&RCS** | 14% | 8% | +6 |
| **UPC** | 14% | 0% | +14 |
| | **TURKEY** | | |
| **Base :** | **684** | **751** | |
| **Türk Telekom** | 97% | 92% | +5 |
| | **CROATIA** | | |
| **Base :** | **867** | **896** | |
| **T-Com** | 88% | 95% | -7 |
| **Optima** | 10% | 2% | +8 |
| | **NORTH CYPRUS** | | |
| **Base :** | **419** | **453** | |
| **Kıbrıs Türk Tele-komünikasyon Dairesi** | 100% | 100% | 0 |

### *2.4.6 Control of expenditures and quality of fixed telephony*

In addition to the questions asked in the winter 2006 study, this second wave also posed questions concerning public opinion on various eCommunication services, including fixed telephony services.

**Q7 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree - % EU27**




**The majority of respondents appear to be satisfied with their fixed telephone services.** Regarding statements related to the transparency of information provided by their fixed telephone operator, 84% of respondents are satisfied overall (totally + tend to agree) with the completeness and clarity of their invoices, 78% with the easiness of verifying their consumption and 59% with the easiness of comparing their current tariffs with other offers.

As regards specific services, the majority of Europeans think that they can keep their fixed telephone number if they change operator (60%) and that they can restrict access to selected phone services (57%). Around a quarter of respondents however are not able to form an opinion concerning these questions which suggests that they are not aware of these services.

Finally, over a third (36%) of respondents state that they do not follow the comparisons of fixed telephone service tariffs between operators provided by third parties and a further 23% tends to disagree with the statement related to keeping abreast of comparisons between tariffs. This could be explained either by the fact that they do not have concerns over the expenses of fixed telephony or by an insufficient availability of information concerning them. On the other hand, 30% say that they do this on a more or less regular basis.

We now examine responses to each of these statements in more detail, noting the extent of variation by country:

*(i) Your fixed telephone service operator provides a complete and clear bill for the consumption and tariffs of the telephone services provided*

| | |
|---|---|
| **EU** | EU27 84% agree - 10% disagree |

| | |
|---|---|
| **Highest agree by country** | France (90%)<br>Cyprus (90%)<br>Croatia (90%) |

| | |
|---|---|
| **Highest disagree by country** | Poland (16%)<br>Hungary (15%) |

Here results are fairly homogenous, with the highest levels of agreement by country, in France, Cyprus and Croatia (all 90%) only six percentage points higher than the EU27 level (84%). Similarly, in the countries where the highest proportions say they disagree they receive a complete and clear bill (Poland, 16%; Hungary, 15%) we see figures that are very close to EU level (10%).

(ii) *You are able to verify your fixed telephone service consumption in a simple and consumer friendly way*

| | |
|---|---|
| **EU** | EU27 78% agree - 14% disagree |

| | |
|---|---|
| **Highest agree by country** | The United Kingdom 84%<br>Germany 82% |

| | |
|---|---|
| **Highest disagree by country** | Poland (25%)<br>Slovenia (24%)<br>Slovakia (20%)<br>Greece (20%) |

Again, with a high level of agreement overall (78%) that fixed telephone service consumption can be easily verified, it is no surprise to see that there are no countries where we see results considerably above average.

However, there are countries where disagreement with this statement significantly exceeds the EU27 average of 14%. In particular, it looks as if this particular service aspect may be an issue in Poland (disagreement 25%) and Slovenia (24%)

*(iii) You can easily compare your current landline tariff scheme with other offers*

Just under 6 in 10 Europeans (59%) agree that they can compare their current landline tariff with other offers. This comparability is particularly evident in Slovakia, where exactly three-quarters (75%) agree.

Meanwhile, levels of disagreement that exceed one-third of the sample can be found in Slovenia (41%), Hungary (37%), Belgium (36%), Denmark and Finland (both 35%).

| | |
|---|---|
| **EU** | EU27 59% agree - 23% disagree |
| **Highest agree by country** | Slovakia (75%)<br>Greece (72%) |
| **Highest disagree by country** | Slovenia (41%)<br>Hungary (37%)<br>Belgium (36%)<br>Denmark (35%)<br>Finland (35%) |

*(iv) You regularly read comparisons of fixed telephone service tariffs between operators published by third parties*

| | |
|---|---|
| **EU** | EU27 30% agree - 59% disagree |
| **Highest agree by country** | Italy (45%)<br>Ireland (41%) |
| **Highest disagree by country** | Slovenia (80%)<br>Hungary (28%) |

A low proportion (30%) of citizens across the EU agree that they regularly read third-party comparisons of fixed telephone services, although this figure is notably higher in Italy (45%).

Meanwhile, an overwhelming 80% of Slovenians say they do not do this, a figure over 20 percentage points higher than that for the EU27 (59%).

*(v) You can keep your fixed telephone number when changing from one operator to another*

Overall, 60% of Europeans agree that, when switching between operators, one is able to keep one's fixed telephone number. This is particularly the case in Belgium, where the figure rises to 8 in 10 (80%) and Denmark (77%).

Conversely, this looks to be something of an issue in Romania where almost 3 in 10 (29%) disagree that switchers are able to keep their number.

| | |
|---|---|
| **EU** | EU27 60% agree - 10% disagree |
| **Highest agree by country** | Belgium (80%)<br>Denmark (77%) |
| **Highest disagree by country** | Romania (29%)<br>Slovakia (23%)<br>Slovenia (22%) |

*(vi) You can block or unblock access to certain costly fixed telephone services*

**Citizens in Poland (76%) and Greece (71%) are most likely to agree they have the option to block and unblock access to 'certain costly fixed telephone services'. On the other hand, disagreement of twice the EU level (14%) can be observed in Slovenia(28%).**

| | |
|---|---|
| **EU** | EU27 57% agree - 14% disagree |
| **Highest agree by country** | Poland (76%)<br>Greece (71%) |
| **Highest disagree by country** | Slovenia (28%)<br>Belgium (24%)<br>Hungary (24%) |

## 2.5. Mobile telephony

### *2.5.1 Households having at least one mobile telephone*

***- The mobile penetration rate remains stable -***

Mobile phone penetration rate is 81% among EU27 households. No notable changes occur at EU25 level in comparison to the winter 2006 study. However, the mobile penetration rate is now significantly higher than fixed telephony (including ISDN) at 72%.

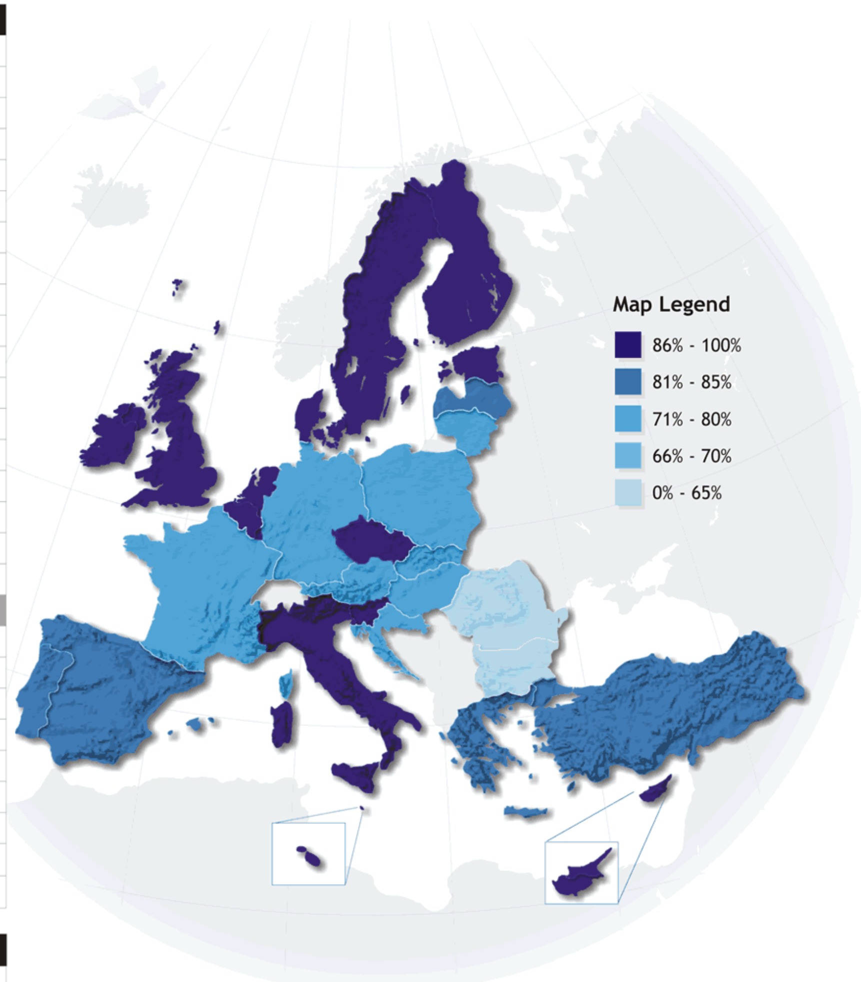
Question: Q1. For each of the following please tell me how many of them are available in your household.

Answers: At least one mobile telephone access

| Country Results | |
|---|---|
| Finland | 94% |
| The Netherlands | 93% |
| Sweden | 91% |
| Malta | 90% |
| Czech Republic | 89% |
| Denmark | 88% |
| Ireland | 87% |
| Cyprus* | 87% |
| Estonia | 87% |
| Slovenia | 87% |
| Belgium | 86% |
| Italy | 86% |
| Luxembourg | 86% |
| United Kingdom | 86% |
| Portugal | 84% |
| Greece | 83% |
| Latvia | 83% |
| Spain | 82% |
| European Union (27) | 81% |
| Lithuania | 80% |
| France | 79% |
| Austria | 79% |
| Slovakia | 78% |
| Germany | 76% |
| Hungary | 74% |
| Poland | 74% |
| Romania | 63% |
| Bulgaria | 57% |

* Cyprus (tcc) = 90%

| Other Countries | |
|---|---|
| Turkey | 84% |
| Croatia | 79% |




In Finland, the Netherlands and Sweden the mobile penetration rate exceeds 90% while in the newest Member States, Bulgaria and Romania, the rate remains relatively low at 57% and 63% respectively. This corresponds to the division between the new and old Member States: while the mobile penetration rate is 82% within the EU15, it is 73% within the new Member States.

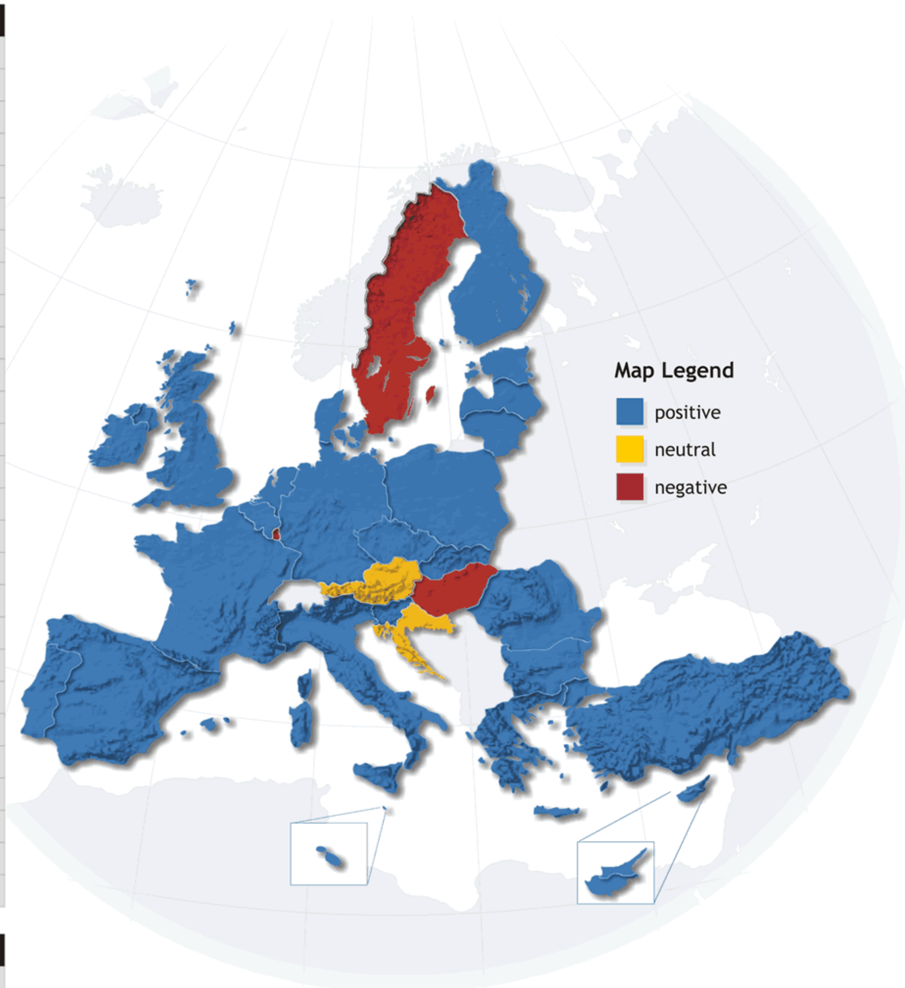
Question: Q1. For each of the following please tell me how many of them are available in your household.

Answers: At least one mobile telephone access

| Comparison by Country | | |
|---|---|---|
| Malta | 90% | +8 |
| Poland | 74% | +7 |
| Belgium | 86% | +6 |
| Portugal | 84% | +6 |
| Estonia | 87% | +6 |
| Romania | 63% | +6 |
| Czech Republic | 89% | +5 |
| Bulgaria | 57% | +5 |
| Spain | 82% | +4 |
| Ireland | 87% | +3 |
| Germany | 76% | +2 |
| Greece | 83% | +2 |
| The Netherlands | 93% | +2 |
| Cyprus* | 87% | +2 |
| Latvia | 83% | +2 |
| Lithuania | 80% | +2 |
| Slovakia | 78% | +2 |
| Denmark | 88% | +1 |
| France | 79% | +1 |
| Italy | 86% | +1 |
| Finland | 94% | +1 |
| United Kingdom | 86% | +1 |
| Slovenia | 87% | +1 |
| Austria | 79% | 0 |
| Luxembourg | 86% | -1 |
| Hungary | 74% | -1 |
| Sweden | 91% | -2 |

* Cyprus (tcc) = 90% : +5

| Other Countries | | |
|---|---|---|
| Turkey | 84% | +6 |
| Croatia | 79% | 0 |




When the results are analysed at country level, **we see significant increases in some countries** in the number of households that are equipped with at least one mobile phone[12]. On average, a notable increase is observed in 11 out of 29 countries while the situation remains stable in the rest of the countries.

This rise exceeds 5 percentage points in Malta, Poland, Belgium, Portugal, Estonia and Romania as well as in the candidate country Turkey. No statistically significant decreases can be noted.

[12] A change of 3 percentage points is considered to be noteworthy here.

*Analysis by socio-demographic characteristics*

*Proportion of households with at least one mobile telephone*

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| **EU27** | 81% | 64% | 79% | 93% | 94% | 76% | 82% | 84% |
| **EU15** | 82% | 67% | 82% | 94% | 95% | 80% | 83% | 84% |
| **NMS12** | 73% | 50% | 65% | 89% | 89% | 62% | 77% | 83% |

In socio-demographic terms we note:

- The bigger the household size, the higher the penetration rate of mobile telephony
- The bigger the city size, the higher the penetration rate of mobile telephony. This is certainly the case in the new Member States but to a lesser extent in the old EU15.

*Single households by age with at least one mobile telephone access*

| EU27 | | | EU15 | | | NMS12 | | |
|---|---|---|---|---|---|---|---|---|
| -29 | 30-59 | 60+ | -29 | 30-59 | 60+ | -29 | 30-59 | 60+ |
| 95% | 83% | 43% | 95% | 86% | 46% | 95% | 70% | 29% |

While older respondents are more likely to have access only to a fixed telephone, they are significantly less likely to have a mobile phone than their younger counterparts. It should be noted however that in every country grouping, the mobile penetration has gone up in the 60+ age group since the winter 2006 study. At EU27 level, this increase is 6 percentage points.

When comparing these results between the country groupings, we see that young respondents tend to have a mobile phone regardless of where they come from. However, in the two older age categories we observe a significant difference between the old EU15 and the NMS12. While only 29% of the elderly have a mobile phone, this is the case for 46% of the elderly in the EU15. The same tendency is observed also in the 30-59 age group.

### *2.5.2 Households having only mobile phone access*

22% of European households have only mobile phone access in comparison to 15% of households that benefit only from access to fixed telephony. An increase of 4 percentage points is observed in comparison to the winter 2006 study. In contrast with the fact that the overall mobile phone penetration rate is higher within the EU15 than in the NMS12, **the mobile-only rate is significantly higher in the new Member States** (34%) than in the 15 old Member States (20%).

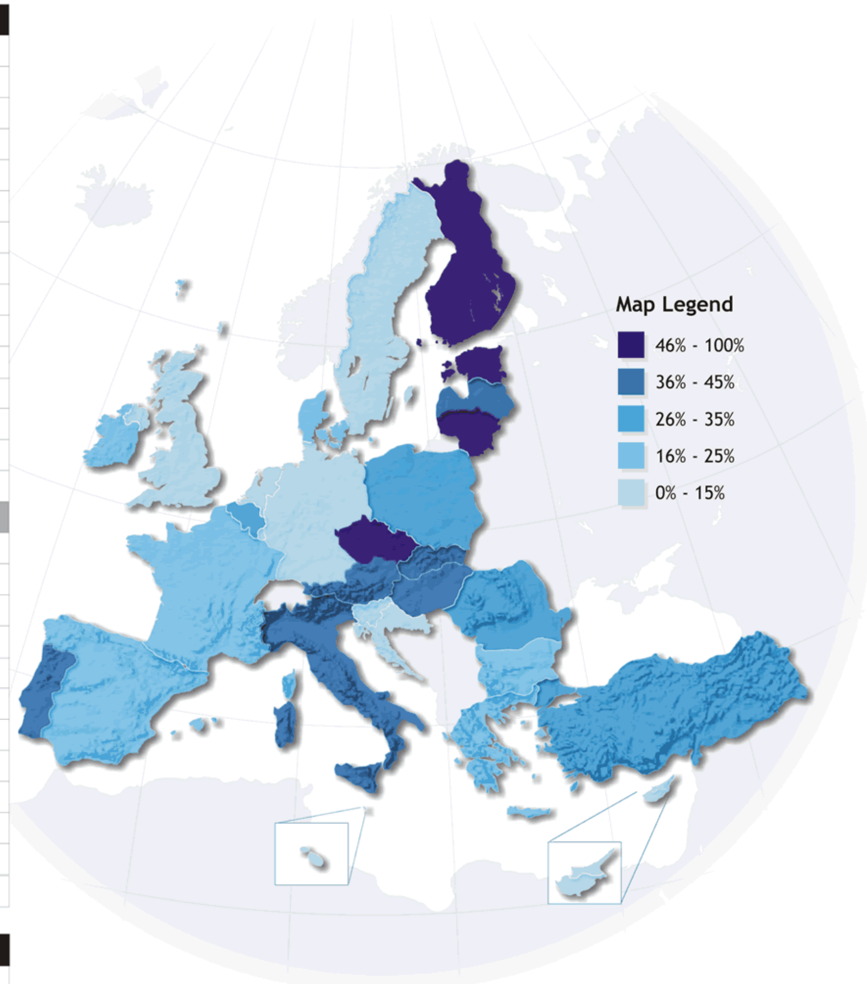
Question: Q1. For each of the following please tell me how many of them are available in your household.

Answers: Mobile telephone access but no fixed telephone access

| Country Results | |
|---|---|
| Finland | 54% |
| Czech Republic | 54% |
| Lithuania | 49% |
| Estonia | 48% |
| Latvia | 45% |
| Slovakia | 45% |
| Hungary | 43% |
| Austria | 39% |
| Italy | 38% |
| Portugal | 36% |
| Romania | 33% |
| Belgium | 32% |
| Poland | 27% |
| Spain | 24% |
| Ireland | 24% |
| European Union (27) | 22% |
| Denmark | 18% |
| France | 18% |
| Greece | 17% |
| Bulgaria | 17% |
| Cyprus* | 15% |
| Slovenia | 14% |
| United Kingdom | 13% |
| Germany | 10% |
| Luxembourg | 7% |
| The Netherlands | 7% |
| Sweden | 4% |
| Malta | 4% |

** Cyprus (tcc) = 15%*

| Other Countries | |
|---|---|
| Turkey | 28% |
| Croatia | 10% |




The country figures vary widely. The highest figures for households having the 'mobile-only 'option are seen in Finland and the Czech Republic where over half of households use only mobile phones for telecommunications. Nearly half of Lithuanian and Estonian households also have access only to mobile phone.

Conversely, less than 10% of households in Malta, Sweden, the Netherlands and Luxembourg have "mobile-only" access. These countries however top the ranks for overall telephone access with all these countries having a 100% telephone penetration rate. Furthermore, the highest fixed telephone penetration rates are observed in these countries.

### *- The mobile-only penetration rate is growing rapidly -*

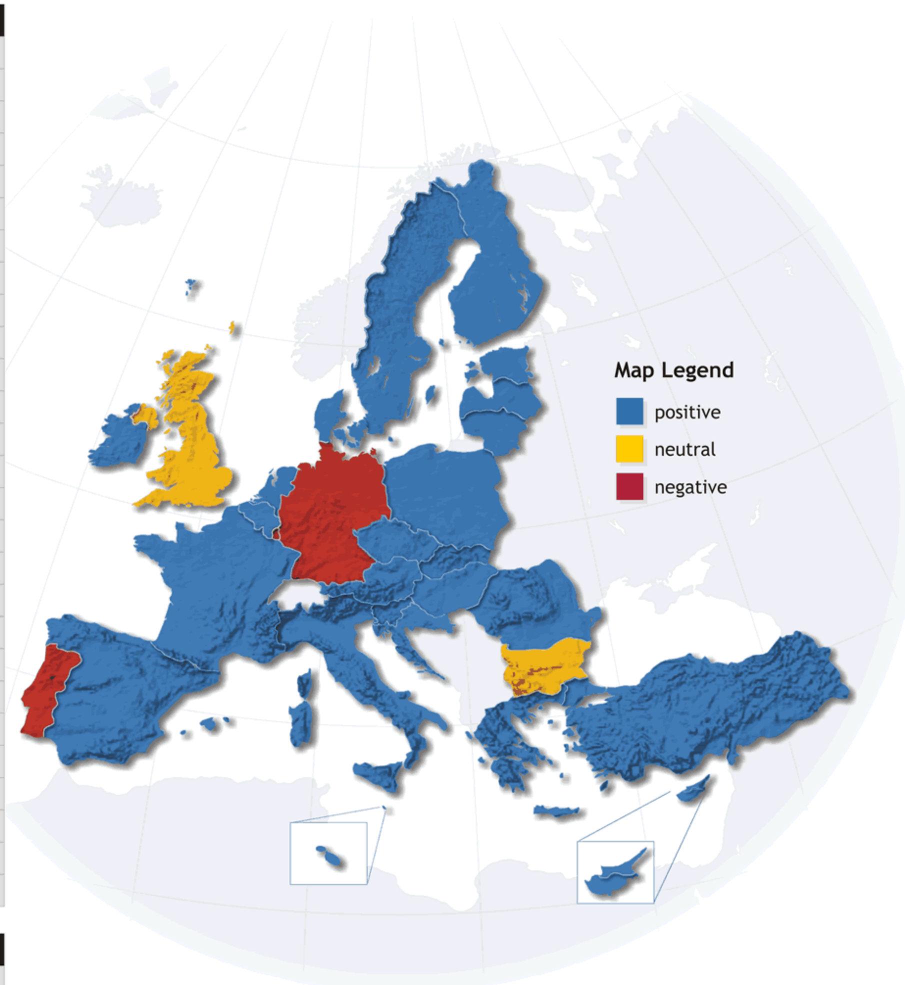
Question: Q1. For each of the following please tell me how many of them are available in your household.

Answers: Mobile telephone access but no fixed telephone access

| Comparison by Country | | |
|---|---|---|
| Italy | 38% | +13 |
| Hungary | 43% | +13 |
| Czech Republic | 54% | +12 |
| Estonia | 48% | +12 |
| Austria | 39% | +11 |
| Romania | 33% | +9 |
| Belgium | 32% | +8 |
| Finland | 54% | +7 |
| Poland | 27% | +7 |
| Slovakia | 45% | +7 |
| Ireland | 24% | +6 |
| Greece | 17% | +5 |
| Cyprus* | 15% | +5 |
| Latvia | 45% | +5 |
| Denmark | 18% | +4 |
| France | 18% | +4 |
| Sweden | 4% | +4 |
| The Netherlands | 7% | +3 |
| Spain | 24% | +1 |
| Lithuania | 49% | +1 |
| Malta | 4% | +1 |
| Slovenia | 14% | +1 |
| United Kingdom | 13% | 0 |
| Bulgaria | 17% | 0 |
| Germany | 10% | -1 |
| Luxembourg | 7% | -1 |
| Portugal | 36% | -2 |

* Cyprus (tcc) = 15% : +7

| Other Countries | | |
|---|---|---|
| Turkey | 28% | +9 |
| Croatia | 10% | +2 |




Over the last year before this study was carried out, the share of ’mobile-only‘ access increased considerably by 4 percentage points, from 18% to 22% within the EU25. In 19 countries, this rise is noteworthy while in the remaining 10 countries the situation is stable i.e. no significant decreases.[13]

This increase is particularly strong in Italy, Hungary the Czech Republic, Estonia and Austria.

[13] A change of 3 percentage points in considered to be noteworthy here.

*Analysis by socio-demographic characteristics*

*Proportion of households having only mobile telephone access*

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| EU27 | 22% | 23% | 17% | 27% | 24% | 21% | 24% | 23% |
| EU15 | 20% | 22% | 15% | 22% | 21% | 18% | 21% | 20% |
| NMS12 | 34% | 30% | 28% | 43% | 35% | 32% | 36% | 33% |

There are no clear patterns in terms of households' composition or the level of urbanisation when the mobile-only option is considered.

The following remark can however be made:

- The penetration rate of 'mobile only' is higher among all household sizes and all levels of urbanisation in the NMS12 than in the old EU15.

*Single households by age with only mobile telephone access*

| EU27 | | | EU15 | | | NMS12 | | |
|---|---|---|---|---|---|---|---|---|
| -29 | 30-59 | 60+ | -29 | 30-59 | 60+ | -29 | 30-59 | 60+ |
| 54% | 33% | 9% | 51% | 30% | 8% | 69% | 45% | 14% |

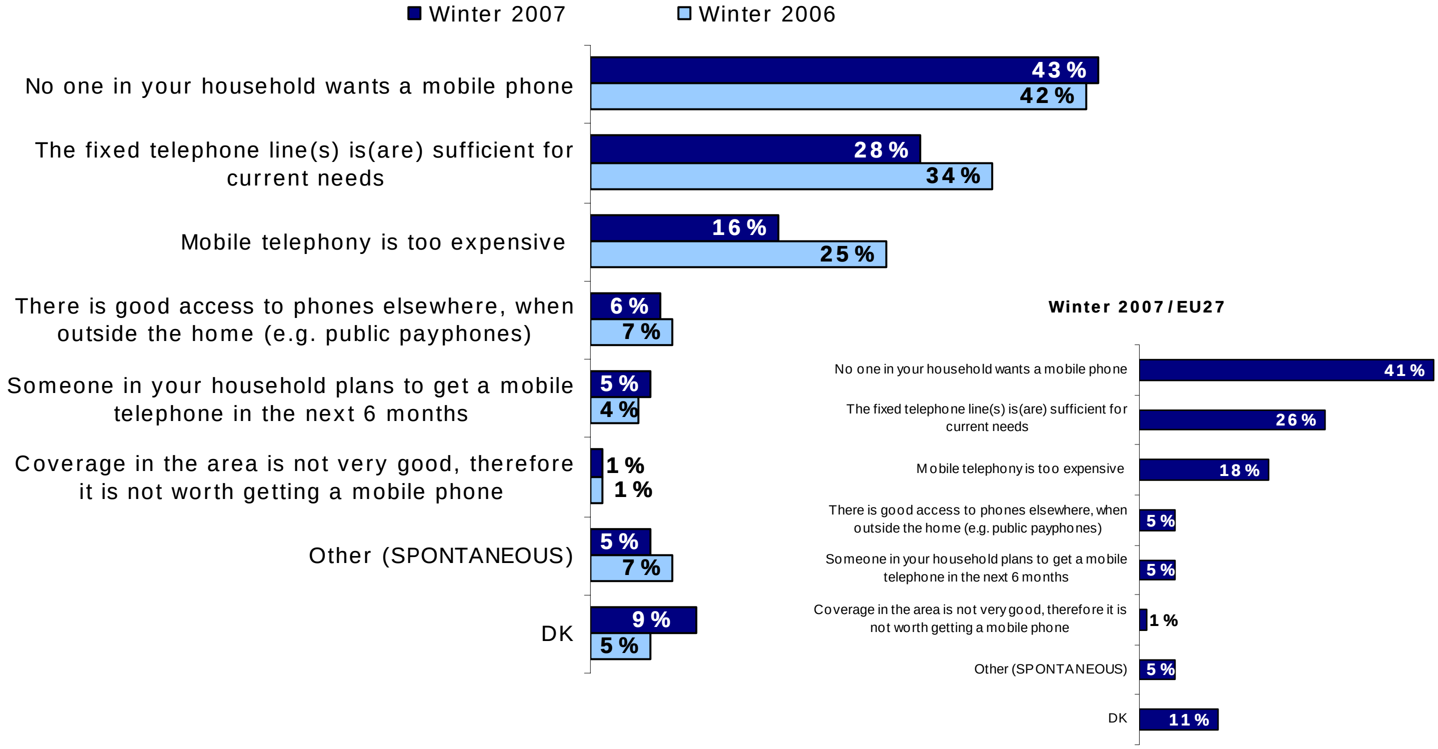
The patterns according to the age of the resident of single households follow those observed for the overall penetration for mobile telephony: the younger the single household resident is, the more likely there is only mobile phone access in the household.

It should however be noted, that, when looking at the 60+ age group, the overall mobile access is the lowest in the NMS12 but the mobile-only penetration rate is the highest in comparison to the EU15.

### *2.5.3 Households without any mobile phone subscription*

Households without any mobile phone access (29% at the EU27 level) were then requested to indicate the reason for this.

**QB19 Among the following list which ones best explain why your household does not have a mobile phone?**
**(MULTIMPLE ANSWERS POSSIBLE) - % EU25**
**BASE: Households without mobile phone access**




As a year before, the most common answer within the EU25 is the fact that no one in the household wants a mobile telephone (43%). Secondly, 28% of respondents representing the households responded that the fixed telephone line is sufficient for their current needs.

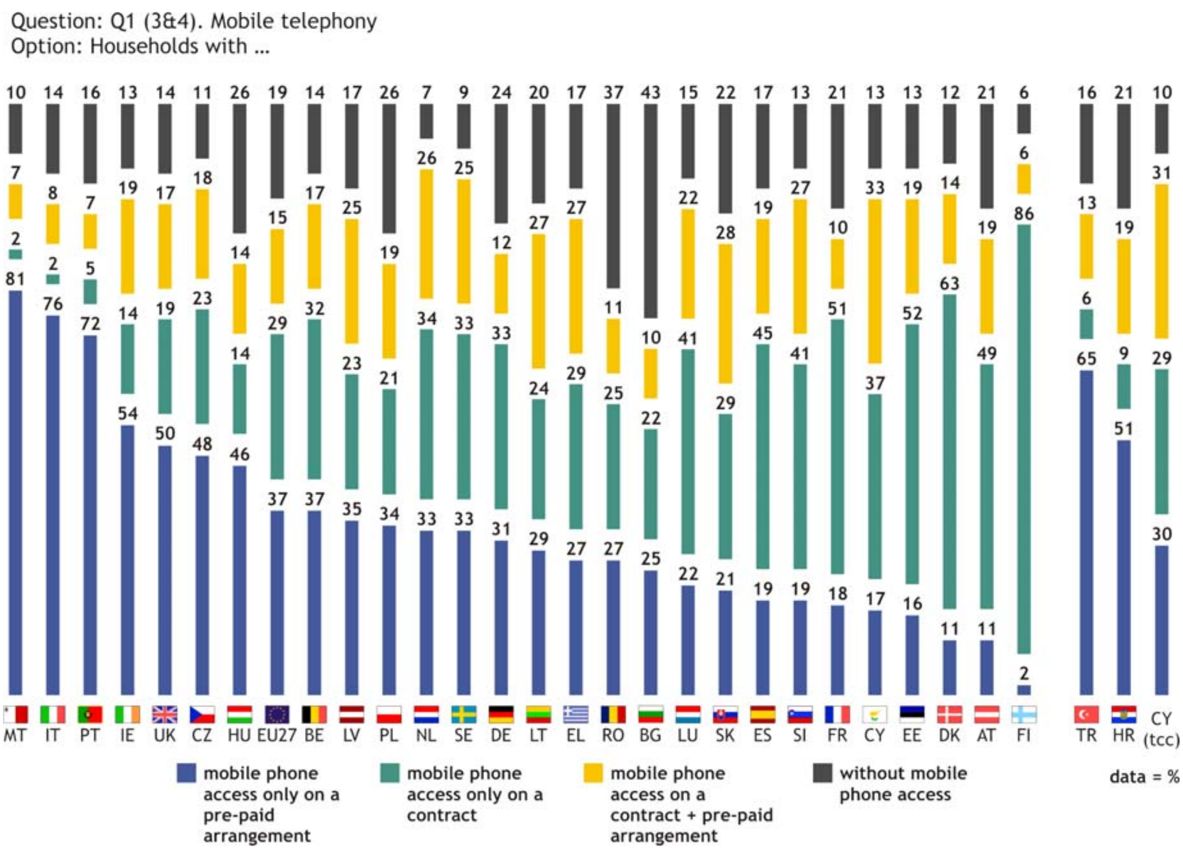
Considerable changes occur over the one year period. Firstly, in fewer households the fixed telephone line is considered to be sufficient for the current needs. Secondly, the cost factor appears to bear less importance than in winter 2006 with only 16% mentioning this as a reason for not having a mobile phone compared to 25% in the previous survey.

However these changes can be partly attributed to the lower overall number of mentions in comparison to the winter 2006 study.

### *2.5.4 Mobile telephone access: on a contract versus pre-paid*

***- Prepaid remains the most common subscription type -***

The following chart depicts the situation regarding the different forms of mobile telephone access.




The largest segment of European households use mobile phones via a pre-paid arrangement (37%), followed by 30% having a contract and 15% having both. This pattern is in line with the one perceived in the winter 2006 study.

The results between countries vary significantly ranging from 81% of Maltese households having access via a pre-paid arrangement to 86% of Finnish households having a contract scheme.

The countries can be broadly divided into the following groups according to the prevailing type of access in the households:

**Households having only mobile access on a pre-paid arrangement:**

- The absolute majority of households in Malta, Italy, Portugal and Ireland have a pre-paid arrangement. Furthermore, the largest segment of households in the UK, the Czech Republic, Hungary, Belgium, Latvia and Poland has this type of access. Also, in the newest Member States Bulgaria and Romania, households accessing mobile telephony via a pre-paid arrangement slightly outnumber those using a contract. The candidate countries Turkey and Croatia also belong to this group.

**Households having only mobile access on a contract**

- Above all, Finnish households have mobile phone access via a contract (86%). The majority of households in Denmark, Estonia and France also have a contract scheme. Further countries with a high share of households using this arrangement are Austria, Spain, Luxembourg, Slovenia and Cyprus.

**Households having both forms of mobile access:**

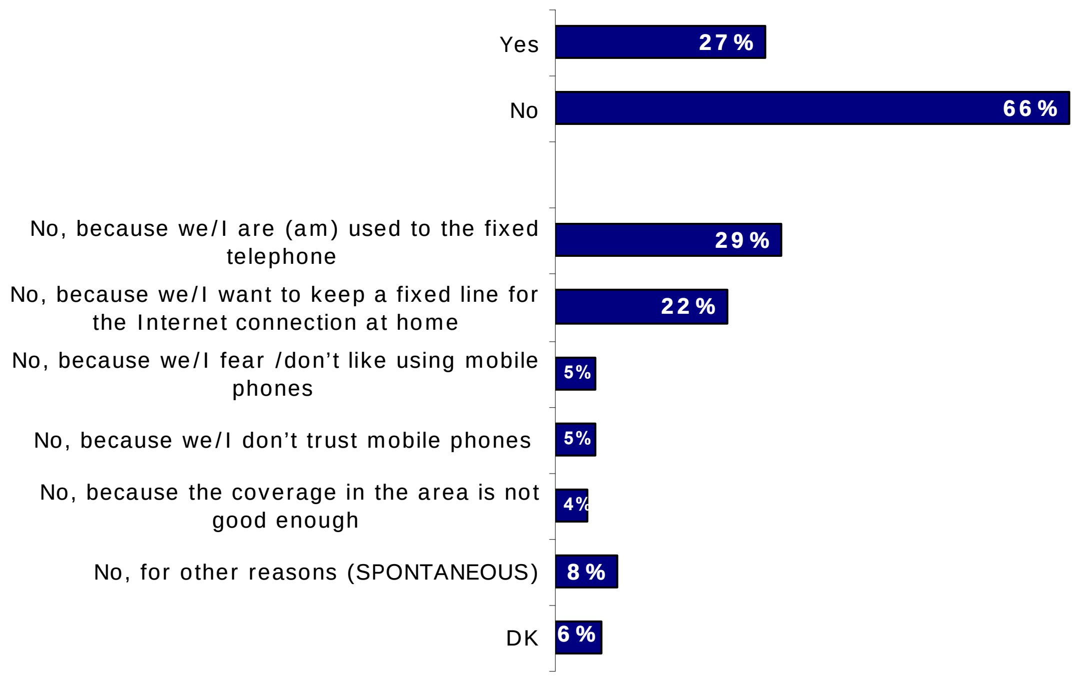
- A relatively high share of households (a quarter or over) have both forms of access in Cyprus, Slovenia, Latvia, Greece, Lithuania, Sweden and the Netherlands.

### *2.5.5 Substitution of fixed telephone access by mobile phone access*

Households with a fixed line were polled to analyse their price sensitivity to mobile substitution. They were asked if they would give up their landline if they could use a mobile phone at the same price as the fixed line for local and national calls.

As was the case last year, **slightly over one in four households would give up their landline if mobile phone charges were at the same level**[14]. However, two-thirds of households would not switch to a 'mobile-only' option even if this was the case.

**QB6 If your household could use mobile phone(s) at home at the same price as your fixed phone, would your household give up its landline? (MULTIPLE ANSWERS POSSIBLE) - % EU27**
**BASE: Households with fixed telephone access**




Various reasons were given for the 'fixed-line loyalty'. Primarily, this appears to be linked to fixed lines being a matter of habit. 29% of the representatives of households say that they are used to the fixed telephone and would not therefore give it up even if it would be acceptable price-wise.

Furthermore, for 22% of households the reason for keeping the fixed line is that it provides them with the internet connection.

The remaining reasons receive only random mentions. In other words, mistrust, fears or a lack of mobile phone network seem not to be reasons for not having a mobile phone.

[14] A similar question was asked in the Special EB249 but the answer items were modified. Consequently, the results of these two questions are not directly comparable.

QB6 If your household could use mobile phone(s) at home at the same price as your fixed phone, would your household give up its landline? (MULTIPLE ANSWERS POSSIBLE)

(IF 'FIXED TELEPHONY OR ISDN IN THE HOUSEHOLD', CODE 1 TO 9 IN QB1 ITEM 6 OR 7)

| | Yes | No | No, because we/I are (am) used to the fixed telephone | No, because we/I want to keep a fixed line for the Internet connection at home | No, because we/I fear /don't like using mobile phones | No, because we/I don't trust mobile phones | No, because the coverage in the area is not good enough | No, for other reasons (SPONT.) | DK |
|---|---|---|---|---|---|---|---|---|---|
| **EU27** | **27%** | **66%** | **29%** | **23%** | **5%** | **5%** | **4%** | **8%** | **6%** |
| MT | 52% | 39% | 30% | 3% | 4% | 2% | 0% | 3% | 8% |
| DK | 45% | 49% | 10% | 27% | 3% | 2% | 3% | 9% | 6% |
| PL | 43% | 48% | 27% | 9% | 4% | 3% | 3% | 5% | 9% |
| EE | 39% | 55% | 26% | 22% | 2% | 2% | 2% | 7% | 7% |
| LV | 39% | 53% | 28% | 16% | 2% | 3% | 3% | 3% | 7% |
| BE | 36% | 62% | 31% | 17% | 6% | 2% | 1% | 13% | 2% |
| CZ | 36% | 46% | 23% | 18% | 4% | 2% | 2% | 2% | 18% |
| IT | 35% | 57% | 28% | 22% | 2% | 1% | 1% | 5% | 8% |
| NL | 35% | 59% | 25% | 22% | 1% | 2% | 4% | 11% | 6% |
| SI | 35% | 61% | 37% | 17% | 3% | 4% | 4% | 5% | 4% |
| SE | 33% | 61% | 25% | 16% | 7% | 3% | 6% | 11% | 7% |
| SK | 31% | 62% | 41% | 11% | 5% | 4% | 2% | 6% | 6% |
| RO | 31% | 46% | 22% | 8% | 2% | 2% | 7% | 8% | 23% |
| FR | 30% | 67% | 27% | 27% | 4% | 3% | 5% | 10% | 3% |
| FI | 29% | 63% | 27% | 14% | 3% | 5% | 2% | 17% | 8% |
| BG | 28% | 54% | 36% | 4% | 2% | 1% | 2% | 8% | 19% |
| ES | 27% | 56% | 26% | 13% | 4% | 3% | 2% | 13% | 17% |
| LT | 27% | 67% | 35% | 28% | 3% | 2% | 1% | 2% | 6% |
| LU | 25% | 71% | 39% | 17% | 7% | 7% | 7% | 9% | 3% |
| UK | 25% | 69% | 25% | 27% | 8% | 7% | 7% | 3% | 6% |
| CY | 24% | 68% | 42% | 21% | 4% | 6% | 3% | 5% | 7% |
| EL | 22% | 77% | 57% | 10% | 12% | 11% | 1% | 1% | 1% |
| IE | 21% | 66% | 31% | 23% | 4% | 3% | 4% | 7% | 13% |
| PT | 20% | 65% | 39% | 11% | 2% | 2% | 2% | 11% | 16% |
| HU | 19% | 75% | 49% | 9% | 5% | 6% | 2% | 11% | 5% |
| DE | 17% | 80% | 33% | 31% | 4% | 7% | 4% | 7% | 3% |
| AT | 11% | 80% | 37% | 24% | 9% | 7% | 3% | 13% | 10% |
| CY (tcc) | 18% | 78% | 50% | 22% | 5% | 10% | 3% | 3% | 4% |
| TR | 45% | 47% | 23% | 9% | 3% | 3% | 5% | 11% | 8% |
| HR | 22% | 70% | 47% | 14% | 3% | 3% | 1% | 7% | 8% |

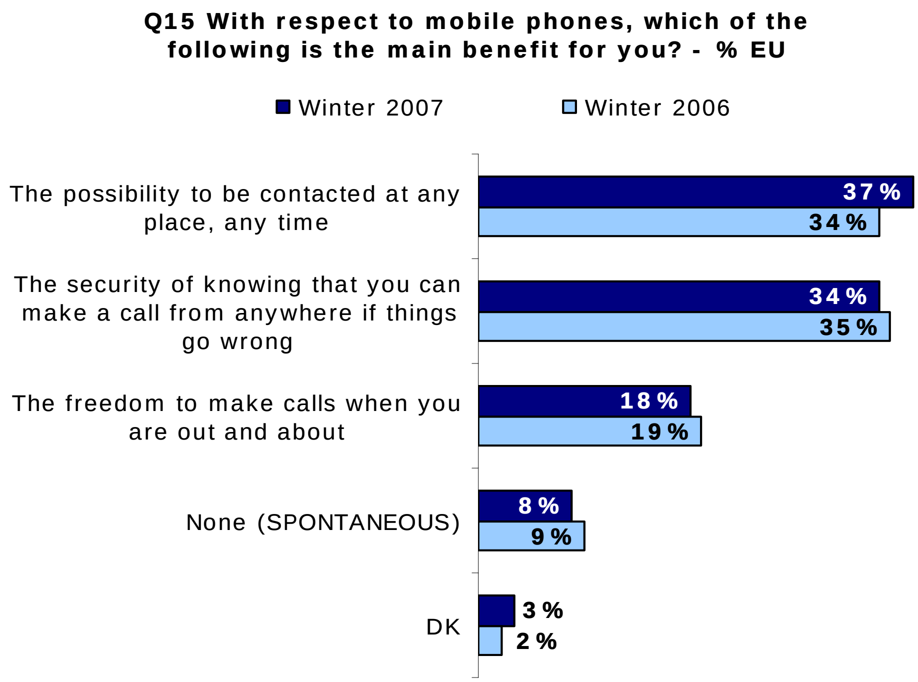
Maltese, Danish and Polish households would be most willing to give up the fixed line if the mobile telephony prices were to the same as the costs of the fixed line. Also Turkish households would be tempted to switch to the 'mobile-only' option.

Considering the reasons for not wanting to give up the fixed line, in almost every country, the first reason mentioned is that the members of households are accustomed to having a fixed telephone.

The three exceptions to this pattern are Denmark, France and the United Kingdom where the largest segment of those who are not willing to do without the fixed line state that they want to keep it for the internet.

### 2.5.6 Main benefits of mobile telephony

Respondents were also asked to give their personal opinion about the advantages of mobile telephony.


Most respondents feel that mobile telephony has improved their lives. 37% of respondents state that the possibility of being reachable at any place and any time is the main benefit of having mobile phones. A further third (33%) indicates that the security of being able to make a call whenever they are in need of help is the main advantage. 18% appreciate most the freedom of making calls anytime and anywhere.

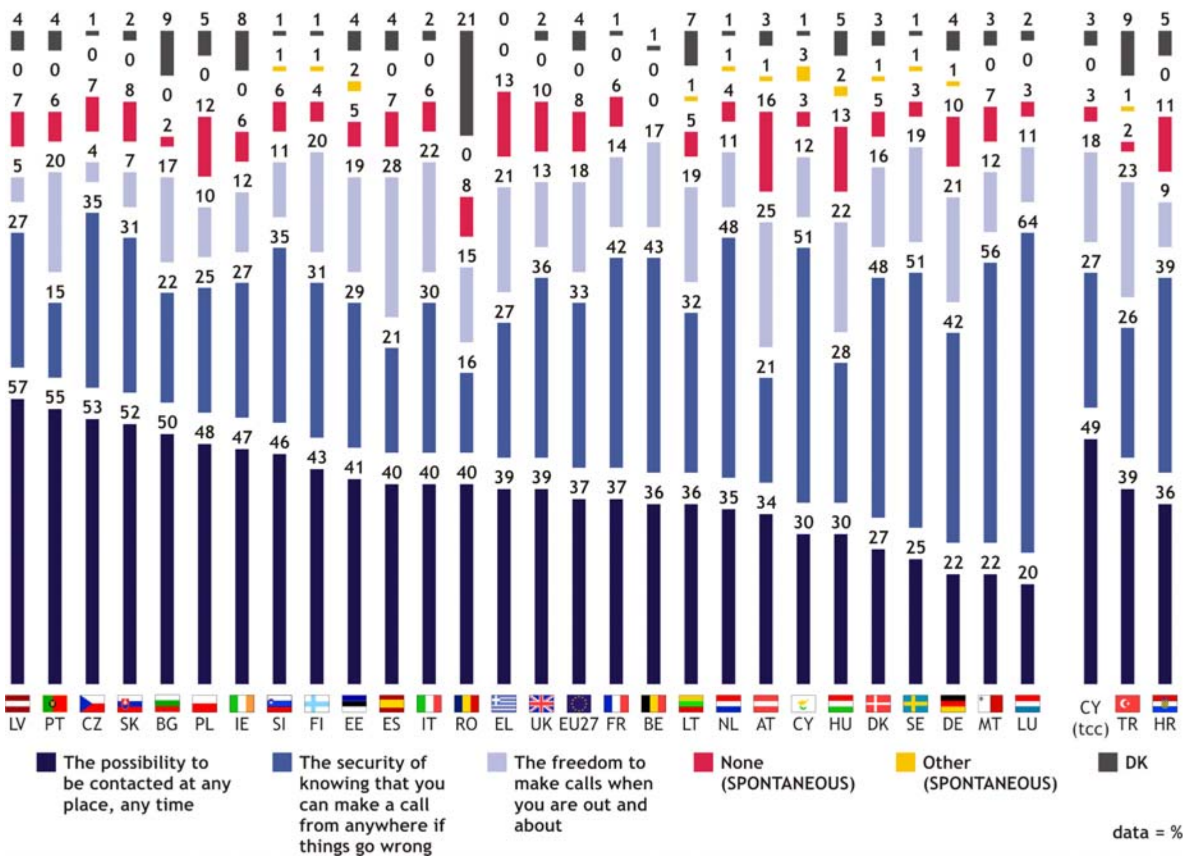
These results are broadly in line with those obtained in the winter 2006 study. The most cited reason now however is the possibility to be contacted anywhere and anytime while one year before it was the security of being able to make a phone call in any kind of emergency situation.

QB15 With respect to mobile phones, which of the following is the main benefit for you?

| | The possibility to be contacted at any place, any time | The freedom to make calls when you are out and about | The security of knowing that you can make a call from anywhere if things go wrong | None (SPONT.) | Other (SPONT.) | DK |
|---|---|---|---|---|---|---|
| **EU25** | **37%** | **18%** | **34%** | **8%** | **-** | **3%** |
| **Age** | | | | | | |
| 15-24 | 44% | 22% | 31% | 2% | - | 1% |
| 25-39 | 43% | 21% | 32% | 3% | - | 1% |
| 40-54 | 39% | 17% | 35% | 6% | 1% | 2% |
| 55 + | 26% | 13% | 37% | 18% | 1% | 5% |

The age of respondents appears to have an influence on their opinion on the benefits of mobile telephony. The possibility of being reachable whenever and wherever is significantly more often stated by respondents aged 15-39 years than older respondents aged 55 or more. On the other hand, the security aspect is fairly equally appreciated across the age categories, with the oldest age group valuing this attribute slightly more than their younger counterparts. Finally, the fact that older respondents tend to more rarely have a mobile phone is reflected in the result that 18% in the oldest age group state that none of the reasons presented here constitutes a main benefit for them.

Question: QB15. With respect to mobile phones, which of the following is the main benefit for you?




The most cited reason per country varies significantly.

In 19 out of 29 countries polled, the ability to be contacted at any time and any place is the most frequently mentioned reason. In Latvia, Portugal, the Czech Republic and Slovakia the absolute majority of respondents consider this to be the greatest advantage of mobile telephony.

In the remaining, 10 countries the respondents state that the security of being able to make a phone call from anywhere, if things go wrong, is the main benefit. The majority of the population in Luxembourg, Malta, Cyprus and Sweden name this as the main value of mobile phones.

### 2.5.7 Operators used for mobile phone subscription

The table depicts the share of operators that are used for mobile phone subscription per country. Attention should be paid to the following points:

- The evolution of the market in each country can be observed by looking at the number of respondents (base) who answered to this question.
- The difference between the winter 2007 and the winter 2006 study is calculated based on the market share of the operator in the year in question. It does not therefore represent the evolution of the absolute number of clients of an individual operator but the evolution of its market share.

| | 2007 | 2006 | Diff. |
|---|---|---|---|
| | **BELGIUM** | | |
| **Base :** | **860** | **809** | |
| **Base** | 16% | 18% | -2 |
| **Mobistar** | 37% | 36% | +1 |
| **Proximus** | 47% | 47% | 0 |
| | **DENMARK** | | |
| **Base :** | **903** | **901** | |
| **Debitel** | 5% | 4% | +1 |
| **Sonofon** | 19% | 19% | 0 |
| **Tele2** | 5% | 5% | 0 |
| **TDC Mobil** | 36% | 33% | +3 |
| **Telia** | 14% | 18% | -4 |
| **Telmore** | 14% | 15% | -1 |
| **CBB Mobil** | 5% | 5% | 0 |
| | **GERMANY** | | |
| **Base :** | **1176** | **1156** | |
| **T-Mobile** | 38% | 38% | 0 |
| **Vodafone** | 33% | 33% | 0 |
| **E-Plus** | 12% | 11% | +1 |
| **O2** | 10% | 13% | -3 |
| | **GREECE** | | |
| **Base :** | **751** | **716** | |
| **COSMOTE** | 43% | 41% | +2 |
| **Q-TELECOM** | 5% | 5% | 0 |
| **TIM** | 19% | 18% | +1 |
| **VODAFONE** | 35% | 41% | -6 |
| | **ESPANA** | | |
| **Base:** | **820** | **788** | |
| **Movistar** | 49% | 54% | -5 |
| **Vodafone** | 28% | 27% | +1 |
| **Orange / Amena** | 23% | 20% | +3 |
| | **FINLAND** | | |
| **Base :** | **961** | **962** | |
| **DNA** | 17% | 14% | +3 |
| **Elisa** | 25% | 23% | +2 |
| **Kolumbus** | 6% | 7% | -1 |
| **Saunalahti** | 10% | 9% | +1 |
| **TeliaSonera** | 32% | 37% | -5 |
| **Tele Finland** | 9% | 11% | -2 |
| | **FRANCE** | | |
| **Base :** | **776** | **797** | |
| **Bouygues Télécom** | 20% | 15% | +5 |
| **Orange** | 50% | 53% | -3 |
| **SFR** | 31% | 35% | -4 |

| | 2007 | 2006 | Diff. |
|---|---|---|---|
| | IRELAND | | |
| Base : | 880 | 833 | |
| Meteor | 20% | 12% | +8 |
| O2 | 35% | 37% | -2 |
| Vodafone | 46% | 50% | -4 |
| | ITALY | | |
| Base : | 887 | 848 | |
| TIM/Telecom Italia Mobile | 40% | 43% | -3 |
| Vodafone | 46% | 41% | +5 |
| Wind | 17% | 18% | -1 |
| 3/Tre | 5% | 4% | +1 |
| | LUXEMBOURG | | |
| Base : | 455 | 447 | |
| Tango | 41% | 48% | -7 |
| LuxGSM | 49% | 0% | +49 |
| VOXmobile | 15% | 15% | 0 |
| | NETHERLANDS | | |
| Base : | 929 | 1005 | |
| KPN | 33% | 31% | +2 |
| Vodafone | 21% | 21% | 0 |
| Orange | 12% | 12% | 0 |
| T-Mobile | 15% | 14% | +1 |
| Hi | 7% | 5% | +2 |
| Tele2 Mobiel | 5% | 6% | -1 |
| | AUSTRIA | | |
| Base : | 832 | 817 | |
| Mobilkom | 32% | 31% | +1 |
| T-Mobile | 28% | 29% | -1 |
| One | 18% | 17% | +1 |
| tele.ring | 17% | 14% | +3 |
| | PORTUGAL | | |
| Base : | 816 | 750 | |
| Tmn | 48% | 44% | +4 |
| Vodafone | 40% | 39% | +1 |
| Optimus | 15% | 17% | -2 |
| | SWEDEN | | |
| Base : | 946 | 959 | |
| Telia | 51% | 51% | 0 |
| Tele2/Comviq | 26% | 26% | 0 |
| Telenor/Vodafone | 18% | 18% | 0 |

| | 2007 | 2006 | Diff. |
|---|---|---|---|
| | **UNITED KINGDOM** | | |
| **Base :** | **1116** | **1098** | |
| **3 (three mobile)** | 4% | 4% | 0 |
| **O2 / Cellnet** | 25% | 24% | +1 |
| **Orange** | 24% | 28% | -4 |
| **T-Mobile / One2One** | 15% | 14% | +1 |
| **Virgin Mobile** | 7% | 7% | 0 |
| **Vodafone** | 22% | 22% | 0 |
| | **CYPRUS** | | |
| **Base :** | **404** | **412** | |
| **ATHK** | 92% | 97% | -5 |
| **Areeba** | 8% | 4% | +4 |
| | **CZECH REPUBLIC** | | |
| **Base :** | **1038** | **889** | |
| **O2 – Telefonica** | 39% | 35% | +4 |
| **Vodafone** | 23% | 29% | -6 |
| **T-Mobile** | 43% | 43% | 0 |
| | **ESTONIA** | | |
| **Base :** | **869** | **820** | |
| **Diil** | 6% | 3% | +3 |
| **Elisa** | 21% | 20% | +1 |
| **EMT** | 47% | 51% | -4 |
| **Tele2** | 29% | 30% | -1 |
| | **HUNGARY** | | |
| **Base :** | **736** | **756** | |
| **Vodafone** | 22% | 23% | -1 |
| **T-Mobil** | 46% | 46% | 0 |
| **Pannon GSM** | 32% | 33% | -1 |
| | **LATVIA** | | |
| **Base :** | **831** | **816** | |
| **LMT** | 52% | 49% | +3 |
| **Tele2** | 47% | 48% | -1 |
| **Zetkom** | 6% | 7% | -1 |
| | **LITHUANIA** | | |
| **Base :** | **802** | **780** | |
| **BITĖ LIETUVA** | 30% | 28% | +2 |
| **OMNITEL** | 42% | 46% | -4 |
| **TELE 2** | 41% | 40% | +1 |
| | **MALTA** | | |
| **Base :** | **420** | **401** | |
| **Go Mobile** | 52% | 57% | -5 |
| **Vodafone** | 48% | 43% | +5 |

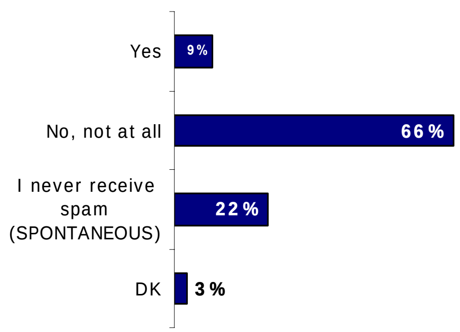
| | 2007 | 2006 | Diff. |
|---|---|---|---|
| | **POLAND** | | |
| **Base :** | **679** | **631** | |
| **Era** | 22% | 23% | -1 |
| **Plus** | 18% | 20% | -2 |
| **Orange (Idea)** | 31% | 30% | +1 |
| **Era Tak Tak** | 6% | 5% | +1 |
| **Heyah** | 7% | 6% | +1 |
| **Simplus** | 9% | 8% | +1 |
| **Orange Go** | 4% | 4% | 0 |
| | **SLOVAKIA** | | |
| **Base :** | **833** | **801** | |
| **Orange Slovensko** | 69% | 70% | -1 |
| **T-Mobile Slovensko** | 37% | 35% | +2 |
| | **SLOVENIA** | | |
| **Base :** | **858** | **906** | |
| **Mobitel** | 76% | 78% | -2 |
| **Simobil** | 22% | 18% | +4 |
| **Debitel** | 4% | 5% | -1 |
| | **BULGARIA** | | |
| **Base :** | **593** | **480** | |
| **МобилТел** | 61% | 68% | -7 |
| **Глобул** | 39% | 33% | +6 |
| **ВиваТел** | 4% | 2% | +2 |
| | **ROMANIA** | | |
| **Base :** | **625** | **535** | |
| **VODAFONE** | 39% | 48% | -9 |
| **ORANGE** | 57% | 57% | 0 |
| **ZAPP** | 4% | 2% | +2 |
| **Telemobil** | 6% | 0% | +6 |
| | **TURKEY** | | |
| **Base :** | **704** | **675** | |
| **TURKCELL** | 73% | 77% | -4 |
| **TELSİM** | 31% | 22% | +9 |
| **AVEA** | 15% | 11% | +4 |
| | **CROATIA** | | |
| **Base :** | **723** | **693** | |
| **T-Mobile** | 61% | 57% | +4 |
| **VIPNET** | 38% | 44% | -6 |
| **Tele 2** | 6% | 3% | +3 |
| | **NORTH CYPRUS** | | |
| **Base :** | **414** | **392** | |
| **KKTCELL** | 74% | 75% | -1 |
| **Kuzey Kıbrıs TELSİM** | 34% | 38% | -4 |

### *2.5.8 Spam on mobile phones*

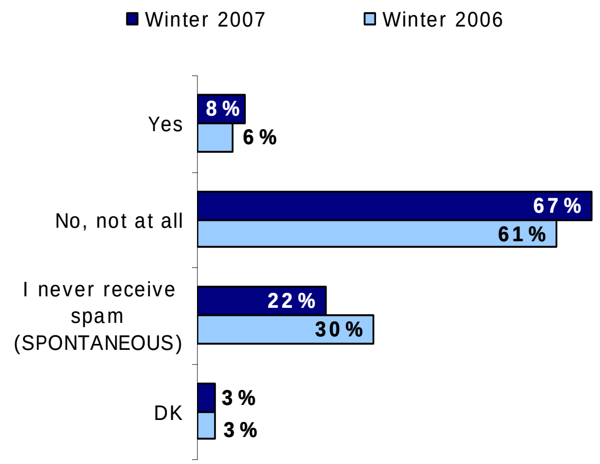
***- Spam on mobile phones not a widespread problem -***

Another subject covered in this survey regarding mobile telephony was that of spam or unsolicited commercial messages. All mobile phone owners were asked to state if the fact that they had received spam had led them to change their behaviour.

**Winter 2007/EU27**



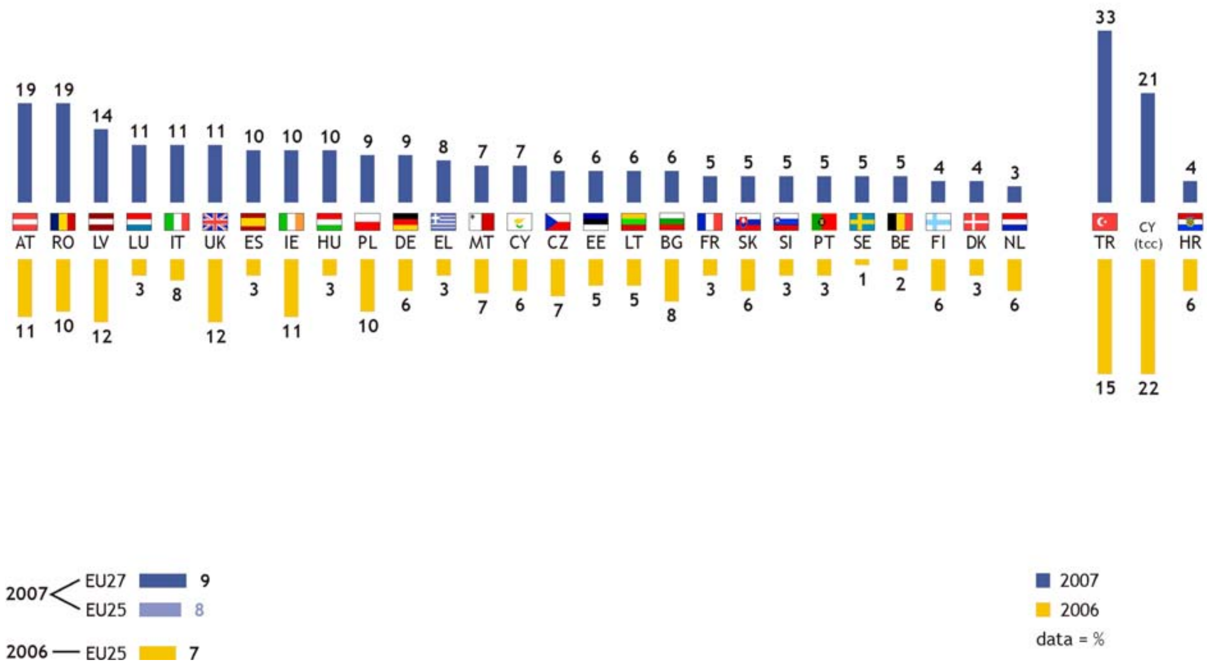

**QB17 Have problems like receiving spam (i.e. unsolicited commercial messages) on your mobile phone resulted in using it less?**
**- % EU25**
**BASE: Those who have a mobile phone**




**As the winter 2006 study already showed, spam on mobile phones is not a prevalent phenomenon**. Only 9% of respondents say that they use their mobile phone less due to spam. Two thirds say that, regardless whether they have received spam or not, it has not at all resulted in a change in their user habits. 22% spontaneously state that they never receive spam.

The results of this study could however suggest that Europeans on average receive slightly more spam than in winter 2006 because the share of those spontaneously saying that they never receive spam has dropped by 8 percentage points since Winter 2006. Furthermore the share of those who admit that receiving spam has resulted in them using their mobile phones less increases by 3 percentage points.

Question: QB17 Have problems like receiving spam (i.e. unsolicited commercial messages) on your mobile phone resulted in using it less?
Answers: Yes



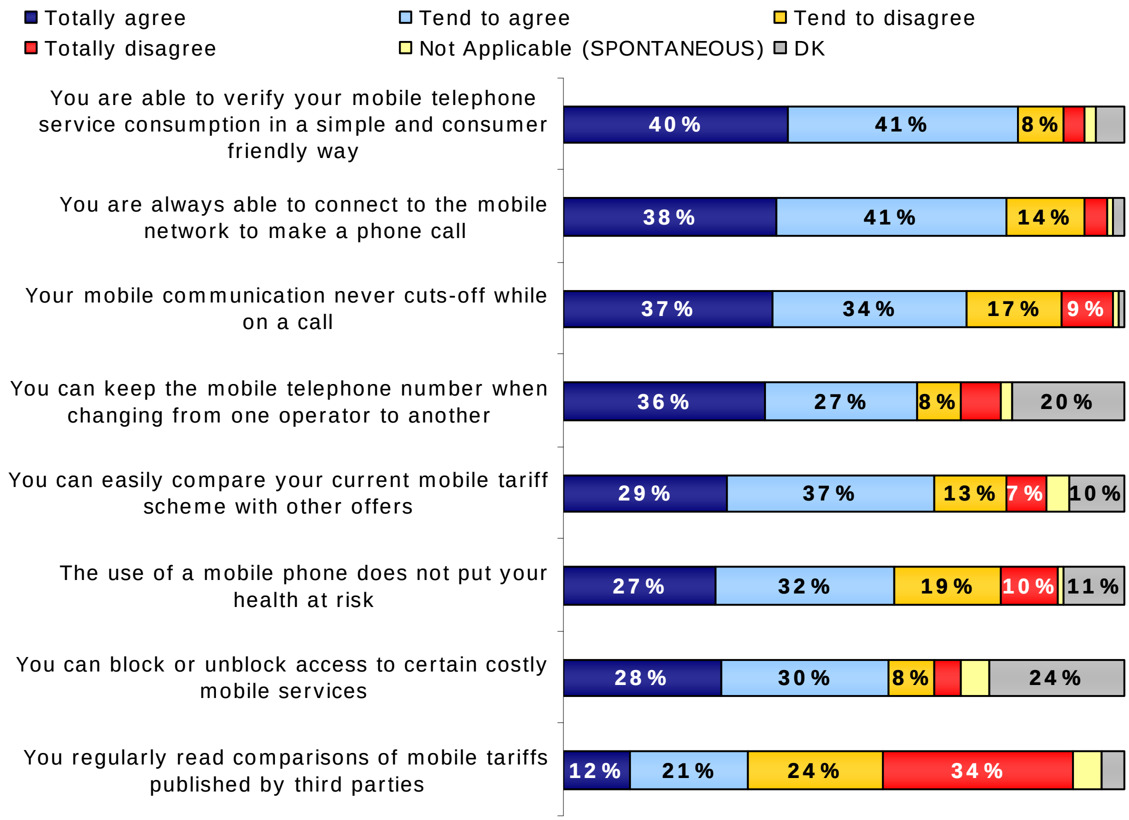

At country level we see that the highest share of Austrians and Romanians (19% each) say that receiving spam has led them to use their mobile phones less. However, the negative effects of spam seem the most prevalent in Turkey where a third of the poll claims to have changed their habits due to spam.

The most significant increases in the number of those who say they have used their mobile phone less due to spam are observed in Austria and Luxembourg (+8 percentage points) as well as in the candidate country Turkey (+18).

### *2.5.9 Control of expenditures and quality of mobile phone services*

A similar question to that asked in relation to fixed telephony services was also posed with regard to the quality and coverage of mobile phone services.

**Q18 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree - % EU27**
**BASE: Those who have a mobile phone**




**Regarding services related to the costs of mobile telephony,** 81% of respondents seem satisfied overall with the possibility of being able to verify their service consumption and 66% totally agree or tend to agree with the statement that they can easily compare their mobile tariff scheme with other offers. In comparison to the level of satisfaction with fixed telephony services, mobile phone users appear slightly more content with these services.

**Concerning the functioning of the network**, 79% totally or tend to agree that they can always connect to the mobile network in order to make a call and 71% say that their mobile communication never cuts-off.

The results concerning some **specific mobile phone services** are similar to those obtained for fixed telephony. The majority totally agrees or tends to agree that they can keep their mobile telephone number when changing operators (63%) and that they can block or unblock access to certain mobile services (58%). As was the case with the fixed telephony services, a substantial share however do not answer these questions which might suggests that they are not familiar with these services.

The majority of Europeans (59%) believe overall that using a mobile phone does not pose a health risk. A substantial share however, (29%), disagree with this view.

Finally, as was the case with fixed telephony services, 33% of respondents agree overall with the statement that they regularly compare mobile phone tariffs while the majority, (58%), has the opposite view. As already mentioned this could be due to a general lack of interest or to an insufficient amount of information provided by the third parties.

We now analyse results for each of these statements in more detail:

*(i) You are able to verify your mobile telephone service consumption in a simple and consumer friendly way.*

| | |
|---|---|
| **EU** | EU27 81% agree - 12% disagree |
| **Highest agree by country** | Latvia (93%)<br>Poland (90%) |
| **Highest disagree by country** | Greece (19%)<br>Slovakia (18%) |

The vast majority of Europeans (81%) agree that it is a simple matter to verify their mobile telephone service consumption, with this figure reaching its highest in Latvia (93%).

Disagreement is low overall, at 12%, although this figure does reach almost 2 in 10 in Greece (19%) and Slovakia (18%).

*(ii) You can easily compare your current mobile tariff scheme with other offers*

Exactly two-thirds of Europeans (66%) agree they can easily compare their mobile tariff with other offers on the market. There are several countries where even higher proportions perceive this to be the case, with these all being New Member States, namely: Slovakia (83%), the Czech Republic, Latvia, Malta and Poland (all 78%).

| | |
|---|---|
| **EU** | EU27 66% agree - 20% disagree |
| **Highest agree by country** | Slovakia (83%)<br>Czech Republic (78%)<br>Latvia (78%)<br>Malta (78%)<br>Poland (78%) |
| **Highest disagree by country** | Belgium (33%)<br>Hungary (32%) |

Meanwhile, the highest proportions of ‘disagree’ answers are found in Belgium (33%) and Hungary (32%)

*(iii) You regularly read comparisons of mobile tariffs published by third parties*

Under half (38%) of all EU citizens agree that they regularly read comparisons of mobile tariffs published by third parties. This statement applies to all EU countries, even in Italy, where 47% agree.

The highest levels of disagreement are found in Germany (71%), the Czech Republic and Slovenia (both 70%).

| | |
|---|---|
| **EU** | EU27 38% agree - 58% disagree |
| **Highest agree by country** | Italy (47%)<br>Malta (44%) |
| **Highest disagree by country** | Germany (71%)<br>Czech Republic (70%)<br>Slovenia (70%) |

*(iv) you are always able to connect to the mobile network to make a phone call*

| | |
|---|---|
| **EU** | EU27 79% agree - 18% disagree |
| **Highest agree by country** | The Czech Republic (90%)<br>Hungary (90%) |
| **Highest disagree by country** | Luxembourg (40%)<br>France (29%)<br>Ireland (27%) |

Overall, the vast majority of EU citizens (79%) agree they can always connect to their mobile network. This is particularly the case in the Czech Republic and Hungary (both 90%).

However, there are certain countries where accessing the networks looks to be problematic. This seems to be most of all the case in Luxembourg, where 40% disagreed with the statement. High levels of disagreement are also seen in France (29%) and Ireland (27%).

### *(v) Your mobile communication never cuts-off while on a call*

As with connecting to mobile networks, the majority of Europeans (71%) never experience cut-offs during their calls. Croatian (86%) and Hungarian (84%) networks perform particularly well in this regard

Mirroring the relatively high figures seen in Luxembourg for difficulty accessing networks, a high share of Luxembourgers (39%) say they have experienced an in-call cut-off at some time. High figures are also seen amongst Cypriots (37%) and Austrians (34%).

| | |
|---|---|
| **EU** | EU27 71% agree - 26% disagree |
| **Highest agree by country** | Croatia (86%)<br>Hungary (84%) |
| **Highest disagree by country** | Luxembourg (39%)<br>Cyprus (37%)<br>Austria (34%) |

### *(vi) You can keep the mobile telephone number when changing from one operator to another*

Regarding the ability to keep mobile telephone numbers when switching operators, we see that Finland (94%) and Ireland (87%) stand out as countries where a large proportion of the population agree this service is offered.

Conversely, 40% of Romanians do not think they are able to do this, a figure 25 percentage points higher than the EU average (15%).

| | |
|---|---|
| **EU** | EU27 63% agree - 15% disagree |
| **Highest agree by country** | Finland (94%)<br>Ireland (87%) |
| **Highest disagree by country** | Romania (40%)<br>Germany (25%)<br>Greece (25%) |

*(vii) The use of a mobile phone does not put your health at risk*

Over twice as many Europeans agree that mobile use is not a health risk (59%) as disagree (29%). However, when we examine results by nationality, we see a considerable range of opinions.

On the one hand, there are countries such as Italy and Finland, where 90% and 80% agree there is no risk. Against this we see that the opposite opinion dominates in Greece (73% disagree) and Cyprus (65%). We also see this opinion receiving considerable expression in Germany and Latvia (both 42%).

| | |
|---|---|
| **EU** | EU27 59% agree - 29% disagree |
| **Highest agree by country** | Italy (90%)<br>Finland (80%) |
| **Highest disagree by country** | Greece (73%)<br>Cyprus (65%)<br>Latvia (42%)<br>Germany (42%) |

*(viii) You can block or unblock access to certain costly mobile services*

Finns (80%) and Slovaks (74%) are particularly likely to agree they are able to block and unblock particular costly mobile services.

There are no countries where a majority disagrees with this, although such an opinion is expressed by 25% of Hungarians, 21% of Belgians and 20% of Greeks.

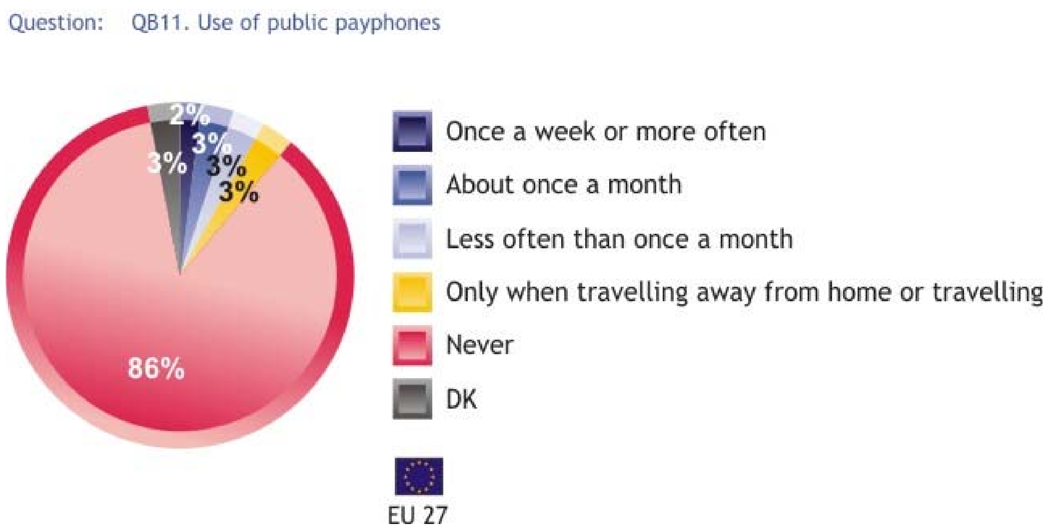
| | |
|---|---|
| **EU** | EU27 58% agree - 13% disagree |
| **Highest agree by country** | Finland (80%)<br>Slovakia (74%) |
| **Highest disagree by country** | Hungary (25%)<br>Belgium (21%)<br>Greece (20%) |

## 2.6 Alternative means of telephony

As we have observed earlier, the telephony markets evolve rapidly and quite notable changes can be depicted even over 10 month's time. In this sub-chapter we take a look at two alternative means of telephony outside the mainstream options: payphones and internet calls.

### *2.6.1 Public payphones*

The use of public payphones is not widespread across Europe with only 12% of respondents indicating that any of their household members use this way of telephony. Moreover, the prevalence of the use of public payphones is diminishing with the share of households dropping by 3 percentage points since winter 2006.




The highest numbers of Greeks, Brits and Latvians as well as Turks indicate that somebody in their household makes use of public payphones. Conversely, practically no one in Finnish, Swedish, Slovenian, Cypriot and Danish households uses public payphones.

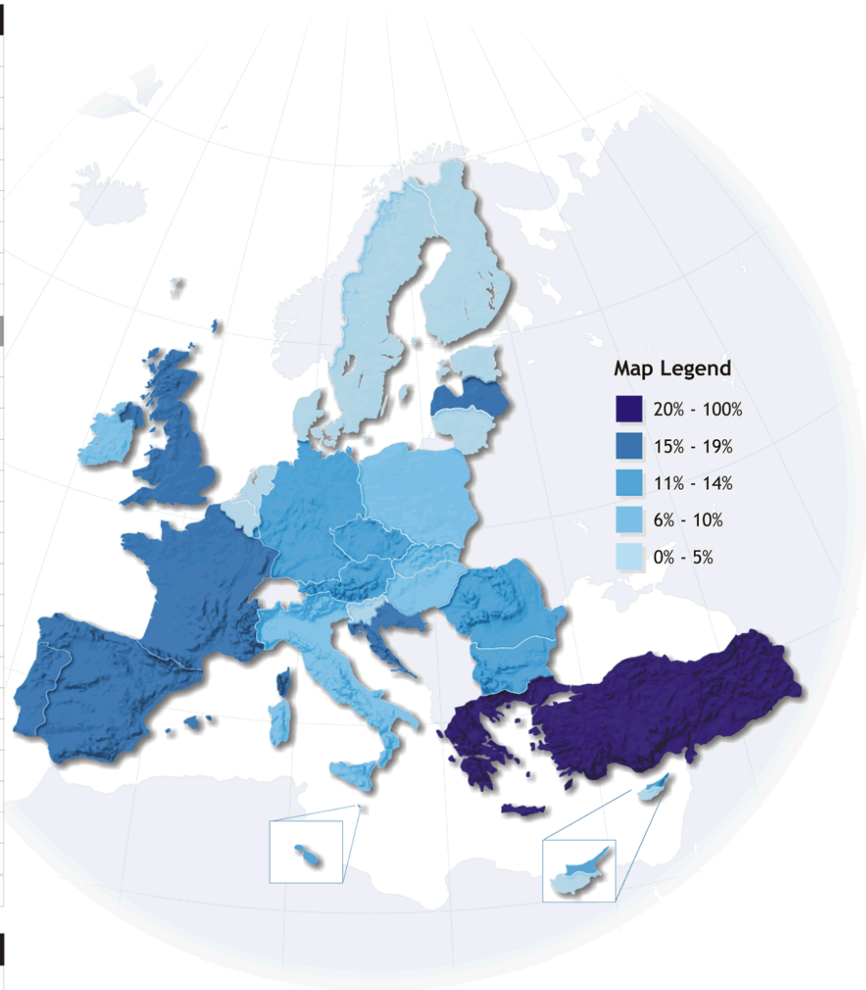
Question: Q10.1. Do any household members use public payphones (e.g. a public call box, a phone-shop or public phones)?

Answers: Yes

| Country Results | |
|---|---|
| Greece | 23% |
| United Kingdom | 18% |
| Latvia | 17% |
| Spain | 15% |
| France | 15% |
| Portugal | 15% |
| Malta | 14% |
| Bulgaria | 14% |
| Romania | 13% |
| European Union (27) | 12% |
| Germany | 12% |
| Luxembourg | 12% |
| Austria | 12% |
| Czech Republic | 11% |
| Italy | 9% |
| Hungary | 9% |
| Poland | 9% |
| Ireland | 8% |
| Slovakia | 8% |
| Belgium | 5% |
| Lithuania | 5% |
| The Netherlands | 4% |
| Estonia | 4% |
| Denmark | 3% |
| Sweden | 3% |
| Cyprus* | 3% |
| Slovenia | 3% |
| Finland | 1% |

* Cyprus(tcc) = 11%

| Other Countries | |
|---|---|
| Turkey | 23% |
| Croatia | 15% |




The highest decrease (-8 percentage points) in the use of public pay phones is observed in Greece and Latvia, while a slight increase emerges in Portugal and Luxembourg (+4 points).

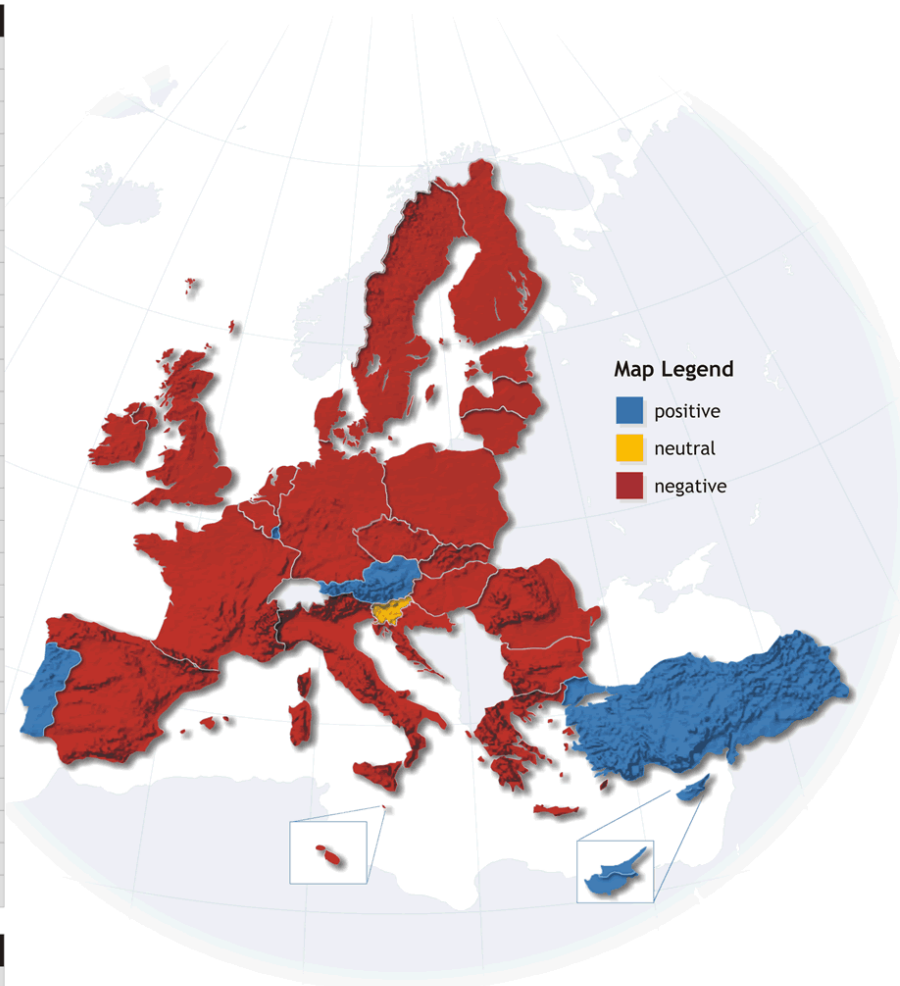
Question: Q10.1. Do any household members use public payphones (e.g. a public call box, a phone-shop or public phones)?

Answers: Yes

| Comparison by Country | | |
|---|---|---|
| Luxembourg | 12% | +4 |
| Portugal | 15% | +4 |
| Cyprus* | 3% | +2 |
| Austria | 12% | +1 |
| Slovenia | 3% | 0 |
| Finland | 1% | -1 |
| Sweden | 3% | -1 |
| United Kingdom | 18% | -1 |
| Czech Republic | 11% | -1 |
| Denmark | 3% | -2 |
| Spain | 15% | -2 |
| The Netherlands | 4% | -2 |
| Hungary | 9% | -2 |
| Lithuania | 5% | -2 |
| Belgium | 5% | -3 |
| Germany | 12% | -3 |
| France | 15% | -3 |
| Italy | 9% | -3 |
| Estonia | 4% | -3 |
| Malta | 14% | -3 |
| Bulgaria | 14% | -3 |
| Romania | 13% | -4 |
| Slovakia | 8% | -5 |
| Ireland | 8% | -6 |
| Poland | 9% | -7 |
| Greece | 23% | -8 |
| Latvia | 17% | -8 |

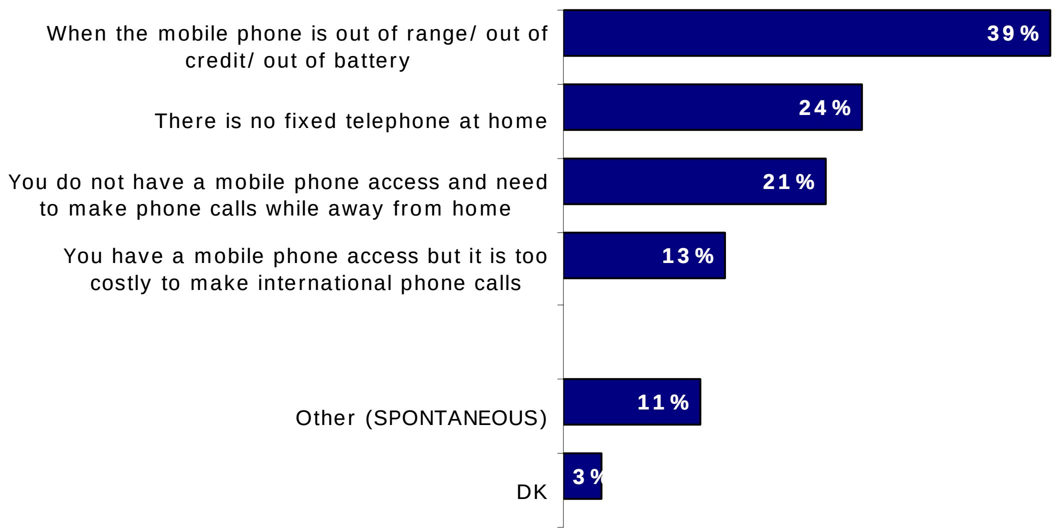
* Cyprus(tcc) = 11% : +1

| Other Countries | | |
|---|---|---|
| Turkey | 23% | +3 |
| Croatia | 15% | -4 |



When those respondents in households where someone uses public payphones are asked whether they personally use this service, 91% state that this is the case. However the frequency of use remains relatively low. Most say they use public pay phones either about once a month (20%), less often than once a month (27%) or only when travelling (25%). Only about 1 in 5 of those who use public pay phones do so on a weekly basis.

**QB12 For what reasons do you personally make use of public payphones? (MULTIPLE ANSWERS POSSIBLE) - % EU27**
**BASE: Those who personally use public payphones**

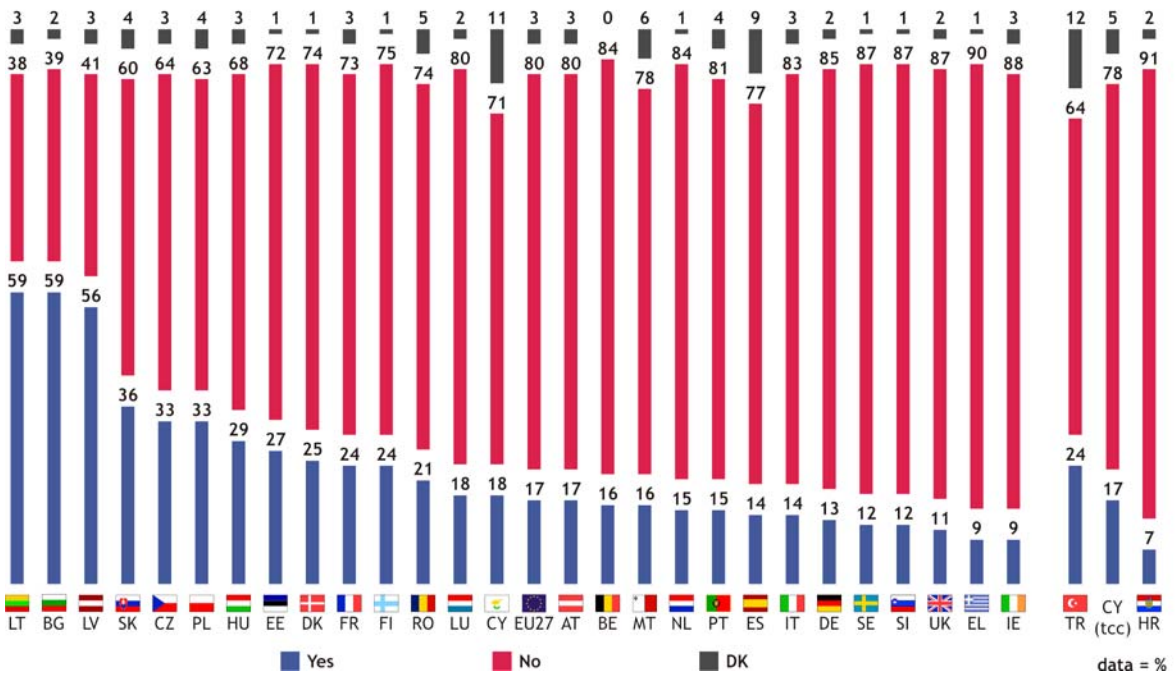



**The most often mentioned reason for using public pay phones is that the mobile phone is out of range, out of credit or out of battery (39%).** The lack of fixed telephone is cited by nearly a quarter of respondents. 21% of respondents say that they do not have a mobile phone and they use public pay phones to make calls while not at home. Finally, 13% of respondents mention that calling abroad with a mobile phone is too costly and they therefore use public pay phones to make international calls.

### 2.6.2 Calls over the Internet

Internet phone calls are a fairly new service but their use appears to spread quickly. As a new question, Europeans who have an internet connection at home were asked whether any of their household members uses a PC at home to make phone calls over the internet.

Question: QB22. Does any household member, including yourself, use a PC at home to make phone calls over the Internet?




17% of Europeans who have an internet connection at home say that someone in their household uses the internet for making phone calls[15]. Most respondents call to other users who are subscribed to the same internet phone service (12%).

There is a significant difference between the old and the new Member States. While 13% within the EU15 use the possibility to call over the internet, nearly a third of respondents in the new Member States make use of this service.

Accordingly, the highest proportions of the use of internet phone calls are found in Lithuania, Latvia and Bulgaria where in over half of the households with internet access someone uses this service. Conversely, the shares remain below 10% in Greece and Ireland as well as in the candidate country Croatia.

[15] Some precaution should be however taken when evaluating the results since sample bases in some countries are too small for a statistically reliable analysis, especially in BG, SK, RO, CY, EL, CY(tcc) and TR.

## 2.7 Use of phone directories

As a new question, Europeans were asked whether they use telephone directories - be they paper or online directories or call services.

QB34.2 How often do you personally consult...?

| % EU27 | The paper telephone directories | The online telephone directories | The directory inquiries |
|---|---|---|---|
| More than once a month | 14% | 10% | 5% |
| About once a month | 15% | 7% | 7% |
| About each 2 or 3 month | 15% | 6% | 9% |
| About twice a year | 11% | 3% | 10% |
| About once a year | 6% | 2% | 6% |
| Less often | 14% | 8% | 17% |
| Never | 23% | 62% | 43% |
| DK | 2% | 2% | 3% |

**Traditional paper directories are the most used type of telephone directory** with three-quarters of respondents stating that they use them at least sometimes. The frequency of use varies widely but most respondents use these directories on a monthly basis: 14% more than once a month, 15% about once a month and a further 15% about every 2 or 3 months. 17% of respondents say they need the help of a paper telephone directory once or twice a year.

Nearly a quarter (23%) never make use of a paper phone directory. This is particularly the case among the respondents who only have access to mobile phone and, naturally, among those who do not have a telephone. In the first case, it should be noted that paper directories for mobile telephone numbers are not widespread.

The use of online directories naturally depends on whether there is internet access in the household or not.

QB34.2 How often do you personally consult...?

| | BASE: Internet access at home | | BASE: No Internet access at home | |
|---|---|---|---|---|
| % EU27 | The paper telephone directories | The online telephone directories | The paper telephone directories | The online telephone directories |
| More than once a month | 18% | 19% | 12% | 3% |
| About once a month | 18% | 12% | 12% | 3% |
| About each 2 or 3 month | 16% | 9% | 14% | 2% |
| About twice a year | 11% | 5% | 12% | 2% |
| About once a year | 5% | 3% | 6% | 1% |
| Less often | 12% | 12% | 15% | 5% |
| Never | 19% | 39% | 26% | 81% |
| DK | 1% | 1% | 3% | 3% |

62% of respondents in the total sample state that they never use online phone directories, but if we focus on the households that have internet access, this figure drops to 39%.

The frequency of use of online directories appears slightly higher that that of paper directories. 31% of respondents representing households with internet access say that they make use of them once or more than once a month.

It is also interesting to observe that frequent users of phone directories (more than once a month) with an Internet connection at home make more use of online phone directories (EU27:19%) than of paper directories (EU27: 18%).

Finally, over half of respondents (54%) say that they sometimes call to a service number in order to get contact details. The frequency of use of service numbers is however much lower than that of paper or online directories. 43% of Europeans never use these services.

# 3. Computers and Internet

## 3.1. Personal computer

### *3.1.1 Households with at least one computer*

**Computers are undeniably the main means to access the internet at home.** This is the case in 96% of European households that have internet access. In a minority (6%) of households, a mobile phone serves as an access point while in 3% of cases it is television. It can therefore be suggested that examining computer penetration rates also gives an indication of internet penetration rates.

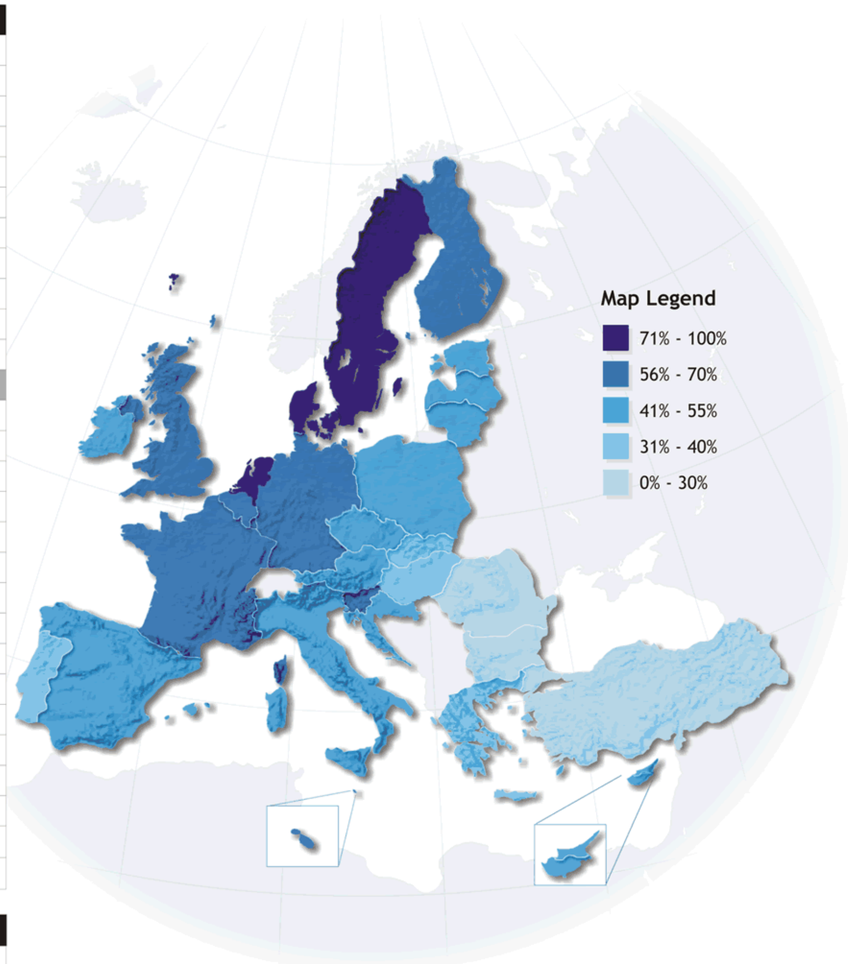
Question: Q1. For each of the following please tell me how many of them are available in your household.

Answers: At least one computer

| Country Results | |
|---|---|
| Denmark | 83% |
| The Netherlands | 83% |
| Sweden | 76% |
| Finland | 67% |
| Luxembourg | 65% |
| United Kingdom | 64% |
| Belgium | 61% |
| Malta | 60% |
| France | 59% |
| Germany | 57% |
| Slovenia | 56% |
| European Union (27) | 54% |
| Estonia | 53% |
| Ireland | 50% |
| Italy | 50% |
| Austria | 50% |
| Spain | 47% |
| Poland | 46% |
| Cyprus* | 45% |
| Czech Republic | 44% |
| Latvia | 41% |
| Lithuania | 41% |
| Portugal | 40% |
| Slovakia | 40% |
| Greece | 36% |
| Hungary | 36% |
| Romania | 29% |
| Bulgaria | 20% |

* Cyprus (tcc) = 48%

| Other Countries | |
|---|---|
| Croatia | 46% |
| Turkey | 14% |




Slightly over half of Europeans (54%) have a computer in their household. The prevalence of computers is significantly higher in the old Member States (58%) than in the 12 new countries (39%). Corresponding to this result, 83% of households in Denmark and the Netherlands have a computer while this is the case only for 29% of

Romanian and 20% of Bulgarian households. In the candidate country Turkey, the computer penetration rate is even lower at 14%.

### *- European households are better equipped with computers than one year before -*

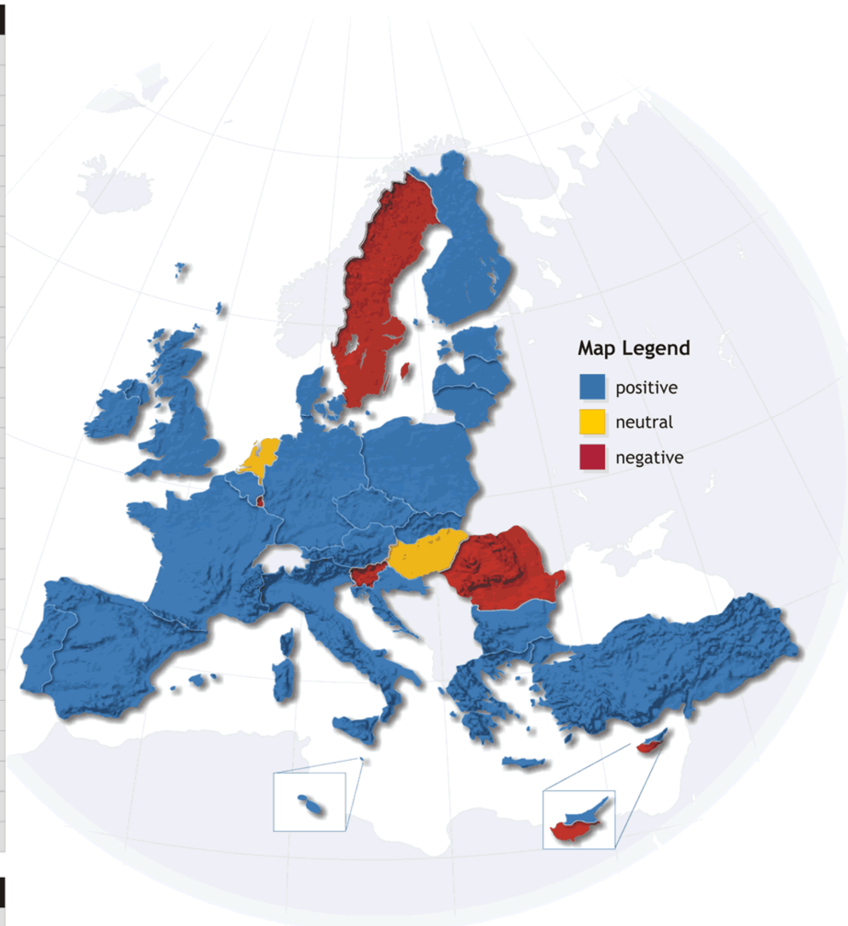
Question: Q1. For each of the following please tell me how many of them are available in your household.

Answers: At least one computer

| Comparison by Country | | |
|---|---|---|
| Estonia | 53% | +8 |
| Malta | 60% | +7 |
| Bulgaria | 20% | +7 |
| Denmark | 83% | +6 |
| Ireland | 50% | +6 |
| Portugal | 40% | +6 |
| United Kingdom | 64% | +6 |
| Latvia | 41% | +6 |
| Germany | 57% | +5 |
| Lithuania | 41% | +5 |
| Poland | 46% | +5 |
| Slovakia | 40% | +5 |
| Belgium | 61% | +4 |
| Greece | 36% | +3 |
| France | 59% | +3 |
| Italy | 50% | +3 |
| Czech Republic | 44% | +3 |
| Spain | 47% | +1 |
| Austria | 50% | +1 |
| Finland | 67% | +1 |
| The Netherlands | 83% | 0 |
| Hungary | 36% | 0 |
| Cyprus* | 45% | -1 |
| Romania | 29% | -1 |
| Luxembourg | 65% | -3 |
| Sweden | 76% | -3 |
| Slovenia | 56% | -3 |

* Cyprus (tcc) = 48% : +11

| Other Countries | | |
|---|---|---|
| Croatia | 46% | +6 |
| Turkey | 14% | +2 |




Compared to the winter 2006 study, the computer penetration rate within the EU25 has grown by 4 percentage points. Overall, a noteworthy increase is observed in 18 out of 29 countries polled. This is particularly the case in Estonia, Malta and Bulgaria as well as in the candidate country Croatia[16].

A slight drop in the penetration rates are observed in Luxembourg, Sweden and Slovenia, but it should be noted that the overall penetration rate in these countries remains clearly above the EU27 average.

[16] A change of 3 percentage points is considered to be noteworthy here.

### *Analysis by socio-demographic characteristics*

*Proportion of households with at least one computer*

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| **EU27** | 54% | 36% | 49% | 68% | 72% | 50% | 54% | 59% |
| **EU15** | 58% | 39% | 53% | 72% | 78% | 56% | 57% | 61% |
| **NMS12** | 39% | 20% | 25% | 55% | 55% | 28% | 41% | 51% |

**Households with several members are significantly more likely to have a computer than single households.** This pattern applies across Europe and is parallel to the one observed in the winter 2006 study.

The influence of the level of urbanisation is clearly manifested in the new Member States where over half of the 'metro' households have a computer while this is the case only for 28% of households in rural areas.

*Single households by age with at least one computer*

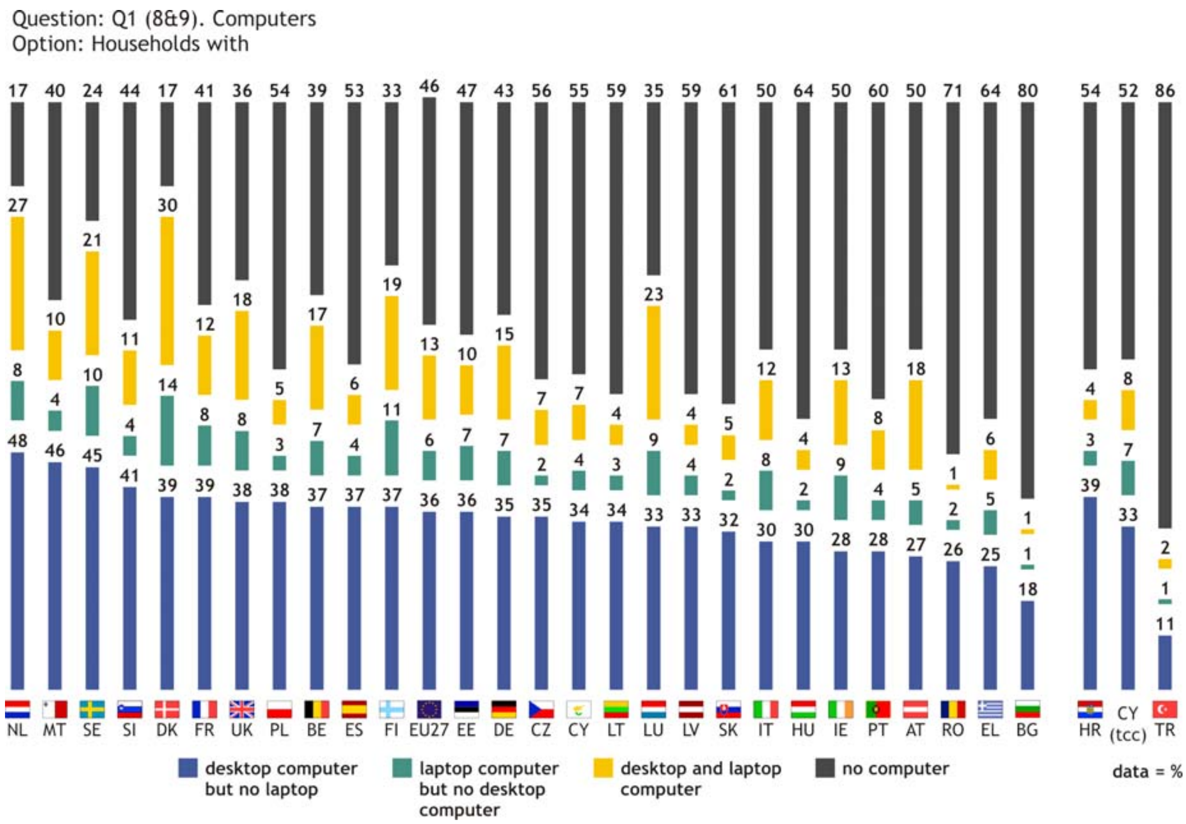
| EU27 | | | EU15 | | | NMS12 | | |
|---|---|---|---|---|---|---|---|---|
| -29 | 30-59 | 60+ | -29 | 30-59 | 60+ | -29 | 30-59 | 60+ |
| 72% | 53% | 15% | 73% | 57% | 17% | 70% | 29% | 6% |

When the focus is again laid on single households, we see that in the youngest age group, the computer penetration rate is significantly higher than the EU average while households occupied by residents aged 60+ are poorly equipped with computers. This is particularly the case in the new Member States.

It should be noted, however, that the number of 'computerised single households' occupied by elderly citizens has increased over one year by 4 percentage points within the EU15 and 3 points within the NMS12.

### *3.1.2 Desktop and laptop computers*

***- Most European households continue primarily to have a desktop computer -***




Compared to the winter 2006 study, changes in the shares of households having a laptop computer, a desktop computer or both remain modest within the EU25. The proportion of households having a laptop computer, however, increases by 3 percentage points within the EU25. This is particularly the case in a number of the 15 old Member States such as Denmark (+10 percentage points), Finland (+9), Germany and Ireland (+6 both) but also in Slovenia (+9) and Malta (+7)

Broadly 1 in 10 households in Denmark, Finland and Sweden have only a laptop computer, and we can observe a slight tendency towards having more households with the 'laptop only' option, particularly in the EU15 households.

The most notable increases in the shares of desktop computers are observed in the United Kingdom, Estonia (both +5), Malta, Denmark, the Czech Republic and Lithuania (all +4).

Overall, it can be observed that the shares of households having any type of computer or a combination of computers increase slightly both within the EU15 and the NMS. The share of households having a desktop computer increases 2 and 3 percentage points while the share of households having a laptop goes up by 5 and 2 points respectively.

### 3.1.3 Wifi modem or router for wireless Internet

***- Wifi is becoming more popular -***

34% of EU27 households with internet access at home have a wifi router. There has **been a significant increase** compared to the winter 2006 study where 27% of the EU25 households indicated that they had this utility (compared to 35% within the EU25 this year).

Wifi technology appears to be most widespread in Luxembourg, Spain and France where over half of households with internet access have a wifi router. Conversely, less than 20% of households in Latvia, Greece, Lithuania, Slovenia and Poland benefit from this technology.

The use of a wifi router has increased or remained stable in 22 out of 29 countries polled. The increase in the use of the wifi technology among households that have internet access is particularly high in Hungary (+25 percentage points), Spain (+16) and Luxembourg (+15).

Some precaution should be however taken when evaluating the changes since sample bases in some countries are too small for a statistically reliable analysis.

QB1.11 For each of the following please tell me how many of them are available in your household.

Wi-fi modem or Wi-fi router for wireless Internet

BASE: Internet access at home

| | BASE | Wifi |
|---|---|---|
| **UE27** | **11257** | **34%** |
| BE | 528 | 36% |
| CZ | 352 | 40% |
| DK | 798 | 33% |
| DE | 721 | 37% |
| EE | 474 | 25% |
| ES | 340 | 53% |
| FR | 448 | 53% |
| IE | 408 | 32% |
| IT | 342 | 20% |
| LV | 304 | 13% |
| LT | 305 | 14% |
| LU | 287 | 57% |
| MT | 255 | 22% |
| NL | 816 | 35% |
| AT | 415 | 26% |
| PL | 297 | 15% |
| PT | 261 | 33% |
| SI | 462 | 17% |
| FI | 616 | 26% |
| SE | 697 | 25% |
| UK | 715 | 34% |
| HR | 354 | 16% |

## 3.2. Internet access and means of access

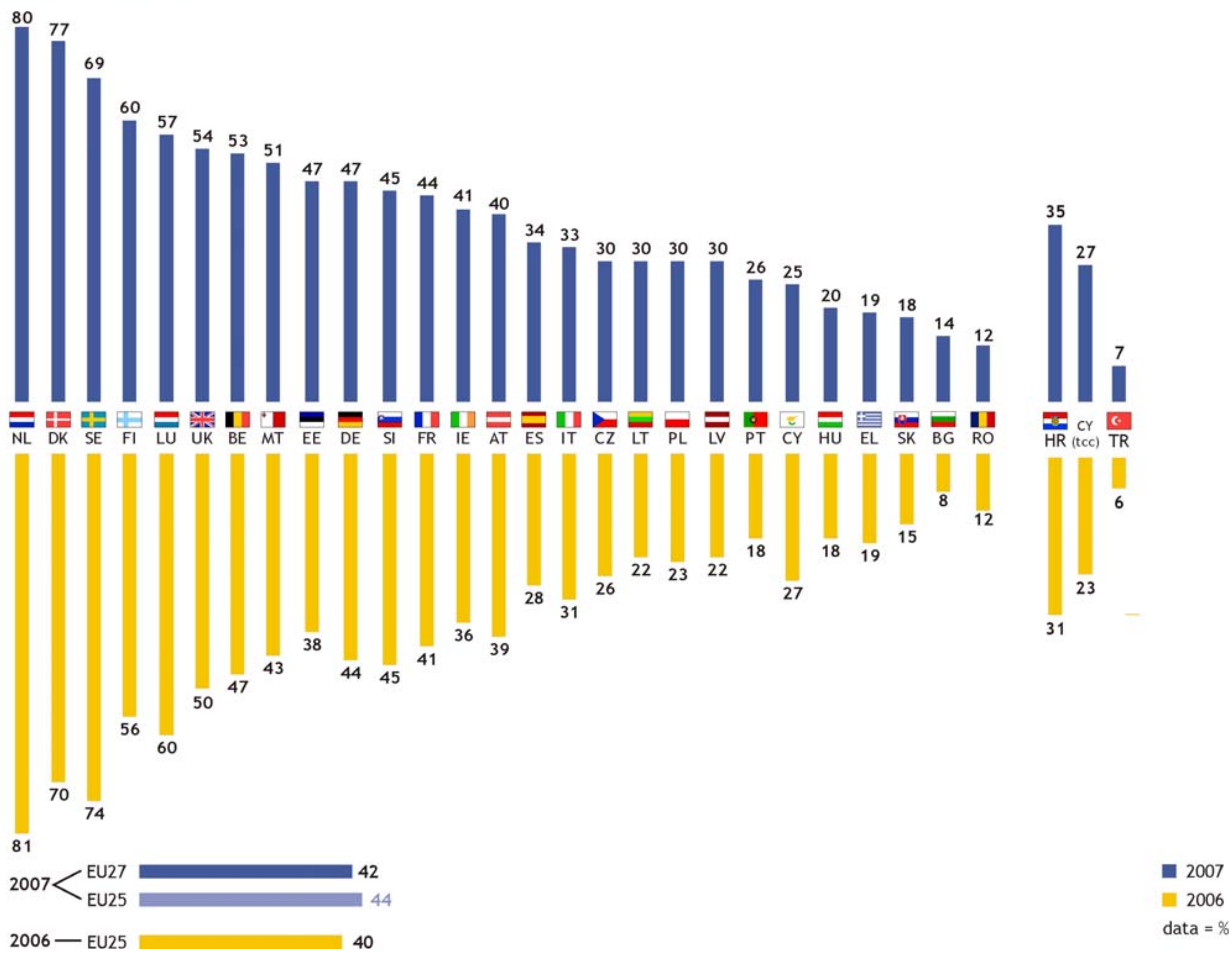
### 3.2.1 Overall internet access

***- Internet penetration rates increase across Europe -***

42% of households within the EU27 have internet access at home. A slight increase can be observed within the EU25 (44%) since the winter 2006 study (+4 percentage points).

In 8 countries, over half of households have internet access. The penetration rate remains the highest in the Netherlands, Denmark and Sweden as was the case one year previously. Conversely, less than 20% of households in Greece, Slovakia, Bulgaria, Romania and the candidate country Turkey have internet access.

Question: QB1.10 For each of the following please tell me how many of them are available in your household.
Option: Internet access
Answers: At least one



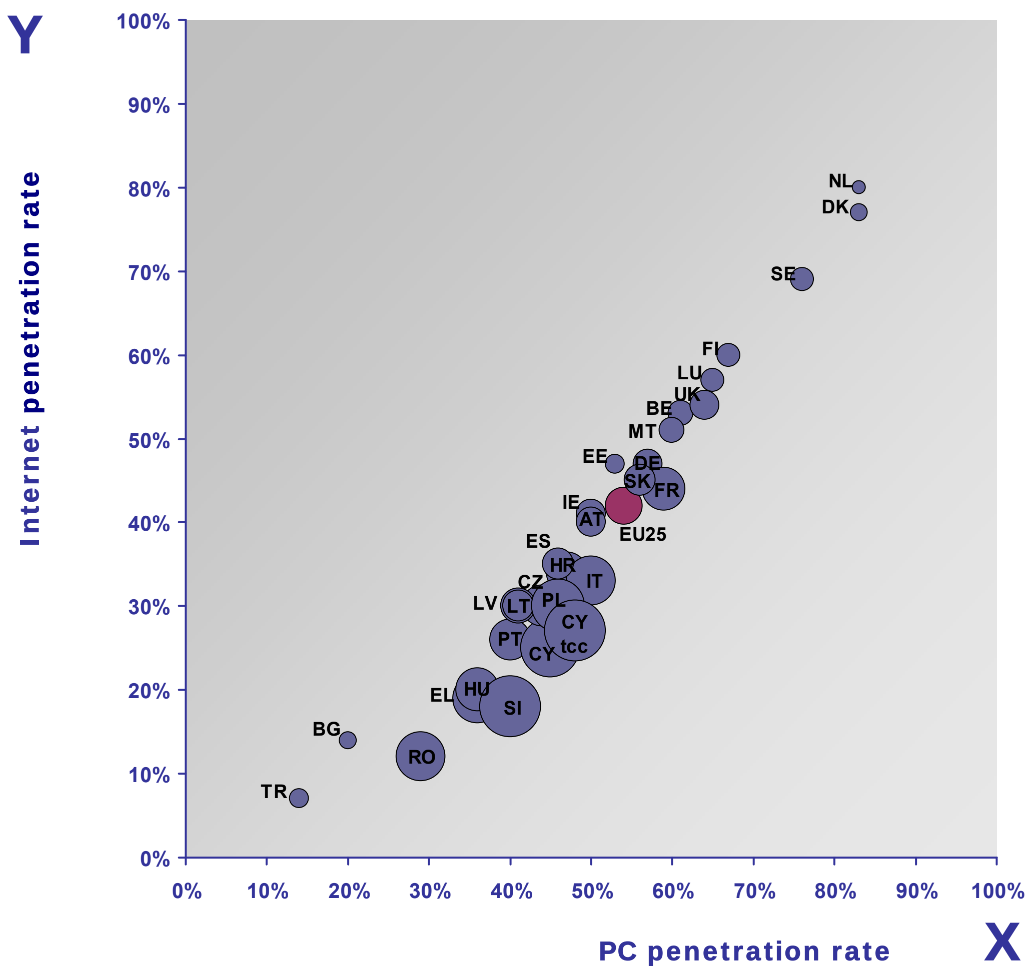

The internet penetration rate increases in 22 out of 29 countries polled compared to the winter 2006 study. A slight increase can be observed within the EU25 (44%) since the winter 2006 study (+4 percentage points). At country level, the penetration rate increases in 22 out of 29 countries polled compared to the winter 2006 study. The rise is particularly sharp in some new Member States such as Estonia, Malta, Lithuania and Latvia.

Noteworthy drops in penetration rates are found in Sweden and Luxembourg (-5 and -3 percentage points respectively).

The chart below illustrates the results of comparing PC penetration with Internet penetration. The X-axis represents the PC rate, while the Y-axis represents the Internet rate. Finally, the size of the bubble depends on the proportion of households with PC stating they have no Internet connection. In other words, the bigger the bubble, the higher the share of households having a PC but no Internet connection.

The correlation between PC rate (X-axis) and Internet rate (Y-axis) is almost linear (Pearson equals 0.97). It can thus be said that the lack of PCs is an obstacle to Internet access.

The second noteworthy finding is the fact that in countries with larger sized bubbles, the PCs are not as often equipped with Internet as in countries with smaller bubbles. The countries with larger sized bubbles are also the countries with lower PC penetration. This means that in countries where the PC penetration is low, it becomes more likely that households having a PC do not have an Internet connection despite having the equipment for it.




*(The size of a bubble corresponds to the share of households that have a computer but no internet access i.e. the larger the bubble, the more there are households with a computer and without internet access)*

On the basis of this, it might be concluded that Internet access at home will only increase in line with computer penetration unless new means of access to the Internet increase in importance over the next year (handheld devices, PC).

### *3.2.2 Means of Access*

The technology used to access the internet varies widely between the countries. At EU level we can broadly say that **about two-thirds of the households that have internet access use broadband technology while the remaining third use narrowband connections.** In the total sample of households, 28% have a broadband connection and 12% use a narrowband connection.

#### 3.2.2.1 Broadband Internet access

***- Broadband technology is winning space…-***

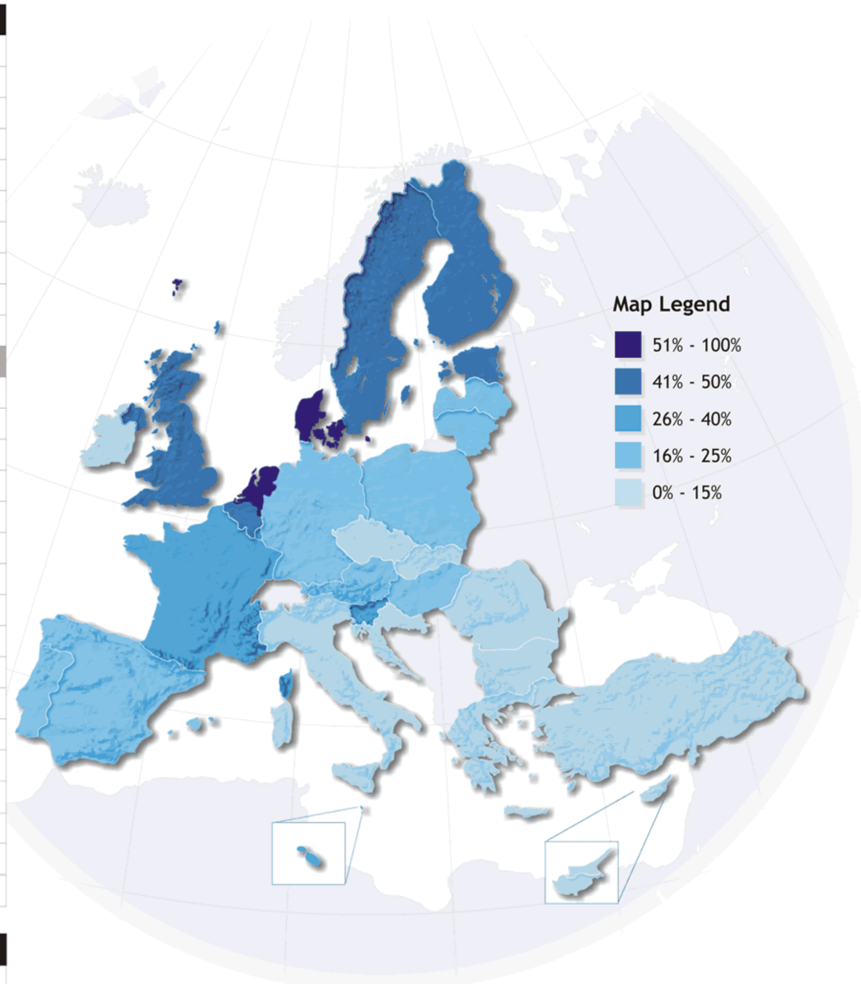
Question: Q1. For each of the following please tell me how many of them are available in your household.

Answers: Broadband Internet access

| Country Results | |
|---|---|
| The Netherlands | 65% |
| Denmark | 60% |
| Finland | 49% |
| Belgium | 47% |
| Sweden | 43% |
| United Kingdom | 41% |
| Estonia | 41% |
| France | 40% |
| Malta | 40% |
| Luxembourg | 33% |
| European Union (27) | 28% |
| Slovenia | 26% |
| Germany | 25% |
| Spain | 25% |
| Austria | 21% |
| Poland | 21% |
| Latvia | 19% |
| Hungary | 18% |
| Portugal | 17% |
| Lithuania | 17% |
| Czech Republic | 15% |
| Italy | 14% |
| Ireland | 11% |
| Bulgaria | 10% |
| Romania | 9% |
| Slovakia | 8% |
| Cyprus* | 7% |
| Greece | 6% |

** Cyprus (tcc) = 1%*

| Other Countries | |
|---|---|
| Croatia | 11% |
| Turkey | 6% |




28% of European households benefit from a broadband connection. This is particularly the case in the Netherlands (65%) and Denmark (60%). On the other hand, very few households in Greece, Cyprus, Slovakia, Romania and the candidate country Turkey have broadband access.

The share of broadband connections among households that have an internet connection is naturally linked to overall internet penetration rates. Broadly speaking, the higher the overall internet penetration rate is, the higher the share of broadband connections in comparison to narrowband connections.

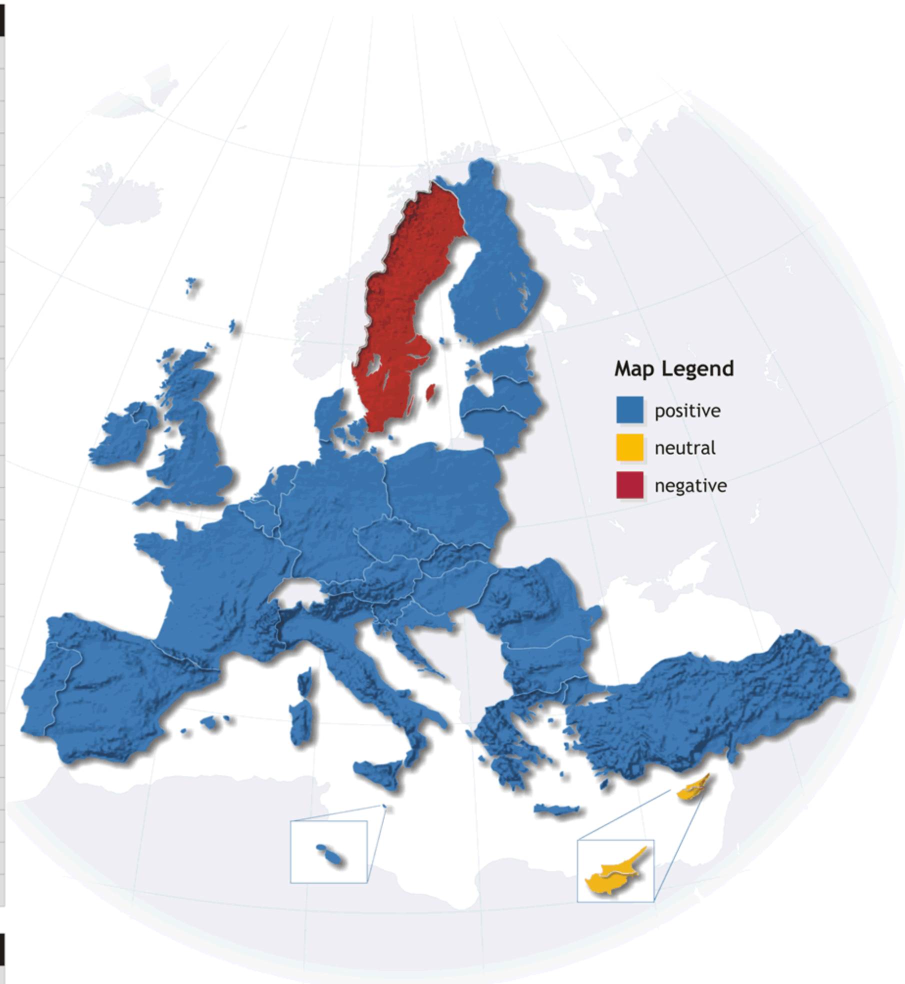
Question: Q1. For each of the following please tell me how many of them are available in your household.

Answers: Broadband Internet access

| Comparison by Country | | |
|---|---|---|
| Denmark | 60% | +11 |
| Belgium | 47% | +9 |
| Spain | 25% | +9 |
| United Kingdom | 41% | +9 |
| Estonia | 41% | +9 |
| Malta | 40% | +9 |
| Finland | 49% | +8 |
| Lithuania | 17% | +8 |
| Poland | 21% | +8 |
| Hungary | 18% | +7 |
| Germany | 25% | +6 |
| France | 40% | +6 |
| Latvia | 19% | +6 |
| Slovenia | 26% | +6 |
| Czech Republic | 15% | +5 |
| Bulgaria | 10% | +5 |
| Greece | 6% | +4 |
| Ireland | 11% | +4 |
| Luxembourg | 33% | +4 |
| Portugal | 17% | +4 |
| The Netherlands | 65% | +3 |
| Slovakia | 8% | +3 |
| Romania | 9% | +3 |
| Italy | 14% | +2 |
| Austria | 21% | +1 |
| Cyprus* | 7% | 0 |
| Sweden | 43% | -2 |

* Cyprus(tcc) = 1% : 0

| Other Countries | | |
|---|---|---|
| Croatia | 11% | +6 |
| Turkey | 6% | +3 |




**The trend observed since the winter 2006 study is clearly positive.** In all countries, with the exception of four Member States[17], there is a noteworthy increase in the share of households having a broadband connection. The largest rise is observed in the Member States that were already last year among the countries with the highest penetration rates, such as Denmark, Belgium, the United Kingdom, Estonia and Malta. Spain is the only exception in this group.

The broadband penetration rate has remained static in Italy, Austria, Cyprus and Sweden.

[17] A difference of 3 percentage points is considered to be noteworthy.

### *Analysis by socio-demographic characteristics*

*Proportion of households with broadband Internet access*

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| EU27 | 28% | 18% | 26% | 36% | 39% | 23% | 29% | 34% |
| EU15 | 31% | 20% | 29% | 39% | 44% | 28% | 32% | 35% |
| NMS12 | 16% | 8% | 11% | 24% | 22% | 6% | 17% | 28% |

The household size appears to be a determining factor again: the larger the household, the more likely it is to be equipped with a broadband connection. This result corresponds to the one obtained in the winter 2006 study.

The pattern related to the level of urbanisation has however changed slightly since the previous survey. In winter 2006, the city size had an effect only in the new Member States. In these results however we can observe the same effect also within the EU15. Even if it is to a lesser extent the 'metropolitan' households are more likely to have a broadband connection than the rural households.

*Single households by age with broadband Internet access*

| EU27 | | | EU15 | | | NMS12 | | |
|---|---|---|---|---|---|---|---|---|
| -29 | 30-59 | 60+ | -29 | 30-59 | 60+ | -29 | 30-59 | 60+ |
| 40% | 26% | 6% | 41% | 29% | 7% | 32% | 13% | 1% |

The patterns observed for single households regarding the resident's age and whether they are equipped with telecommunication services or appliances also apply here: the younger the resident is, the more likely there is a broadband connection in the household.

#### 3.2.2.2 Narrowband Internet access

As the internet penetration rate is rising along with an increasing number of households using broadband connections, it is not surprising that **fewer households make use of narrowband technology**. 13% of EU25 households have a narrowband connection today compared to 16% of households one year ago. Consequently, the gap between broadband and narrowband households is widening. While in the winter 2006 study it was 7 percentage points, it is now more than twice that at 15 points more for broadband usage.

***-…while narrowband is becoming less popular –***

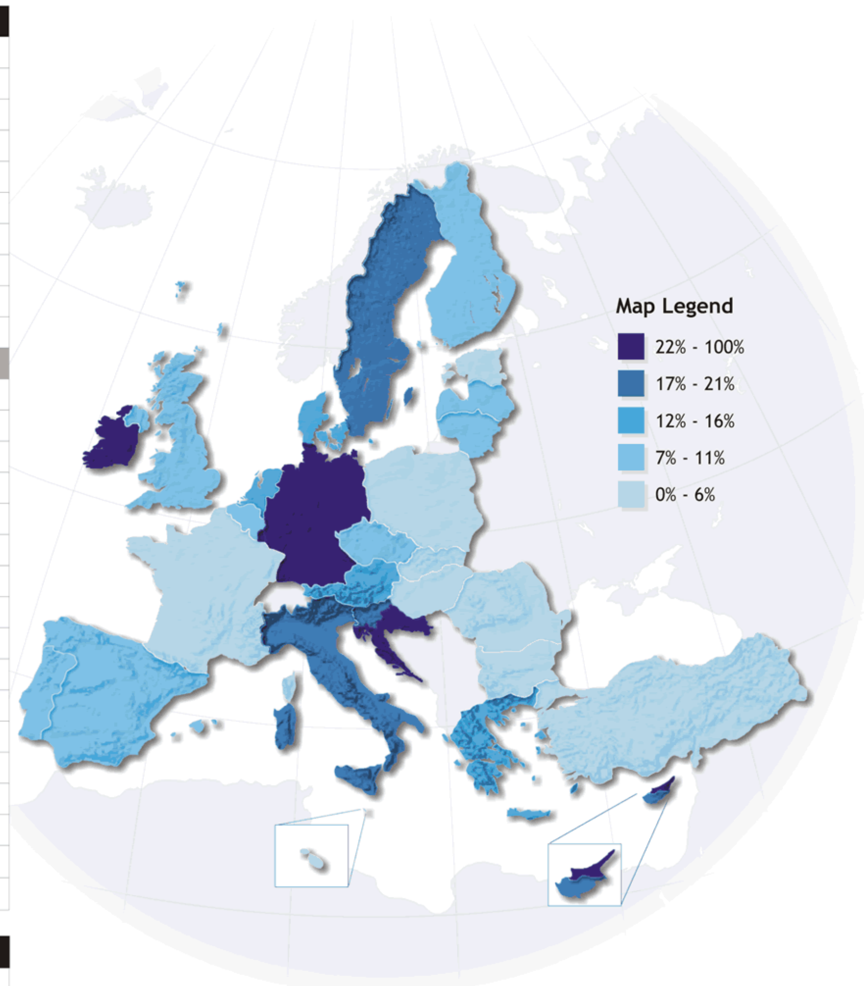
Question: Q1. For each of the following please tell me how many of them are available in your household.

Answers: Narrowband Internet access

| Country Results | |
|---|---|
| Ireland | 26% |
| Germany | 25% |
| Luxembourg | 22% |
| Sweden | 21% |
| Slovenia | 19% |
| Italy | 17% |
| Cyprus* | 17% |
| Austria | 15% |
| The Netherlands | 14% |
| Denmark | 13% |
| European Union (27) | 12% |
| Greece | 12% |
| United Kingdom | 10% |
| Lithuania | 10% |
| Finland | 9% |
| Czech Republic | 9% |
| Latvia | 8% |
| Belgium | 7% |
| Spain | 7% |
| Portugal | 7% |
| Malta | 6% |
| Slovakia | 6% |
| France | 4% |
| Estonia | 4% |
| Poland | 3% |
| Hungary | 2% |
| Romania | 2% |
| Bulgaria | 1% |

** Cyprus (tcc) = 26%*

| Other Countries | |
|---|---|
| Croatia | 24% |
| Turkey | 1% |




As in the winter 2006 study, Ireland, Germany, Luxembourg, Sweden and Slovenia and the candidate country Croatia have the highest share of households with a narrowband connection. All these countries have an above EU average overall internet penetration rate which also partly explains the high narrowband rates. However, the ratio between narrowband and broadband connections among households that have internet access varies widely. A further look at this factor is given in the following subchapter.

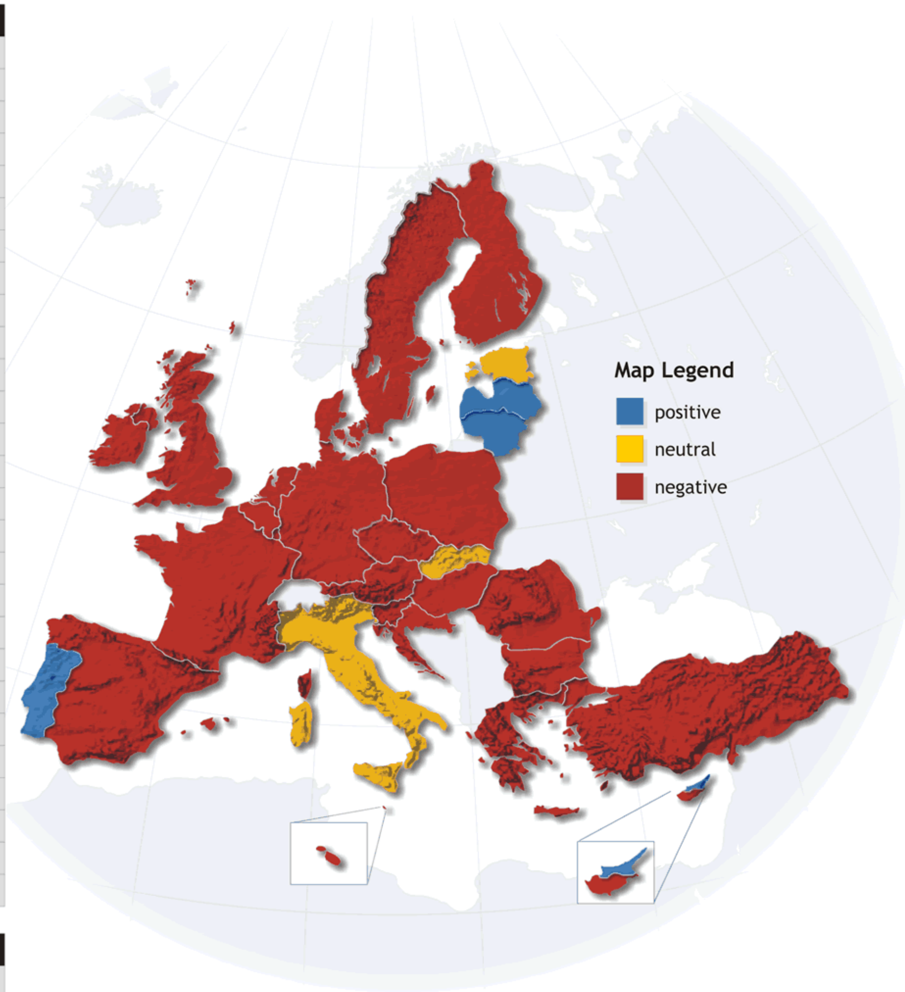
Question: Q1. For each of the following please tell me how many of them are available in your household.

Answers: Narrowband Internet access

| Comparison by Country | | |
|---|---|---|
| Lithuania | 10% | +5 |
| Portugal | 7% | +2 |
| Latvia | 8% | +2 |
| Italy | 17% | 0 |
| Estonia | 4% | 0 |
| Slovakia | 6% | 0 |
| Bulgaria | 1% | -1 |
| Belgium | 7% | -2 |
| Denmark | 13% | -2 |
| Germany | 25% | -2 |
| France | 4% | -2 |
| Austria | 15% | -2 |
| Romania | 2% | -2 |
| Ireland | 26% | -3 |
| Cyprus* | 17% | -3 |
| Greece | 12% | -4 |
| Spain | 7% | -4 |
| Finland | 9% | -4 |
| Czech Republic | 9% | -4 |
| Hungary | 2% | -4 |
| Poland | 3% | -4 |
| The Netherlands | 14% | -5 |
| United Kingdom | 10% | -5 |
| Malta | 6% | -5 |
| Sweden | 21% | -6 |
| Slovenia | 19% | -8 |
| Luxembourg | 22% | -10 |

* Cyprus (tcc) = 26% : +5

| Other Countries | | |
|---|---|---|
| Croatia | 24% | -1 |
| Turkey | 1% | -1 |




**The tendency towards declining numbers of narrowband connections prevails across the Member States.** In a total of 14 countries there is a notable drop in the share of households using narrowband while in an equal number of countries the share remains more or less static[18].

Only in Lithuania, a noteworthy increase (+5 percentage points) is observed while the drop in Luxembourg is 10 percentage points and 8 points in Slovenia.

[18] A change of 3 percentage points is considered to be noteworthy here.

### *Analysis by socio-demographic characteristics*

*Proportion of households with narrowband Internet access*

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| EU27 | 12% | 8% | 12% | 16% | 16% | 14% | 11% | 12% |
| EU15 | 14% | 9% | 14% | 19% | 18% | 17% | 12% | 14% |
| NMS12 | 4% | 2% | 3% | 5% | 7% | 4% | 4% | 5% |

Socio-demographic profiles for narrowband access are somewhat different to those for broadband.

Household size still influences the penetration rate of narrowband but to a lesser extent than for broadband. The bigger the household size, the more likely it is to have narrowband access which largely reflects the fact that bigger households are also more likely to have internet access.

The level of urbanisation has a considerably lesser effect on narrow band usage than it has on broadband connections. It is only within the EU15 that we can observe a noteworthy difference between rural and metropolitan areas, the former being more likely to have households with a narrowband connection. This is mainly due to the limited prevalence of broadband technology in sparsely populated areas.

*Single households by age with narrowband Internet access*

| EU27 | | | EU15 | | | NMS12 | | |
|---|---|---|---|---|---|---|---|---|
| -29 | 30-59 | 60+ | -29 | 30-59 | 60+ | -29 | 30-59 | 60+ |
| 8% | 13% | 4% | 8% | 15% | 5% | 7% | 2% | 1% |

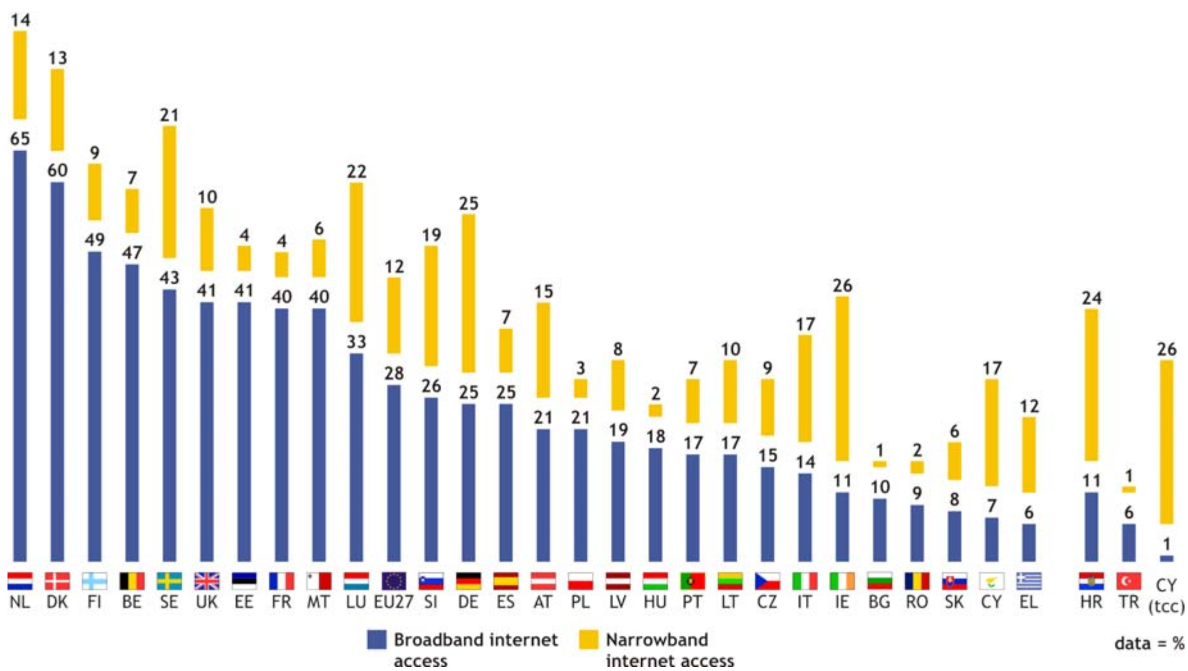
The patterns within single households in terms of age of the inhabitant reveal some small differences. While within the EU15, the group of single occupants aged 30-59 is most likely to have a narrowband connection at home, within the NMS12 this is the case for the youngest age group. It should however be noted that bases for these figures are low and thus figures are only indicative and not statistically reliable.

### 3.2.2.3 Use of different types of Internet access

When analysing the type of internet connection found in European households the following factors tend to influence the overall share of access as well as the balance between broadband and narrowband connections:

- The overall internet access
- The prerequisites of the use of broadband technology in each country

Question: QB20. Broadband Internet access & Narrowband Internet access (BASE: all households)




If we first look at the share of different types of access in all households i.e. the overall penetration rates, we see that…

…broadband technology is significantly more widespread

…broadband technology is naturally better established in countries with higher internet penetration rates

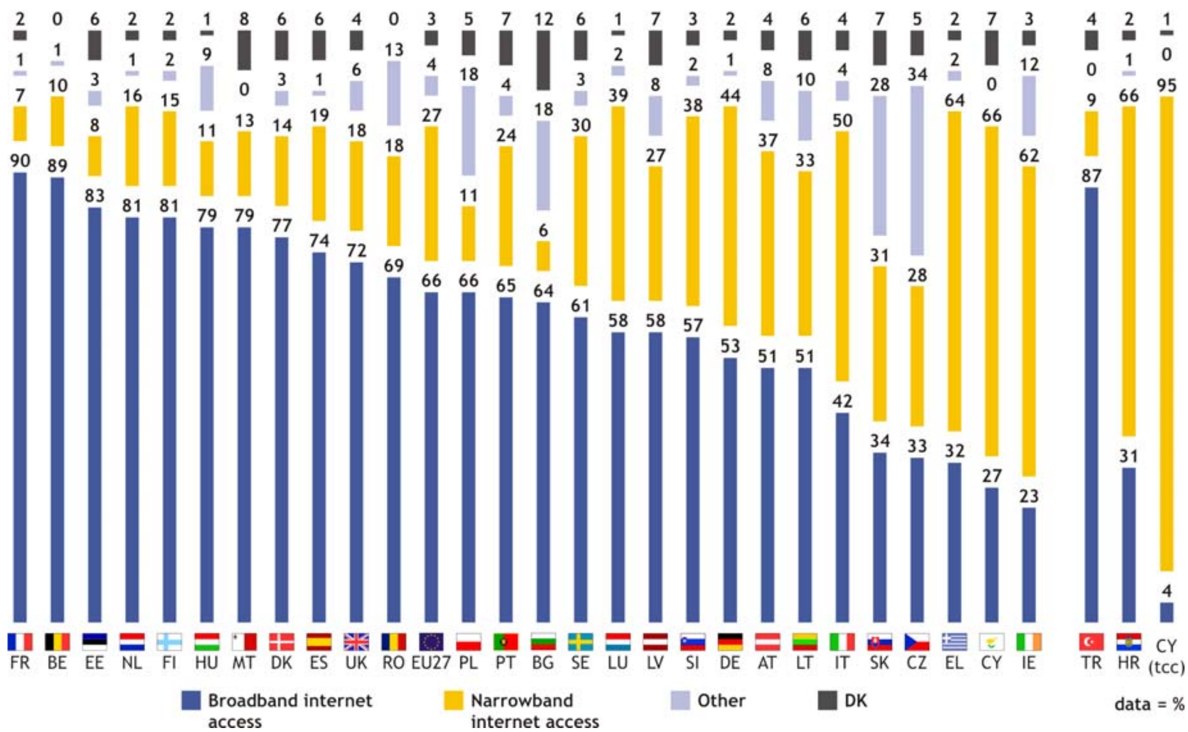
…households with a broadband internet connection outnumber those with a narrowband connection, with the exception of Ireland, Italy, Cyprus and Greece as well as the candidate country Croatia.

…in Germany both types of connection are equally used.

In comparison to the winter 2006 study, a positive 'switch-over' is measured in Luxembourg where a relative majority now use broadband connections.

In Germany, Ireland, Italy, Cyprus, Greece and Croatia, we see, on balance, that households are increasingly using broadband technology despite the fact that narrowband remains the principal type of access.

Question: QB20 (2). Shares of broadband and narrowband connections (BASE: Households that have internet access)




Second, we can analyse the ratio of broadband and narrowband connections within those households with internet access i.e. we focus on the market shares of different types of internet access. If we look at the countries where the internet penetration rate is over 25% (see chapter 3.2.1.), we see a wide variance of broadband-narrowband ratios:

- Over 80% of households with internet access in France, Belgium, Estonia, the Netherlands and Finland have a broadband connection.
- In Ireland, Italy and Cyprus, the ratio between the types of connections favours narrowband connections. The pattern is the same in Greece but the overall internet penetration rate remains too low for a further analysis.
- Keeping in mind that the sample sizes are very small, in the candidate country Turkey as well as Bulgaria, Romania and Hungary a considerable share of households benefit from broadband access which could suggest that, in these countries, future internet users would opt directly for broadband technology.

The following table presents the different means of access in detail. The reader should note that these figures are only indicative since the bases (internet access) are small in the majority of countries.

QB20 How does your household access the Internet from home? (MULTIPLE ANSWERS POSSIBLE)
BASE: Internet access at home

| | TOTAL | ADSL | Dial-up - standard line | Cable TV network | Dial-up - ISDN | Mobile phone network | Satellite network | Power line (SPONT.) | Other (SPONT.) |
|---|---|---|---|---|---|---|---|---|---|
| **EU27** | **11257** | **53%** | **17%** | **13%** | **12%** | **2%** | **1%** | **1%** | **1%** |
| BE | 528 | **52%** | 11% | 37% | 3% | *0%* | *0%* | *0%* | *0%* |
| CZ | 352 | **22%** | 15% | 11% | 14% | 10% | 15% | *2%* | 8% |
| DK | 798 | **50%** | 8% | 28% | 9% | 2% | *0%* | *0%* | 2% |
| DE | 721 | **51%** | 20% | 2% | 32% | 1% | *0%* | - | - |
| EE | 474 | **53%** | 7% | 30% | 2% | 3% | *1%* | *1%* | *1%* |
| EL | 193 | 32% | **44%** | - | 20% | 3% | *0%* | *0%* | - |
| ES | 340 | **60%** | 17% | 15% | 5% | 4% | - | - | *1%* |
| FR | 448 | **88%** | 8% | 2% | *1%* | *1%* | - | - | *1%* |
| IE | 408 | 17% | **51%** | 6% | 13% | 2% | 2% | *1%* | 8% |
| IT | 342 | **41%** | 37% | 1% | 15% | 4% | *0%* | *0%* | 1% |
| CY | 127 | 26% | **48%** | 1% | 21% | 1% | - | - | *0%* |
| LV | 304 | 21% | 17% | **38%** | 10% | *2%* | 3% | 3% | - |
| LT | 305 | 12% | 27% | **39%** | 6% | 2% | 4% | *1%* | 4% |
| LU | 287 | **56%** | 18% | 2% | 21% | 4% | *0%* | - | 1% |
| HU | 209 | 36% | 10% | **43%** | 2% | *1%* | 6% | - | *1%* |
| MT | 255 | **50%** | 11% | 29% | 1% | 13% | - | *0%* | - |
| NL | 816 | **59%** | 10% | 22% | 8% | 1% | - | *0%* | 1% |
| AT | 415 | 18% | 20% | **33%** | 18% | 8% | *1%* | *1%* | *1%* |
| PL | 297 | **36%** | 8% | 30% | 4% | 3% | 4% | *1%* | 10% |
| PT | 261 | 25% | 23% | **42%** | 2% | 2% | *0%* | *0%* | 1% |
| SI | 462 | **38%** | 25% | 19% | 19% | 1% | *0%* | *0%* | 1% |
| SK | 185 | 17% | **20%** | 17% | 13% | 11% | 11% | *0%* | 9% |
| FI | 616 | **72%** | 10% | 10% | 6% | 4% | *0%* | - | *0%* |
| SE | 697 | **50%** | 24% | 12% | 6% | 2% | 1% | *0%* | 2% |
| UK | 715 | **54%** | 15% | 18% | 4% | *1%* | 2% | 2% | *1%* |
| BG | 145 | 22% | 3% | **43%** | 3% | *1%* | 4% | 2% | 13% |
| RO | 122 | 15% | 16% | **55%** | 4% | 8% | *2%* | - | 4% |
| CY (tcc) | 135 | 4% | 92% | - | 3% | - | - | - | - |
| HR | 354 | 29% | **63%** | 1% | 6% | 2% | 0% | - | 0% |
| TR | 70 | **86%** | 9% | 1% | - | - | - | - | - |

**xx% = highest % per type of access in a country** | [grey shading] **= highest % per type of access**

**ADSL** is the most widely used means to connect and its share has increased by 3 percentage points since the winter 2006 study. In 17 out of 29 countries polled, it is the most common way to access internet at home. In France, 88% of households having internet access use an ADSL connection, which is the highest proportion in the EU. It can also be observed that in countries where broadband is well established, ADSL connections are still used by a majority of households.

Conversely, **the use of dial-up standard lines has decreased** by 9 percentage points compared to Winter 2006. The most 'loyal' users are found in Ireland where the absolute majority relies on this type of connection. The largest segment of households in Cyprus, Greece and Slovakia also use this technology. The highest level of use is however recorded in the candidate country Croatia.

The decline in the use of standard lines in comparison to the results one year earlier mainly benefits ADSL. For example, in the Czech Republic, Italy and Slovenia we observe a switch, in terms of the most common type of access, from the dial up standard line towards ADSL. In Austria the replacement of dial-up standard lines appears to benefit the cable TV network.

**The cable TV network** is more widespread in Romania, Bulgaria, Hungary, Portugal, Lithuania, Latvia and Austria. There is a particularly high increase in Hungary and Austria in the use of this technology (+18 and +10 percentage points respectively).

Overall, we can observe that, in those countries that have a broadband penetration rate equal or higher than 40%, access to internet is based on both ADSL and cable access, with the exception of France.

Furthermore, those countries that have high penetration rates of cable—TV (see results section 4.3) have a relatively high proportion of broadband access via cable, with the exception of Germany and Luxembourg.

The table below depicts the share of operators that are used for providing internet services per country. Attention should be paid to the following points:

- The evolution of the market in each country can be observed by looking at the number of respondents (base) who answered to this question.
- The difference between the winter 2007 and the winter 2006 study is calculated based on the market share of the operator in the year in question. It does not therefore represent the evolution of the absolute number of clients of an individual operator but the evolution of its market share.

| | 2007 | 2006 | Diff. |
|---|---|---|---|
| | **BELGIUM** | | |
| **Base** | **528** | **478** | |
| **Belgacom** | 40% | 41% | -1 |
| **Scarlet** | 4% | 5% | -1 |
| **Skynet** | 7% | 9% | -2 |
| **Telenet** | 34% | 31% | +3 |
| | **DENMARK** | | |
| **Base :** | **798** | **722** | |
| **Cybercity** | 9% | 7% | +2 |
| **Get2Net/Tele2** | 5% | 9% | -4 |
| **Telia** | 10% | 13% | -3 |
| **TDC** | 58% | 52% | +6 |
| | **GERMANY** | | |
| **Base :** | **721** | **676** | |
| **1&1** | 10% | 7% | +3 |
| **AOL** | 11% | 14% | -3 |
| **Arcor** | 9% | 7% | +2 |
| **Freenet** | 8% | 10% | -2 |
| **GMX** | 4% | 3% | +1 |
| **T-Online** | 40% | 42% | -2 |
| | **SPAIN** | | |
| **Base :** | **340** | **284** | |
| **Telefónica** | 62% | 57% | +5 |
| **ONO / Auna** | 22% | 21% | +1 |

| | 2007 | 2006 | Diff. |
|---|---|---|---|
| | **FINLAND** | | |
| **Base :** | **616** | **568** | |
| **DNA** | 13% | 10% | +3 |
| **Elisa** | 32% | 28% | +4 |
| **Saunalahti** | 4% | 5% | -1 |
| **Sonera** | 29% | 33% | -4 |
| | **FRANCE** | | |
| **Base :** | **448** | **420** | |
| **Alice** | 7% | 4% | +3 |
| **Neuf Télécom** | 8% | 6% | +2 |
| **Free** | 19% | 16% | +3 |
| **Wanadoo / Orange** | 43% | 46% | -3 |
| **AOL** | 5% | 7% | -2 |
| **Club Internet** | 5% | 4% | +1 |
| | **IRELAND** | | |
| **Base :** | **408** | **362** | |
| **BT Ireland** | 7% | 3% | +4 |
| **Eircom Net** | 61% | 77% | -16 |
| **Irish Broadband** | 4% | 4% | 0 |
| **Ntl/Cablelink** | 7% | 3% | +4 |
| **Smart Telecom** | 4% | 3% | +1 |
| | **ITALY** | | |
| **Base :** | **342** | **320** | |
| **Tiscali** | 11% | 14% | -3 |
| **Libero** | 22% | 27% | -5 |
| **Wind** | 5% | 5% | 0 |
| **Telecom/Alice** | 43% | 35% | +8 |
| **Fastweb** | 6% | 6% | 0 |
| | **LUXEMBOURG** | | |
| **Base :** | **287** | **297** | |
| **Entreprise des P&T, Post** | 72% | 78% | -6 |
| **Luxembourg Online** | 7% | 7% | 0 |
| **Tele2** | 6% | 3% | +3 |
| **Visual Online** | 4% | 2% | +2 |
| | **NETHERLANDS** | | |
| **Base :** | **816** | **908** | |
| **Planet Internet** | 17% | 15% | +2 |
| **Wanadoo** | 9% | 11% | -2 |
| **Het Net (KPN)** | 18% | 17% | +1 |
| **@'home (Essent)** | 11% | 12% | -1 |
| **Chello** | 5% | 4% | +1 |
| **Tiscali** | 6% | 7% | -1 |
| **XS4ALL (KPN)** | 6% | 5% | +1 |

| | 2007 | 2006 | Diff. |
|---|---|---|---|
| | AUSTRIA | | |
| Base : | 415 | 400 | |
| Inode | 6% | 4% | +2 |
| Chello | 18% | 20% | -2 |
| Tele2UTA | 14% | 21% | -7 |
| A-Online | 30% | 37% | -7 |
| Kabelsignal | 4% | 2% | +2 |
| UPC Telekabel | 8% | 3% | +5 |
| | PORTUGAL | | |
| Base : | 261 | 178 | |
| Sapo | 31% | 31% | 0 |
| Tv Cabo - Netcabo | 31% | 36% | -5 |
| Cabovisão | 7% | 12% | -5 |
| Clix | 11% | 6% | +5 |
| ONI | 4% | 1% | +3 |
| | SWEDEN | | |
| Base : | 697 | 749 | |
| Telia | 41% | 45% | -4 |
| Glocalnet | 6% | 6% | 0 |
| Tele2/Comviq | 9% | 12% | -3 |
| Spray | 4% | 5% | -1 |
| Bredbandsbolaget | 15% | 14% | +1 |
| ComHem | 13% | 6% | +7 |
| | UNITED KINGDOM | | |
| Base : | 715 | 646 | |
| AOL | 12% | 15% | -3 |
| BT Openworld | 20% | 17% | +3 |
| NTL / Telewest/ Blue Yonder | 25% | 27% | -2 |
| Tiscali | 8% | 9% | -1 |
| Wanadoo / Freeserve | 6% | 10% | -4 |
| | CYPRUS | | |
| Base : | 127 | 137 | |
| ATHK | 88% | 95% | -7 |
| OTENET | 4% | 1% | +3 |
| | CZECH REPUBLIC | | |
| Base : | 352 | 268 | |
| Atlas | 11% | 7% | +4 |
| Centrum | 15% | 13% | +2 |
| Czech Online - Volný | 5% | 5% | 0 |
| Internet Online (IOL) | 21% | 18% | +3 |
| Karneval - TES Media | 5% | 3% | +2 |
| Seznam | 38% | 31% | +7 |
| Tiscali / World Online | 5% | 8% | -3 |
| UPC - Chello | 4% | 6% | -2 |

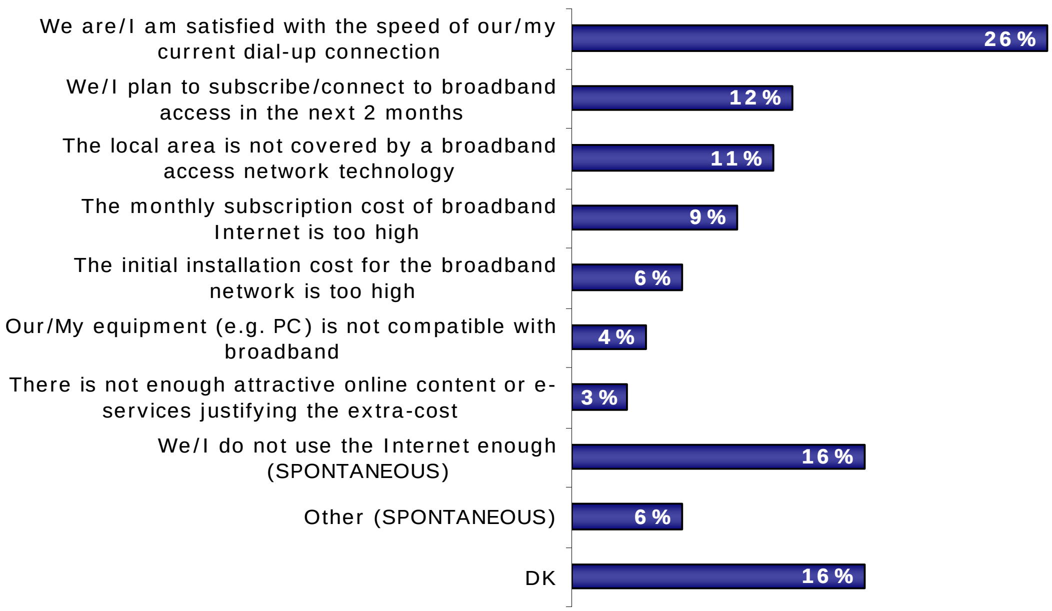
| | 2007 | 2006 | Diff. |
|---|---|---|---|
| | **ESTONIA** | | |
| **Base :** | **474** | **382** | |
| **Elion** | 53% | 55% | -2 |
| **Starman** | 18% | 18% | 0 |
| **STV** | 11% | 9% | +2 |
| **ДРУГОЙ ОТВЕТ, УТОЧНИТЕ/MUU, TÄPSUSTAGE** | 6% | 9% | -3 |
| **НЕ ЗНАЮ/EI OSKA ÖELDA** | 9% | 9% | 0 |
| | **LATVIA** | | |
| **Base :** | **304** | **233** | |
| **Lattelekom/ Apollo** | 42% | 35% | +7 |
| **Baltkom / Teledialogs/ Lattelenet/Telia Multicom** | 4% | 10% | -6 |
| | **LITHUANIA** | | |
| **Base :** | **305** | **176** | |
| **Lietuvos telekomas** | 42% | 38% | +4 |
| **Omnitel** | 7% | 4% | +3 |
| **S plius** | 4% | 2% | +2 |
| **Vinita** | 6% | 4% | +2 |
| | **MALTA** | | |
| **Base :** | **255** | **214** | |
| **Maltanet** | 33% | 33% | 0 |
| **Video On Line** | 39% | 34% | +5 |
| **Waldonet** | 5% | 6% | -1 |
| | **POLAND** | | |
| **Base :** | **297** | **233** | |
| **Telekomunikacja Polska, Neostrada** | 45% | 35% | +10 |
| **TeleNet \ Multimedia Polska** | 4% | 5% | -1 |
| **Aster City** | 4% | 3% | +1 |
| **Chello/UPC** | 6% | 5% | +1 |
| | **SLOVENIA** | | |
| **Base :** | **462** | **464** | |
| **SIOL** | 52% | 49% | +3 |
| **Amis** | 7% | 4% | +3 |
| **Voljatel** | 11% | 17% | -6 |
| **Triera - KRS Rotovž** | 6% | 1% | +5 |
| **Telemach** | 7% | 9% | -2 |
| **T2** | 6% | 1% | +5 |
| | **CROATIA** | | |
| **Base :** | **354** | **305** | |
| **T-Com** | 75% | 72% | +3 |
| **Carnet** | 20% | 19% | +1 |
| **Iskon** | 7% | 10% | -3 |

#### 3.2.2.4 Switching to broadband for narrowband users

***- A quarter of narrowband users are satisfied with the speed of their current connection and do not want to change -***

In order to have a further insight into why narrowband internet connections remain widespread, respondents with this type of connection at home were asked for the reasons why they did not have a broadband connection[19].

**QB25 Why does your household not have a broadband Internet access?**
**(MULTIPLE ANSWERS POSSIBLE) - % EU27**
**BASE: Households with narrowband access**




**Satisfaction with the current connection speed is the most often cited reason for not upgrading the connection.** Slightly more people refer to this reason than in the winter 2006 study (20%).

Cost factors however seem to have less influence than one year before. While in the winter 2006 study, 22% of respondents said that broadband connection is too expensive, only 9% refer to the level of monthly subscription fees and 6% to the installation costs for the broadband network in this study.

The shares of those who mention other reasons are broadly in line with those obtained in the previous study. 16% (-3 points) spontaneously state that the frequency of their use of the internet is low and thus they have no need to change, 12% (-1) plan to switch to broadband in the near future and 11% (no change) do not have the possibility to subscribe because their local area is not covered by broadband access technology.

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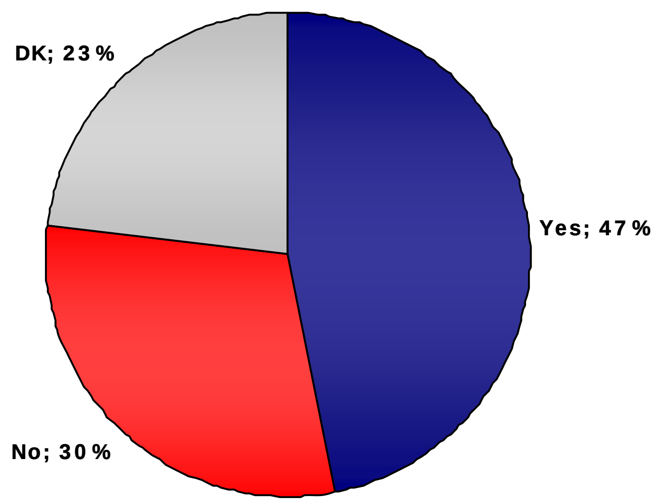
[19] A similar question was asked in the special EB 249, but two new answer items (installation cost and monthly subscription cost) were added and they replaced an answer item "it is too expensive". The results between these two surveys are not therefore directly comparable but highly indicative

Finally, the cost factor was further explored by asking the respondents whether they would be willing to change to broadband if they could have a broadband service together with a fixed line without extra cost.

**QB26 Would you be willing to change...if you could buy the broadband Internet service together with fixed telephone service without paying anymore for the monthly fixed telephony line rental charges ?**
**BASE: Households that have narrowband**

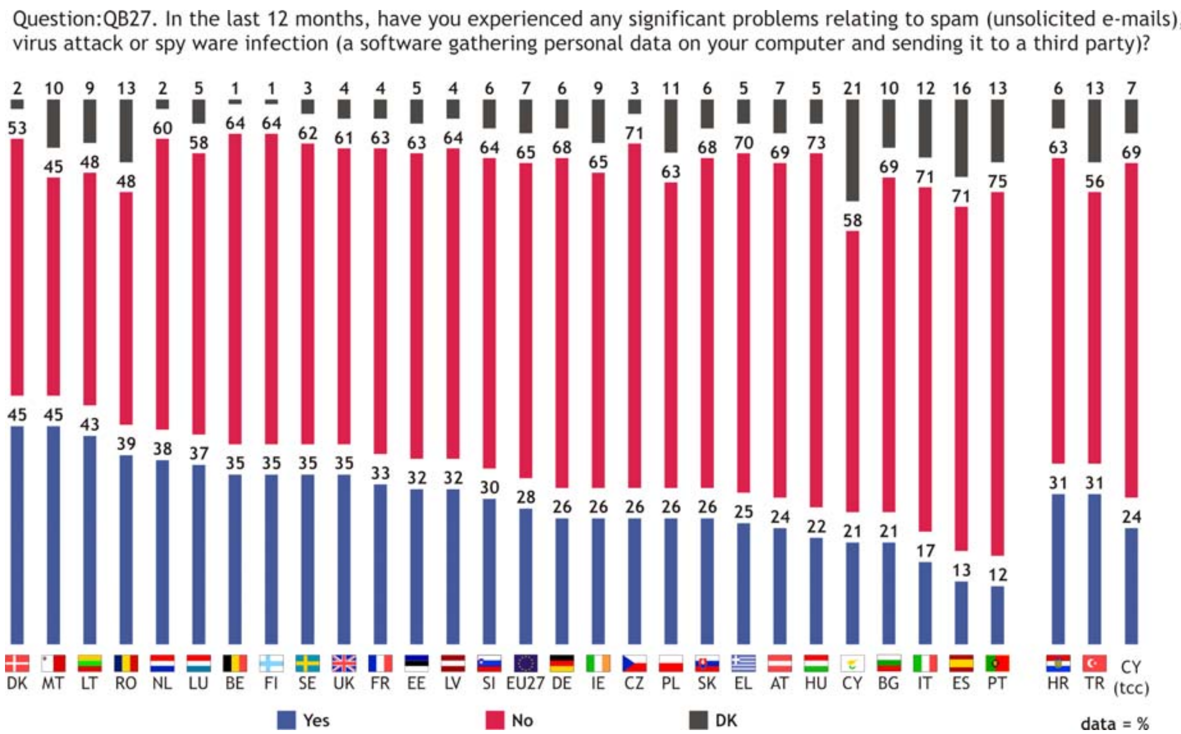



**Almost half of narrowband users would be interested in changing to broadband without paying anymore for the fixed telephony line rental charges**. Nearly a third, however, indicate that they would not be willing to switch even if there would not be further costs.

### *3.3 Spam and viruses*

The respondents that live in households with internet access were also asked a series of questions related to spam and viruses. 28% of Europeans that have internet access say that spam and viruses have caused them significant problems.

***- Slightly over a quarter of respondents have had significant problems with spam and viruses -***



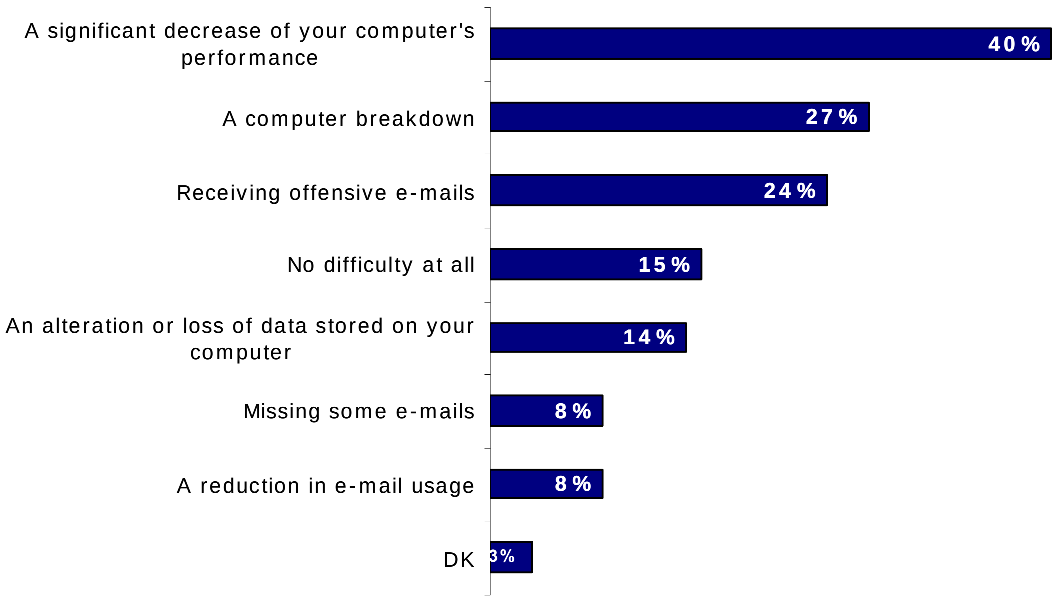

The perceived level of problems caused by spam, viruses or spy ware varies widely between countries and can be attributed to many factors such as the frequency of internet use or the level of security and protection measures taken in order to prevent this from happening.

Over 40% of internet users in Denmark, Malta and Lithuania say that they have had significant problems caused by 'uninvited guests' in the last 12 months while less than a fifth of users have experienced problems in Italy, Spain and Portugal.

### *- Computer performance problems are the most commonly quoted consequence of viruses -*

The question was taken further by asking those respondents who have experienced problems about the outcome of the problems encountered.

**Q28 What have these problems resulted in? (MULTIPLE ANSWERS POSSIBLE) - % EU27**

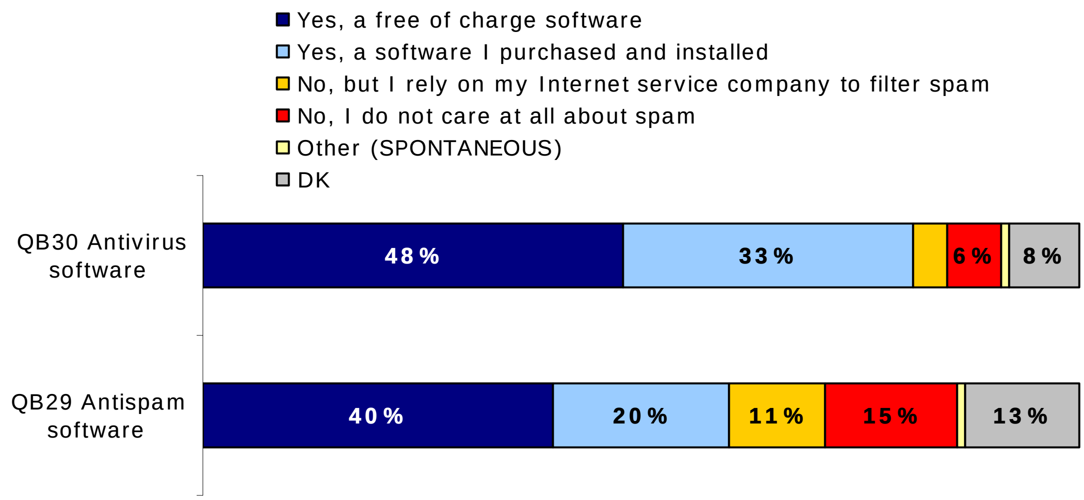



**The most common consequences of spam, viruses and spy ware are related to the functioning of the computer or to the reception of unwanted emails.**

2 in 5 respondents that have had problems with spam, viruses or spy ware state that has resulted in a significant decrease in their computers' performance. For 27% this has even lead to a computer breakdown. A further 14% state that they have lost data or their data has been altered. In relation to spam, nearly a quarter have received offensive emails.

15% of respondents, who have had problems with 'unwanted guests' in their computer, say it has not caused them difficulty at all.

**QB29&QB30 Have you installed antispam/antivirus software on your PC? - % EU27**
**BASE: Households with a computer and internet access**




Finally, in order to know how alarmed Europeans are by the possibility of spam, viruses and spy wares, representatives of households that have a computer and internet access were asked whether they have installed antispam or antivirus software.

The first observation that can be made is that installing antivirus software is more common than installing antispam software. 81% of respondents have installed antivirus programs while 60% have antispam software in their computer.

Second, most Europeans who have installed either type of software use free downloads, although a substantial share has also purchased antispam or antivirus software. About two-thirds have downloaded their antispam program free in the internet while around 60% have acquired their antivirus software in this way.

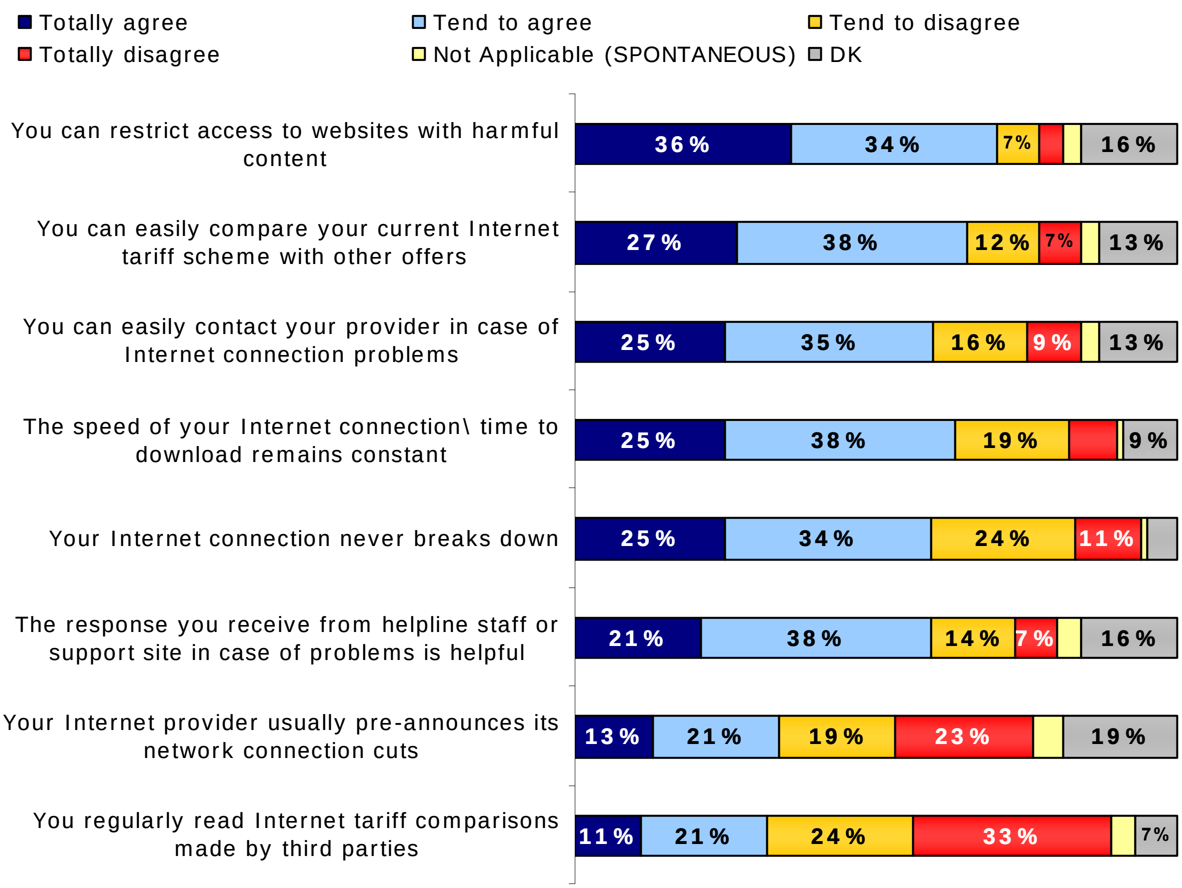
Third, based on these results, Europeans appear to be less alarmed by spam than viruses, which is naturally related to the consequences that these nuisances could cause.

Lastly, compared to the winter 2006 study, Europeans seem more concerned about viruses and spam since fewer respondents state that they do not care about them and more say that they have installed a program to prevent spam and viruses. These software are more often downloaded free from the internet than purchased than one year before.

### *3.4 Control of expenditures and quality of internet services*

Those respondents who have internet access at home as well as mobile and fixed line users were asked a set of questions regarding their level of satisfaction regarding the quality and scope of their internet services.

**Q24 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree - % EU27**
**BASE: Respondents with internet access at home**




In general, most respondents are satisfied with their internet services. The overall agreement ('totally' and 'tend to') is 70% for the statement about the possibility of limiting access to certain websites, 63% for the steady speed of the internet connection and 60% for the response of help-line staff, the easiness of contacting the provider in case of connection problems and the fact that the internet connection does not break down.

Considering cost related issues, 65% agree with the statement that they can easily compare their tariff schemes with other offers. This is in line with the figure observed for the easiness to compare mobile phone tariffs (66%) but higher than that for the fixed line tariffs (59%).

Only about a third of respondents say that their service provider informs them in advance about cuts in the network connection while 42% indicate the opposite. It is noteworthy that 20% do not answer this question.

Finally, as has been already observed for fixed and mobile telephony, Europeans appear to be uninterested in comparing internet tariffs with only a third saying that they do this on a regular basis.

We now proceed to examine cases where the overall picture sketched above differs from country to country:

*(i) your internet connection never breaks down*

| | |
|---|---|
| **EU** | EU27 59% agree - 35% disagree |
| **Highest agree by country** | Austria (76%)<br>Croatia (71%)<br>Sweden (71%) |
| **Highest disagree by country** | Romania (61%)<br>France (52%) |

A high proportion of Austrians (76%), Swedes and Croats (both 71%) say that their internet connections are reliable in the sense that they do not break down.

However, the situation in Romania and France is somewhat different. In these countries, proportions of 61% and 52% respectively disagree with the statement.

*(ii) The speed of your Internet connection / time to download remains constant*

| | |
|---|---|
| **EU** | EU27 63% agree - 27% disagree |
| **Highest agree by country** | Austria (71%)<br>Hungary (70%) |
| **Highest disagree by country** | Romania (51%)<br>Finland (40%)<br>Latvia (40%)<br>Lithuania (40%)<br>Slovakia (40%) |

There are no countries where we see a considerably higher proportion than the EU average (63%) agreeing their connection remains constant in speed. However, this figure does reach 7 in 10 in Austria (71%) and Hungary (70%).

There are a number of countries where a significant proportion disagree with the statement, with forming a very slight absolute majority of responses in Romania (51%).

*(iii) Your internet provider usually pre-announces its network connection cuts in advance*

| | | |
|---|---|---|
| **EU** | | EU27 34% agree - 42% disagree |
| **Highest agree by country** | | Austria (58%)<br>Hungary (56%) |
| **Highest disagree by country** | | Romania (66%)<br>France (61%)<br>Slovakia (61%) |

On balance, slightly more EU citizens disagree (42%) than agree (34%) that their internet provider usually pre-announces its network connection cuts in advance. The strength of this disagreement is at its highest in Romania (66%).

The picture is more positive in Austria and Hungary, where 58% and 56% respectively agree that these cuts are announced in advance.

*(iv) You can easily contact your provider in case of Internet connection problems*

| | | |
|---|---|---|
| **EU** | | EU27 60% agree - 24% disagree |
| **Highest agree by country** | | Bulgaria (89%)<br>Lithuania (78%) |
| **Highest disagree by country** | | France (43%)<br>Finland (35%) |

Bulgarians (89% agree) and Lithuanians (78%) are particularly likely to agree that their internet provider is easily contactable in the even of connection problems. In the EU as a whole, this is also the majority opinion (60%).

However, there is also a significant minority who express that they have experienced difficulties in this area (24% disagree at EU level). This minority is particularly high in France (43%), where over 4 in 10 disagree that they can easily contact their provider.

*(v) The response you receive from helpline staff or the support site in case of problems is helpful*

| | | |
|---|---|---|
| **EU** | | EU27 59% agree - 21% disagree |
| **Highest agree by country** | | Malta (76%)<br>Hungary (74%) |
| **Highest disagree by country** | | France (28%)<br>Germany (27%) |

In general, around 6 in 10 (59%) of Europeans agree that the response they are offered to problems - either in the form of a support site or by helpline staff – is helpful. Over three-quarters of Maltese (76%) think this.

We see no countries where disagreement diverges much from the EU figure of 21%, with this reaching its highest in France (28%).

*(vi) You can easily compare your current Internet tariff scheme with other offers*

| | | |
|---|---|---|
| **EU** | | EU27 65% agree - 19% disagree |
| **Highest agree by country** | | The Czech Republic (79%)<br>Slovakia (79%) |
| **Highest disagree by country** | | Finland (28%)<br>Spain (27%) |

In general, Europeans find it easy to compare their current Internet tariff scheme with other offers on the market. This is especially the case in the Czech Republic and Slovakia (both 79% agree). Disagreement stays below a level of 3 in 10 in all countries, although it does reach fairly high levels in Finland (28%) and Spain (27%).

*(vii) You regularly read Internet tariff comparisons made by third parties*

| | | |
|---|---|---|
| **EU** | | EU27 32% agree - 57% disagree |
| **Highest agree by country** | | Romania (43%)<br>Portugal (42%) |
| **Highest disagree by country** | | The Czech Republic (71%)<br>Finland (70%)<br>Germany (67%) |

In keeping with the results seen for mobile telephones, Czechs (71%) and Germans (67%) are amongst the most likely in the EU to say they do not regularly read Internet tariff comparisons made by third parties. In this, they are joined by the Finns (70%).

The countries where the highest proportions do read such material are Romania (43%) and Portugal (42%).

*(viii) You can restrict access to websites with harmful content*

| | |
|---|---|
| **EU** | EU27 70% agree - 11% disagree |

| | |
|---|---|
| **Highest agree by country** | France (81%)<br>Luxembourg (80%) |

| | |
|---|---|
| **Highest disagree by country** | Malta (40%)<br>Italy (22%)<br>Lithuania (22%) |

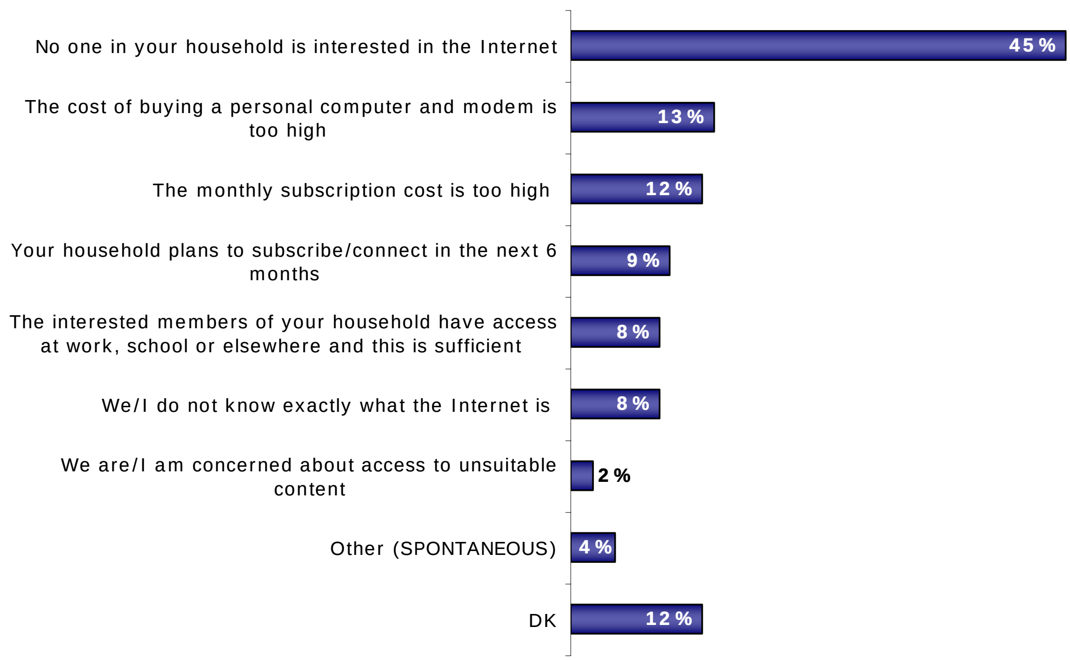
The country where results are most unusual here is Malta, where 40% disagree that they are able to restrict access to websites with harmful content. This figure is considerably higher than that seen for any other country, including Italy and Lithuania (both 22%) where it is at its second highest.

### 3.2.6 Households without internet access

Despite the growing popularity of having internet access at home, the majority of European households are not equipped with this utility. The representatives of these households were asked about their reasons for not having an internet connection.

***- Lack of interest is the main reason for not having internet access at home -***

**QB31 Among the following list, which ones best explain why your household does not have access to the Internet? (MULTIPLE ANSWERS POSSIBLE) - % EU27**




The most common reason for not having internet access at home **is undeniably the lack of interest for this utility**. Almost half of respondents living in households without internet access indicate this reason. This figure is in line with that of the winter 2006 study (43%)[20].

Other reasons are indicated on a random basis. **Cost-related reasons**, such as the cost of buying a computer and a modem and the monthly subscription fee, are mentioned by a relatively high share of respondents (13% and 12% respectively).

**There are significant differences between the reasons given by household representatives in the EU15 and in the NMS12.** First, the lack of interest of having internet access is mentioned significantly more often by EU15 residents than respondents in the new Member States. Second, cost-related reasons appear to have considerably more influence in the new Member States.

[20] A similar question (QB37) was asked in the Special Eurobarometer 249. However the answer items have been modified and therefore the results are not directly comparable between the two studies.

| | No one in your household is interested in the Internet | The cost of buying a personal computer and modem is too high | The monthly subscription cost is too high | Your household plans to subscribe/connect in the next 6 months | The interested members of your household have access at work, school or elsewhere and this is sufficient | We/I do not know exactly what the Internet is | We are/I am concerned about access to unsuitable content | Other (SPONTANEOUS) | DK |
|---|---|---|---|---|---|---|---|---|---|
| **EU27** | **45%** | **13%** | **12%** | **9%** | **8%** | **8%** | **2%** | **4%** | **12%** |
| EL | 58% | 7% | 10% | 9% | 9% | 16% | 4% | 1% | 0% |
| DE | 57% | 16% | 10% | 10% | 7% | 5% | 1% | 2% | 7% |
| LU | 55% | 10% | 8% | 12% | 8% | 5% | 2% | 7% | 2% |
| AT | 54% | 12% | 12% | 8% | 11% | 13% | 4% | 2% | 4% |
| SE | 54% | 16% | 7% | 6% | 15% | 5% | 2% | 1% | 9% |
| BE | 53% | 16% | 19% | 8% | 9% | 13% | 2% | 5% | 2% |
| ES | 53% | 8% | 8% | 8% | 6% | 9% | 1% | 2% | 11% |
| SI | 53% | 6% | 7% | 11% | 11% | 14% | 1% | 9% | 4% |
| MT | 52% | 10% | 12% | 5% | 6% | 11% | 3% | 1% | 10% |
| UK | 51% | 11% | 16% | 5% | 6% | 5% | 5% | 3% | 9% |
| CY | 50% | 3% | 6% | 11% | 9% | 15% | 6% | 2% | 11% |
| DK | 49% | 9% | 7% | 12% | 10% | 6% | 2% | 8% | 9% |
| IT | 46% | 5% | 6% | 7% | 15% | 15% | 2% | 4% | 9% |
| FI | 46% | 6% | 6% | 13% | 16% | 9% | 2% | 10% | 5% |
| CZ | 44% | 19% | 18% | 9% | 14% | 9% | 1% | 4% | 3% |
| EE | 44% | 16% | 14% | 12% | 14% | 5% | 1% | 6% | 9% |
| NL | 44% | 14% | 8% | 19% | 6% | 4% | 1% | 13% | 2% |
| FR | 40% | 14% | 15% | 16% | 6% | 4% | 4% | 9% | 5% |
| HU | 38% | 17% | 23% | 8% | 7% | 12% | 1% | 3% | 8% |
| PL | 38% | 23% | 16% | 10% | 4% | 6% | 2% | 5% | 11% |
| PT | 38% | 12% | 16% | 7% | 9% | 16% | 1% | 1% | 18% |
| LV | 36% | 25% | 15% | 14% | 16% | 8% | 1% | 3% | 3% |
| LT | 26% | 17% | 9% | 9% | 12% | 7% | 22% | 3% | 5% |
| BG | 24% | 17% | 5% | 5% | 5% | 13% | 1% | 4% | 39% |
| SK | 23% | 27% | 19% | 9% | 25% | 7% | 2% | 3% | 14% |
| IE | 20% | 6% | 4% | 8% | 9% | 6% | 1% | 5% | 45% |
| RO | 14% | 10% | 6% | 6% | 6% | 10% | 1% | 1% | 56% |
| CY (tcc) | 49% | 8% | 4% | 11% | 12% | 10% | 3% | 2% | 10% |
| HR | 46% | 18% | 7% | 10% | 8% | 14% | 1% | 5% | 11% |
| TR | 38% | 33% | 18% | 6% | 7% | 10% | 4% | 3% | 8% |

Reflecting the differences between the country groupings, over half of respondents in Greece, Germany, Luxembourg, Austria, Sweden, Belgium, Spain and the UK indicate that no one in their households is interested in the internet. This is however the case also in Slovenia, Malta and Cyprus.

Slovakian, Latvian and Polish respondents are relatively concerned about the costs of having a personal computer and a modem while respondents in Hungary, Slovakia and the Czech Republic as well as in Belgium cite the monthly subscription fees as a reason for not having an internet connection in their household.

# 4. Television

## 4.1. Overall access to television

***- Universal television access -***

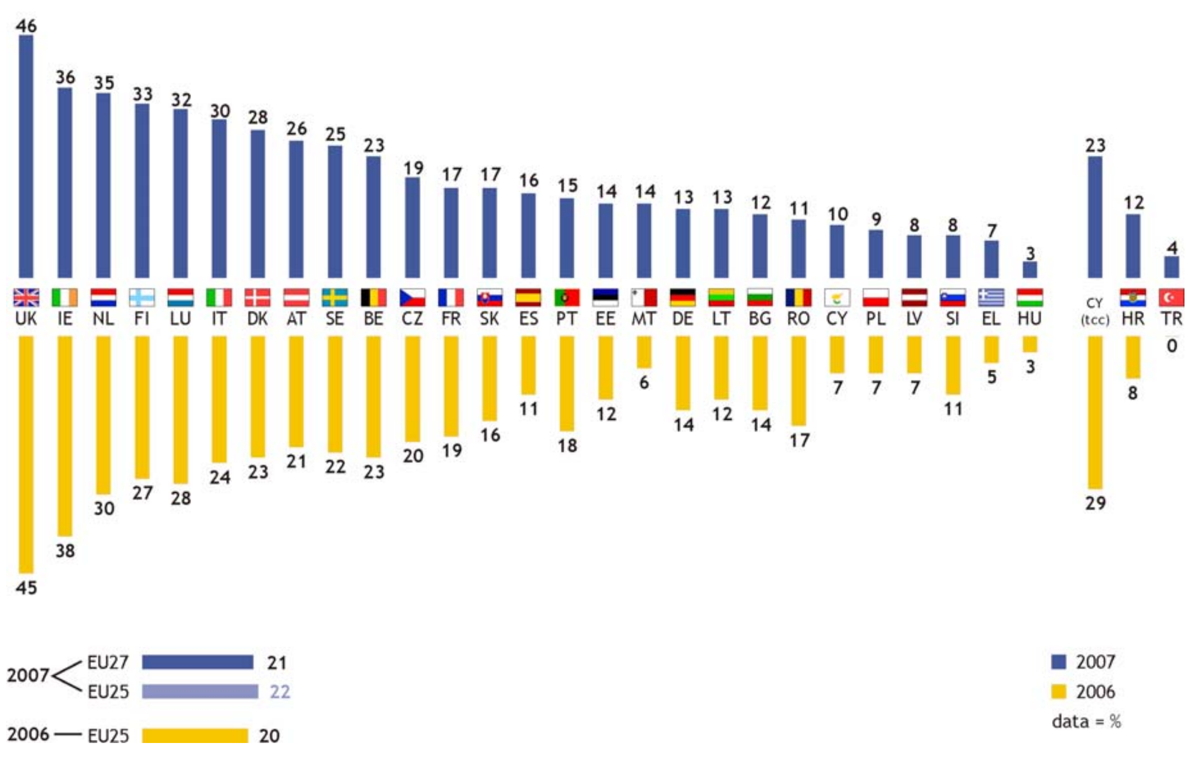
In the European Union, 97% of households have at least one television (see graph on page 5). The penetration rates reach their highest level in Greece, Cyprus, Malta and Portugal with virtually all households having a television (100%). An identical figure is recorded for the Turkish Cypriot Community. The lowest penetration rates are to be found in Germany, where 93% of households have at least one television.

## 4.2. Standard television and wide-screen television

***- Wide-screen technology is well established in the United Kingdom and Ireland –***

An overwhelming majority of European households have at least one standard television (92%). In countries like Hungary, Greece, Portugal, Cyprus and Malta virtually all households (99%) have a standard television. Considerably less households have a standard television in Belgium, Finland (both 85%), Luxembourg (86%) and Austria (87%). Later in this chapter we will see that households in those particular countries have replaced their standard televisions by wide-screen televisions to a greater extent than households elsewhere in the EU27.

Question: QB1.2 For each of the following please tell me how many of them are available in your household.
Option: Wide screen Television (16\9)
Answers: At least one



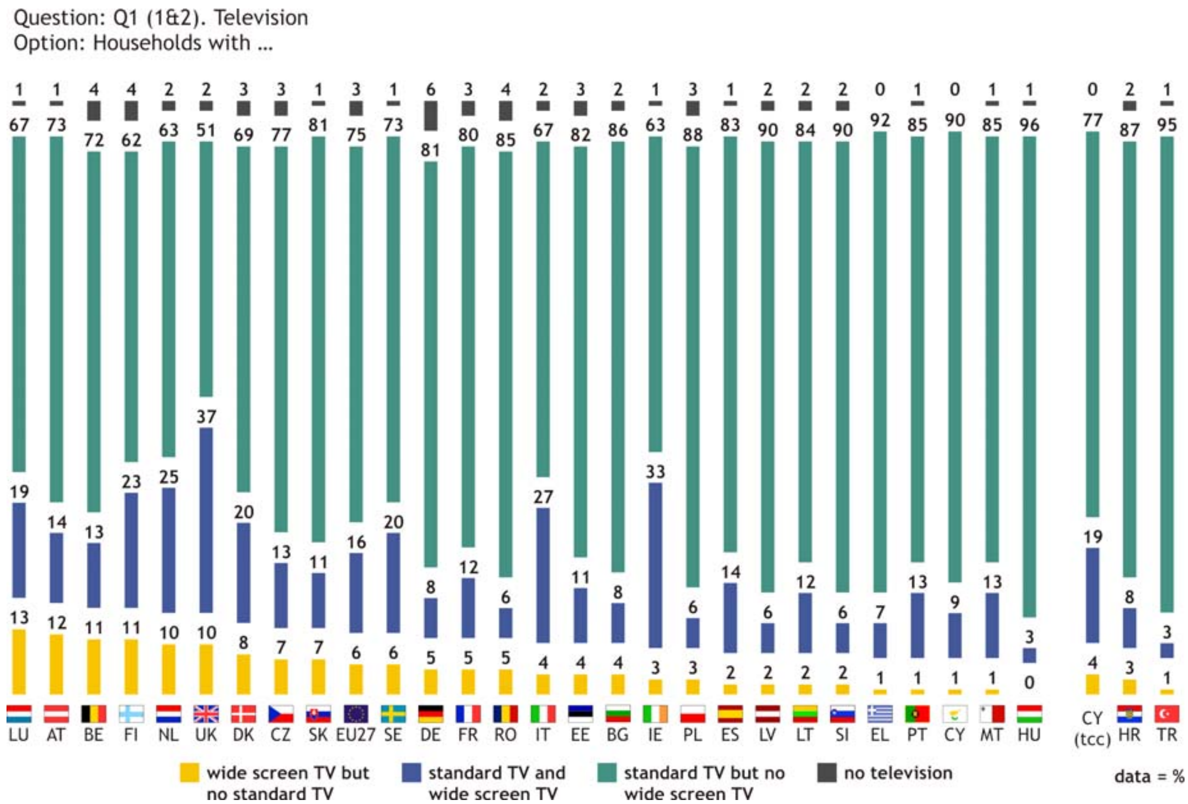
Around one-fifth (21%) of Europeans households have a wide-screen television. Households in the old Member States are clearly more inclined than those in the new Member States to have a wide-screen television: all countries where penetration rates of wide-screen television are above the EU27 average are in the EU15.

With 46% of British households having such a television, penetration rates of wide-screen televisions in the United Kingdom are by far the highest in the European Union. Also in Ireland (36%), the Netherlands (35%) and Finland (33%) significantly high proportions of households have a wide-screen television. Household representatives in Hungary (3%), Greece (7%) and Slovenia (8%) are the least likely to have a wide-screen television at home.

Looking at the evolution of European households' possession of wide-screen televisions during the year 2006, we see an increase in the number of such televisions in most European countries. Especially in Malta (14%, +8 percentage points), Italy (30%, +6 points) and Finland (33%, + 6 points), wide-screen televisions have become more wide-spread since the winter of 2006. In some countries a reverse tendency can be observed. Households were less inclined to have a wide-screen television in the winter of 2007 than one year earlier, particularly in Romania (11% of households, -6 points) and in the Turkish Cypriot Community (23%, -6 points).

Digging deeper into these results gives us the opportunity to distinguish households that only have a standard television from households only having a wide-screen television. A clear majority of European households have a standard television but no wide-screen television (75%), while relatively few of them seem to have only a wide-screen television (5%). Moreover, 17% of European households have both kinds of televisions.

Compared to the winter 2006 study, EU25 households currently seem to be only slightly more inclined to have both wide-screen and standard televisions (+3 percentage points) and, conversely, less inclined to have *only* a standard television (-2 points) or a wide-screen television (-1).




Hungarian (96%), Greek (92%), Cypriot and Slovenian (both 90%) households are the most likely to only have a standard television, among households in the EU27. Correspondingly, the proportions of households having only a wide-screen television are among the lowest in Europe in these countries. In contrast, the highest rates of households having only wide-screen and no standard televisions are recorded in Luxembourg (13%), Austria (12%), Belgium and Finland (both 11%).

In the United Kingdom and Ireland, the combination of having both wide-screen and standard televisions seems to be more common than in other EU27 countries, with 37% of British and 33% of Irish households having both kinds of televisions.

## 4.3. Means of reception

European households mainly receive television through an aerial (45%) and through a cable television network (35%). This tendency is particularly strong in the ten new Member States of the European Union, where 55% of households receive television through an aerial and 37% through a cable network. In the Union's two latest Member States, Bulgaria and Romania, the situation is remarkably different, with only 20% of households receiving television through aerial and 77% through a cable network. The proportion of households receiving television through a satellite is considerably higher in the old Member States (24%) than in the ten new Member States (11%) and in Romania and Bulgaria (3%).

Compared with the winter 2006 study, EU25 households received television less frequently through an aerial in the winter of 2007 (-3 percentage points). The decrease in aerial reception seems to mainly have taken place in the old Member States of the European Union (-4 points). Meanwhile, reception through digital terrestrial television (+2) became slightly more common in the EU25, whereas reception through a cable television network and a satellite remained at the same level.

QB2 Does your household receive the television via...? (MULTIPLE ANSWERS POSSIBLE)
(IF 'TELEVISION IN THE HOUSEHOLD', CODE 1 TO 9 IN QB1 ITEM 1 OR 2)

| | An aerial | A cable TV network | Satellite TV via a satellite dish | Digital Terrestrial Television | The telephone network + modem |
|---|---|---|---|---|---|
| **EU27** | **45%** | **35%** | **21%** | **7%** | **2%** |
| BE | 4% | 92% | 5% | 3% | 1% |
| CZ | 75% | 19% | 10% | 1% | 1% |
| DK | 31% | 61% | 17% | 1% | 3% |
| DE | 3% | 53% | 42% | 4% | 1% |
| EE | 50% | 44% | 6% | 2% | 3% |
| EL | 99% | 0% | 3% | 1% | 0% |
| ES | 81% | 13% | 9% | 5% | 3% |
| FR | 74% | 11% | 22% | 8% | 6% |
| IE | 37% | 43% | 29% | 5% | 1% |
| IT | 86% | 10% | 15% | 5% | 0% |
| CY | 95% | 14% | 8% | 11% | 5% |
| CY (tcc) | 41% | 0% | 69% | 17% | 0% |
| LV | 46% | 49% | 11% | 0% | 3% |
| LT | 64% | 34% | 3% | 0% | 0% |
| LU | 10% | 74% | 22% | 1% | 1% |
| HU | 35% | 59% | 8% | 1% | 1% |
| MT | 28% | 70% | 13% | 6% | 0% |
| NL | 1% | 91% | 7% | 4% | 3% |
| AT | 20% | 45% | 46% | 3% | 5% |
| PL | 55% | 35% | 12% | 1% | 1% |
| PT | 56% | 38% | 8% | 1% | 0% |
| SI | 43% | 52% | 12% | 0% | 7% |
| SK | 53% | 39% | 18% | 3% | 4% |
| FI | 48% | 41% | 6% | 14% | 1% |
| SE | 24% | 51% | 23% | 22% | 4% |
| UK | 43% | 16% | 31% | 22% | 1% |
| BG | 35% | 61% | 6% | 2% | 1% |
| RO | 14% | 83% | 2% | 2% | 3% |
| HR | 85% | 11% | 23% | 0% | 4% |
| TR | 57% | 4% | 38% | 3% | 0% |

An analysis by country reveals that the way European households receive television differs strongly between countries.

Television reception through an aerial is especially widespread in Greece, where it is the most common way of receiving television in as many as 99% of households. A similar figure is also noticed for Cyprus (95%).

In countries like the Netherlands (1%) and Belgium (4%), receiving television through an aerial seems to be very rare. Instead, overwhelming proportions of households in those countries receive television through a cable television network. This is true for 92% of Belgian households and 91% of Dutch ones. Also in Romania a vast majority of households polled receive television through a cable network (83%). In contrast, virtually no Greek (0%) and hardly any Turkish (4%) households have cable television.

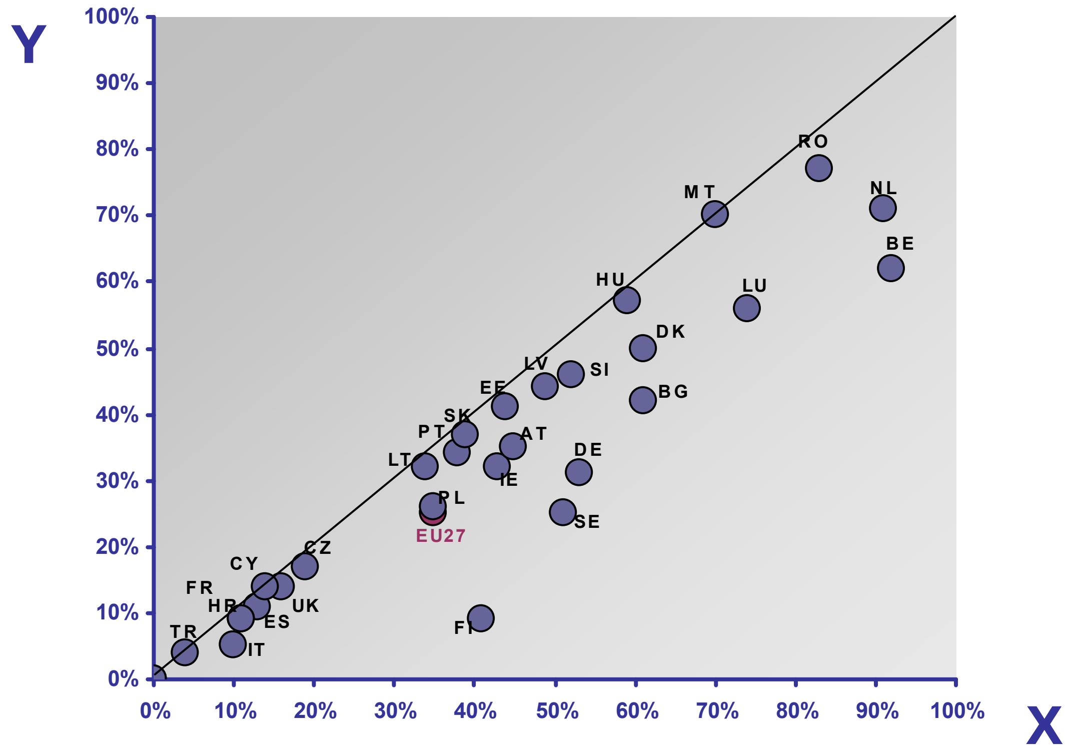
As far as satellite television is concerned, it seems to be a particularly common way for providing households with television in the Turkish Cypriot Community, with 69% of households receiving television through a satellite dish. In Austria, almost half of households (46%) and in Germany 42% of households receive television in this way, while Romanian (2%), Lithuanian (3%) and Greek (3%) households hardly use satellite reception.

In the EU27 as a whole, already a non negligible proportion of households have digital terrestrial television (7%) although it is used to a considerable extent in Sweden and the United Kingdom (by 22% of households in both countries). It is even rarer however to receive television through the telephone network in combination with a modem in the European Union (2% of households in EU27). In Slovenia, the country where the highest EU27 figures are recorded, 7% of the polled households receive television in this way and in France 6% of households do.

### 4.4 Paying for television

A majority of households in the European Union do not pay to receive any TV-channels (63%) and only a minority (36%) of European households do. Nevertheless, there are some interesting discrepancies between countries. In countries where households receive television through an aerial or a satellite, less households pay for television channels than in countries where television is received mainly through a cable television network.

The correlation between households receiving television through a satellite and households paying a subscription to a satellite company exists, but seems to be relatively weak[21]. In the case of cable television, the situation is the opposite though[22]. The following graph illustrates the strong relation between households that receive television through a cable network (represented on the X-axis) and households paying for a subscription to a cable television company (represented on the Y-axis).




[21] Pearson's r = 0.40
[22] Pearson's r = 0,92

## 5. Service packages

Currently an increasing number of operators and providers of e-communication services offer their customers a variety of single-priced packages or bundles combining several services. In this chapter we examine the extent to which European citizens buy such bundles and their opinions about such communication packages.

***- One in five European households buy service bundles -***

One-fifth of Europeans (20%) say that their household buys one or more of the services as part of a bundle.

Overall communication bundles are bought most frequently in the old Member States of the EU, with the exception of Estonia (35%) and Hungary (22%). Conversely, households from the majority of the new Member States tend to buy such bundles less frequently than Europeans on average.

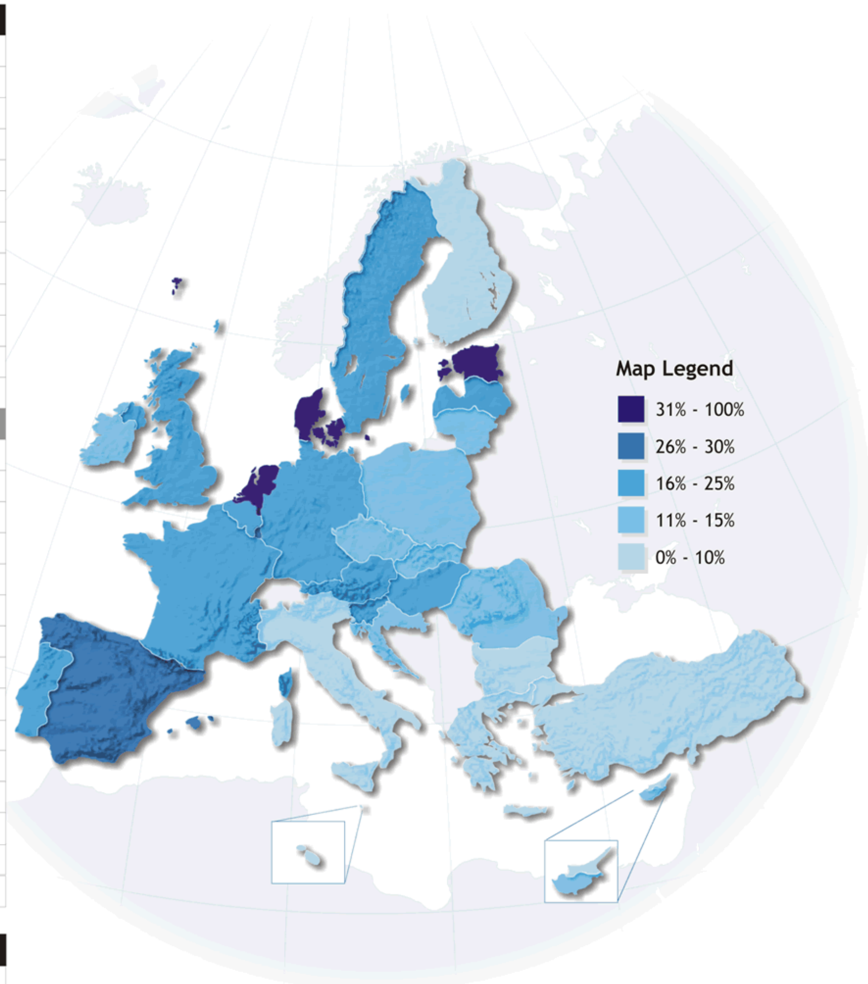
Question: Q35. By bundle, we understand a combined package offering more than one communication services from the same provider at a single price. Does your household buy two or more of the following services as part of a bundle?

Answers: Yes

| Country Results | |
|---|---|
| Denmark | 38% |
| Estonia | 35% |
| The Netherlands | 32% |
| Spain | 29% |
| Luxembourg | 27% |
| United Kingdom | 24% |
| Austria | 23% |
| Germany | 22% |
| Portugal | 22% |
| Hungary | 22% |
| Belgium | 21% |
| Sweden | 21% |
| European Union (27) | 20% |
| France | 20% |
| Latvia | 20% |
| Slovenia | 17% |
| Slovakia | 15% |
| Ireland | 14% |
| Cyprus* | 14% |
| Lithuania | 14% |
| Poland | 14% |
| Romania | 14% |
| Czech Republic | 13% |
| Italy | 9% |
| Finland | 8% |
| Bulgaria | 6% |
| Greece | 5% |
| Malta | 3% |

* Cyprus(tcc) = 0%

| Other Countries | |
|---|---|
| Croatia | 14% |
| Turkey | 1% |



Danish (38%), Estonian (35%) and Dutch (32%) households seem to buy such bundles most frequently, closely followed by Spanish (29%) and Luxembourgish households (27%). In the EU candidate state Turkey, only 1% of households, buy communication bundles. In Malta (3%), Greece (5%) and Bulgaria (6%) also very few households buy those products.

Compared with the survey from early 2006, a slight increase in the numbers buying communication bundles can be observed. European households buy such combination packages a little more frequently than in early 2007 (20% vs. 18% for EU25).

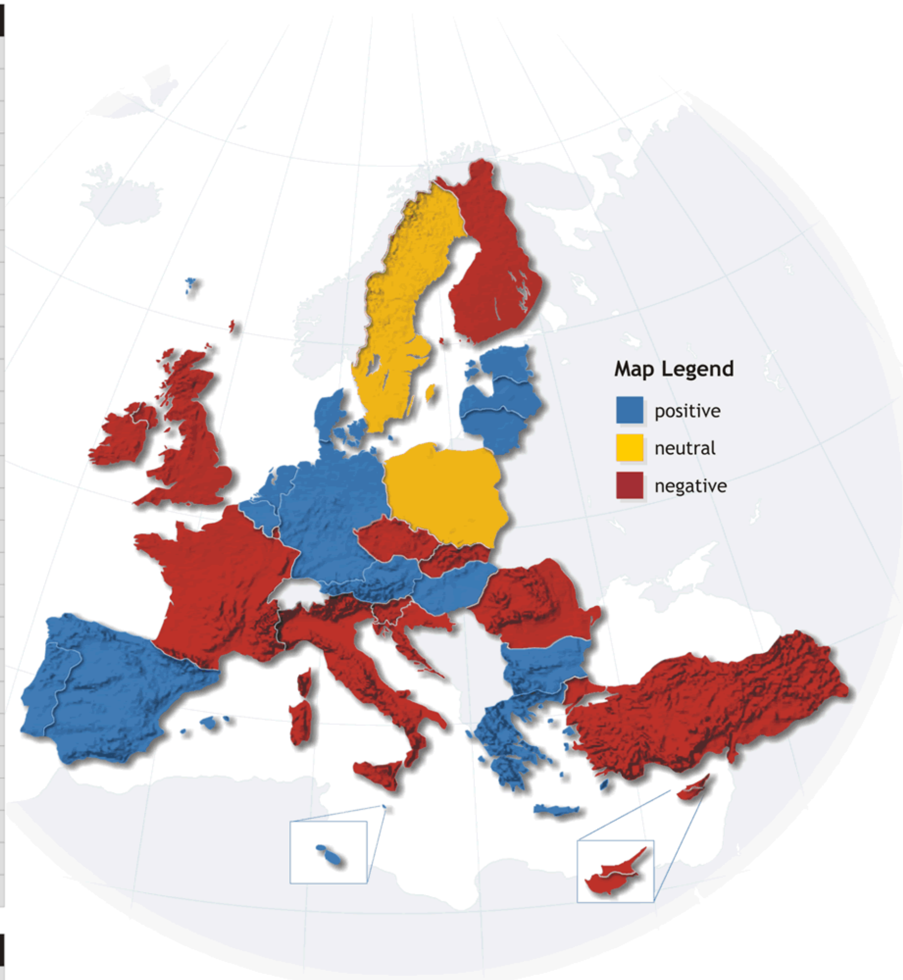
Question: Q35. By bundle, we understand a combined package offering more than one communication services from the same provider at a single price. Does your household buy two or more of the following services as part of a bundle?

Answers: Yes

| Comparison by Country | | |
|---|---|---|
| Denmark | 38% | +13 |
| Hungary | 22% | +12 |
| The Netherlands | 32% | +11 |
| Portugal | 22% | +9 |
| Spain | 29% | +8 |
| Germany | 22% | +5 |
| Estonia | 35% | +5 |
| Malta | 3% | +3 |
| Belgium | 21% | +2 |
| Greece | 5% | +2 |
| Latvia | 20% | +2 |
| Lithuania | 14% | +2 |
| Bulgaria | 6% | +2 |
| Austria | 23% | +1 |
| Sweden | 21% | 0 |
| Poland | 14% | 0 |
| Ireland | 14% | -1 |
| United Kingdom | 24% | -1 |
| Italy | 9% | -2 |
| Luxembourg | 27% | -2 |
| Slovenia | 17% | -3 |
| France | 20% | -5 |
| Finland | 8% | -6 |
| Czech Republic | 13% | -8 |
| Romania | 14% | -8 |
| Cyprus* | 14% | -9 |
| Slovakia | 15% | -9 |

* Cyprus(tcc) = 0% : -9

| Other Countries | | |
|---|---|---|
| Croatia | 14% | -4 |
| Turkey | 1% | -5 |




The increase of households buying communication bundles is especially distinctive in Denmark (38%, +13 percentage points), Hungary (22%, +12 points) and the Netherlands (32%, +11) but also in Portugal (22%, +9) and Spain (29%, +8). Representatives of households are buying those products considerably more frequently in winter 2007 than one year earlier. In contrast, in Cyprus (14%, -9), the Czech Republic (13%, -8) and Romania (14%, -8) representatives of households were significantly less inclined to buy communication services in bundles than a year earlier.

### *- A combination of fixed telephony and internet access most common in EU27 -*

As was pointed out earlier, 21% of European households on average buy a communication combination package of some kind. The following table illustrates which combinations are bought most frequently. Although, the figures are generally very low the combination of fixed telephony and internet access is clearly the most common in EU27. The fact that combination packages in general are mainly bought by representatives of households in the old Member States of the European Union is also reflected in these results. Whereas 9% of EU15 households buy this particular combination of fixed telephony and internet access, 4% of households in the NMS10 and only 1% of Romanian and Bulgarian households avail of this service. Moreover it is noteworthy that a combination of television and internet access is as popular in the NMS10 as the combination bundle of fixed telephony and internet access.

QB35 By bundle, we understand a combined package offering more than one communication services from the same provider at a single price. Does your household buy two or more of the following services as part of a bundle?

| | EU27 | EU15 | NMS10 | AC 2 |
|---|---|---|---|---|
| TOTAL | 26755 | 15512 | 9220 | 2023 |
| **Television / Fixed telephony / Mobile telephony / Internet access** | 1% | 1% | 0% | 0% |
| **Television / Fixed telephony / Mobile telephony** | 0% | 0% | 0% | 0% |
| **Television / Fixed telephony / Internet access** | 2% | 2% | 1% | 2% |
| **Television / Mobile telephony / Internet access** | 0% | 0% | 0% | - |
| **Fixed telephony / Mobile telephony / Internet access** | 1% | 1% | 0% | 0% |
| **Television / Fixed telephony** | 2% | 2% | 2% | 3% |
| **Television / Mobile telephony** | 1% | 1% | 1% | 1% |
| **Television / Internet access** | 2% | 2% | 4% | 3% |
| **Fixed telephony / Mobile telephony** | 1% | 1% | 1% | 0% |
| **Fixed telephony / Internet access** | **8%** | 9% | 4% | 1% |
| **Mobile telephony / Internet access** | 1% | 1% | 1% | 0% |

European households seem to buy almost exactly the same combination packages as one year ago. Nevertheless, a very slight increase in the numbers of households buying fixed telephony and internet access packages can be observed for EU25 (9%, +3 percentage points).

### *Attitudes towards service packages*

As regards EU27 citizens' attitudes towards combination packages of e-communication services, a clear majority of representatives of households that buy service packages, think it is more convenient because there is only one invoice (60%) and 44% find it cheaper than paying separately for each service.

Comparing these results with those of the previous survey gives us an indication of how citizens' attitudes towards communication service packages have evolved during 2006. Apparently Europeans in the EU25 using such packages are now more inclined to say that it is cheaper than paying separately for each service and that it is more convenient because there is only one invoice. Meanwhile, they are slightly less inclined than in 2006 to believe that such packages are not interesting because they provide them with services that they do not really need or because a service package binds them to the same provider for all services.

QB36 What do you personally think about these kinds of communication packages?- *% EU27 (2007) versus % EU25 (2006)*

| | No service package in household EU27 | No service package in household EU25 | Difference from 2006 EU25 | Service package in household EU27 | Service package in household EU25 | Difference from 2006 EU25 |
|---|---|---|---|---|---|---|
| Packages are not interesting because you get services you do not really need | 30% | 31% | ***+1*** | 5% | 5% | ***-4*** |
| It is more convenient because there is only one invoice | 18% | 18% | ***-2*** | 60% | 60% | ***+6*** |
| It is cheaper than paying separately for each service | 12% | 12% | ***-1*** | 44% | 44% | ***+10*** |
| Packages are not interesting because your are bound to the same provider for all services | 9% | 9% | ***-1*** | 5% | 4% | ***-5*** |
| Packages offer less transparency and clarity about the cost and conditions of each service | 8% | 8% | ***-2*** | 7% | 7% | ***+2*** |
| Other (SPONTANEOUS) | 3% | 3% | ***-1*** | 1% | 1% | ***-1*** |
| DK | 30% | 28% | ***+1*** | 6% | 5% | ***-4*** |

Of those European households in EU27 that have no service package (the vast majority at 73%) almost one third of household representatives (30%) feel that combination packages are not interesting because they provide them with services that they do not really need. Furthermore, 18% of the representatives of households who do not have any combination package believe that it would be more convenient to have one because of the fact that there is only one invoice.

European household representatives in the EU25 that do not buy any communication service packages generally held the same view in the winter of 2006 as they did one year later.

## 6. Data privacy issues

***- Data privacy is highly valued by Europeans –***

All respondents were asked whether they would like to be informed if their personal data was lost, stolen or altered. 64% of respondents would like to be informed under all circumstances and 14% in case there was a risk of a financial loss. Only 12% indicate that they would not like to be informed.

QB33 Companies like telecom providers collect personal data such as name, address and credit card details. In case any of your personal data was lost, stolen or altered in any way, would you like to be informed or not?

| | Yes, under all circumstances | Yes, but only if I risk financial harm as a result of my data being lost, stolen or altered | No | DK | Yes |
|---|---|---|---|---|---|
| **EU27** | **64%** | **14%** | **12%** | **10%** | **78%** |
| DK | **83%** | 6% | 7% | 4% | **89%** |
| SE | **83%** | 7% | 6% | 4% | **90%** |
| MT | **82%** | 9% | 3% | 6% | **91%** |
| FI | **81%** | 12% | 3% | 4% | **93%** |
| EL | **79%** | 12% | 8% | 1% | **91%** |
| LU | **77%** | 7% | 10% | 6% | **84%** |
| PT | **77%** | 12% | 4% | 7% | **89%** |
| CY | **76%** | 11% | 4% | 9% | **87%** |
| UK | **75%** | 9% | 10% | 6% | **84%** |
| BE | **73%** | 13% | 12% | 2% | **86%** |
| NL | **73%** | 17% | 5% | 5% | **90%** |
| EE | **72%** | 10% | 6% | 12% | **82%** |
| LV | **71%** | 12% | 11% | 6% | **83%** |
| SI | **71%** | 12% | 11% | 6% | **83%** |
| ES | **68%** | 11% | 10% | 11% | **79%** |
| PL | **68%** | 9% | 14% | 9% | **77%** |
| FR | **65%** | 15% | 13% | 7% | **80%** |
| CZ | **61%** | 25% | 9% | 5% | **86%** |
| DE | **60%** | 15% | 16% | 9% | **75%** |
| LT | **57%** | 12% | 18% | 13% | **69%** |
| SK | **56%** | 23% | 14% | 7% | **79%** |
| IT | **55%** | 19% | 16% | 10% | **74%** |
| IE | **53%** | 13% | 5% | 29% | **66%** |
| HU | **50%** | 14% | 26% | 10% | **64%** |
| AT | **42%** | 24% | 22% | 12% | **66%** |
| BG | **41%** | 17% | 18% | 24% | **58%** |
| RO | 39% | 14% | 5% | **42%** | **53%** |
| CY (tcc) | 72% | 15% | 4% | 9% | 87% |
| HR | **66%** | 12% | 12% | 10% | **78%** |
| TR | **59%** | 7% | 13% | 21% | **66%** |

**xx= the highest % per country** = the highest % per answer item

**In every country with the exception of Romania the largest segment of the poll would like to be informed in all circumstances.** This is particularly the case in the three Nordic countries and Malta. A quarter of respondents in the Czech Republic would like to be informed if there was a risk of financial harm, followed by 24% of Austrians.

Hungarians and Austrians state most often that they would *not* like to be informed no matter the consequences (26% and 22% respectively).

# 7. European emergency number

Finally, this chapter will deal with European citizens’ awareness of the European single emergency number. Due to increasing travel by citizens across Europe the number 112 was introduced to enable all citizens to easily call emergency services anywhere in the European Union. To examine how aware European citizens are of the existence of this unique European emergency number, citizens were asked to state the telephone number of emergency services and the telephone number that enables them to call emergency services all over Europe.

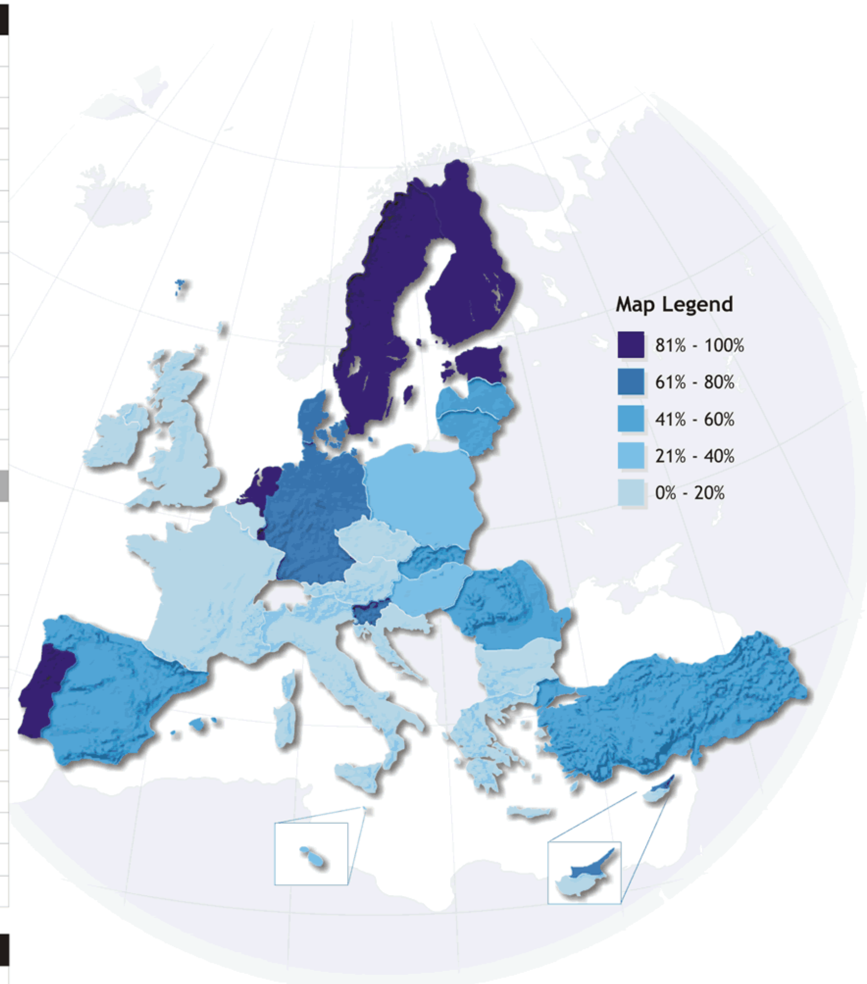
Question: QB37. Can you tell me the telephone number of emergency services, for example in case someone would urgently need medical assistance?

Answers: 112 "in national context"

| Country Results | |
|---|---|
| Sweden | 97% |
| The Netherlands | 95% |
| Finland | 93% |
| Estonia | 93% |
| Luxembourg | 91% |
| Portugal | 89% |
| Germany | 78% |
| Denmark | 76% |
| Slovenia | 73% |
| Spain | 57% |
| Latvia | 54% |
| Romania | 53% |
| Slovakia | 48% |
| Lithuania | 44% |
| European Union (27) | 39% |
| Poland | 29% |
| Hungary | 28% |
| Malta | 21% |
| Czech Republic | 20% |
| Belgium | 16% |
| Italy | 16% |
| Austria | 16% |
| France | 13% |
| Ireland | 13% |
| United Kingdom | 4% |
| Cyprus* | 3% |
| Bulgaria | 2% |
| Greece | 1% |

** Cyprus (tcc) = 67%*

| Other Countries | |
|---|---|
| Turkey | 60% |
| Croatia | 6% |




Although most EU Member States have a national emergency number in addition to the European one, some EU member states have implemented 112 as their national single emergency number as well. This is the case in Denmark, Finland, the Netherlands, Portugal, Sweden and Romania. In Slovakia 112 will be the single emergency number in 2007[23].

[23] http://www.slovakspectator.sk/clanok.asp?vyd=online&cl=13237

Certain other countries have implemented the number 112 for specific national emergency services: Estonia (112 used for ambulance and fire), Luxembourg (ambulance and fire), Slovenia (ambulance and fire), Germany (ambulance and fire) and Turkey (ambulance). Evidentially the various national situations regarding the attribution and use of national single emergency numbers also influences citizens' awareness of 112 as an emergency number. This is clearly reflected in the results.

In the European Union as a whole 39% of citizens mention 112 when they are asked to give the telephone number of emergency services. However other national emergency numbers are mentioned by more than half of the respondents (55%).

As one would expect, citizens in countries where 112 is not only the European but also a national emergency number are far more inclined than Europeans on average to refer to 112. The awareness of this number is therefore particularly high in Sweden (97%), the Netherlands (95%), Finland, Estonia (93% for both countries), Luxembourg (91%) and Portugal (89%). In Slovakia, where 112 will be implemented as national emergency number in 2007, half of the citizens (48%) already refer to that particular emergency number. It is furthermore noteworthy that awareness of 112 is above the EU27 average in all countries where the number is used as national single or specific emergency number.

Compared with the figures from early 2006, there are some interesting evolutions noticed in the results of this survey. Awareness of the emergency number 112 increased considerably among citizens in Romania (53%, +21 percentage points) and Slovakia (48%, +13 points), which could be attributed to the introduction of 112 as the national emergency number in these countries. Furthermore, knowledge about 112 also grew significantly among German citizens - by 9 percentage points to 78%.

Overall awareness of the emergency number 112 increased particularly in the new Member States. Out of 10 countries where awareness among citizens increased by at least 4 percentage points, 7 are new Member States[24]. In fact increasing awareness is measured in all new Member States, except Bulgaria and Cyprus. Conversely, awareness of 112 stabilised especially in the old Member States. This could be the result of stronger campaign activities in (some) new Member States.

Remarkably, a negative trend can be observed in the EU candidate state, Turkey, where the awareness of citizens decreased with 10 percentage points in one year. Whereas 70% of Turks mentioned the 112 emergency number in the winter of 2006, only 60% did so one year later. The decrease of awareness is particularly noteworthy because 112 is used as a national emergency number for ambulances in Turkey.

[24] When all country results showing a positive trend are taken into account, 10 out of 16 countries are new Member States.

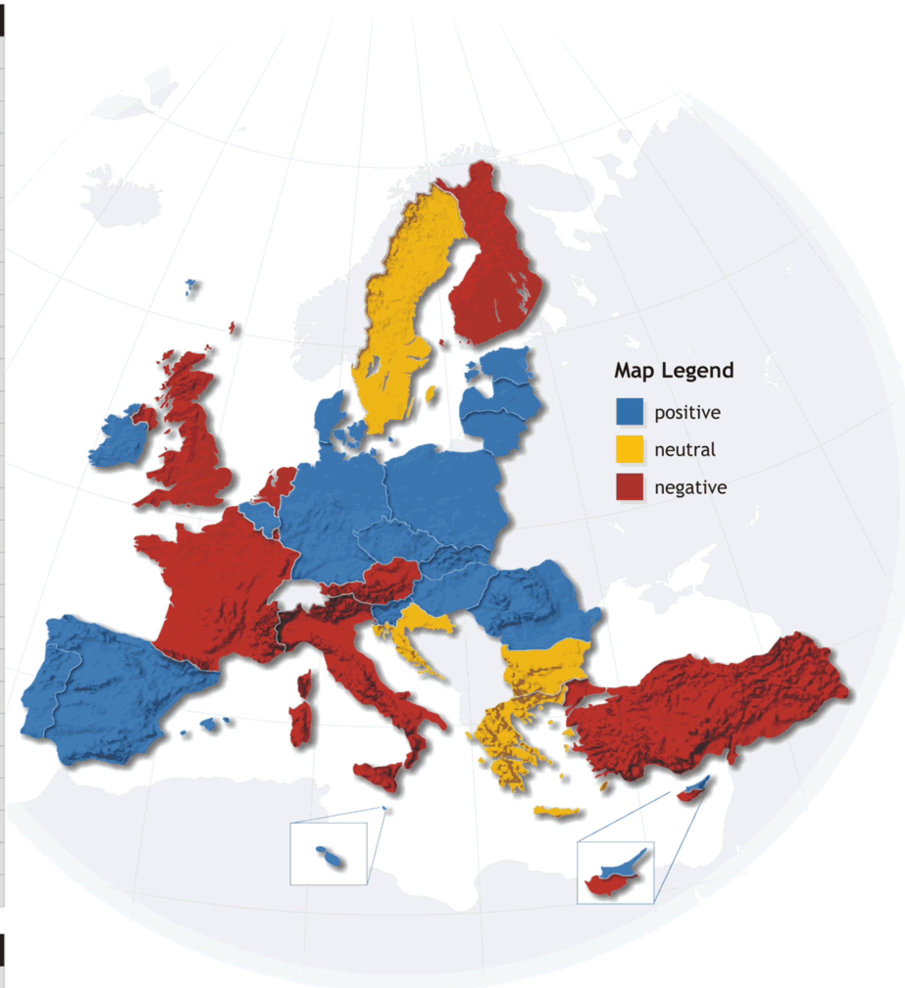
Question: QB37. Can you tell me the telephone number of emergency services, for example in case someone would urgently need medical assistance?

Answers: 112 "in national context"

| Comparison by Country | | |
|---|---|---|
| Romania | 53% | +21 |
| Slovakia | 48% | +13 |
| Germany | 78% | +9 |
| Czech Republic | 20% | +7 |
| Latvia | 54% | +7 |
| Spain | 57% | +6 |
| Poland | 29% | +6 |
| Slovenia | 73% | +6 |
| Denmark | 76% | +5 |
| Lithuania | 44% | +4 |
| Belgium | 16% | +3 |
| Portugal | 89% | +3 |
| Estonia | 93% | +3 |
| Malta | 21% | +3 |
| Ireland | 13% | +2 |
| Hungary | 28% | +2 |
| Greece | 1% | 0 |
| Sweden | 97% | 0 |
| Bulgaria | 2% | 0 |
| France | 13% | -1 |
| Italy | 16% | -1 |
| The Netherlands | 95% | -1 |
| Finland | 93% | -1 |
| Luxembourg | 91% | -2 |
| United Kingdom | 4% | -2 |
| Cyprus* | 3% | -2 |
| Austria | 16% | -3 |

* Cyprus (tcc) = 67% : +19

| Other Countries | | |
|---|---|---|
| Croatia | 6% | 0 |
| Turkey | 60% | -10 |




***- 40% of Europeans know that 112 enables them to reach emergency services anywhere in the EU -***

It was already mentioned above that several European countries have implemented the European single emergency number as their national emergency number as well. Citizens from those countries were therefore naturally more likely to mention 112 when referring to an emergency number in their national context. The following paragraphs will examine whether European citizens are aware that the emergency number 112 enables them to reach emergency services anywhere in the European Union.

On average, 40% of European citizens know that 112 is the number to call anywhere in the European Union in the case of an emergency while half of the population polled does not know which number enables them to reach emergency services under such circumstances.

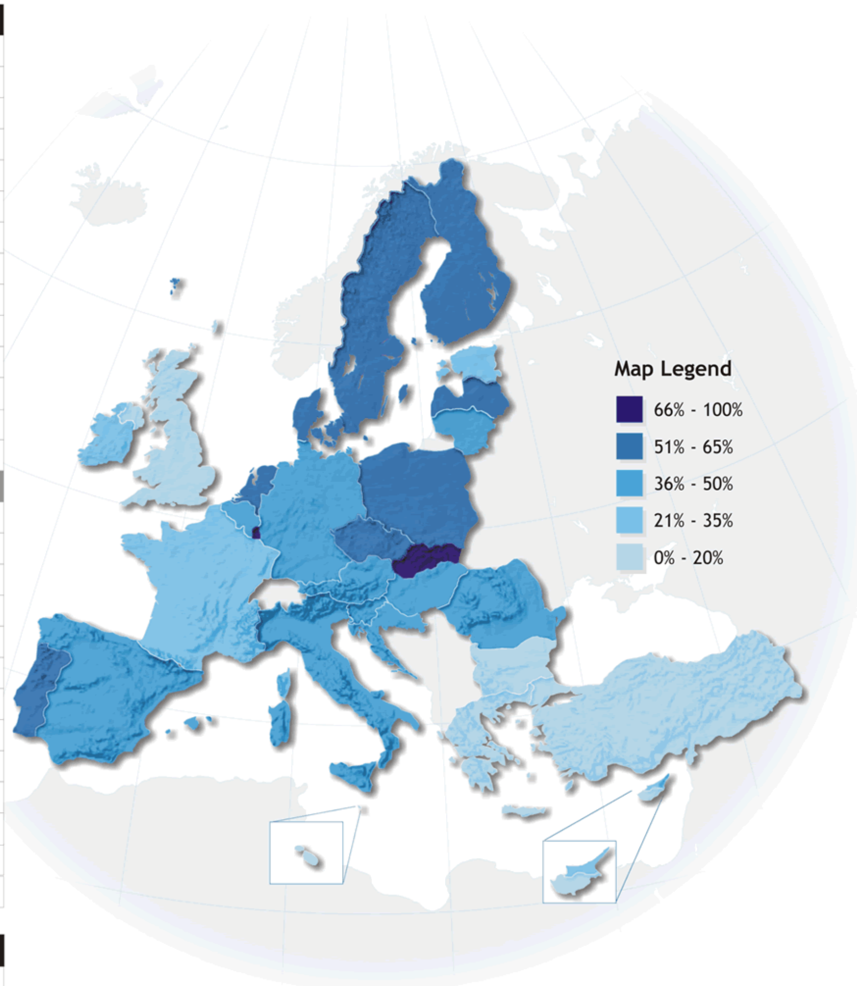
Question: QB38. Can you tell me what single telephone number enables you to call emergency services anywhere in the European Union from a fixed or a mobile phone?

Answers: 112

| Country Results | |
|---|---|
| Luxembourg | 79% |
| Slovakia | 66% |
| Czech Republic | 63% |
| The Netherlands | 60% |
| Sweden | 60% |
| Portugal | 56% |
| Poland | 56% |
| Denmark | 55% |
| Latvia | 53% |
| Finland | 52% |
| Germany | 50% |
| Romania | 48% |
| Lithuania | 46% |
| Belgium | 43% |
| European Union (27) | 40% |
| Austria | 40% |
| Hungary | 38% |
| Spain | 37% |
| Italy | 37% |
| Slovenia | 37% |
| Estonia | 32% |
| France | 30% |
| Ireland | 30% |
| United Kingdom | 20% |
| Malta | 14% |
| Bulgaria | 13% |
| Cyprus* | 11% |
| Greece | 8% |

* Cyprus(tcc) = 23%

| Other Countries | |
|---|---|
| Croatia | 38% |
| Turkey | 17% |




The highest levels of awareness of 112 as a European emergency number are recorded in Luxembourg where around eight out of ten citizens know that 112 can be used all over the EU (79%). However considerably lower levels of awareness are reached in Slovakia (66%) and Czech Republic (63%), the European Union's second and third countries when it comes to citizens' levels of awareness of the European emergency number.

Interestingly citizens in countries where 112 was particularly well-known in the national context were not necessarily well aware of the fact that this number also enables them to call emergency services elsewhere in the European Union and vice-versa. For instance, in countries where citizens' awareness of 112 in the national context is above 90% knowledge of 112 as a *European* emergency number is noticeably lower: only 60% of Swedes and Dutch and 52% of Finns are familiar with the international character of the number. This might indicate that 112 has been promoted especially as a *national* emergency number and not as a national *and European* number in those countries.

***- Awareness of the European emergency number generally increases in the European Union -***

When the results are compared with those from early 2006 it is notable that citizens' awareness of 112 as the European single emergency number has increased over the last year in a clear majority of EU countries[25]. Although awareness increased only slightly in many of those countries, it should be emphasised that awareness has become much more widespread among citizens in the Czech Republic (63%, +22 percentage points), Slovakia (66%, +19 points) and Romania (48%, +19 points).

For some reasons, one can observe that in Malta and Finland awareness of the European emergency number decreased by 6 percentage points over the last year to 14% awareness in Malta and 52% in Finland.

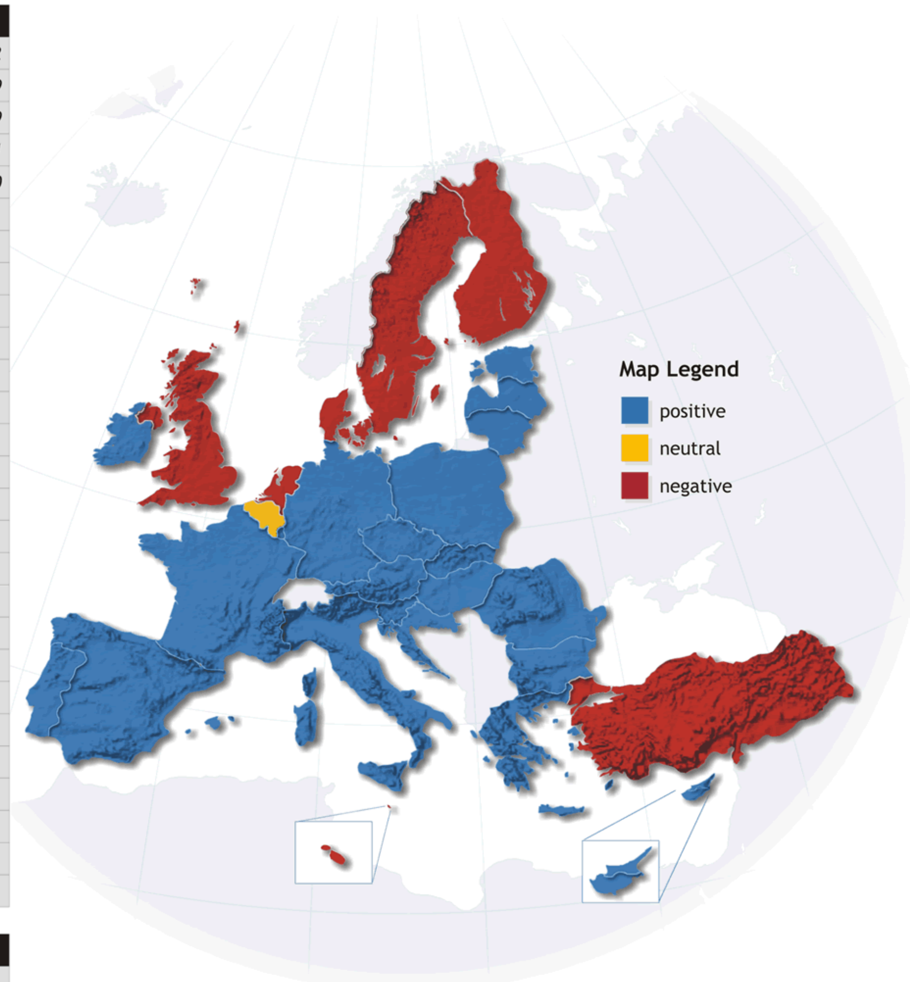
Question: QB38. Can you tell me what single telephone number enables you to call emergency services anywhere in the European Union from a fixed or a mobile phone?

Answers: 112

| Comparison by Country | | |
|---|---|---|
| Czech Republic | 63% | +22 |
| Slovakia | 66% | +19 |
| Romania | 48% | +19 |
| Italy | 37% | +11 |
| Lithuania | 46% | +10 |
| Germany | 50% | +9 |
| Luxembourg | 79% | +9 |
| Portugal | 56% | +9 |
| Spain | 37% | +7 |
| Estonia | 32% | +4 |
| Latvia | 53% | +4 |
| Poland | 56% | +4 |
| Ireland | 30% | +3 |
| Hungary | 38% | +3 |
| Bulgaria | 13% | +3 |
| France | 30% | +2 |
| Austria | 40% | +2 |
| Cyprus* | 11% | +2 |
| Slovenia | 37% | +2 |
| Greece | 8% | +1 |
| Belgium | 43% | 0 |
| Sweden | 60% | -1 |
| United Kingdom | 20% | -1 |
| Denmark | 55% | -2 |
| The Netherlands | 60% | -2 |
| Finland | 52% | -6 |
| Malta | 14% | -6 |

* Cyprus(tcc) = 23% : +3

| Other Countries | | |
|---|---|---|
| Croatia | 38% | +4 |
| Turkey | 17% | -4 |




[25] Increase in 20 countries out of 27 Member States and 1 out of 2 candidate states, on EU25 level an increase of 5 points in observed

# ANNEXES

# ANNEX 1 : Questionnaire

| QB1 | For each of the following please tell me how many of them are available in your household. |
|---|---|

(SHOW CARD - ONE ANSWER PER LINE)

| | | (READ OUT) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9+ | 0 | DK |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| (298-299) | 1 | Standard Television (4\3) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| (300-301) | 2 | Wide screen Television (16\9) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| (302-303) | 3 | Mobile phone access on a contract (billed) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| (304-305) | 4 | Mobile phone access on a pre-paid arrangement (pre-paid cards) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |

| QB1 | Pourriez-vous me dire combien des services suivants sont disponibles dans votre ménage. |
|---|---|

(MONTRER CARTE - UNE REPONSE PAR LIGNE)

| | | (LIRE) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9+ | 0 | NSP |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| (298-299) | 1 | Une télévision de format standard (4\3) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| (300-301) | 2 | Une télévision à écran large (16\9) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| (302-303) | 3 | Un accès à la téléphonie mobile via un contrat (facturation) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| (304-305) | 4 | Un accès à la téléphonie mobile via une carte pré-payée | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| (306-307) | 5 | (ONLY IF MOBILE PHONE IN ITEM 3 OR 4) Mobile phone giving access to advanced mobile data communications services. By this we mean those allowing you to access websites for downloading audio\ video content, sending and receiving e-mails | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| (308-309) | 6 | Fixed telephone access (including those provided by a cable operator or by an operator providing voice over IP) e.g. one standard line plus a second line (2nd number) for fax or Internet counting as 2 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| (310-311) | 7 | ISDN line (an ISDN line which allows two simultaneous communications counts as 1) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| (312-313) | 8 | Desktop computer | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| (314-315) | 9 | Laptop computer | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| (316-317) | 10 | Internet access (free or not) (one single access can connect several PCs) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| (306-307) | 5 | (SEULEMENT SI TELEPHONE MOBILE EN ITEM 3 OU 4) Un téléphone mobile donnant accès aux services de communications mobiles avancées. Nous parlons des communications donnant accès aux sites Web pour télécharger du contenu audio\ vidéo, pour envoyer et recevoir du courriel | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| (308-309) | 6 | Un accès à la téléphonie fixe (y compris les accès fournis par un câblo-opérateur ou un opérateur fournissant la téléphonie fixe sur IP) p. ex. une ligne classique plus une autre (2° numéro) pour un fax ou pour Internet comptent pour 2 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| (310-311) | 7 | Une ligne fixe numérisée du type RNIS ou ISDN (une ligne RNIS permettant 2 communications simultanées compte comme 1 abonnement) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| (312-313) | 8 | Un ordinateur personnel (desktop) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| (314-315) | 9 | Un ordinateur portable | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| (316-317) | 10 | Un accès Internet (gratuit ou payant) (un accès peut connecter plusieurs ordinateurs) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| (318-319) | 11 | (ONLY IF ACCESS IN ITEM 10) Wi-fi modem or Wi-fi router for wireless Internet | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |

EB64.4 QB1

| | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| (318-319) | 11 | (SEULEMENT SI ACCES EN ITEM 10) Un modem ou routeur Wi-fi pour l'Internet sans fil | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |

EB64.4 QB1

| |
|---|
| ASK QB2 AND QB3 IF "TELEVISION IN THE HOUSEHOLD", CODE 1-9 IN QB1 ITEM 1 OR ITEM 2 - OTHERS GO TO QB4 |

| | |
|---|---|
| QB2 | Does your household receive the television via...? |

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

| | **(320-325)** |
|---|---|
| An aerial (on the roof or on the top of the TV set) | 1, |
| A cable TV network | 2, |
| Satellite TV via a satellite dish | 3, |
| Digital Terrestrial Television (aerial + decoder) (USE APPROPRIATE EXAMPLE – UK: Digibox – FR: TNT) | 4, |
| The telephone network + modem | 5, |
| DK | 6, |

EB64.4 QB2

| | |
|---|---|
| QB3 | COUNTRIES WITH TELEVISION LICENSE: Apart from the television license, does your household pay to receive any TV channels? - COUNTRIES WITHOUT TELEVISION LICENCE: Does your household pay to receive any TV channels? (M) |

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

| | **(326-331)** |
|---|---|
| No | 1, |
| Yes, a subscription to the cable-TV company | 2, |
| Yes, a subscription to the satellite company | 3, |
| Yes, a subscription to the telephone network company (if different from the cable-TV company) | 4, |
| Yes, in another way (SPONTANEOUS) | 5, |
| DK | 6, |

EB64.4 QB3 TREND SLIGHTLY MODIFIED

| |
|---|
| POSER QB2 ET QB3 SI "TELEVISION DANS LE MENAGE", CODE 1-9 EN QB1 ITEM 1 OU ITEM 2 - LES AUTRES ALLER EN QB4 |

| | |
|---|---|
| QB2 | Votre ménage reçoit-il la télévision par ... ? |

(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

| | **(320-325)** |
|---|---|
| Une antenne hertzienne classique (sur le toit ou directement posée sur votre téléviseur) | 1, |
| Un abonnement de télévision par câble | 2, |
| Un satellite grâce à une parabole | 3, |
| Une télévision numérique terrestre (antenne + décodeur) (UTILISER EXEMPLE APPROPRIE – UK : DIGIBOX – FR : TNT) | 4, |
| Un réseau téléphonique + modem | 5, |
| NSP | 6, |

EB64.4 QB2

| | |
|---|---|
| QB3 | PAYS AVEC REDEVANCE En dehors de la redevance, votre ménage paie-t-il pour avoir accès aux chaînes de télévision ? - PAYS SANS REDEVANCE Votre ménage paie-t-il pour avoir accès aux chaînes de télévision ? |

(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

| | **(326-331)** |
|---|---|
| Non | 1, |
| Oui, un abonnement au câble | 2, |
| Oui, un abonnement au satellite | 3, |
| Oui, un abonnement à la société du réseau téléphonique (si autre que la société de télévision par câble) | 4, |
| Oui, un autre moyen (SPONTANE) | 5, |
| NSP | 6, |

EB64.4 QB3 TREND SLIGHTLY MODIFIED

ASK QB4 TO QB7 IF "FIXED TELEPHONY OR ISDN IN THE HOUSEHOLD", CODE 1-9 IN QB1 ITEM 6 OR ITEM 7 - OTHERS GO TO QB8

QB4 Which operator(s) does your household use to provide fixed telephone line(s)? We are talking about line rental and not about the calls. This includes telephone lines provided by a cable operator or operators providing voice over IP.

(SHOW APPROPRIATE LIST IN EACH COUNTRY – READ OUT – MULTIPLE ANSWERS POSSIBLE)

| | **(332-353)** |
|---|---|
| Fixed operator 1 | 1, |
| Fixed operator 2 | 2, |
| Fixed operator 3 | 3, |
| Fixed operator 4 | 4, |
| Fixed operator 5 | 5, |
| Fixed operator 6 | 6, |
| Fixed operator 7 | 7, |
| Fixed operator 8 | 8, |
| Fixed operator 9 | 9, |
| Fixed operator 10 | 10, |
| Fixed operator 11 | 11, |
| Fixed operator 12 | 12, |
| Fixed operator 13 | 13, |
| Fixed operator 14 | 14, |
| Fixed operator 15 | 15, |
| Fixed operator 16 | 16, |
| Fixed operator 17 | 17, |
| Fixed operator 18 | 18, |
| Fixed operator 19 | 19, |
| Fixed operator 20 | 20, |
| Others (SPONTANE - SPECIFY) | 21, |
| DK | 22, |

EB64.4 QB4

POSER QB4 A QB7 SI "LIGNE FIXE OU RNIS-ISDN DANS LE MENAGE", CODE 1-9 EN QB1 ITEM 6 OU ITEM 7 - LES AUTRES ALLER EN QB8

QB4 Quel(s) est(sont) l'\ les opérateur(s) auprès duquel(desquels) votre ménage a souscrit un abonnement pour avoir une(des) ligne(s) de téléphone fixe ? Nous parlons de la location de la ligne et pas des communications. Ceci inclut les lignes de téléphone fournies par un opérateur de télévision par câble ou un opérateur fournissant la téléphonie fixe via IP.

(MONTRER LISTE APPROPRIEE DANS CHAQUE PAYS – LIRE – PLUSIEURS REPONSES POSSIBLES)

| | **(332-353)** |
|---|---|
| Opérateur fixe 1 | 1, |
| Opérateur fixe 2 | 2, |
| Opérateur fixe 3 | 3, |
| Opérateur fixe 4 | 4, |
| Opérateur fixe 5 | 5, |
| Opérateur fixe 6 | 6, |
| Opérateur fixe 7 | 7, |
| Opérateur fixe 8 | 8, |
| Opérateur fixe 9 | 9, |
| Opérateur fixe 10 | 10, |
| Opérateur fixe 11 | 11, |
| Opérateur fixe 12 | 12, |
| Opérateur fixe 13 | 13, |
| Opérateur fixe 14 | 14, |
| Opérateur fixe 15 | 15, |
| Opérateur fixe 16 | 16, |
| Opérateur fixe 17 | 17, |
| Opérateur fixe 18 | 18, |
| Opérateur fixe 19 | 19, |
| Opérateur fixe 20 | 20, |
| Autres (SPONTANE - SPECIFIER) | 21, |
| NSP | 22, |

EB64.4 QB4

| QB5 | Which company(ies) does your household use to provide fixed telephone services, that is to make telephone calls? This can be the same company(ies) as the one(s) providing the fixed telephone line(s), or different one(s). |
|---|---|

(SHOW APPROPRIATE LIST IN EACH COUNTRY – READ OUT – MULTIPLE ANSWERS POSSIBLE)

| | **(354-375)** |
|---|---|
| Fixed company 1 | 1, |
| Fixed company 2 | 2, |
| Fixed company 3 | 3, |
| Fixed company 4 | 4, |
| Fixed company 5 | 5, |
| Fixed company 6 | 6, |
| Fixed company 7 | 7, |
| Fixed company 8 | 8, |
| Fixed company 9 | 9, |
| Fixed company 10 | 10, |
| Fixed company 11 | 11, |
| Fixed company 12 | 12, |
| Fixed company 13 | 13, |
| Fixed company 14 | 14, |
| Fixed company 15 | 15, |
| Fixed company 16 | 16, |
| Fixed company 17 | 17, |
| Fixed company 18 | 18, |
| Fixed company 19 | 19, |
| Fixed company 20 | 20, |
| Others (SPONTANE - SPECIFY) | 21, |
| DK | 22, |

EB64.4 QB5

| QB5 | Quelle(s) est(sont) la(les) compagnie(s) par laquelle(lesquelles) vous passez pour vos services de téléphonie fixe, c'est-à-dire pour vos appels téléphoniques ? Cette compagnie peut être la même que celle qui vous fournit la(les) ligne(s) de téléphone fixe ou une ou plusieurs autres. |
|---|---|

(MONTRER LISTE APPROPRIEE DANS CHAQUE PAYS – LIRE – PLUSIEURS REPONSES POSSIBLES)

| | **(354-375)** |
|---|---|
| Compagnie fixe 1 | 1, |
| Compagnie fixe 2 | 2, |
| Compagnie fixe 3 | 3, |
| Compagnie fixe 4 | 4, |
| Compagnie fixe 5 | 5, |
| Compagnie fixe 6 | 6, |
| Compagnie fixe 7 | 7, |
| Compagnie fixe 8 | 8, |
| Compagnie fixe 9 | 9, |
| Compagnie fixe 10 | 10, |
| Compagnie fixe 11 | 11, |
| Compagnie fixe 12 | 12, |
| Compagnie fixe 13 | 13, |
| Compagnie fixe 14 | 14, |
| Compagnie fixe 15 | 15, |
| Compagnie fixe 16 | 16, |
| Compagnie fixe 17 | 17, |
| Compagnie fixe 18 | 18, |
| Compagnie fixe 19 | 19, |
| Compagnie fixe 20 | 20, |
| Autres (SPONTANE - SPECIFIER) | 21, |
| NSP | 22, |

EB64.4 QB5

| | |
|---|---|
| QB6 | If your household could use mobile phone(s) at home at the same price as your fixed phone, would your household give up its landline? (M) |

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

| | **(376-383)** |
|---|---|
| Yes | 1, |
| No, because we\ I want to keep a fixed line for the Internet connection at home | 2, |
| No, because we\ I are (am) used to the fixed telephone (N) | 3, |
| No, because we\ I fear \don't like using mobile phones (N) | 4, |
| No, because we\ I don't trust mobile phones (N) | 5, |
| No, because the coverage in the area is not good enough (N) | 6, |
| No, for other reasons (SPONTANEOUS) | 7, |
| DK | 8, |

EB64.4 QB7 TREND MODIFIED

| | |
|---|---|
| QB6 | Si votre ménage pouvait utiliser le téléphone mobile à la maison au même prix que votre téléphone fixe, votre ménage renoncerait-il à sa ligne de téléphone fixe ? (M) |

(LIRE – PLUSIEURS REPONSES POSSIBLES)

| | **(376-383)** |
|---|---|
| Oui | 1, |
| Non, parce nous voulons\ je veux garder une ligne fixe pour notre\ ma connexion Internet à la maison | 2, |
| Non, parce que nous sommes\ je suis habitué(e)(s) au téléphone fixe (N) | 3, |
| Non, parce que nous avons\ j'ai peur de\ nous n'aimons\ je n'aime pas utiliser les téléphones mobiles (N) | 4, |
| Non, parce que nous ne faisons\ je ne fais pas confiance aux téléphones mobiles (N) | 5, |
| Non, parce que la couverture de votre zone n'est pas assez bonne (N) | 6, |
| Non, pour d'autres raisons (SPONTANE) | 7, |
| NSP | 8, |

EB64.4 QB7 TREND MODIFIED

| QB7 | For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree. |
|---|---|

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

| | | (READ OUT) | Totally agree | Tend to agree | Tend to disagree | Totally disagree | Not Applicable (SPONTANEOUS) | DK |
|---|---|---|---|---|---|---|---|---|
| (384) | 1 | Your fixed telephone service operator provides a complete and clear bill for the consumption and tariffs of the telephone services provided | 1 | 2 | 3 | 4 | 5 | 6 |
| (385) | 2 | You are able to verify your fixed telephone service consumption in a simple and consumer friendly way | 1 | 2 | 3 | 4 | 5 | 6 |
| (386) | 3 | You can block or unblock access to certain costly fixed telephone services | 1 | 2 | 3 | 4 | 5 | 6 |
| (387) | 4 | You can easily compare your current landline tariff scheme with other offers | 1 | 2 | 3 | 4 | 5 | 6 |
| (388) | 5 | You regularly read comparisons of fixed telephone service tariffs between operators published by third parties | 1 | 2 | 3 | 4 | 5 | 6 |
| (389) | 6 | You can keep your fixed telephone number when changing from one operator to another | 1 | 2 | 3 | 4 | 5 | 6 |

NEW

| QB7 | Pouvez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des affirmations suivantes. |
|---|---|

(MONTRER CARTE AVEC ECHELLE – UNE REPONSE PAR LIGNE)

| | | (LIRE) | Tout à fait d'accord | Plutôt d'accord | Plutôt pas d'accord | Pas du tout d'accord | Pas applicable (SPONTANE) | NSP |
|---|---|---|---|---|---|---|---|---|
| (384) | 1 | Votre opérateur de téléphonie fixe vous procure une facture complète et claire sur votre consommation et les tarifs des services de téléphonie fournis | 1 | 2 | 3 | 4 | 5 | 6 |
| (385) | 2 | Vous avez la possibilité de vérifier votre consommation de services de téléphonie fixe d'une manière simple et agréable | 1 | 2 | 3 | 4 | 5 | 6 |
| (386) | 3 | Vous pouvez bloquer ou débloquer l'accès à certains services onéreux de téléphonie fixe | 1 | 2 | 3 | 4 | 5 | 6 |
| (387) | 4 | Vous pouvez facilement comparer les tarifs de votre ligne fixe actuelle avec d'autres offres | 1 | 2 | 3 | 4 | 5 | 6 |
| (388) | 5 | Vous lisez régulièrement des comparaisons de prix des services de téléphonie fixe entre opérateurs publiées par un tiers | 1 | 2 | 3 | 4 | 5 | 6 |
| (389) | 6 | Vous pouvez garder votre numéro de téléphone fixe quand vous passez d'un opérateur à un autre | 1 | 2 | 3 | 4 | 5 | 6 |

NEW

| | |
|---|---|
| | ASK QB8 AND QB9 IF "NO FIXED TELEPHONE LINE\ ISDN LINE IN THE HOUSEHOLD", CODE 10 IN QB1 ITEM 6 AND ITEM 7 - OTHERS GO TO QB10 |
| QB8 | You said there is no fixed telephone line at your home. Among the following list which situation applies to your household? |
| | (READ OUT – ONE ANSWER ONLY) |

| | (390) |
|---|---|
| Your household has given up its fixed telephone line in the last 12 months | 1 |
| Your household has given up its fixed telephone line more than one year ago | 2 |
| Your household has never had a fixed telephone line | 3 |
| Other (SPONTANEOUS) | 4 |
| DK | 5 |

EB64.4 QB8 TREND MODIFIED (FILTER)

| | |
|---|---|
| | POSER QB8 ET QB9 SI "PAS DE LIGNE FIXE\ DE LIGNE ISDN DANS LE MENAGE", CODE 10 EN QB1 ITEM 6 ET ITEM 7 - LES AUTRES ALLER EN QB10 |
| QB8 | Vous m’avez dit que vous n’aviez pas de ligne de téléphone fixe à la maison. Parmi la liste suivante, quelle situation s’applique à votre ménage ? |
| | (LIRE – UNE SEULE REPONSE) |

| | (390) |
|---|---|
| Votre ménage a résilié sa ligne fixe au cours des 12 derniers mois | 1 |
| Votre ménage a résilié sa ligne fixe il y a plus d’un an | 2 |
| Votre ménage n’a jamais eu de téléphone fixe | 3 |
| Autre (SPONTANE) | 4 |
| NSP | 5 |

EB64.4 QB8 TREND MODIFIED (FILTER)

| QB9 | You said there is no fixed telephone line at your home. Among the following list, which ones best explain why your household does not have a fixed telephone line? |
|---|---|

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

| | (391-400) |
|---|---|
| Your household plans to get a fixed telephone line in the next 6 months, or is awaiting installation | 1, |
| One or more household members has\ have a mobile phone that serves the needs of the household | 2, |
| The initial installation\ connection costs are too high (including possible charges or deposits) | 3, |
| The line rental charges are too high | 4, |
| The cost of calls are too high | 5, |
| Landline is not available where you live | 6, |
| You or other members of your household have easy access to a phone elsewhere (i.e. neighbour, work, public payphone) | 7, |
| You or other members of your household do not want a fixed telephone line | 8, |
| Other (SPONTANEOUS) | 9, |
| DK | 10, |

EB64.4 QB9

ASK ALL

| QB10 | Do any household members use public payphones (e.g. a public call box, a phone-shop or public phones)? |
|---|---|

| | (401) |
|---|---|
| Yes | 1 |
| No | 2 |
| DK | 3 |

EB64.4 QB10

| QB9 | Vous m'avez dit que vous n'aviez pas de ligne de téléphone fixe à la maison. Parmi la liste suivante, quelles raisons expliquent le mieux pourquoi votre ménage ne dispose pas de ligne de téléphonie fixe ? |
|---|---|

(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

| | (391-400) |
|---|---|
| Votre ménage a l'intention d'avoir une ligne fixe dans les 6 prochains mois ou attend son installation | 1, |
| Une ou plusieurs personnes de votre ménage dispose(nt) d'un téléphone mobile et cela suffit aux besoins de votre ménage | 2, |
| Le coût de l'installation\ du raccordement est trop élevé (y compris les éventuelles garanties) | 3, |
| Le coût de l'abonnement (location de la ligne) est trop élevé | 4, |
| Le coût des communications est trop élevé | 5, |
| La téléphonie fixe n'est pas disponible la où vous vivez | 6, |
| Vous ou d'autres membres de votre ménage avez facilement accès à un téléphone en dehors du ménage (p.e. chez un voisin, au bureau, une cabine publique) | 7, |
| Vous ou d'autres membres de votre ménage ne voulez pas de ligne de téléphone fixe | 8, |
| Autre (SPONTANE) | 9, |
| NSP | 10, |

EB64.4 QB9

A TOUS

| QB10 | Y a-t-il des membres de votre ménage qui utilisent des téléphones publics (p.e. une cabine téléphonique, un Point Phone) ? |
|---|---|

| | (401) |
|---|---|
| Oui | 1 |
| Non | 2 |
| NSP | 3 |

EB64.4 QB10

| | |
|---|---|
| | ASK QB11 AND QB12 IF "ANY HOUSEHOLD MEMBER USES PUBLIC PAYPHONES", CODE 1 IN QB10 - OTHERS GO TO QB13 |
| QB11 | And how often do you personally use public payphones? |
| | (READ OUT – ONE ANSWER ONLY) |

| | (402) |
|---|---|
| Once a week or more often | 1 |
| About once a month | 2 |
| Less often than once a month | 3 |
| Only when away from home or travelling | 4 |
| Never | 5 |
| DK | 6 |

EB64.4 QB11

| | |
|---|---|
| | ASK QB12 IF "PERSONALLY USE PUBLIC PAYPHONES", NOT CODE 5 or 6 IN QB11 – OTHERS GO TO QB13 |
| QB12 | For what reasons do you personally make use of public payphones? |
| | (SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE) |

| | (403-409) |
|---|---|
| There is no fixed telephone at home | 1, |
| You do not have a mobile phone access and need to make phone calls while away from home | 2, |
| You have a mobile phone access but it is too costly to make international phone calls | 3, |
| The only phone at home is always in use | 4, |
| When the mobile phone is out of range\ out of credit\ out of battery | 5, |
| Other (SPONTANEOUS) | 6, |
| DK | 7, |

EB64.4 QB12

| | |
|---|---|
| | POSER QB11 ET QB12 SI "MEMBRE DU MENAGE UTILISE LES TELEPHONES PUBLICS", CODE 1 EN QB10 - LES AUTRES ALLER EN QB13 |
| QB11 | A quelle fréquence utilisez-vous personnellement les téléphones publics ? |
| | (LIRE – UNE SEULE REPONSE) |

| | (402) |
|---|---|
| Une fois par semaine ou plus | 1 |
| Environ une fois par mois | 2 |
| Moins d’une fois par mois | 3 |
| Uniquement en déplacement ou en voyage | 4 |
| Jamais | 5 |
| NSP | 6 |

EB64.4 QB11

| | |
|---|---|
| | POSER QB12 SI "UTILISE PERSONNELLEMENT LES TELEPHONES PUBLIQUES", PAS CODE 5 ou 6 EN QB11 – LES AUTRES ALLER EN QB13 |
| QB12 | Pour quelles raisons vous servez-vous personnellement des téléphones publics ? |
| | (MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES) |

| | (403-409) |
|---|---|
| Il n'y a pas de téléphone fixe à la maison | 1, |
| Vous n'avez pas de téléphone mobile et vous devez téléphoner quand vous n’êtes pas à la maison | 2, |
| Vous avez un téléphone mobile mais les appels internationaux sont trop chers | 3, |
| Le seul téléphone disponible à la maison est toujours occupé | 4, |
| Quand le téléphone mobile est hors réseau\ n’a plus de crédit\ est déchargé | 5, |
| Autre (SPONTANE) | 6, |
| NSP | 7, |

EB64.4 QB12

| | |
|---|---|
| | ASK ALL |
| QB13 | How many members of your household, including yourself, use a mobile phone? |
| | (WE TALK ABOUT THE NUMBER OF USERS, NOT THE NUMBER OF PHONES - IF "NONE", CODE '00' - IF "DK", CODE '99') |
| | **(410-411)** |
| | PEOPLE |
| | EB64.4 QB13 |

| | |
|---|---|
| | A TOUS |
| QB13 | Combien de membres de votre ménage, vous y compris, utilisent le téléphone mobile ? |
| | (NOUS PARLONS DU NOMBRE D'UTILISATEURS, PAS DU NOMBRE DE TELEPHONES - SI "AUCUNE", CODE '00' - SI "NSP", CODE '99') |
| | **(410-411)** |
| | PERSONNES |
| | EB64.4 QB13 |

| | | |
|---|---|---|
| QB15 | With respect to mobile phones, which of the following is the main benefit for you? | |
| | (READ OUT – ONE ANSWER ONLY) | |
| | | **(420)** |
| | The possibility to be contacted at any place, any time | 1 |
| | The freedom to make calls when you are out and about | 2 |
| | The security of knowing that you can make a call from anywhere if things go wrong | 3 |
| | None (SPONTANEOUS) | 4 |
| | Other (SPONTANEOUS) | 5 |
| | DK | 6 |
| | EB64.4 QB15 | |

| | | |
|---|---|---|
| QB15 | Quel est, pour vous, le principal avantage de la téléphonie mobile ? | |
| | (LIRE – UNE SEULE REPONSE) | |
| | | **(420)** |
| | La possibilité d'être contacté(e) n'importe où, n'importe quand | 1 |
| | La liberté de téléphoner où et quand vous le voulez | 2 |
| | La sécurité de savoir que vous pouvez appeler à partir de n'importe où en cas de problème | 3 |
| | Aucun (SPONTANE) | 4 |
| | Autre (SPONTANE) | 5 |
| | NSP | 6 |
| | EB64.4 QB15 | |

| | |
|---|---|
| | ASK QB16 TO QB18 IF "OWN A PERSONAL MOBILE PHONE", CODE 1 IN D43b - OTHERS GO TO QB19 |
| QB16 | Which provider do you personally use for mobile telephony? |
| | (SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE) |

| | (421-442) |
|---|---|
| Mobile provider 1 | 1, |
| Mobile provider 2 | 2, |
| Mobile provider 3 | 3, |
| Mobile provider 4 | 4, |
| Mobile provider 5 | 5, |
| Mobile provider 6 | 6, |
| Mobile provider 7 | 7, |
| Mobile provider 8 | 8, |
| Mobile provider 9 | 9, |
| Mobile provider 10 | 10, |
| Mobile provider 11 | 11, |
| Mobile provider 12 | 12, |
| Mobile provider 13 | 13, |
| Mobile provider 14 | 14, |
| Mobile provider 15 | 15, |
| Mobile provider 16 | 16, |
| Mobile provider 17 | 17, |
| Mobile provider 18 | 18, |
| Mobile provider 19 | 19, |
| Mobile provider 20 | 20, |
| Others (SPONTANE - SPECIFY) | 21, |
| DK | 22, |

EB64.4 QB16

| | |
|---|---|
| | POSER QB16 A QB18 SI "TELEPHONE MOBILE PERSONNEL", CODE 1 EN D43b - LES AUTRES ALLER EN QB19 |
| QB16 | Quel opérateur utilisez-vous personnellement pour la téléphonie mobile ? |
| | (MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES) |

| | (421-442) |
|---|---|
| Fournisseur mobile 1 | 1, |
| Fournisseur mobile 2 | 2, |
| Fournisseur mobile 3 | 3, |
| Fournisseur mobile 4 | 4, |
| Fournisseur mobile 5 | 5, |
| Fournisseur mobile 6 | 6, |
| Fournisseur mobile 7 | 7, |
| Fournisseur mobile 8 | 8, |
| Fournisseur mobile 9 | 9, |
| Fournisseur mobile 10 | 10, |
| Fournisseur mobile 11 | 11, |
| Fournisseur mobile 12 | 12, |
| Fournisseur mobile 13 | 13, |
| Fournisseur mobile 14 | 14, |
| Fournisseur mobile 15 | 15, |
| Fournisseur mobile 16 | 16, |
| Fournisseur mobile 17 | 17, |
| Fournisseur mobile 18 | 18, |
| Fournisseur mobile 19 | 19, |
| Fournisseur mobile 20 | 20, |
| Autres (SPONTANE - SPECIFIER) | 21, |
| NSP | 22, |

EB64.4 QB16

| | |
|---|---|
| QB17 | Have problems like receiving spam (i.e. unsolicited commercial messages) on your mobile phone resulted in using it less? |

(READ OUT – ONE ANSWER ONLY)

| | **(443)** |
|---|---|
| Yes, a lot | 1 |
| Yes, a little | 2 |
| No, not at all | 3 |
| I never receive spam (SPONTANEOUS) | 4 |
| DK | 5 |

EB64.4 QB20

| | |
|---|---|
| QB17 | Avez-vous réduit l'utilisation de votre téléphone mobile en raison de problèmes tels que les spams (des messages commerciaux non-désirés) ? |

(LIRE – UNE SEULE REPONSE)

| | **(443)** |
|---|---|
| Oui, beaucoup | 1 |
| Oui, un peu | 2 |
| Non, pas du tout | 3 |
| Je ne reçois jamais de SPAM (SPONTANE) | 4 |
| NSP | 5 |

EB64.4 QB20

| QB18 | For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree. |
|---|---|

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

| | | (READ OUT) | Totally agree | Tend to agree | Tend to disagree | Totally disagree | NOT APPLICABLE (SPONTANEOUS) | DK |
|---|---|---|---|---|---|---|---|---|
| (444) | 1 | Your mobile communication never cuts-off while on a call | 1 | 2 | 3 | 4 | 5 | 6 |
| (445) | 2 | You are always able to connect to the mobile network to make a phone call | 1 | 2 | 3 | 4 | 5 | 6 |
| (446) | 3 | You are able to verify your mobile telephone service consumption in a simple and consumer friendly way | 1 | 2 | 3 | 4 | 5 | 6 |
| (447) | 4 | You can block or unblock access to certain costly mobile services | 1 | 2 | 3 | 4 | 5 | 6 |
| (448) | 5 | You can easily compare your current mobile tariff scheme with other offers | 1 | 2 | 3 | 4 | 5 | 6 |
| (449) | 6 | You regularly read comparisons of mobile tariffs published by third parties | 1 | 2 | 3 | 4 | 5 | 6 |
| (450) | 7 | The use of a mobile phone does not put your health at risk | 1 | 2 | 3 | 4 | 5 | 6 |
| (451) | 8 | You can keep the mobile telephone number when changing from one operator to another | 1 | 2 | 3 | 4 | 5 | 6 |

NEW

| QB18 | Pouvez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des affirmations suivantes. |
|---|---|

(MONTRER CARTE AVEC ECHELLE – UNE REPONSE PAR LIGNE)

| | | (LIRE) | Tout à fait d'accord | Plutôt d'accord | Plutôt pas d'accord | Pas du tout d'accord | PAS APPLICABLE (SPONTANE) | NSP |
|---|---|---|---|---|---|---|---|---|
| (444) | 1 | Vos communications sur votre téléphone mobile ne sont jamais coupées | 1 | 2 | 3 | 4 | 5 | 6 |
| (445) | 2 | Vous pouvez toujours vous connecter sur le réseau de téléphonie mobile pour passer vos appels | 1 | 2 | 3 | 4 | 5 | 6 |
| (446) | 3 | Vous avez la possibilité de vérifier votre consommation de service de téléphonie mobile d'une manière simple et agréable | 1 | 2 | 3 | 4 | 5 | 6 |
| (447) | 4 | Vous pouvez bloquer ou débloquer l'accès à certains services onéreux de téléphonie mobile | 1 | 2 | 3 | 4 | 5 | 6 |
| (448) | 5 | Vous pouvez facilement comparer les tarifs de votre ligne mobile actuelle avec d'autres offres | 1 | 2 | 3 | 4 | 5 | 6 |
| (449) | 6 | Vous lisez régulièrement des comparaisons de prix des services de téléphonie mobile entre opérateurs publiées par un tiers | 1 | 2 | 3 | 4 | 5 | 6 |
| (450) | 7 | L'utilisation d'un telephone mobile ne met pas votre santé en danger | 1 | 2 | 3 | 4 | 5 | 6 |
| (451) | 8 | Vous pouvez garder votre numéro de téléphone mobile quand vous passez d'un opérateur à un autre | 1 | 2 | 3 | 4 | 5 | 6 |

NEW

ASK QB19 IF "NO MOBILE PHONE IN HOUSEHOLD", CODE 10 IN QB1 ITEM 3 AND ITEM 4 - OTHERS GO TO QB20

QB19 You said there is no mobile telephone in your household. Among the following list which ones best explain why your household does not have a mobile phone?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

| | **(452-459)** |
|---|---|
| Someone in the household plans to get a mobile telephone in the next 6 months | 1, |
| No one in your household wants a mobile phone | 2, |
| Mobile telephony is too expensive | 3, |
| The fixed telephone line(s) is(are) sufficient for current needs | 4, |
| Coverage in the area is not very good, therefore it is not worth getting a mobile phone | 5, |
| There is good access to phones elsewhere, when outside the home (e.g. public payphones) | 6, |
| Other (SPONTANEOUS – SPECIFY) | 7, |
| DK | 8, |

EB64.4 QB21

ASK QB20 TO QB28 IF "INTERNET ACCESS AT HOME", CODE 1-9 IN QB1 ITEM 10 OR ITEM 11 - OTHERS GO TO QB29

QB20 How does your household access the Internet from home?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

| | **(460-468)** |
|---|---|
| Via a dial-up connection using a standard telephone line | 1, |
| Via a dial-up connection using an ISDN line | 2, |
| Via ADSL or similar type of connection (using a modem) | 3, |
| Via the cable TV network (using a cable modem) | 4, |
| Via the mobile phone network | 5, |
| Via the satellite network | 6, |
| Via a power line (SPONTANEOUS) | 7, |
| Other (SPONTANEOUS – SPECIFY) | 8, |
| DK | 9, |

EB64.4 QB22

POSER QB19 SI "PAS DE TELEPHONE MOBILE DANS LE MENAGE", CODE 10 EN QB1 ITEM 3 ET 4 - LES AUTRES ALLER EN QB20

QB19 Vous m'avez dit que personne dans votre ménage n'a de téléphone mobile. Parmi la liste suivante, quelles raisons expliquent le mieux pourquoi votre ménage n'a pas de téléphone mobile ?

(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

| | **(452-459)** |
|---|---|
| Un membre de votre ménage envisage d'acheter un téléphone mobile dans les 6 mois à venir | 1, |
| Personne dans votre ménage n'a envie d'avoir un téléphone mobile | 2, |
| La téléphonie mobile est trop chère | 3, |
| Pour vos besoins actuels, votre(vos) ligne(s) fixe(s) suffit(sent) | 4, |
| La couverture de votre zone n'est pas très bonne, cela ne vaut donc pas la peine d'avoir un téléphone mobile | 5, |
| Il y a suffisamment de téléphones accessibles près de votre foyer (p.e. un téléphone public) | 6, |
| Autre (SPONTANE – SPECIFIER) | 7, |
| NSP | 8, |

EB64.4 QB21

POSER QB20 A QB28 SI "ACCES INTERNET A LA MAISON", CODE 1-9 EN QB1 ITEM 10 OU ITEM 11 - LES AUTRES ALLER EN QB29

QB20 De quel type d'accès à Internet votre ménage dispose-t-il à la maison ?

(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

| | **(460-468)** |
|---|---|
| Via une ligne téléphonique | 1, |
| Via une ligne numérisée du type RNIS\ ISDN | 2, |
| Via un raccordement du type ADSL (à l'aide d'un modem) | 3, |
| Via le câble TV (à l'aide d'un modem pour câble) | 4, |
| Via le réseau de téléphonie mobile | 5, |
| Via le réseau satellite | 6, |
| Via le réseau d'électricité (SPONTANE) | 7, |
| Autre (SPONTANE – SPECIFIER) | 8, |
| NSP | 9, |

EB64.4 QB22

| | | |
|---|---|---|
| QB21 | And in what ways can your household access the Internet at home? | |
| | (SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE) | |
| | | **(469-475)** |
| | Via desk-top or laptop computer | 1, |
| | Via television | 2, |
| | Via video games console | 3, |
| | Via mobile phone | 4, |
| | Via another wireless device such as a handheld (PDA) or pocket computer | 5, |
| | Other (SPONTANEOUS) | 6, |
| | DK | 7, |
| | EB64.4 QB23 | |

| | | |
|---|---|---|
| QB21 | Et par quel(s) dispositif(s) votre ménage accède-t-il à Internet à la maison ? | |
| | (MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES) | |
| | | **(469-475)** |
| | Un ordinateur de bureau ou portable | 1, |
| | La télévision | 2, |
| | Une console de jeux vidéo | 3, |
| | Un téléphone mobile | 4, |
| | D'autres dispositifs sans fil tels qu'un ordinateur de poche (PDA) | 5, |
| | Autre (SPONTANE) | 6, |
| | NSP | 7, |
| | EB64.4 QB23 | |

| | | |
|---|---|---|
| QB22 | Does any household member, including yourself, use a PC at home to make phone calls over the Internet? | |
| | (ONE ANSWER ONLY) | |
| | | **(476)** |
| | No | 1 |
| | Yes, we\ I call users who have subscribed to the same Internet phone service (INT.: Internet call sites such as SKYPE) as us\ me, for free | 2 |
| | Yes, we\ I make cheap international calls to landlines or mobile phones by mean of an Internet phone service | 3 |
| | Yes, both options (SPONTANEOUS) | 4 |
| | DK | 5 |
| | NEW | |

| | | |
|---|---|---|
| QB22 | Dans votre ménage, quelqu'un, y compris vous-même, utilise-t-il un PC à la maison pour téléphoner via Internet ? | |
| | (UNE SEULE REPONSE) | |
| | | **(476)** |
| | Non | 1 |
| | Oui, nous appelons\ j'appelle des utilisateurs qui ont souscrit le même service de téléphone gratuit via Internet que nous\ moi (ENQ. : des sites d'appels comme SKYPE) | 2 |
| | Oui, nous passons\ je passe des appels internationaux à moindre coût vers des lignes fixes ou mobiles, en utilisant un service de téléphone par Internet | 3 |
| | Oui, les deux options (SPONTANE) | 4 |
| | NSP | 5 |
| | NEW | |

| | | |
|---|---|---|
| QB23 | Which provider(s) does your household use for its Internet service? | |
| | (SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE) | |
| | | **(477-498)** |
| | Internet provider 1 | 1, |
| | Internet provider 2 | 2, |
| | Internet provider 3 | 3, |
| | Internet provider 4 | 4, |
| | Internet provider 5 | 5, |
| | Internet provider 6 | 6, |
| | Internet provider 7 | 7, |
| | Internet provider 8 | 8, |
| | Internet provider 9 | 9, |
| | Internet provider 10 | 10, |
| | Internet provider 11 | 11, |
| | Internet provider 12 | 12, |
| | Internet provider 13 | 13, |
| | Internet provider 14 | 14, |
| | Internet provider 15 | 15, |
| | Internet provider 16 | 16, |
| | Internet provider 17 | 17, |
| | Internet provider 18 | 18, |
| | Internet provider 19 | 19, |
| | Internet provider 20 | 20, |
| | Others (SPONTANE - SPECIFY) | 21, |
| | DK | 22, |
| | EB64.4 QB26 | |

| | | |
|---|---|---|
| QB23 | Quel(s) est(sont) le(s) fournisseur(s) Internet de votre ménage ? | |
| | (MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES) | |
| | | **(477-498)** |
| | Fournisseur Internet 1 | 1, |
| | Fournisseur Internet 2 | 2, |
| | Fournisseur Internet 3 | 3, |
| | Fournisseur Internet 4 | 4, |
| | Fournisseur Internet 5 | 5, |
| | Fournisseur Internet 6 | 6, |
| | Fournisseur Internet 7 | 7, |
| | Fournisseur Internet 8 | 8, |
| | Fournisseur Internet 9 | 9, |
| | Fournisseur Internet 10 | 10, |
| | Fournisseur Internet 11 | 11, |
| | Fournisseur Internet 12 | 12, |
| | Fournisseur Internet 13 | 13, |
| | Fournisseur Internet 14 | 14, |
| | Fournisseur Internet 15 | 15, |
| | Fournisseur Internet 16 | 16, |
| | Fournisseur Internet 17 | 17, |
| | Fournisseur Internet 18 | 18, |
| | Fournisseur Internet 19 | 19, |
| | Fournisseur Internet 20 | 20, |
| | Autres (SPONTANE - SPECIFIER) | 21, |
| | NSP | 22, |
| | EB64.4 QB26 | |

| QB24 | For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree. |
|---|---|

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

| | | (READ OUT) | Totally agree | Tend to agree | Tend to disagree | Totally disagree | Not Applicable (SPONTANEOUS) | DK |
|---|---|---|---|---|---|---|---|---|
| (499) | 1 | Your Internet connection never breaks down | 1 | 2 | 3 | 4 | 5 | 6 |
| (500) | 2 | The speed of your Internet connection\ time to download remains constant | 1 | 2 | 3 | 4 | 5 | 6 |
| (501) | 3 | Your Internet provider usually pre-announces its network connection cuts | 1 | 2 | 3 | 4 | 5 | 6 |
| (502) | 4 | You can easily contact your provider in case of Internet connection problems | 1 | 2 | 3 | 4 | 5 | 6 |
| (503) | 5 | The response you receive from helpline staff or support site in case of problems is helpful | 1 | 2 | 3 | 4 | 5 | 6 |
| (504) | 6 | You can easily compare your current Internet tariff scheme with other offers | 1 | 2 | 3 | 4 | 5 | 6 |
| (505) | 7 | You regularly read Internet tariff comparisons made by third parties | 1 | 2 | 3 | 4 | 5 | 6 |
| (506) | 8 | You can restrict access to websites with harmful content | 1 | 2 | 3 | 4 | 5 | 6 |

NEW

| QB24 | Pouvez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des affirmations suivantes. |
|---|---|

(MONTRER CARTE – UNE REPONSE PAR LIGNE)

| | | (LIRE) | Tout à fait d'accord | Plutôt d'accord | Plutôt pas d'accord | Pas du tout d'accord | Pas applicable (SPONTANE) | NSP |
|---|---|---|---|---|---|---|---|---|
| (499) | 1 | Votre connexion Internet ne se coupe jamais | 1 | 2 | 3 | 4 | 5 | 6 |
| (500) | 2 | La vitesse de votre connexion Internet\ de téléchargement reste constante | 1 | 2 | 3 | 4 | 5 | 6 |
| (501) | 3 | Votre fournisseur Internet annonce généralement les coupures réseau | 1 | 2 | 3 | 4 | 5 | 6 |
| (502) | 4 | Vous pouvez facilement contacter votre fournisseur en cas de problème de connexion Internet | 1 | 2 | 3 | 4 | 5 | 6 |
| (503) | 5 | La réponse que vous recevez du personnel d'aide téléphonique ou du site de support en cas de problème est utile | 1 | 2 | 3 | 4 | 5 | 6 |
| (504) | 6 | Vous pouvez facilement comparer les tarifs de votre fournisseur Internet actuel avec d'autres offres | 1 | 2 | 3 | 4 | 5 | 6 |
| (505) | 7 | Vous lisez régulièrement des comparaisons de prix pour l'Internet publiées par un tiers | 1 | 2 | 3 | 4 | 5 | 6 |
| (506) | 8 | Vous pouvez facilement limiter l'accès Internet à des sites dont le contenu est sans danger | 1 | 2 | 3 | 4 | 5 | 6 |

NEW

| | |
|---|---|
| ASK QB25 AND QB26 IF "NARROWBAND INTERNET ACCESS", CODE 1 OR 2 IN QB20 - OTHERS GO TO QB27 | POSER QB25 ET QB26 SI "ACCES A INTERNET VIA BAS DEBIT", CODE 1 OU 2 EN QB20 - LES AUTRES ALLER EN QB27 |

QB25 Why does your household not have a broadband Internet access?

QB25 Pourquoi n'avez-vous pas un accès Internet à haut débit dans votre foyer ?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

| | **(507-516)** | | **(507-516)** |
|---|---|---|---|
| We\ I plan to subscribe\ connect to broadband access in the next 2 months | 1, | Nous prévoyons\ je prévois de nous\ m'abonner\ connecter à un accès à haut débit dans les 2 mois à venir | 1, |
| We are\ I am satisfied with the speed of our\ my current dial-up connection | 2, | Nous sommes\ je suis satisfait(e)(s) de la vitesse de notre\ mon raccordement téléphonique actuel | 2, |
| The local area is not covered by a broadband access network technology | 3, | La région n'est pas couverte par la technologie du réseau d'accès à haut débit | 3, |
| The initial installation cost for the broadband network is too high (N) | 4, | Le coût de l'installation initiale d'un réseau à haut débit coûte trop cher (N) | 4, |
| The monthly subscription cost of broadband Internet is too high (N) | 5, | L'abonnement mensuel à un réseau Internet à haut débit coûte trop cher (N) | 5, |
| There is not enough attractive online content or e-services justifying the extra-cost (N) | 6, | Le contenu des sites ou les e-services ne sont pas suffisamment attrayants pour justifier une dépense supplémentaire (N) | 6, |
| Our\ My equipment (e.g. PC) is not compatible with broadband | 7, | Notre\ mon dispositif de connexion (p.e. un PC) n'est pas compatible à un accès haut débit | 7, |
| We\ I do not use the Internet enough (SPONTANEOUS) | 8, | Nous n'utilisons\ Je n'utilise pas suffisamment Internet (SPONTANE) | 8, |
| Other (SPONTANEOUS) | 9, | Autre (SPONTANE) | 9, |
| DK | 10, | NSP | 10, |

EB64.4 QB29 TREND MODIFIED

EB64.4 QB29 TREND MODIFIED

| QB26 | Would you be willing to change to broadband Internet access if…? |
|---|---|

(ONE ANSWER PER LINE)

| | | (READ OUT) | Yes | No | DK |
|---|---|---|---|---|---|
| (517) | 1 | You could buy the broadband Internet service together with fixed telephone service without paying anymore for the monthly fixed telephony line rental charges | 1 | 2 | 3 |
| (518) | 2 | You could drop the fixed telephony service and subscribe to the broadband Internet services | 1 | 2 | 3 |

EB64.4 QB30 and QB31 TREND MODIFIED

ASK QB27 TO QB28 IF "INTERNET ACCESS AT HOME", CODES 1-9 IN QB1 ITEM 10 OR ITEM 11 – OTHERS GO TO QB29

| QB27 | In the last 12 months, have you experienced any significant problems relating to spam (unsolicited e-mails), virus attack or spy ware infection (a software gathering personal data on your computer and sending it to a third party)? |
|---|---|

| | **(519)** |
|---|---|
| Yes | 1 |
| No | 2 |
| DK | 3 |

NEW

| QB26 | Seriez-vous prêt(e) à changer votre accès à Internet pour une connexion à haut débit si … ? |
|---|---|

(UNE REPONSE PAR LIGNE)

| | | (LIRE) | Oui | Non | NSP |
|---|---|---|---|---|---|
| (517) | 1 | Vous pouviez acheter le service Internet haut débit avec la ligne de téléphonie fixe, sans payer le coût mensuel de la location de la ligne de téléphone fixe | 1 | 2 | 3 |
| (518) | 2 | Vous pouviez souscrire au service Internet haut débit et résilier le service de téléphonie fixe | 1 | 2 | 3 |

EB64.4 QB30 and QB31 TREND MODIFIED

POSER QB27 ET QB28 SI "ACCES INTERNET A LA MAISON", CODE 1-9 EN Q1 ITEM 10 OU ITEM 11 - LES AUTRES ALLER EN QB29

| QB27 | Au cours des 12 derniers mois, avez-vous rencontré de graves problèmes avec des spams (messages commerciaux non-désirés), des virus ou des spy ware (un programme collectant vos données personnelles et les envoyant à une tierce personne) ? |
|---|---|

| | **(519)** |
|---|---|
| Oui | 1 |
| Non | 2 |
| NSP | 3 |

NEW

ASK QB28 IF "YES", CODE 1 IN QB27 – OTHERS GO TO QB29

QB28 What have these problems resulted in?

(READ OUT- MULTIPLE ANSWERS POSSIBLE)

| | (520-527) |
|---|---|
| A computer breakdown | 1, |
| A significant decrease of your computer's performance | 2, |
| An alteration or loss of data stored on your computer | 3, |
| Missing some e-mails | 4, |
| Receiving offensive e-mails | 5, |
| A reduction in e-mail usage | 6, |
| No difficulty at all | 7, |
| DK | 8, |

NEW

ASK QB29 AND QB30 IF "OWN A PC", CODE 1-9 IN QB1 ITEM 8 OR ITEM 9 - OTHERS GO TO QB31

QB29 Have you installed antispam software on your PC? (M)

(READ OUT – ONE ANSWER ONLY)

| | (528) |
|---|---|
| Yes, a free of charge software (M) | 1 |
| Yes, a software I purchased and installed (M) | 2 |
| No, but I rely on my Internet service company to filter spam (M) | 3 |
| No, I do not care at all about spam (M) | 4 |
| Other (SPONTANEOUS) | 5 |
| DK | 6 |

EB64.4 QB34 TREND MODIFIED

POSER QB28 SI "OUI", CODE 1 EN QB27 – LES AUTRES ALLER EN QB29

QB28 Qu'ont provoqué ces problèmes ?

(LIRE – PLUSIEURS REPONSES POSSIBLES)

| | (520-527) |
|---|---|
| Un arrêt de l'ordinateur | 1, |
| Une importante baisse des performances de votre ordinateur | 2, |
| Une dégradation ou une perte de données stockées sur votre ordinateur | 3, |
| La perte de certains e-mails | 4, |
| La réception d'e-mails choquants | 5, |
| Une baisse de l'utilisation des e-mails | 6, |
| Aucune difficulté | 7, |
| NSP | 8, |

NEW

POSER QB29 ET QB30 SI "POSSEDE UN PC", CODE 1-9 EN QB1 ITEM 8 OU ITEM 9 - LES AUTRES ALLER EN QB31

QB29 Avez-vous installé un programme anti-spam sur votre ordinateur ? (M)

(LIRE – UNE SEULE REPONSE)

| | (528) |
|---|---|
| Oui, un logiciel anti-spam gratuit (M) | 1 |
| Oui, un logiciel anti-spam que j'ai acheté et installé (M) | 2 |
| Non, mais je fais confiance à la compagnie qui me fournit l'accès Internet pour filtrer les spams (M) | 3 |
| Non, je ne m'inquiète pas à ce sujet (M) | 4 |
| Autre (SPONTANE) | 5 |
| NSP | 6 |

EB64.4 QB34 TREND MODIFIED

| QB30 | Have you installed an antivirus software on your PC? (M) |
|---|---|

(READ OUT – ONE ANSWER ONLY)

| | (529) |
|---|---|
| Yes, a free of charge software (M) | 1 |
| Yes, a software I purchased and installed (M) | 2 |
| No, but I rely on my Internet service company (M) | 3 |
| No, I do not care at all about it (M) | 4 |
| Other (SPONTANEOUS) | 5 |
| DK | 6 |

EB64.4 QB35 TREND MODIFIED

ASK QB31 AND QB32 IF "NO INTERNET ACCESS AT HOME", CODE 10 IN QB1 ITEM 10 AND ITEM 11 - OTHERS GO TO QB33

| QB31 | You said you do not have Internet access at home. Among the following list, which ones best explain why your household does not have access to the Internet? |
|---|---|

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

| | (530-538) |
|---|---|
| Your household plans to subscribe\ connect in the next 6 months | 1, |
| We\ I do not know exactly what the Internet is | 2, |
| No one in your household is interested in the Internet | 3, |
| The cost of buying a personal computer and modem is too high (N) | 4, |
| The monthly subscription cost is too high (N) | 5, |
| The interested members of your household have access at work, school or elsewhere and this is sufficient | 6, |
| We are\ I am concerned about access to unsuitable content | 7, |
| Other (SPONTANEOUS – SPECIFY) | 8, |
| DK | 9, |

EB64.4 QB37 TREND MODIFIED

| QB30 | Avez-vous installé un programme anti-virus sur votre ordinateur ? (M) |
|---|---|

(LIRE – UNE SEULE REPONSE)

| | (529) |
|---|---|
| Oui, un logiciel anti-virus gratuit (M) | 1 |
| Oui, un logiciel anti-virus que j'ai acheté et installé (M) | 2 |
| Non, mais je fais confiance à la compagnie qui me fournit l'accès Internet (M) | 3 |
| Non, je ne m'inquiète pas à ce sujet (M) | 4 |
| Autre (SPONTANE) | 5 |
| NSP | 6 |

EB64.4 QB35 TREND MODIFIED

POSER QB31 ET QB32 SI "PAS D'ACCES INTERNET A LA MAISON", CODE 10 EN QB1 ITEM 10 ET ITEM 11 - LES AUTRES ALLER EN QB33

| QB31 | Vous m'avez dit que vous n'aviez pas d'accès Internet chez vous. Parmi la liste suivante quelles raisons expliquent le mieux pourquoi votre ménage n'a pas d'accès Internet ? |
|---|---|

(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

| | (530-538) |
|---|---|
| Votre ménage prévoit de s'abonner\ de se connecter dans les 6 prochains mois | 1, |
| Nous ne savons pas\ je ne sais pas exactement ce qu'est Internet | 2, |
| Personne dans votre ménage n'est intéressé par Internet | 3, |
| Le coût d'un ordinateur personnel et d'un modem est trop élevé (N) | 4, |
| L'abonnement mensuel coûte trop cher (N) | 5, |
| Les membres de votre ménage qui sont intéressés par Internet ont accès sur leur lieu de travail ou dans un établissement d'enseignement ou ailleurs, et cela suffit | 6, |
| Nous nous soucions\ je me soucie d'un accès à un contenu douteux | 7, |
| Autre (SPONTANE – SPECIFIER) | 8, |
| NSP | 9, |

EB64.4 QB37 TREND MODIFIED

| QB32 | Would you be willing to subscribe to the Internet if…? |
|---|---|

(ONE ANSWER PER LINE)

| | | (READ OUT) | Yes | No | DK |
|---|---|---|---|---|---|
| (539) | 1 | You could buy the broadband Internet service together with fixed telephone service without paying anymore for the monthly fixed telephony line rental charges | 1 | 2 | 3 |
| (540) | 2 | You could drop the fixed telephony service and subscribe to the Internet services | 1 | 2 | 3 |

NEW (based on EB64.4 QB38)

ASK ALL

| QB33 | Companies like telecom providers collect personal data such as name, address and credit card details. In case any of your personal data was lost, stolen or altered in any way, would you like to be informed or not? |
|---|---|

(READ OUT- ONE ANSWER ONLY)

| | **(541)** |
|---|---|
| Yes, under all circumstances | 1 |
| Yes, but only if I risk financial harm as a result of my data being lost, stolen or altered | 2 |
| No | 3 |
| DK | 4 |

NEW

| QB32 | Seriez-vous prêt(e) à vous abonner à Internet si … ? |
|---|---|

(UNE REPONSE PAR LIGNE)

| | | (LIRE) | Oui | Non | NSP |
|---|---|---|---|---|---|
| (539) | 1 | Vous pouviez acheter le service Internet à haut débit avec le service de téléphonie fixe, sans payer le coût mensuel de la location de la ligne de téléphone fixe | 1 | 2 | 3 |
| (540) | 2 | Vous pouviez souscrire à Internet et résilier le service de téléphonie fixe | 1 | 2 | 3 |

NEW (based on EB64.4 QB38)

A TOUS

| QB33 | Les compagnies comme les fournisseurs de télécoms récoltent des données personnelles telles que le nom, l'adresse et des détails sur les cartes de crédit. Au cas où vos données personnelles étaient perdues, volées ou endommagées d'une façon ou d'une autre, aimeriez-vous être informé(e) ? |
|---|---|

(LIRE – UNE SEULE REPONSE)

| | **(541)** |
|---|---|
| Oui, dans tous les cas | 1 |
| Oui, mais uniquement si j'encours un risque financier suite à la perte, au vol ou à un endomagement de mes données | 2 |
| Non | 3 |
| NSP | 4 |

NEW

QB34 How often do you personally consult…?

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

| | (READ OUT) | More than once a month | About once a month | About each 2 or 3 month | About twice a year | About once a year | Less often | Never | DK |
|---|---|---|---|---|---|---|---|---|---|
| (542) 1 | The paper telephone directories such as white pages or yellow pages (USE APPROPRIATE NAME IN EACH COUNTRY) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| (543) 2 | The online telephone directories | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| (544) 3 | The directory inquiries (calling a service number – free or not - that provides you with contact details your are looking for) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |

NEW

QB35 By bundle, we understand a combined package offering more than one communication services from the same provider at a single price. Does your household buy two or more of the following services as part of a bundle? (M)

(READ OUT – MINIMUM 2 ANSWERS)

**(545-550)**

| | |
|---|---|
| Television channels | 1, |
| Fixed telephony | 2, |
| Mobile telephony | 3, |
| Internet access | 4, |
| None | 5, |
| DK | 6, |

EB64.4 QB39 TREND MODIFIED

QB34 Personnellement, combien de fois consultez-vous … ?

(MONTRER CARTE AVEC ECHELLE – UNE REPONSE PAR LIGNE)

| | (LIRE) | Plus d'une fois par mois | Environ une fois par mois | Environ tous les 2 ou 3 mois | Environ 2 fois par an | Environ 1 fois par an | Moins souvent | Jamais | NSP |
|---|---|---|---|---|---|---|---|---|---|
| (542) 1 | Les annuaires téléphoniques en papier, comme les pages blanches ou les pages jaunes (UTILISER LE NOM APPROPRIE DANS CHAQUE PAYS) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| (543) 2 | Les annuaires téléphoniques en ligne | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| (544) 3 | Les services de renseignements (appeler un service - gratuitement ou pas – qui vous fournit les informations que vous cherchez) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |

NEW

QB35 Un bouquet est un ensemble de services de communication proposé par un même fournisseur à un prix unique. Votre ménage a-t-il souscrit à deux ou plusieurs de ces services faisant partie d'un bouquet ? (M)

(LIRE – MINIMUM 2 REPONSES)

**(545-550)**

| | |
|---|---|
| Des chaînes de télévision | 1, |
| La téléphonie fixe | 2, |
| La téléphonie mobile | 3, |
| Un accès à Internet | 4, |
| Aucun | 5, |
| NSP | 6, |

EB64.4 QB39 TREND MODIFIED

| | | |
|---|---|---|
| QB36 | What do you personally think about these kinds of communication packages? | |
| | (SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE) | |
| | | **(551-557)** |
| | It is more convenient because there is only one invoice | 1, |
| | It is cheaper than paying separately for each service | 2, |
| | Packages offer less transparency and clarity about the cost and conditions of each service | 3, |
| | Packages are not interesting because your are bound to the same provider for all services | 4, |
| | Packages are not interesting because you get services you do not really need | 5, |
| | Other (SPONTANEOUS) | 6, |
| | DK | 7, |
| | EB64.4 QB40 | |
| | Let's move to another topic. | |
| QB37 | Can you tell me the telephone number of emergency services, for example in case someone would urgently need medical assistance? | |
| | (DO NOT PROBE – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE) | |
| | | **(558-561)** |
| | 112 | 1, |
| | National number(s) for the fire brigade, the police or the ambulance (USE APPROPRIATE NUMBERS IN EACH COUNTRY) | 2, |
| | Other numbers | 3, |
| | No | 4, |
| | EB64.4 QB41 | |

| | | |
|---|---|---|
| QB36 | Que pensez-vous personnellement de ces types de services combinés ? | |
| | (MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES) | |
| | | **(551-557)** |
| | Ils sont plus commodes parce qu'il y a une seule facture | 1, |
| | C'est moins cher que de payer séparément pour chacun des services | 2, |
| | Les bouquets sont moins transparents et moins clairs en ce qui concerne les coûts et conditions de chaque service | 3, |
| | Les bouquets ne sont pas intéressants parce que vous êtes lié(e) au même fournisseur pour tous les services | 4, |
| | Les bouquets ne sont pas intéressants parce que vous obtenez des services dont vous n'avez pas vraiment besoin | 5, |
| | Autre (SPONTANE) | 6, |
| | NSP | 7, |
| | EB64.4 QB40 | |
| | Passons à un autre sujet. | |
| QB37 | Pouvez-vous me dire quel est le numéro de téléphone des services de secours, par exemple au cas où quelqu'un aurait besoin d'une aide médicale d'urgence ? | |
| | (NE RIEN SUGGERER – NE PAS LIRE – PLUSIEURS REPONSES POSSIBLES) | |
| | | **(558-561)** |
| | 112 | 1, |
| | Numéro national des sapeurs-pompiers, de la police ou de l'ambulance (UTILISER LES NUMEROS APPROPRIES DANS CHAQUE PAYS) | 2, |
| | Autres numéros | 3, |
| | Non | 4, |
| | EB64.4 QB41 | |

| | |
|---|---|
| QB38 | Can you tell me what single telephone number enables you to call emergency services anywhere in the European Union from a fixed or a mobile phone? |

(DO NOT PROBE – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

| | **(562-564)** |
|---|---|
| 112 | 1, |
| Other number(s) | 2, |
| No | 3, |

EB64.4 QB42

| | |
|---|---|
| QB38 | Pouvez-vous me dire quel est le numéro unique qui vous permet d'appeler des services de secours n'importe où dans l'Union européenne à partir d'un téléphone fixe ou mobile ? |

(NE RIEN SUGGERER – NE PAS LIRE – PLUSIEURS REPONSES POSSIBLES)

| | **(562-564)** |
|---|---|
| 112 | 1, |
| Autre(s) numéro(s) | 2, |
| Non | 3, |

EB64.4 QB42

# ANNEX 2 : Technical note

# SPECIAL EUROBAROMETER N°274

## "e-Communications household survey"

## TECHNICAL SPECIFICATIONS

Between the 17th of November and the 19th of December 2006, TNS Opinion & Social, a consortium created between Taylor Nelson Sofres and EOS Gallup Europe, carried out wave 66.3 of the EUROBAROMETER, on request of the EUROPEAN COMMISSION, Directorate General Communication, "Public Opinion and Media Monitoring".

The SPECIAL EUROBAROMETER N°274 is part of wave 66.3 and covers the population of the respective nationalities of the European Union Member States, resident in each of the Member States and aged 15 years and over. The SPECIAL EUROBAROMETER N°274 has also been conducted in the two acceding countries (Bulgaria and Romania) and in the two candidate countries (Croatia and Turkey) and in the Turkish Cypriot Community. In these countries, the survey covers the national population of citizens of the respective nationalities and the population of citizens of all the European Union Member States that are residents in those countries and have a sufficient command of one of the respective national language(s) to answer the questionnaire. The basic sample design applied in all states is a multi-stage, random (probability) one. In each country, a number of sampling points was drawn with probability proportional to population size (for a total coverage of the country) and to population density.

In order to do so, the sampling points were drawn systematically from each of the "administrative regional units", after stratification by individual unit and type of area. They thus represent the whole territory of the countries surveyed according to the EUROSTAT NUTS II (or equivalent) and according to the distribution of the resident population of the respective nationalities in terms of metropolitan, urban and rural areas. In each of the selected sampling points, a starting address was drawn, at random. Further addresses (every nth address) were selected by standard "random route" procedures, from the initial address. In each household, the respondent was drawn, at random (following the "closest birthday rule"). All interviews were conducted face-to-face in people's homes and in the appropriate national language. As far as the data capture is concerned, CAPI (*Computer Assisted Personal Interview)* was used in those countries where this technique was available.

EUROBAROMETER

European Commission

| ABREVIATIONS | COUNTRIES | INSTITUTES | N° INTERVIEWS | FIELDWORK DATES | | POPULATION 15+ | N° OF HOUSEHOLDS |
|---|---|---|---|---|---|---|---|
| BE | Belgium | TNS Dimarso | 1.009 | 18/11/2006 | 11/12/2006 | 8.650.994 | 4.402.307 |
| CZ | Czech Rep. | TNS Aisa | 1.150 | 23/11/2006 | 11/12/2006 | 8.571.710 | 4.216.088 |
| DK | Denmark | TNS Gallup DK | 1.037 | 19/11/2006 | 19/12/2006 | 4.411.580 | 2.498.621 |
| DE | Germany | TNS Infratest | 1.504 | 18/11/2006 | 11/12/2006 | 64.361.608 | 37.751.871 |
| EE | Estonia | Emor | 1.000 | 21/11/2006 | 15/12/2006 | 887.094 | 484.874 |
| EL | Greece | TNS ICAP | 1.000 | 17/11/2006 | 14/12/2006 | 8.693.566 | 3.664.392 |
| ES | Spain | TNS Demoscopia | 1.000 | 21/11/2006 | 15/12/2006 | 37.024.972 | 14.830.800 |
| FR | France | TNS Sofres | 1.012 | 17/11/2006 | 15/12/2006 | 44.010.619 | 22.438.675 |
| IE | Ireland | TNS MRBI | 1.000 | 21/11/2006 | 19/12/2006 | 3.089.775 | 1.287.958 |
| IT | Italy | TNS Abacus | 1.038 | 18/11/2006 | 13/12/2006 | 48.892.559 | 21.810.676 |
| CY | Rep. of Cyprus | Synovate | 504 | 18/11/2006 | 12/12/2006 | 596.752 | 223.204 |
| CY(tcc) | Turkish Cypriot Comm. | KADEM | 500 | 25/11/2006 | 12/12/2006 | 157.101 | 51.636 |
| LV | Latvia | TNS Latvia | 1.019 | 24/11/2006 | 14/12/2006 | 1.418.596 | 526.427 |
| LT | Lithuania | TNS Gallup Lithuania | 1.025 | 18/11/2006 | 12/12/2006 | 2.803.661 | 1.356.826 |
| LU | Luxembourg | TNS ILReS | 502 | 17/11/2006 | 13/12/2006 | 374.097 | 171.953 |
| HU | Hungary | TNS Hungary | 1.000 | 22/11/2006 | 10/12/2006 | 8.503.379 | 3.862.702 |
| MT | Malta | MISCO | 500 | 17/11/2006 | 11/12/2006 | 321.114 | 127.970 |
| NL | Netherlands | TNS NIPO | 1.020 | 17/11/2006 | 15/12/2006 | 13.030.000 | 7.052.000 |
| AT | Austria | Österreichisches Gallup-Institute | 1.029 | 17/11/2006 | 10/12/2006 | 6.848.736 | 3.339.663 |
| PL | Poland | TNS OBOP | 1.000 | 23/11/2006 | 12/12/2006 | 31.967.880 | 13.855.257 |
| PT | Portugal | TNS EUROTESTE | 1.004 | 24/11/2006 | 15/12/2006 | 8.080.915 | 3.505.292 |
| SI | Slovenia | RM PLUS | 1.019 | 17/11/2006 | 10/12/2006 | 1.720.137 | 684.847 |
| SK | Slovakia | TNS AISA SK | 1.003 | 20/11/2006 | 05/12/2006 | 4.316.438 | 1.900.344 |
| FI | Finland | TNS Gallup Oy | 1.028 | 17/11/2006 | 14/12/2006 | 4.348.676 | 2.386.400 |
| SE | Sweden | TNS GALLUP | 1.014 | 18/11/2006 | 15/12/2006 | 7.486.976 | 4.448.746 |
| UK | United Kingdom | TNS UK | 1.315 | 17/11/2006 | 13/12/2006 | 47.685.578 | 24.479.453 |
| BG | Bulgaria | TNS BBSS | 1.023 | 19/11/2006 | 30/11/2006 | 6.671.699 | 2.921.887 |
| RO | Romania | TNS CSOP | 1.000 | 19/11/2006 | 14/12/2006 | 18.173.179 | 7.320.202 |
| HR | Croatia | Puls | 1.000 | 17/11/2006 | 15/12/2006 | 3.722.800 | 1.451.730 |
| TR | Turkey | TNS PIAR | 1.005 | 17/11/2006 | 12/12/2006 | 47.583.830 | 15.070.093 |
| TOTAL | | | 29.260 | 17/11/2006 | 19/12/2006 | 444.406.021 | 208.122.894 |

For each country a comparison between the sample and the universe was carried out. The Universe description was derived from Eurostat population data or from national statistics offices. For all countries surveyed, a national weighting procedure, using marginal and intercellular weighting, was carried out based on this Universe description. In all countries, gender, age, region and size of locality were introduced in the iteration procedure. For international weighting (i.e. EU averages), TNS Opinion & Social applies the official population figures as provided by EUROSTAT or national statistic offices. The total population figures for input in this post-weighting procedure are listed above.

For the parts of the questionnaire for which respondents were asked to answer for their household, an additional national weighting criteria was introduced in the marginal and intercellular weighting procedure. In addition to gender, age, region and size of locality all country samples were made representative of the Universe description of number of individuals in each household. After that the representative samples of individuals aged 15 and more were converted into household samples. For international weighting (i.e. EU averages), TNS Opinion & Social applied the official household figures as provided by EUROSTAT or national statistic offices. The total household figures for input in this post-weighting procedure are listed above.

Readers are reminded that survey results are estimations, the accuracy of which, everything being equal, rests upon the sample size and upon the observed percentage.  With samples of about 1,000 interviews, the real percentages vary within the following confidence limits:

| **Observed percentages** | 10% or 90% | 20% or 80% | 30% or 70% | 40% or 60% | 50% |
|---|---|---|---|---|---|
| **Confidence limits** | ± 1.9 points | ± 2.5 points | ± 2.7 points | ± 3.0 points | ± 3.1 points |

# ANNEX 3 : Data tables (household sample)

## Statistical significance of the results

The results in a survey are valid only between the limits of a **statistical margin** caused by the sampling process. This margin varies with three factors :

1. The sample size (or the size of the analysed part in the sample): the greater the number of respondents is, the smaller the statistical margin will be;
2. The result in itself : the closer the result approaches 50%, the wider the statistical margin will be ;
3. The desired degree of confidence: the more "strict" we are, the wider the statistical margin will be.

As an example, examine this illustrative case :

1. One question has been answered by 500 people ;
2. The analysed result is around 50%;
3. We choose a significance level of 95 % (it is the level most often used by the statisticians, and it is the one chosen for the Table hereafter);

In this illustrative case the statistical margin is : (+/- 4.4%) around the observed 50%.
And as a conclusion : the result for the whole population lies between 45.6% and 54.4 %.

Hereafter, the statistical margins computed for various observed results are shown, on various sample sizes, at the 95% significance level.

### STATISTICAL MARGINS DUE TO THE SAMPLING PROCESS (AT THE 95 % LEVEL OF CONFIDENCE)

Various sample sizes are in rows ;
Various observed results are in columns :

| | 5% 95% | 10% 90% | 15% 85% | 20% 80% | 25% 75% | 30% 70% | 35% 65% | 40% 60% | 45% 55% | 50% 50% |
|---|---|---|---|---|---|---|---|---|---|---|
| N=50 | 6 | 8.3 | 9.9 | 11.1 | 12 | 12.7 | 13.2 | 13.6 | 13.8 | 13.9 |
| N=500 | 1.9 | 2.6 | 3.1 | 3.5 | 3.8 | 4 | 4.2 | 4.3 | 4.4 | 4.4 |
| N=1000 | 1.4 | 1.9 | 2.2 | 2.5 | 2.7 | 2.8 | 3 | 3 | 3.1 | 3.1 |
| N=1500 | 1.1 | 1.5 | 1.8 | 2 | 2.2 | 2.3 | 2.4 | 2.5 | 2.5 | 2.5 |
| N=2000 | 1 | 1.3 | 1.6 | 1.8 | 1.9 | 2 | 2.1 | 2.1 | 2.2 | 2.2 |
| N=3000 | 0.8 | 1.1 | 1.3 | 1.4 | 1.5 | 1.6 | 1.7 | 1.8 | 1.8 | 1.8 |
| N=4000 | 0.7 | 0.9 | 1.1 | 1.2 | 1.3 | 1.4 | 1.5 | 1.5 | 1.5 | 1.5 |
| N=5000 | 0.6 | 0.8 | 1 | 1.1 | 1.2 | 1.3 | 1.3 | 1.4 | 1.4 | 1.4 |
| N=6000 | 0.6 | 0.8 | 0.9 | 1 | 1.1 | 1.2 | 1.2 | 1.2 | 1.3 | 1.3 |
| N=7000 | 0.5 | 0.7 | 0.8 | 0.9 | 1 | 1.1 | 1.1 | 1.1 | 1.2 | 1.2 |
| N=7500 | 0.5 | 0.7 | 0.8 | 0.9 | 1 | 1 | 1.1 | 1.1 | 1.1 | 1.1 |
| N=8000 | 0.5 | 0.7 | 0.8 | 0.9 | 0.9 | 1 | 1 | 1.1 | 1.1 | 1.1 |
| N=9000 | 0.5 | 0.6 | 0.7 | 0.8 | 0.9 | 0.9 | 1 | 1 | 1 | 1 |
| N=10000 | 0.4 | 0.6 | 0.7 | 0.8 | 0.8 | 0.9 | 0.9 | 1 | 1 | 1 |
| N=11000 | 0.4 | 0.6 | 0.7 | 0.7 | 0.8 | 0.9 | 0.9 | 0.9 | 0.9 | 0.9 |
| N=12000 | 0.4 | 0.5 | 0.6 | 0.7 | 0.8 | 0.8 | 0.9 | 0.9 | 0.9 | 0.9 |
| N=13000 | 0.4 | 0.5 | 0.6 | 0.7 | 0.7 | 0.8 | 0.8 | 0.8 | 0.9 | 0.9 |
| N=14000 | 0.4 | 0.5 | 0.6 | 0.7 | 0.7 | 0.8 | 0.8 | 0.8 | 0.8 | 0.8 |
| N=15000 | 0.3 | 0.5 | 0.6 | 0.6 | 0.7 | 0.7 | 0.8 | 0.8 | 0.8 | 0.8 |

**The following table presents the bases of the results provided in this annex**

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural village | Small / mid size town | Large town |
| EU27 | 26755 | 7665 | 7883 | 4778 | 6429 | 8279 | 10985 | 6632 |
| EU25 | 24732 | 7209 | 7321 | 4356 | 5847 | 7561 | 10330 | 6050 |
| EU15 | 15512 | 4623 | 4738 | 2662 | 3489 | 4697 | 6538 | 3759 |
| NMS10 | 9220 | 2347 | 2235 | 1858 | 2780 | 2972 | 3651 | 2377 |
| NMS12 | 11243 | 2689 | 2812 | 2330 | 3412 | 3786 | 4112 | 3044 |
| | | | | | | | | |
| BE | 1009 | 317 | 311 | 169 | 212 | 530 | 288 | 146 |
| CZ | 1150 | 345 | 316 | 224 | 264 | 329 | 545 | 243 |
| DK | 1037 | 366 | 341 | 136 | 194 | 286 | 361 | 359 |
| DE | 1504 | 567 | 516 | 208 | 214 | 450 | 598 | 361 |
| EE | 1000 | 329 | 279 | 190 | 202 | 345 | 319 | 303 |
| EL | 1000 | 190 | 273 | 204 | 332 | 298 | 146 | 552 |
| ES | 1000 | 197 | 242 | 213 | 348 | 439 | 326 | 224 |
| FR | 1012 | 300 | 303 | 176 | 232 | 321 | 511 | 147 |
| IE | 1000 | 204 | 254 | 174 | 368 | 334 | 164 | 487 |
| IT | 1038 | 248 | 271 | 224 | 295 | 182 | 618 | 213 |
| CY | 504 | 78 | 132 | 86 | 209 | 159 | 345 | 0 |
| LV | 1019 | 251 | 281 | 217 | 270 | 329 | 328 | 337 |
| LT | 1025 | 284 | 254 | 204 | 282 | 280 | 388 | 335 |
| LU | 502 | 141 | 135 | 87 | 139 | 263 | 183 | 53 |
| HU | 1000 | 250 | 276 | 204 | 270 | 352 | 317 | 321 |
| MT | 500 | 53 | 122 | 118 | 207 | 238 | 128 | 128 |
| NL | 1020 | 331 | 331 | 142 | 216 | 404 | 347 | 242 |
| AT | 1029 | 332 | 278 | 174 | 246 | 468 | 254 | 296 |
| PL | 1000 | 237 | 222 | 206 | 335 | 314 | 394 | 264 |
| PT | 1004 | 166 | 272 | 251 | 316 | 363 | 435 | 185 |
| SI | 1019 | 218 | 224 | 205 | 371 | 401 | 376 | 225 |
| SK | 1003 | 293 | 236 | 184 | 290 | 402 | 435 | 150 |
| FI | 1028 | 369 | 313 | 151 | 194 | 266 | 497 | 221 |
| SE | 1014 | 389 | 299 | 141 | 184 | 409 | 358 | 226 |
| UK | 1315 | 382 | 450 | 214 | 269 | 285 | 559 | 442 |
| BG | 1023 | 232 | 292 | 222 | 277 | 301 | 232 | 468 |
| HR | 1000 | 201 | 229 | 187 | 383 | 411 | 310 | 237 |
| RO | 1000 | 187 | 265 | 225 | 324 | 407 | 308 | 244 |
| TR | 1005 | 138 | 184 | 185 | 498 | 352 | 257 | 297 |
| CY(tcc) | 500 | 48 | 90 | 96 | 266 | 166 | 113 | 221 |

**Households having at least one television**

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| EU27 | 97% | 93% | 98% | 99% | 98% | 98% | 98% | 95% |
| EU25 | 97% | 93% | 98% | 98% | 98% | 98% | 98% | 95% |
| EU15 | 97% | 93% | 98% | 98% | 98% | 98% | 97% | 94% |
| NMS10 | 98% | 95% | 98% | 99% | 99% | 97% | 99% | 97% |
| NMS12 | 97% | 94% | 98% | 99% | 98% | 97% | 98% | 97% |
| BE | 96% | 91% | 99% | 97% | 98% | 97% | 97% | 89% |
| CZ | 97% | 96% | 98% | 98% | 97% | 96% | 98% | 96% |
| DK | 97% | 93% | 99% | 100% | 100% | 99% | 98% | 94% |
| DE | 94% | 88% | 98% | 97% | 96% | 97% | 96% | 87% |
| EE | 97% | 92% | 98% | 99% | 100% | 99% | 97% | 93% |
| EL | 100% | 99% | 100% | 100% | 100% | 99% | 99% | 100% |
| ES | 99% | 96% | 99% | 99% | 100% | 99% | 100% | 97% |
| FR | 97% | 93% | 98% | 98% | 99% | 98% | 97% | 95% |
| IE | 99% | 99% | 98% | 100% | 100% | 100% | 99% | 99% |
| IT | 98% | 96% | 98% | 98% | 98% | 99% | 97% | 97% |
| CY | 100% | 100% | 100% | 100% | 100% | 100% | 100% | - |
| LV | 97% | 96% | 97% | 99% | 98% | 98% | 97% | 97% |
| LT | 98% | 97% | 98% | 99% | 98% | 99% | 98% | 97% |
| LU | 99% | 100% | 100% | 97% | 100% | 100% | 100% | 95% |
| HU | 99% | 97% | 100% | 100% | 100% | 99% | 100% | 99% |
| MT | 100% | 100% | 99% | 100% | 100% | 100% | 99% | 100% |
| NL | 97% | 96% | 99% | 97% | 98% | 97% | 99% | 97% |
| AT | 99% | 97% | 100% | 100% | 99% | 100% | 99% | 98% |
| PL | 97% | 93% | 98% | 99% | 98% | 97% | 99% | 96% |
| PT | 100% | 99% | 100% | 100% | 100% | 99% | 100% | 99% |
| SI | 98% | 96% | 98% | 100% | 99% | 98% | 99% | 97% |
| SK | 99% | 97% | 99% | 99% | 100% | 99% | 99% | 99% |
| FI | 96% | 91% | 99% | 98% | 97% | 97% | 96% | 94% |
| SE | 98% | 98% | 99% | 98% | 100% | 99% | 99% | 97% |
| UK | 98% | 97% | 98% | 99% | 99% | 98% | 99% | 97% |
| BG | 98% | 94% | 99% | 100% | 99% | 96% | 100% | 98% |
| HR | 98% | 92% | 99% | 100% | 100% | 99% | 98% | 97% |
| RO | 96% | 92% | 95% | 99% | 97% | 94% | 96% | 99% |
| TR | 99% | 94% | 99% | 100% | 99% | 98% | 99% | 98% |
| CY(tcc) | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |

**Households having at least one telephone access (fixed / ISDN and or mobile)**

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| EU27 | 95% | 91% | 96% | 98% | 97% | 93% | 96% | 97% |
| EU25 | 96% | 92% | 97% | 98% | 98% | 95% | 96% | 97% |
| EU15 | 97% | 94% | 98% | 99% | 98% | 97% | 97% | 97% |
| NMS10 | 92% | 82% | 92% | 97% | 97% | 87% | 94% | 95% |
| NMS12 | 89% | 78% | 86% | 95% | 94% | 79% | 92% | 95% |
| BE | 96% | 92% | 99% | 97% | 100% | 95% | 98% | 96% |
| CZ | 95% | 89% | 95% | 99% | 98% | 92% | 96% | 97% |
| DK | 98% | 97% | 98% | 100% | 100% | 96% | 99% | 99% |
| DE | 96% | 92% | 98% | 99% | 99% | 98% | 95% | 95% |
| EE | 95% | 90% | 95% | 99% | 100% | 92% | 95% | 98% |
| EL | 99% | 95% | 99% | 100% | 100% | 97% | 99% | 100% |
| ES | 97% | 89% | 97% | 99% | 100% | 96% | 98% | 97% |
| FR | 97% | 95% | 99% | 98% | 98% | 98% | 98% | 96% |
| IE | 98% | 92% | 97% | 100% | 100% | 96% | 99% | 98% |
| IT | 94% | 90% | 93% | 98% | 96% | 91% | 94% | 96% |
| CY | 99% | 97% | 99% | 100% | 100% | 99% | 100% | - |
| LV | 92% | 81% | 91% | 97% | 99% | 87% | 91% | 98% |
| LT | 90% | 80% | 91% | 97% | 93% | 75% | 94% | 96% |
| LU | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| HU | 87% | 75% | 87% | 96% | 91% | 83% | 85% | 93% |
| MT | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| NL | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| AT | 96% | 92% | 94% | 100% | 99% | 93% | 96% | 99% |
| PL | 92% | 81% | 92% | 97% | 98% | 87% | 95% | 94% |
| PT | 94% | 82% | 94% | 98% | 98% | 92% | 95% | 96% |
| SI | 99% | 96% | 99% | 100% | 100% | 99% | 98% | 99% |
| SK | 90% | 77% | 92% | 98% | 98% | 84% | 94% | 98% |
| FI | 99% | 98% | 100% | 100% | 100% | 99% | 99% | 100% |
| SE | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| UK | 98% | 98% | 99% | 99% | 98% | 98% | 99% | 99% |
| BG | 85% | 71% | 87% | 93% | 89% | 73% | 85% | 94% |
| HR | 96% | 87% | 97% | 99% | 99% | 94% | 97% | 99% |
| RO | 77% | 62% | 66% | 88% | 87% | 59% | 87% | 98% |
| TR | 96% | 84% | 94% | 99% | 99% | 95% | 96% | 95% |
| CY(tcc) | 98% | 100% | 96% | 100% | 99% | 97% | 99% | 99% |

**Households having at least one telephone access (fixed and or mobile)**

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| EU27 | 94% | 90% | 95% | 98% | 97% | 92% | 95% | 96% |
| EU25 | 95% | 91% | 96% | 98% | 98% | 94% | 96% | 96% |
| EU15 | 96% | 93% | 97% | 98% | 98% | 96% | 96% | 97% |
| NMS10 | 90% | 78% | 89% | 97% | 96% | 85% | 91% | 94% |
| NMS12 | 87% | 75% | 84% | 95% | 94% | 78% | 90% | 94% |
| BE | 96% | 92% | 99% | 96% | 100% | 95% | 98% | 96% |
| CZ | 95% | 88% | 95% | 99% | 98% | 91% | 96% | 97% |
| DK | 98% | 97% | 98% | 100% | 99% | 96% | 99% | 99% |
| DE | 95% | 91% | 97% | 99% | 98% | 98% | 94% | 95% |
| EE | 95% | 89% | 95% | 99% | 100% | 92% | 95% | 98% |
| EL | 99% | 95% | 99% | 100% | 100% | 97% | 99% | 100% |
| ES | 96% | 86% | 95% | 98% | 100% | 95% | 97% | 96% |
| FR | 97% | 95% | 99% | 98% | 98% | 98% | 98% | 96% |
| IE | 98% | 92% | 97% | 100% | 100% | 96% | 99% | 98% |
| IT | 94% | 90% | 92% | 97% | 96% | 89% | 94% | 96% |
| CY | 99% | 97% | 99% | 100% | 100% | 99% | 100% | - |
| LV | 92% | 81% | 91% | 97% | 99% | 87% | 91% | 98% |
| LT | 90% | 80% | 90% | 97% | 93% | 75% | 94% | 96% |
| LU | 99% | 96% | 99% | 100% | 100% | 100% | 97% | 98% |
| HU | 87% | 75% | 87% | 96% | 91% | 82% | 85% | 93% |
| MT | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| NL | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| AT | 96% | 92% | 94% | 100% | 99% | 93% | 96% | 99% |
| PL | 88% | 73% | 86% | 95% | 96% | 83% | 90% | 92% |
| PT | 93% | 80% | 92% | 97% | 98% | 90% | 95% | 96% |
| SI | 99% | 95% | 99% | 100% | 100% | 99% | 98% | 99% |
| SK | 90% | 76% | 92% | 98% | 98% | 84% | 93% | 98% |
| FI | 99% | 98% | 100% | 100% | 100% | 99% | 99% | 100% |
| SE | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| UK | 98% | 96% | 97% | 99% | 98% | 96% | 98% | 98% |
| BG | 85% | 70% | 87% | 92% | 89% | 73% | 84% | 93% |
| HR | 96% | 85% | 97% | 99% | 99% | 93% | 97% | 99% |
| RO | 77% | 62% | 66% | 88% | 87% | 59% | 87% | 98% |
| TR | 96% | 84% | 94% | 99% | 99% | 95% | 96% | 95% |
| CY(tcc) | 98% | 100% | 96% | 100% | 99% | 97% | 99% | 99% |

**Households having at least one telephone access fixed and or ISDN**

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| EU27 | 72% | 67% | 77% | 70% | 72% | 71% | 72% | 73% |
| EU25 | 73% | 68% | 78% | 72% | 74% | 74% | 72% | 74% |
| EU15 | 76% | 71% | 81% | 76% | 77% | 78% | 75% | 76% |
| NMS10 | 55% | 49% | 58% | 52% | 60% | 51% | 57% | 58% |
| NMS12 | 54% | 48% | 57% | 52% | 58% | 46% | 56% | 61% |
| BE | 65% | 57% | 70% | 63% | 72% | 67% | 70% | 51% |
| CZ | 41% | 37% | 47% | 34% | 43% | 31% | 42% | 51% |
| DK | 82% | 72% | 85% | 90% | 91% | 84% | 89% | 73% |
| DE | 84% | 76% | 87% | 89% | 92% | 90% | 84% | 79% |
| EE | 51% | 45% | 55% | 54% | 53% | 38% | 57% | 58% |
| EL | 82% | 66% | 86% | 86% | 85% | 87% | 79% | 80% |
| ES | 72% | 60% | 77% | 70% | 77% | 66% | 75% | 82% |
| FR | 79% | 70% | 84% | 80% | 83% | 81% | 78% | 78% |
| IE | 74% | 74% | 74% | 66% | 78% | 79% | 61% | 75% |
| IT | 55% | 48% | 59% | 58% | 53% | 51% | 54% | 59% |
| CY | 85% | 86% | 88% | 79% | 84% | 84% | 85% | - |
| LV | 46% | 46% | 46% | 50% | 42% | 34% | 46% | 58% |
| LT | 41% | 40% | 44% | 38% | 42% | 24% | 44% | 52% |
| LU | 92% | 92% | 92% | 94% | 92% | 95% | 89% | 93% |
| HU | 44% | 42% | 51% | 44% | 38% | 41% | 40% | 51% |
| MT | 96% | 94% | 96% | 97% | 96% | 97% | 95% | 95% |
| NL | 92% | 89% | 93% | 91% | 98% | 94% | 93% | 90% |
| AT | 54% | 50% | 59% | 51% | 55% | 56% | 52% | 52% |
| PL | 64% | 56% | 65% | 60% | 70% | 61% | 67% | 63% |
| PT | 54% | 49% | 61% | 53% | 52% | 57% | 56% | 45% |
| SI | 85% | 78% | 87% | 86% | 87% | 87% | 83% | 84% |
| SK | 45% | 38% | 51% | 38% | 52% | 41% | 48% | 47% |
| FI | 49% | 45% | 54% | 45% | 52% | 48% | 50% | 48% |
| SE | 96% | 90% | 99% | 100% | 100% | 97% | 94% | 98% |
| UK | 84% | 83% | 88% | 82% | 82% | 86% | 84% | 84% |
| BG | 68% | 65% | 77% | 69% | 62% | 57% | 62% | 79% |
| HR | 87% | 76% | 89% | 89% | 90% | 88% | 83% | 89% |
| RO | 44% | 36% | 44% | 44% | 48% | 30% | 51% | 59% |
| TR | 68% | 42% | 74% | 70% | 73% | 72% | 66% | 66% |
| CY(tcc) | 84% | 66% | 84% | 90% | 85% | 80% | 86% | 86% |

**Households having at least one mobile telephone access**

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| EU27 | 81% | 64% | 79% | 93% | 94% | 76% | 82% | 84% |
| EU25 | 82% | 65% | 81% | 93% | 95% | 79% | 82% | 84% |
| EU15 | 82% | 67% | 82% | 94% | 95% | 80% | 83% | 84% |
| NMS10 | 78% | 54% | 73% | 91% | 93% | 72% | 78% | 85% |
| NMS12 | 73% | 50% | 65% | 89% | 89% | 62% | 77% | 83% |
| BE | 86% | 71% | 87% | 93% | 99% | 85% | 87% | 86% |
| CZ | 89% | 75% | 88% | 99% | 98% | 87% | 89% | 90% |
| DK | 88% | 75% | 93% | 94% | 98% | 86% | 87% | 90% |
| DE | 76% | 64% | 76% | 93% | 90% | 77% | 75% | 76% |
| EE | 87% | 73% | 87% | 97% | 100% | 86% | 86% | 89% |
| EL | 83% | 61% | 67% | 97% | 100% | 74% | 83% | 88% |
| ES | 82% | 55% | 73% | 92% | 98% | 80% | 83% | 86% |
| FR | 79% | 62% | 80% | 88% | 92% | 79% | 78% | 82% |
| IE | 87% | 61% | 85% | 97% | 99% | 84% | 90% | 89% |
| IT | 86% | 69% | 84% | 97% | 95% | 78% | 89% | 85% |
| CY | 87% | 48% | 84% | 98% | 100% | 87% | 87% | - |
| LV | 83% | 57% | 81% | 95% | 99% | 79% | 83% | 86% |
| LT | 80% | 58% | 77% | 96% | 92% | 64% | 84% | 87% |
| LU | 86% | 60% | 91% | 97% | 99% | 88% | 85% | 80% |
| HU | 74% | 51% | 66% | 93% | 90% | 67% | 71% | 86% |
| MT | 90% | 56% | 82% | 98% | 99% | 92% | 92% | 86% |
| NL | 93% | 83% | 95% | 100% | 99% | 90% | 95% | 94% |
| AT | 79% | 60% | 74% | 96% | 99% | 74% | 75% | 90% |
| PL | 74% | 46% | 66% | 86% | 92% | 67% | 75% | 82% |
| PT | 84% | 59% | 77% | 92% | 96% | 79% | 85% | 89% |
| SI | 87% | 64% | 81% | 98% | 99% | 89% | 87% | 85% |
| SK | 78% | 51% | 78% | 93% | 96% | 74% | 79% | 88% |
| FI | 94% | 85% | 97% | 100% | 100% | 92% | 94% | 96% |
| SE | 91% | 82% | 95% | 96% | 99% | 88% | 92% | 95% |
| UK | 86% | 69% | 90% | 95% | 97% | 81% | 87% | 88% |
| BG | 57% | 26% | 42% | 79% | 82% | 37% | 62% | 68% |
| HR | 79% | 40% | 69% | 92% | 99% | 72% | 84% | 85% |
| RO | 63% | 36% | 46% | 85% | 78% | 43% | 73% | 86% |
| TR | 84% | 57% | 69% | 94% | 94% | 77% | 89% | 89% |
| CY(tcc) | 90% | 83% | 70% | 93% | 96% | 83% | 96% | 92% |

**Households having at least one computer**

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| EU27 | 54% | 36% | 49% | 68% | 72% | 50% | 54% | 59% |
| EU25 | 56% | 37% | 50% | 70% | 75% | 53% | 55% | 60% |
| EU15 | 58% | 39% | 53% | 72% | 78% | 56% | 57% | 61% |
| NMS10 | 44% | 22% | 30% | 60% | 62% | 36% | 43% | 56% |
| NMS12 | 39% | 20% | 25% | 55% | 55% | 28% | 41% | 51% |
| BE | 61% | 35% | 57% | 82% | 91% | 59% | 68% | 59% |
| CZ | 44% | 22% | 32% | 67% | 70% | 41% | 47% | 44% |
| DK | 83% | 65% | 88% | 98% | 97% | 79% | 82% | 86% |
| DE | 57% | 41% | 54% | 78% | 84% | 60% | 52% | 60% |
| EE | 53% | 29% | 47% | 75% | 81% | 42% | 54% | 65% |
| EL | 36% | 31% | 19% | 43% | 50% | 22% | 38% | 44% |
| ES | 47% | 20% | 28% | 60% | 68% | 39% | 51% | 59% |
| FR | 59% | 36% | 55% | 73% | 81% | 58% | 56% | 69% |
| IE | 50% | 21% | 46% | 53% | 67% | 43% | 51% | 54% |
| IT | 50% | 25% | 34% | 70% | 71% | 52% | 51% | 46% |
| CY | 45% | 8% | 15% | 52% | 75% | 56% | 40% | - |
| LV | 41% | 16% | 30% | 62% | 59% | 33% | 39% | 51% |
| LT | 41% | 17% | 24% | 63% | 63% | 22% | 41% | 55% |
| LU | 65% | 31% | 60% | 88% | 91% | 73% | 57% | 55% |
| HU | 36% | 15% | 20% | 53% | 57% | 23% | 31% | 54% |
| MT | 60% | 25% | 33% | 71% | 79% | 70% | 55% | 48% |
| NL | 83% | 67% | 86% | 98% | 95% | 80% | 85% | 85% |
| AT | 50% | 26% | 41% | 71% | 79% | 48% | 43% | 59% |
| PL | 46% | 27% | 33% | 60% | 60% | 37% | 44% | 60% |
| PT | 40% | 22% | 19% | 53% | 56% | 33% | 38% | 58% |
| SI | 56% | 20% | 33% | 74% | 82% | 58% | 53% | 57% |
| SK | 40% | 15% | 32% | 51% | 64% | 34% | 41% | 50% |
| FI | 67% | 41% | 69% | 87% | 97% | 65% | 62% | 79% |
| SE | 76% | 54% | 83% | 97% | 96% | 72% | 76% | 85% |
| UK | 64% | 44% | 66% | 71% | 82% | 60% | 67% | 62% |
| BG | 20% | 8% | 10% | 31% | 30% | 5% | 16% | 31% |
| HR | 46% | 17% | 28% | 49% | 71% | 35% | 53% | 57% |
| RO | 29% | 16% | 14% | 49% | 35% | 13% | 38% | 46% |
| TR | 14% | 5% | 8% | 20% | 17% | 5% | 15% | 23% |
| CY(tcc) | 48% | 24% | 15% | 57% | 60% | 40% | 44% | 56% |

**Households combining a fixed telephone access and mobile telephone access**

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| EU27 | 58% | 40% | 62% | 66% | 69% | 55% | 58% | 61% |
| EU25 | 60% | 42% | 64% | 67% | 71% | 58% | 59% | 62% |
| EU15 | 63% | 45% | 67% | 72% | 74% | 62% | 62% | 65% |
| NMS10 | 42% | 21% | 40% | 45% | 59% | 36% | 42% | 49% |
| NMS12 | 40% | 19% | 36% | 45% | 54% | 30% | 41% | 50% |
| BE | 53% | 34% | 59% | 58% | 71% | 57% | 54% | 40% |
| CZ | 35% | 25% | 40% | 34% | 43% | 27% | 35% | 45% |
| DK | 70% | 48% | 78% | 83% | 88% | 75% | 74% | 62% |
| DE | 65% | 49% | 68% | 85% | 84% | 70% | 65% | 61% |
| EE | 39% | 25% | 45% | 46% | 49% | 29% | 44% | 45% |
| EL | 66% | 32% | 55% | 84% | 84% | 64% | 63% | 68% |
| ES | 59% | 26% | 54% | 66% | 76% | 51% | 60% | 71% |
| FR | 61% | 38% | 65% | 69% | 78% | 62% | 59% | 64% |
| IE | 64% | 43% | 61% | 63% | 77% | 66% | 50% | 66% |
| IT | 48% | 28% | 52% | 60% | 53% | 38% | 51% | 49% |
| CY | 72% | 38% | 73% | 77% | 83% | 73% | 72% | - |
| LV | 38% | 23% | 39% | 48% | 44% | 26% | 39% | 48% |
| LT | 30% | 17% | 32% | 36% | 38% | 14% | 32% | 42% |
| LU | 78% | 52% | 83% | 91% | 93% | 82% | 74% | 75% |
| HU | 31% | 18% | 31% | 40% | 38% | 25% | 27% | 42% |
| MT | 86% | 50% | 78% | 95% | 96% | 89% | 87% | 81% |
| NL | 85% | 73% | 88% | 90% | 97% | 84% | 88% | 84% |
| AT | 40% | 20% | 42% | 51% | 58% | 40% | 33% | 46% |
| PL | 47% | 21% | 43% | 49% | 68% | 42% | 47% | 54% |
| PT | 48% | 27% | 50% | 50% | 54% | 44% | 51% | 47% |
| SI | 73% | 45% | 70% | 84% | 86% | 77% | 71% | 71% |
| SK | 34% | 12% | 37% | 36% | 51% | 31% | 34% | 37% |
| FI | 40% | 30% | 50% | 39% | 42% | 36% | 42% | 39% |
| SE | 87% | 73% | 95% | 96% | 99% | 85% | 86% | 93% |
| UK | 73% | 56% | 80% | 78% | 81% | 71% | 73% | 74% |
| BG | 40% | 20% | 32% | 56% | 54% | 22% | 40% | 53% |
| HR | 69% | 29% | 61% | 82% | 89% | 66% | 70% | 75% |
| RO | 30% | 11% | 24% | 41% | 39% | 15% | 37% | 48% |
| TR | 57% | 14% | 48% | 64% | 69% | 53% | 59% | 60% |
| CY(tcc) | 75% | 49% | 58% | 84% | 83% | 66% | 83% | 78% |

**Households having a fixed telephone access but no mobile telephone access**

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| EU27 | 15% | 29% | 17% | 5% | 4% | 17% | 15% | 13% |
| EU25 | 15% | 29% | 17% | 5% | 4% | 17% | 15% | 13% |
| EU15 | 15% | 29% | 16% | 5% | 3% | 17% | 14% | 14% |
| NMS10 | 15% | 29% | 20% | 7% | 4% | 17% | 16% | 12% |
| NMS12 | 16% | 30% | 22% | 7% | 5% | 18% | 16% | 13% |
| BE | 12% | 23% | 12% | 4% | 1% | 12% | 12% | 10% |
| CZ | 7% | 14% | 7% | 1% | 1% | 6% | 7% | 7% |
| DK | 11% | 22% | 6% | 6% | 2% | 10% | 12% | 10% |
| DE | 22% | 33% | 23% | 5% | 9% | 22% | 23% | 22% |
| EE | 8% | 17% | 9% | 2% | 0% | 6% | 9% | 10% |
| EL | 16% | 34% | 31% | 3% | 0% | 23% | 16% | 12% |
| ES | 15% | 35% | 24% | 7% | 2% | 17% | 15% | 11% |
| FR | 18% | 32% | 19% | 10% | 5% | 19% | 19% | 14% |
| IE | 10% | 31% | 13% | 3% | 1% | 12% | 9% | 10% |
| IT | 8% | 21% | 10% | 1% | 2% | 14% | 6% | 12% |
| CY | 12% | 48% | 15% | 2% | 0% | 11% | 12% | - |
| LV | 10% | 24% | 11% | 3% | 1% | 8% | 8% | 12% |
| LT | 10% | 23% | 13% | 1% | 1% | 11% | 10% | 10% |
| LU | 14% | 40% | 9% | 3% | 1% | 12% | 15% | 20% |
| HU | 14% | 27% | 22% | 4% | 1% | 17% | 15% | 9% |
| MT | 10% | 44% | 18% | 2% | 1% | 8% | 8% | 14% |
| NL | 7% | 16% | 5% | 0% | 1% | 10% | 5% | 6% |
| AT | 17% | 33% | 19% | 4% | 1% | 19% | 21% | 9% |
| PL | 19% | 36% | 27% | 11% | 6% | 22% | 20% | 14% |
| PT | 11% | 26% | 19% | 6% | 2% | 14% | 11% | 7% |
| SI | 11% | 32% | 18% | 2% | 1% | 10% | 12% | 14% |
| SK | 14% | 31% | 15% | 5% | 2% | 12% | 17% | 11% |
| FI | 6% | 13% | 3% | - | - | 7% | 5% | 4% |
| SE | 9% | 17% | 5% | 4% | 1% | 12% | 8% | 5% |
| UK | 13% | 30% | 10% | 4% | 3% | 18% | 13% | 11% |
| BG | 28% | 45% | 45% | 13% | 8% | 36% | 22% | 26% |
| HR | 17% | 47% | 28% | 7% | 1% | 22% | 13% | 15% |
| RO | 14% | 26% | 20% | 3% | 10% | 16% | 14% | 11% |
| TR | 11% | 27% | 25% | 6% | 4% | 19% | 7% | 6% |
| CY(tcc) | 9% | 17% | 25% | 7% | 2% | 14% | 3% | 8% |

**Households having a mobile telephone access but no fixed telephone access**

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| EU27 | 22% | 23% | 17% | 27% | 24% | 21% | 24% | 23% |
| EU25 | 22% | 23% | 17% | 26% | 24% | 21% | 23% | 22% |
| EU15 | 20% | 22% | 15% | 22% | 21% | 18% | 21% | 20% |
| NMS10 | 36% | 33% | 32% | 45% | 35% | 35% | 37% | 35% |
| NMS12 | 34% | 30% | 28% | 43% | 35% | 32% | 36% | 33% |
| BE | 32% | 37% | 29% | 35% | 28% | 28% | 33% | 46% |
| CZ | 54% | 50% | 48% | 65% | 55% | 60% | 54% | 45% |
| DK | 18% | 27% | 15% | 11% | 10% | 11% | 13% | 27% |
| DE | 10% | 15% | 8% | 9% | 6% | 7% | 10% | 15% |
| EE | 48% | 49% | 42% | 51% | 50% | 57% | 42% | 43% |
| EL | 17% | 29% | 13% | 14% | 15% | 11% | 20% | 19% |
| ES | 24% | 29% | 19% | 26% | 22% | 29% | 23% | 15% |
| FR | 18% | 24% | 15% | 19% | 15% | 17% | 20% | 18% |
| IE | 24% | 17% | 24% | 34% | 23% | 18% | 41% | 23% |
| IT | 38% | 41% | 32% | 37% | 41% | 40% | 38% | 36% |
| CY | 15% | 11% | 11% | 21% | 17% | 15% | 15% | - |
| LV | 45% | 34% | 42% | 47% | 55% | 53% | 44% | 37% |
| LT | 49% | 40% | 46% | 60% | 54% | 50% | 52% | 45% |
| LU | 7% | 7% | 8% | 6% | 7% | 5% | 11% | 5% |
| HU | 43% | 34% | 35% | 53% | 52% | 42% | 44% | 43% |
| MT | 4% | 6% | 4% | 3% | 4% | 3% | 5% | 5% |
| NL | 7% | 11% | 7% | 9% | 2% | 6% | 7% | 10% |
| AT | 39% | 40% | 32% | 45% | 41% | 34% | 42% | 44% |
| PL | 27% | 25% | 23% | 37% | 24% | 25% | 28% | 28% |
| PT | 36% | 32% | 26% | 42% | 42% | 35% | 35% | 42% |
| SI | 14% | 19% | 11% | 14% | 13% | 12% | 16% | 14% |
| SK | 45% | 39% | 41% | 57% | 46% | 42% | 44% | 51% |
| FI | 54% | 55% | 46% | 61% | 58% | 56% | 51% | 57% |
| SE | 4% | 10% | 1% | - | - | 3% | 6% | 2% |
| UK | 13% | 13% | 10% | 17% | 16% | 10% | 14% | 14% |
| BG | 17% | 6% | 11% | 24% | 27% | 15% | 22% | 15% |
| HR | 10% | 11% | 8% | 10% | 10% | 6% | 14% | 10% |
| RO | 33% | 25% | 22% | 44% | 39% | 29% | 36% | 38% |
| TR | 28% | 43% | 20% | 30% | 26% | 23% | 30% | 30% |
| CY(tcc) | 15% | 34% | 12% | 9% | 14% | 16% | 13% | 14% |

**Households not having a fixed telephone access nor mobile telephone access**

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| EU27 | 4% | 7% | 4% | 2% | 2% | 6% | 3% | 2% |
| EU25 | 3% | 6% | 2% | 1% | 1% | 4% | 3% | 2% |
| EU15 | 2% | 5% | 2% | 1% | 1% | 3% | 2% | 2% |
| NMS10 | 7% | 17% | 7% | 2% | 3% | 11% | 6% | 4% |
| NMS12 | 11% | 21% | 13% | 5% | 5% | 20% | 8% | 4% |
| BE | 3% | 6% | 1% | 3% | 0% | 3% | 1% | 4% |
| CZ | 5% | 11% | 4% | 0% | 2% | 8% | 4% | 3% |
| DK | 1% | 2% | 2% | - | 0% | 4% | 1% | 0% |
| DE | 2% | 4% | 1% | 1% | 1% | 1% | 3% | 3% |
| EE | 5% | 10% | 4% | 1% | - | 8% | 5% | 1% |
| EL | 1% | 5% | 1% | - | - | 3% | 1% | 0% |
| ES | 3% | 9% | 3% | 1% | - | 3% | 2% | 2% |
| FR | 3% | 5% | 1% | 2% | 2% | 3% | 2% | 4% |
| IE | 2% | 8% | 2% | - | 0% | 4% | 1% | 2% |
| IT | 5% | 10% | 6% | 2% | 4% | 8% | 5% | 4% |
| CY | 1% | 3% | 1% | - | - | 1% | 0% | - |
| LV | 8% | 19% | 9% | 3% | 1% | 13% | 8% | 2% |
| LT | 10% | 19% | 9% | 3% | 7% | 24% | 6% | 4% |
| LU | - | - | - | - | - | - | - | - |
| HU | 12% | 22% | 12% | 4% | 9% | 16% | 15% | 5% |
| MT | - | - | - | - | - | - | - | - |
| NL | 0% | 0% | 0% | - | - | 0% | 0% | - |
| AT | 4% | 7% | 6% | 0% | 1% | 7% | 4% | 1% |
| PL | 7% | 18% | 6% | 2% | 1% | 11% | 5% | 4% |
| PT | 5% | 15% | 5% | 2% | 2% | 7% | 4% | 3% |
| SI | 1% | 4% | 1% | - | - | 1% | 2% | 1% |
| SK | 8% | 18% | 7% | 2% | 2% | 14% | 5% | 2% |
| FI | 1% | 2% | 0% | - | - | 1% | 1% | - |
| SE | 0% | 0% | - | - | - | 0% | - | - |
| UK | 1% | 1% | 0% | 1% | 0% | 1% | 1% | 0% |
| BG | 15% | 29% | 13% | 7% | 11% | 27% | 15% | 6% |
| HR | 4% | 13% | 3% | 1% | 1% | 6% | 3% | 1% |
| RO | 23% | 38% | 34% | 12% | 13% | 41% | 13% | 2% |
| TR | 4% | 16% | 6% | 1% | 1% | 5% | 4% | 5% |
| CY(tcc) | 2% | - | 4% | 0% | 1% | 3% | 1% | 1% |

**Households having narrowband Internet access**

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| EU27 | 12% | 8% | 12% | 16% | 16% | 14% | 11% | 12% |
| EU25 | 13% | 8% | 12% | 16% | 16% | 15% | 11% | 13% |
| NMS10 | 5% | 2% | 4% | 6% | 8% | 5% | 5% | 6% |
| NMS12 | 4% | 2% | 3% | 5% | 7% | 4% | 4% | 5% |
| BE | 7% | 3% | 8% | 6% | 12% | 7% | 7% | 7% |
| CZ | 9% | 4% | 7% | 13% | 14% | 7% | 8% | 11% |
| DK | 13% | 9% | 17% | 10% | 13% | 16% | 15% | 8% |
| DE | 25% | 14% | 25% | 37% | 42% | 32% | 22% | 21% |
| EE | 4% | 1% | 4% | 3% | 9% | 3% | 4% | 5% |
| EL | 12% | 9% | 7% | 17% | 16% | 8% | 12% | 15% |
| ES | 7% | 2% | 5% | 11% | 8% | 6% | 6% | 10% |
| FR | 4% | 3% | 3% | 3% | 6% | 4% | 4% | 2% |
| IE | 26% | 11% | 24% | 27% | 34% | 26% | 24% | 25% |
| IT | 17% | 6% | 10% | 30% | 23% | 29% | 13% | 19% |
| CY | 17% | 2% | 6% | 22% | 27% | 21% | 15% | - |
| LV | 8% | 3% | 7% | 12% | 10% | 6% | 10% | 8% |
| LT | 10% | 4% | 7% | 14% | 16% | 5% | 12% | 12% |
| LU | 22% | 8% | 22% | 32% | 31% | 25% | 22% | 12% |
| HU | 2% | 2% | 2% | 2% | 4% | 3% | 1% | 3% |
| MT | 6% | - | 5% | 6% | 9% | 9% | 5% | 3% |
| NL | 14% | 13% | 18% | 10% | 12% | 17% | 12% | 11% |
| AT | 15% | 4% | 14% | 17% | 32% | 16% | 12% | 17% |
| PL | 3% | 2% | 2% | 3% | 6% | 4% | 2% | 5% |
| PT | 7% | 3% | 3% | 9% | 10% | 5% | 8% | 5% |
| SI | 19% | 2% | 8% | 27% | 31% | 22% | 19% | 13% |
| SK | 6% | 1% | 5% | 8% | 10% | 3% | 9% | 6% |
| FI | 9% | 4% | 13% | 8% | 15% | 8% | 10% | 10% |
| SE | 21% | 13% | 26% | 29% | 22% | 26% | 19% | 14% |
| UK | 10% | 9% | 10% | 8% | 13% | 12% | 10% | 10% |
| BG | 1% | - | 0% | 1% | 2% | - | 1% | 2% |
| HR | 24% | 6% | 15% | 22% | 40% | 23% | 24% | 28% |
| RO | 2% | 1% | 1% | 4% | 3% | 0% | 4% | 5% |
| TR | 1% | - | 1% | 1% | 1% | 0% | 1% | 1% |
| CY(tcc) | 26% | 16% | 7% | 32% | 31% | 20% | 27% | 29% |

**Households having broadband Internet access**

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| EU27 | 28% | 18% | 26% | 36% | 39% | 23% | 29% | 34% |
| EU25 | 29% | 18% | 27% | 37% | 41% | 25% | 30% | 35% |
| EU15 | 31% | 20% | 29% | 39% | 44% | 28% | 32% | 35% |
| NMS10 | 19% | 9% | 12% | 28% | 27% | 9% | 19% | 32% |
| NMS12 | 16% | 8% | 11% | 24% | 22% | 6% | 17% | 28% |
| BE | 47% | 26% | 40% | 63% | 74% | 47% | 53% | 35% |
| CZ | 15% | 5% | 9% | 26% | 27% | 13% | 16% | 17% |
| DK | 60% | 43% | 60% | 77% | 80% | 53% | 60% | 65% |
| DE | 25% | 18% | 22% | 39% | 40% | 22% | 26% | 27% |
| EE | 41% | 24% | 32% | 62% | 59% | 25% | 42% | 56% |
| EL | 6% | 8% | 3% | 6% | 8% | 2% | 4% | 9% |
| ES | 25% | 10% | 14% | 30% | 38% | 14% | 31% | 37% |
| FR | 40% | 21% | 36% | 50% | 61% | 36% | 38% | 54% |
| IE | 11% | 4% | 8% | 11% | 16% | 7% | 10% | 14% |
| IT | 14% | 3% | 11% | 16% | 24% | 7% | 16% | 13% |
| CY | 7% | - | 4% | 10% | 9% | 6% | 7% | - |
| LV | 19% | 7% | 13% | 33% | 25% | 10% | 15% | 32% |
| LT | 17% | 6% | 9% | 25% | 29% | 3% | 15% | 29% |
| LU | 33% | 14% | 26% | 44% | 53% | 38% | 27% | 31% |
| HU | 18% | 7% | 10% | 25% | 30% | 7% | 14% | 33% |
| MT | 40% | 22% | 21% | 40% | 56% | 49% | 34% | 31% |
| NL | 65% | 50% | 61% | 83% | 82% | 61% | 65% | 71% |
| AT | 21% | 12% | 14% | 36% | 31% | 14% | 20% | 34% |
| PL | 21% | 13% | 15% | 29% | 26% | 8% | 22% | 35% |
| PT | 17% | 10% | 7% | 29% | 21% | 11% | 17% | 31% |
| SI | 26% | 11% | 15% | 33% | 39% | 21% | 28% | 33% |
| SK | 8% | 2% | 8% | 12% | 12% | 4% | 9% | 16% |
| FI | 49% | 26% | 45% | 74% | 78% | 48% | 44% | 61% |
| SE | 43% | 26% | 44% | 60% | 64% | 34% | 40% | 62% |
| UK | 41% | 24% | 43% | 49% | 57% | 38% | 43% | 43% |
| BG | 10% | 7% | 6% | 16% | 11% | 2% | 9% | 16% |
| HR | 11% | 4% | 6% | 16% | 15% | 4% | 14% | 16% |
| RO | 9% | 5% | 6% | 16% | 8% | 0% | 11% | 21% |
| TR | 6% | 2% | 4% | 9% | 6% | 2% | 3% | 15% |
| CY(tcc) | 1% | - | 1% | 1% | 1% | - | - | 3% |

**Households having a mobile phone access only on a contract**

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| EU27 | 29% | 28% | 31% | 33% | 26% | 29% | 29% | 32% |
| EU25 | 30% | 29% | 32% | 33% | 26% | 30% | 29% | 32% |
| EU15 | 31% | 30% | 33% | 35% | 28% | 32% | 30% | 32% |
| NMS10 | 23% | 24% | 24% | 24% | 19% | 16% | 21% | 32% |
| NMS12 | 23% | 22% | 22% | 28% | 21% | 16% | 22% | 32% |
| BE | 32% | 31% | 34% | 32% | 29% | 32% | 33% | 31% |
| CZ | 23% | 22% | 20% | 34% | 17% | 19% | 23% | 27% |
| DK | 63% | 57% | 63% | 67% | 70% | 61% | 62% | 64% |
| DE | 33% | 32% | 34% | 41% | 27% | 35% | 33% | 31% |
| EE | 52% | 50% | 54% | 57% | 49% | 43% | 56% | 58% |
| EL | 29% | 32% | 26% | 35% | 26% | 28% | 19% | 32% |
| ES | 45% | 38% | 50% | 53% | 41% | 41% | 51% | 44% |
| FR | 51% | 45% | 49% | 58% | 58% | 49% | 51% | 58% |
| IE | 14% | 16% | 20% | 10% | 12% | 16% | 14% | 13% |
| IT | 2% | 1% | 4% | 2% | 2% | 1% | 3% | 2% |
| CY | 37% | 31% | 52% | 44% | 27% | 33% | 39% | - |
| LV | 23% | 22% | 24% | 24% | 23% | 20% | 21% | 28% |
| LT | 24% | 22% | 31% | 24% | 19% | 18% | 26% | 28% |
| LU | 41% | 33% | 47% | 48% | 40% | 43% | 40% | 38% |
| HU | 14% | 14% | 11% | 13% | 15% | 8% | 13% | 21% |
| MT | 2% | 5% | 1% | 3% | 2% | 5% | - | - |
| NL | 34% | 35% | 37% | 31% | 30% | 27% | 32% | 47% |
| AT | 49% | 41% | 49% | 63% | 49% | 44% | 47% | 58% |
| PL | 21% | 26% | 25% | 21% | 17% | 14% | 19% | 35% |
| PT | 5% | 10% | 3% | 4% | 4% | 3% | 5% | 9% |
| SI | 41% | 39% | 38% | 48% | 41% | 35% | 44% | 47% |
| SK | 29% | 28% | 35% | 32% | 24% | 26% | 29% | 39% |
| FI | 86% | 79% | 91% | 87% | 91% | 86% | 85% | 88% |
| SE | 33% | 34% | 37% | 41% | 23% | 31% | 34% | 36% |
| UK | 19% | 18% | 22% | 24% | 10% | 13% | 19% | 22% |
| BG | 22% | 12% | 17% | 30% | 29% | 13% | 18% | 30% |
| HR | 9% | 8% | 9% | 11% | 8% | 8% | 10% | 10% |
| RO | 25% | 18% | 17% | 40% | 25% | 16% | 28% | 36% |
| TR | 6% | 2% | 11% | 7% | 6% | 6% | 6% | 7% |
| CY(tcc) | 29% | 16% | 37% | 32% | 27% | 25% | 33% | 29% |

**Households having a mobile phone access only on a pre-paid arrangement**

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| EU27 | 37% | 33% | 38% | 38% | 38% | 33% | 40% | 36% |
| EU25 | 37% | 34% | 39% | 39% | 39% | 34% | 40% | 37% |
| EU15 | 37% | 35% | 39% | 38% | 39% | 33% | 40% | 37% |
| NMS10 | 36% | 28% | 38% | 40% | 39% | 37% | 37% | 33% |
| NMS12 | 33% | 25% | 33% | 37% | 38% | 32% | 36% | 32% |
| BE | 37% | 39% | 41% | 33% | 32% | 36% | 32% | 49% |
| CZ | 48% | 52% | 55% | 41% | 42% | 49% | 48% | 47% |
| DK | 11% | 15% | 14% | 5% | 4% | 8% | 9% | 16% |
| DE | 31% | 30% | 33% | 29% | 29% | 31% | 30% | 34% |
| EE | 16% | 20% | 19% | 9% | 12% | 20% | 14% | 14% |
| EL | 27% | 28% | 27% | 25% | 28% | 24% | 36% | 27% |
| ES | 19% | 17% | 17% | 20% | 19% | 24% | 16% | 12% |
| FR | 18% | 16% | 24% | 11% | 16% | 19% | 18% | 12% |
| IE | 54% | 41% | 50% | 65% | 58% | 49% | 54% | 56% |
| IT | 76% | 66% | 74% | 83% | 82% | 66% | 80% | 74% |
| CY | 17% | 17% | 19% | 18% | 15% | 19% | 16% | - |
| LV | 35% | 34% | 40% | 31% | 33% | 33% | 37% | 34% |
| LT | 29% | 31% | 30% | 30% | 24% | 29% | 27% | 30% |
| LU | 22% | 26% | 28% | 17% | 15% | 16% | 29% | 28% |
| HU | 46% | 33% | 49% | 55% | 51% | 46% | 50% | 44% |
| MT | 81% | 52% | 77% | 84% | 88% | 81% | 82% | 80% |
| NL | 33% | 39% | 37% | 25% | 22% | 36% | 33% | 28% |
| AT | 11% | 14% | 16% | 6% | 7% | 11% | 14% | 9% |
| PL | 34% | 20% | 31% | 42% | 41% | 36% | 36% | 29% |
| PT | 72% | 47% | 69% | 75% | 84% | 70% | 72% | 75% |
| SI | 19% | 25% | 29% | 14% | 12% | 22% | 19% | 14% |
| SK | 21% | 16% | 27% | 25% | 20% | 20% | 25% | 15% |
| FI | 2% | 3% | 1% | 1% | 1% | 1% | 2% | 2% |
| SE | 33% | 44% | 36% | 15% | 16% | 31% | 35% | 32% |
| UK | 50% | 49% | 51% | 50% | 49% | 49% | 51% | 50% |
| BG | 25% | 13% | 21% | 34% | 32% | 20% | 32% | 25% |
| HR | 51% | 31% | 49% | 59% | 59% | 49% | 52% | 53% |
| RO | 27% | 16% | 24% | 26% | 36% | 21% | 31% | 31% |
| TR | 65% | 52% | 50% | 73% | 72% | 61% | 72% | 64% |
| CY(tcc) | 30% | 65% | 22% | 22% | 30% | 28% | 34% | 30% |

**Households having mobile phone access on a contract and on a pre-paid arrangement**

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| EU27 | 15% | 2% | 10% | 22% | 29% | 14% | 14% | 16% |
| EU25 | 15% | 2% | 10% | 22% | 30% | 15% | 14% | 16% |
| EU15 | 14% | 2% | 10% | 21% | 29% | 14% | 13% | 15% |
| NMS10 | 19% | 2% | 11% | 26% | 36% | 18% | 20% | 20% |
| NMS12 | 17% | 2% | 9% | 24% | 31% | 14% | 18% | 19% |
| BE | 17% | 1% | 12% | 28% | 37% | 17% | 21% | 6% |
| CZ | 18% | 2% | 13% | 24% | 39% | 19% | 18% | 15% |
| DK | 14% | 3% | 16% | 22% | 24% | 17% | 15% | 9% |
| DE | 12% | 2% | 8% | 23% | 33% | 11% | 13% | 11% |
| EE | 19% | 3% | 14% | 32% | 39% | 23% | 16% | 17% |
| EL | 27% | 1% | 14% | 37% | 45% | 23% | 28% | 29% |
| ES | 19% | 0% | 6% | 19% | 38% | 15% | 16% | 30% |
| FR | 10% | 1% | 7% | 18% | 18% | 10% | 9% | 13% |
| IE | 19% | 4% | 15% | 22% | 29% | 18% | 22% | 19% |
| IT | 8% | 2% | 7% | 12% | 11% | 12% | 6% | 9% |
| CY | 33% | - | 13% | 36% | 58% | 35% | 33% | - |
| LV | 25% | 1% | 16% | 40% | 43% | 26% | 25% | 24% |
| LT | 27% | 4% | 16% | 42% | 49% | 18% | 31% | 29% |
| LU | 22% | 1% | 16% | 32% | 44% | 29% | 16% | 14% |
| HU | 14% | 4% | 6% | 24% | 24% | 13% | 8% | 21% |
| MT | 7% | - | 3% | 11% | 9% | 7% | 10% | 6% |
| NL | 26% | 9% | 21% | 44% | 47% | 27% | 30% | 18% |
| AT | 19% | 6% | 10% | 27% | 43% | 19% | 14% | 24% |
| PL | 19% | 1% | 10% | 24% | 34% | 17% | 20% | 19% |
| PT | 7% | 2% | 4% | 13% | 7% | 6% | 8% | 6% |
| SI | 27% | - | 14% | 36% | 46% | 32% | 24% | 24% |
| SK | 28% | 6% | 16% | 37% | 52% | 28% | 25% | 34% |
| FI | 6% | 4% | 5% | 11% | 8% | 5% | 6% | 7% |
| SE | 25% | 4% | 23% | 40% | 60% | 25% | 23% | 27% |
| UK | 17% | 2% | 16% | 21% | 37% | 18% | 17% | 16% |
| BG | 10% | 1% | 4% | 16% | 21% | 4% | 13% | 13% |
| HR | 19% | 1% | 11% | 23% | 31% | 15% | 21% | 21% |
| RO | 11% | 2% | 5% | 19% | 17% | 6% | 13% | 19% |
| TR | 13% | 2% | 8% | 13% | 17% | 9% | 11% | 18% |
| CY(tcc) | 31% | 2% | 12% | 40% | 39% | 29% | 29% | 33% |

**Households without mobile phone access**

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| EU27 | 19% | 36% | 21% | 7% | 6% | 24% | 18% | 16% |
| EU25 | 18% | 35% | 19% | 7% | 5% | 21% | 18% | 16% |
| EU15 | 18% | 33% | 18% | 6% | 5% | 20% | 17% | 16% |
| NMS10 | 22% | 46% | 27% | 9% | 7% | 28% | 22% | 15% |
| NMS12 | 27% | 50% | 35% | 11% | 11% | 38% | 23% | 17% |
| BE | 14% | 29% | 13% | 7% | 1% | 15% | 13% | 14% |
| CZ | 11% | 25% | 12% | 1% | 2% | 13% | 11% | 10% |
| DK | 12% | 25% | 7% | 6% | 2% | 14% | 13% | 10% |
| DE | 24% | 36% | 24% | 7% | 10% | 23% | 25% | 24% |
| EE | 13% | 27% | 13% | 3% | 0% | 14% | 14% | 11% |
| EL | 17% | 39% | 33% | 3% | 0% | 26% | 17% | 12% |
| ES | 17% | 45% | 27% | 8% | 2% | 20% | 17% | 14% |
| FR | 21% | 38% | 20% | 12% | 8% | 21% | 22% | 18% |
| IE | 13% | 39% | 15% | 3% | 1% | 16% | 10% | 11% |
| IT | 14% | 31% | 16% | 3% | 5% | 22% | 11% | 15% |
| CY | 13% | 52% | 16% | 2% | 0% | 13% | 13% | - |
| LV | 17% | 43% | 19% | 5% | 1% | 21% | 17% | 14% |
| LT | 20% | 42% | 23% | 4% | 8% | 36% | 16% | 13% |
| LU | 15% | 40% | 9% | 3% | 1% | 12% | 15% | 20% |
| HU | 26% | 49% | 34% | 7% | 10% | 33% | 29% | 14% |
| MT | 10% | 44% | 18% | 2% | 1% | 8% | 8% | 14% |
| NL | 7% | 17% | 5% | 0% | 1% | 10% | 5% | 6% |
| AT | 21% | 40% | 26% | 4% | 1% | 26% | 25% | 10% |
| PL | 26% | 54% | 34% | 14% | 8% | 33% | 25% | 18% |
| PT | 16% | 41% | 23% | 8% | 4% | 21% | 15% | 11% |
| SI | 13% | 36% | 19% | 2% | 1% | 11% | 13% | 15% |
| SK | 22% | 49% | 22% | 7% | 4% | 26% | 21% | 12% |
| FI | 6% | 15% | 3% | - | - | 8% | 6% | 4% |
| SE | 9% | 18% | 5% | 4% | 1% | 12% | 8% | 5% |
| UK | 14% | 31% | 10% | 5% | 3% | 19% | 13% | 12% |
| BG | 43% | 74% | 58% | 21% | 18% | 63% | 38% | 32% |
| HR | 21% | 60% | 31% | 8% | 1% | 28% | 16% | 15% |
| RO | 37% | 64% | 54% | 15% | 22% | 57% | 27% | 14% |
| TR | 16% | 43% | 31% | 6% | 6% | 23% | 11% | 11% |
| CY(tcc) | 10% | 17% | 30% | 7% | 4% | 17% | 4% | 8% |

**Households having a desktop computer but no laptop**

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| EU27 | 35% | 21% | 31% | 46% | 49% | 35% | 36% | 35% |
| EU25 | 36% | 22% | 32% | 47% | 50% | 37% | 36% | 35% |
| EU15 | 36% | 23% | 34% | 46% | 50% | 38% | 36% | 34% |
| NMS10 | 36% | 15% | 23% | 51% | 53% | 31% | 36% | 42% |
| NMS12 | 33% | 14% | 20% | 48% | 47% | 25% | 34% | 40% |
| BE | 37% | 18% | 37% | 54% | 51% | 37% | 39% | 33% |
| CZ | 35% | 16% | 26% | 52% | 56% | 34% | 37% | 30% |
| DK | 39% | 33% | 44% | 37% | 41% | 47% | 41% | 30% |
| DE | 35% | 23% | 34% | 51% | 56% | 40% | 33% | 33% |
| EE | 36% | 16% | 31% | 56% | 55% | 33% | 36% | 38% |
| EL | 25% | 18% | 11% | 32% | 36% | 16% | 30% | 28% |
| ES | 37% | 17% | 20% | 48% | 54% | 32% | 40% | 44% |
| FR | 39% | 24% | 36% | 54% | 51% | 43% | 38% | 33% |
| IE | 28% | 10% | 29% | 26% | 40% | 25% | 30% | 31% |
| IT | 30% | 11% | 19% | 42% | 48% | 29% | 31% | 29% |
| CY | 34% | 6% | 11% | 40% | 57% | 41% | 31% | - |
| LV | 33% | 13% | 22% | 50% | 49% | 30% | 31% | 39% |
| LT | 34% | 11% | 20% | 52% | 56% | 20% | 35% | 42% |
| LU | 33% | 20% | 31% | 41% | 44% | 39% | 28% | 25% |
| HU | 30% | 11% | 16% | 44% | 50% | 21% | 29% | 41% |
| MT | 46% | 17% | 24% | 58% | 60% | 52% | 47% | 35% |
| NL | 48% | 44% | 50% | 51% | 48% | 52% | 49% | 40% |
| AT | 27% | 15% | 24% | 38% | 39% | 26% | 25% | 31% |
| PL | 38% | 17% | 24% | 54% | 53% | 34% | 37% | 45% |
| PT | 28% | 10% | 12% | 38% | 43% | 25% | 26% | 38% |
| SI | 41% | 12% | 24% | 51% | 62% | 45% | 40% | 34% |
| SK | 32% | 14% | 26% | 39% | 52% | 30% | 32% | 38% |
| FI | 37% | 22% | 42% | 51% | 47% | 40% | 36% | 34% |
| SE | 45% | 38% | 54% | 46% | 46% | 47% | 48% | 37% |
| UK | 38% | 26% | 43% | 35% | 48% | 41% | 40% | 34% |
| BG | 18% | 6% | 9% | 27% | 28% | 5% | 15% | 27% |
| HR | 39% | 11% | 24% | 40% | 64% | 32% | 47% | 44% |
| RO | 26% | 13% | 12% | 45% | 31% | 12% | 32% | 42% |
| TR | 11% | 3% | 6% | 17% | 14% | 3% | 13% | 17% |
| CY(tcc) | 33% | 10% | 8% | 37% | 43% | 31% | 32% | 34% |

**Households having a laptop computer but no desktop computer**

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| EU27 | 6% | 8% | 6% | 6% | 4% | 4% | 6% | 8% |
| EU25 | 7% | 8% | 6% | 6% | 4% | 5% | 6% | 9% |
| EU15 | 7% | 9% | 7% | 6% | 5% | 5% | 7% | 9% |
| NMS10 | 3% | 3% | 3% | 3% | 2% | 1% | 2% | 5% |
| NMS12 | 2% | 2% | 2% | 3% | 2% | 1% | 2% | 4% |
| BE | 7% | 11% | 6% | 5% | 5% | 5% | 9% | 11% |
| CZ | 2% | 2% | 3% | 5% | 1% | 2% | 3% | 1% |
| DK | 14% | 20% | 13% | 13% | 3% | 5% | 10% | 23% |
| DE | 7% | 9% | 5% | 6% | 4% | 4% | 6% | 10% |
| EE | 7% | 7% | 9% | 7% | 7% | 3% | 7% | 13% |
| EL | 5% | 8% | 3% | 6% | 5% | 3% | 5% | 6% |
| ES | 4% | 2% | 4% | 6% | 3% | 4% | 5% | 2% |
| FR | 8% | 9% | 10% | 4% | 4% | 6% | 6% | 16% |
| IE | 9% | 6% | 10% | 13% | 7% | 7% | 9% | 10% |
| IT | 8% | 10% | 6% | 7% | 7% | 9% | 8% | 5% |
| CY | 4% | 2% | 2% | 4% | 6% | 5% | 3% | - |
| LV | 4% | 3% | 5% | 5% | 4% | 1% | 3% | 7% |
| LT | 3% | 4% | 3% | 5% | 2% | 1% | 2% | 6% |
| LU | 9% | 6% | 12% | 12% | 6% | 9% | 6% | 16% |
| HU | 2% | 1% | 3% | 3% | 1% | 1% | 0% | 5% |
| MT | 4% | 3% | 6% | 5% | 2% | 4% | 3% | 4% |
| NL | 8% | 14% | 8% | 5% | 4% | 5% | 10% | 12% |
| AT | 5% | 5% | 5% | 3% | 6% | 6% | 5% | 4% |
| PL | 3% | 3% | 3% | 2% | 1% | 1% | 1% | 5% |
| PT | 4% | 8% | 2% | 4% | 4% | 2% | 4% | 8% |
| SI | 4% | 5% | 5% | 3% | 3% | 3% | 2% | 7% |
| SK | 2% | 1% | 2% | 2% | 3% | 2% | 2% | 3% |
| FI | 11% | 12% | 13% | 7% | 9% | 6% | 9% | 20% |
| SE | 10% | 11% | 10% | 18% | 5% | 7% | 9% | 18% |
| UK | 8% | 10% | 8% | 8% | 5% | 5% | 10% | 8% |
| BG | 1% | 2% | 0% | 3% | 1% | - | 1% | 2% |
| HR | 3% | 4% | 3% | 3% | 2% | 1% | 2% | 5% |
| RO | 2% | 1% | 1% | 3% | 4% | 1% | 4% | 1% |
| TR | 1% | 2% | 1% | 1% | 1% | 0% | 1% | 2% |
| CY(tcc) | 7% | 12% | 4% | 13% | 6% | 5% | 5% | 11% |

**Households having a desktop and a laptop computer**

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| EU27 | 13% | 6% | 11% | 17% | 19% | 11% | 12% | 16% |
| EU25 | 13% | 6% | 12% | 18% | 20% | 11% | 12% | 17% |
| EU15 | 15% | 7% | 13% | 20% | 23% | 13% | 14% | 18% |
| NMS10 | 5% | 4% | 4% | 6% | 8% | 3% | 5% | 10% |
| NMS12 | 4% | 4% | 3% | 5% | 6% | 2% | 4% | 7% |
| BE | 17% | 6% | 13% | 23% | 35% | 16% | 20% | 15% |
| CZ | 7% | 4% | 4% | 10% | 13% | 5% | 6% | 12% |
| DK | 30% | 12% | 30% | 49% | 53% | 27% | 31% | 33% |
| DE | 15% | 10% | 15% | 21% | 24% | 16% | 13% | 17% |
| EE | 10% | 5% | 6% | 13% | 19% | 5% | 10% | 14% |
| EL | 6% | 5% | 4% | 4% | 10% | 2% | 4% | 9% |
| ES | 6% | 1% | 4% | 6% | 11% | 3% | 6% | 12% |
| FR | 12% | 3% | 9% | 15% | 26% | 9% | 12% | 20% |
| IE | 13% | 5% | 7% | 15% | 20% | 12% | 12% | 13% |
| IT | 12% | 4% | 9% | 21% | 16% | 15% | 12% | 12% |
| CY | 7% | - | 2% | 8% | 12% | 9% | 6% | - |
| LV | 4% | 1% | 3% | 7% | 6% | 2% | 5% | 5% |
| LT | 4% | 2% | 2% | 6% | 5% | 1% | 3% | 7% |
| LU | 23% | 5% | 17% | 35% | 41% | 26% | 23% | 14% |
| HU | 4% | 3% | 1% | 6% | 6% | 2% | 2% | 8% |
| MT | 10% | 5% | 3% | 9% | 18% | 13% | 6% | 10% |
| NL | 27% | 9% | 28% | 42% | 44% | 23% | 27% | 33% |
| AT | 18% | 6% | 11% | 30% | 34% | 17% | 14% | 24% |
| PL | 5% | 6% | 5% | 4% | 6% | 2% | 5% | 10% |
| PT | 8% | 4% | 5% | 12% | 9% | 6% | 8% | 12% |
| SI | 11% | 3% | 4% | 20% | 17% | 11% | 10% | 15% |
| SK | 5% | - | 3% | 9% | 9% | 2% | 6% | 9% |
| FI | 19% | 8% | 14% | 30% | 41% | 19% | 17% | 25% |
| SE | 21% | 6% | 19% | 33% | 45% | 18% | 18% | 30% |
| UK | 18% | 8% | 14% | 27% | 30% | 14% | 18% | 20% |
| BG | 1% | 1% | 1% | 2% | 1% | - | 1% | 2% |
| HR | 4% | 2% | 2% | 6% | 6% | 2% | 4% | 7% |
| RO | 1% | 2% | 1% | 1% | 1% | - | 2% | 3% |
| TR | 2% | - | 1% | 2% | 2% | 1% | 1% | 3% |
| CY(tcc) | 8% | 2% | 3% | 7% | 11% | 3% | 7% | 11% |

**Households without computer**

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| EU27 | 46% | 64% | 51% | 32% | 28% | 50% | 46% | 41% |
| EU25 | 44% | 63% | 50% | 30% | 25% | 47% | 45% | 40% |
| EU15 | 42% | 61% | 47% | 28% | 22% | 44% | 43% | 39% |
| NMS10 | 56% | 78% | 70% | 40% | 38% | 64% | 57% | 44% |
| NMS12 | 61% | 80% | 75% | 45% | 45% | 72% | 59% | 49% |
| BE | 39% | 65% | 43% | 18% | 9% | 41% | 32% | 41% |
| CZ | 56% | 78% | 68% | 33% | 30% | 59% | 53% | 56% |
| DK | 17% | 35% | 12% | 2% | 3% | 21% | 18% | 14% |
| DE | 43% | 59% | 46% | 22% | 16% | 40% | 48% | 40% |
| EE | 47% | 71% | 53% | 25% | 19% | 58% | 46% | 35% |
| EL | 64% | 69% | 81% | 57% | 50% | 78% | 62% | 56% |
| ES | 53% | 80% | 72% | 40% | 32% | 61% | 49% | 41% |
| FR | 41% | 64% | 45% | 27% | 19% | 42% | 44% | 31% |
| IE | 50% | 79% | 54% | 47% | 33% | 57% | 49% | 46% |
| IT | 50% | 75% | 66% | 30% | 29% | 48% | 49% | 54% |
| CY | 55% | 92% | 85% | 48% | 25% | 44% | 60% | - |
| LV | 59% | 84% | 70% | 38% | 41% | 67% | 61% | 49% |
| LT | 59% | 83% | 76% | 37% | 37% | 78% | 59% | 45% |
| LU | 35% | 69% | 40% | 12% | 9% | 27% | 43% | 45% |
| HU | 64% | 85% | 80% | 47% | 43% | 77% | 69% | 46% |
| MT | 40% | 75% | 67% | 29% | 21% | 30% | 45% | 52% |
| NL | 17% | 33% | 14% | 2% | 5% | 20% | 15% | 15% |
| AT | 50% | 74% | 59% | 29% | 21% | 52% | 57% | 41% |
| PL | 54% | 73% | 67% | 40% | 40% | 63% | 56% | 40% |
| PT | 60% | 78% | 81% | 47% | 44% | 67% | 62% | 42% |
| SI | 44% | 80% | 67% | 26% | 18% | 42% | 47% | 43% |
| SK | 61% | 85% | 68% | 49% | 36% | 66% | 59% | 50% |
| FI | 33% | 59% | 31% | 13% | 3% | 35% | 38% | 21% |
| SE | 24% | 46% | 17% | 3% | 4% | 28% | 24% | 15% |
| UK | 36% | 56% | 34% | 29% | 18% | 40% | 33% | 38% |
| BG | 80% | 92% | 90% | 69% | 70% | 95% | 84% | 69% |
| HR | 54% | 83% | 72% | 51% | 29% | 65% | 47% | 43% |
| RO | 71% | 84% | 86% | 51% | 65% | 87% | 62% | 54% |
| TR | 86% | 95% | 92% | 80% | 83% | 95% | 85% | 77% |
| CY(tcc) | 52% | 76% | 85% | 43% | 40% | 60% | 56% | 44% |

**Households having standard TV and wide screen TV**

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| EU27 | 16% | 8% | 16% | 21% | 23% | 13% | 17% | 19% |
| EU25 | 17% | 8% | 17% | 22% | 24% | 14% | 17% | 19% |
| EU15 | 18% | 8% | 18% | 25% | 27% | 15% | 19% | 21% |
| NMS10 | 8% | 5% | 5% | 10% | 10% | 6% | 7% | 9% |
| NMS12 | 7% | 4% | 5% | 10% | 10% | 5% | 7% | 10% |
| BE | 13% | 4% | 13% | 21% | 18% | 15% | 12% | 5% |
| CZ | 13% | 7% | 10% | 20% | 17% | 13% | 13% | 10% |
| DK | 20% | 8% | 20% | 28% | 37% | 17% | 26% | 16% |
| DE | 8% | 4% | 10% | 9% | 10% | 6% | 8% | 8% |
| EE | 11% | 4% | 8% | 15% | 22% | 10% | 10% | 12% |
| EL | 7% | 1% | 5% | 13% | 8% | 5% | 6% | 8% |
| ES | 14% | 5% | 9% | 17% | 22% | 8% | 17% | 22% |
| FR | 12% | 5% | 10% | 17% | 20% | 11% | 12% | 14% |
| IE | 33% | 12% | 27% | 32% | 48% | 25% | 34% | 38% |
| IT | 27% | 10% | 24% | 35% | 37% | 28% | 25% | 30% |
| CY | 9% | - | 5% | 13% | 14% | 6% | 11% | - |
| LV | 6% | 3% | 6% | 6% | 8% | 4% | 6% | 8% |
| LT | 12% | 8% | 9% | 15% | 18% | 4% | 14% | 18% |
| LU | 19% | 9% | 13% | 26% | 31% | 23% | 14% | 17% |
| HU | 3% | 2% | 1% | 4% | 3% | 3% | 2% | 2% |
| MT | 13% | 3% | 12% | 21% | 12% | 15% | 15% | 8% |
| NL | 25% | 11% | 29% | 33% | 34% | 25% | 28% | 20% |
| AT | 14% | 7% | 12% | 21% | 19% | 13% | 10% | 18% |
| PL | 6% | 5% | 4% | 8% | 8% | 5% | 5% | 10% |
| PT | 13% | 5% | 9% | 19% | 17% | 12% | 13% | 16% |
| SI | 6% | 3% | 3% | 7% | 9% | 4% | 7% | 8% |
| SK | 11% | 3% | 6% | 15% | 19% | 12% | 9% | 12% |
| FI | 23% | 7% | 22% | 32% | 45% | 24% | 23% | 21% |
| SE | 20% | 8% | 18% | 29% | 39% | 19% | 18% | 22% |
| UK | 37% | 21% | 38% | 47% | 49% | 35% | 36% | 39% |
| BG | 8% | 4% | 6% | 12% | 12% | 5% | 5% | 12% |
| HR | 8% | 5% | 4% | 7% | 13% | 7% | 11% | 7% |
| RO | 6% | 1% | 4% | 8% | 9% | 3% | 6% | 9% |
| TR | 3% | 2% | 0% | 5% | 4% | 1% | 2% | 6% |
| CY(tcc) | 19% | 4% | 14% | 23% | 22% | 10% | 10% | 31% |

**Households having standard TV but no wide screen TV**

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| EU27 | 75% | 80% | 76% | 72% | 70% | 80% | 75% | 70% |
| EU25 | 75% | 80% | 76% | 71% | 69% | 79% | 75% | 69% |
| EU15 | 73% | 79% | 74% | 68% | 65% | 78% | 72% | 67% |
| NMS10 | 87% | 88% | 90% | 85% | 86% | 89% | 88% | 83% |
| NMS12 | 87% | 87% | 89% | 85% | 85% | 89% | 88% | 82% |
| BE | 72% | 79% | 72% | 64% | 68% | 72% | 71% | 77% |
| CZ | 77% | 84% | 80% | 68% | 74% | 78% | 76% | 79% |
| DK | 69% | 72% | 72% | 68% | 57% | 76% | 67% | 65% |
| DE | 81% | 80% | 83% | 83% | 78% | 87% | 82% | 75% |
| EE | 82% | 85% | 86% | 80% | 74% | 85% | 84% | 76% |
| EL | 92% | 96% | 94% | 87% | 92% | 95% | 94% | 90% |
| ES | 83% | 91% | 88% | 79% | 77% | 89% | 81% | 72% |
| FR | 80% | 83% | 82% | 76% | 74% | 83% | 79% | 74% |
| IE | 63% | 84% | 67% | 65% | 48% | 72% | 63% | 57% |
| IT | 67% | 82% | 70% | 60% | 59% | 66% | 69% | 64% |
| CY | 90% | 100% | 94% | 85% | 86% | 93% | 89% | - |
| LV | 90% | 91% | 90% | 91% | 87% | 94% | 89% | 86% |
| LT | 84% | 88% | 88% | 83% | 79% | 95% | 82% | 77% |
| LU | 67% | 77% | 70% | 64% | 57% | 64% | 73% | 63% |
| HU | 96% | 94% | 99% | 96% | 96% | 96% | 97% | 95% |
| MT | 85% | 97% | 86% | 77% | 87% | 84% | 82% | 91% |
| NL | 63% | 75% | 59% | 57% | 54% | 61% | 59% | 70% |
| AT | 73% | 82% | 77% | 63% | 63% | 75% | 74% | 69% |
| PL | 88% | 87% | 91% | 88% | 88% | 91% | 92% | 80% |
| PT | 85% | 91% | 90% | 80% | 82% | 88% | 85% | 80% |
| SI | 90% | 92% | 94% | 89% | 87% | 91% | 90% | 88% |
| SK | 81% | 87% | 88% | 74% | 75% | 80% | 81% | 85% |
| FI | 62% | 71% | 69% | 54% | 43% | 64% | 64% | 57% |
| SE | 73% | 84% | 76% | 63% | 54% | 76% | 74% | 68% |
| UK | 51% | 65% | 51% | 44% | 40% | 55% | 54% | 47% |
| BG | 86% | 88% | 89% | 82% | 83% | 88% | 92% | 81% |
| HR | 87% | 85% | 91% | 90% | 83% | 90% | 83% | 86% |
| RO | 85% | 86% | 86% | 85% | 85% | 88% | 85% | 81% |
| TR | 95% | 92% | 97% | 94% | 95% | 97% | 96% | 90% |
| CY(tcc) | 77% | 79% | 84% | 76% | 75% | 88% | 90% | 62% |

**Households having wide screen TV but no standard TV**

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| EU27 | 6% | 5% | 6% | 5% | 5% | 5% | 5% | 6% |
| EU25 | 5% | 5% | 6% | 5% | 5% | 5% | 6% | 6% |
| EU15 | 6% | 6% | 6% | 5% | 6% | 5% | 6% | 7% |
| NMS10 | 3% | 2% | 4% | 5% | 3% | 2% | 4% | 4% |
| NMS12 | 4% | 3% | 4% | 5% | 3% | 2% | 4% | 5% |
| BE | 11% | 8% | 13% | 11% | 12% | 11% | 14% | 7% |
| CZ | 7% | 5% | 8% | 11% | 6% | 5% | 9% | 7% |
| DK | 8% | 12% | 7% | 5% | 5% | 6% | 5% | 13% |
| DE | 5% | 4% | 5% | 6% | 8% | 4% | 6% | 5% |
| EE | 4% | 3% | 5% | 4% | 4% | 4% | 3% | 5% |
| EL | 1% | 2% | 1% | - | - | - | - | 1% |
| ES | 2% | 1% | 2% | 3% | 1% | 2% | 1% | 3% |
| FR | 5% | 5% | 6% | 5% | 5% | 4% | 6% | 7% |
| IE | 3% | 2% | 4% | 3% | 4% | 3% | 2% | 4% |
| IT | 4% | 4% | 5% | 3% | 2% | 5% | 3% | 3% |
| CY | 1% | - | 1% | 3% | - | 1% | 0% | - |
| LV | 2% | 2% | 1% | 2% | 3% | 0% | 3% | 3% |
| LT | 2% | 1% | 2% | 1% | 1% | 1% | 1% | 2% |
| LU | 13% | 14% | 17% | 7% | 13% | 13% | 13% | 16% |
| HU | - | 1% | - | - | 1% | - | 0% | 1% |
| MT | 1% | - | 2% | 2% | 1% | 1% | 2% | 1% |
| NL | 10% | 10% | 11% | 7% | 11% | 10% | 11% | 7% |
| AT | 12% | 8% | 11% | 16% | 17% | 12% | 15% | 11% |
| PL | 3% | 1% | 3% | 4% | 3% | 1% | 2% | 5% |
| PT | 1% | 3% | 1% | 1% | 1% | - | 2% | 2% |
| SI | 2% | 1% | 1% | 3% | 3% | 3% | 3% | 1% |
| SK | 7% | 7% | 5% | 10% | 6% | 6% | 8% | 3% |
| FI | 11% | 14% | 8% | 12% | 9% | 9% | 9% | 16% |
| SE | 6% | 5% | 5% | 7% | 7% | 4% | 6% | 7% |
| UK | 10% | 11% | 10% | 9% | 10% | 8% | 9% | 11% |
| BG | 4% | 2% | 4% | 6% | 4% | 3% | 3% | 5% |
| HR | 3% | 2% | 4% | 3% | 4% | 2% | 4% | 5% |
| RO | 5% | 4% | 5% | 6% | 4% | 2% | 5% | 9% |
| TR | 1% | - | 2% | 0% | 1% | 0% | 1% | 2% |
| CY(tcc) | 4% | 17% | 1% | 1% | 3% | 2% | - | 7% |

**Households without television**

| | TOTAL | Household composition | | | | Subjective urbanisation | | |
|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4+ | Rural | Urban | Metro |
| EU27 | 3% | 7% | 2% | 1% | 2% | 2% | 2% | 5% |
| EU25 | 3% | 7% | 2% | 2% | 2% | 2% | 2% | 5% |
| EU15 | 3% | 7% | 2% | 2% | 2% | 2% | 3% | 6% |
| NMS10 | 2% | 5% | 2% | 1% | 1% | 3% | 1% | 3% |
| NMS12 | 2% | 6% | 2% | 1% | 2% | 3% | 2% | 3% |
| BE | 4% | 9% | 1% | 3% | 2% | 3% | 3% | 11% |
| CZ | 3% | 4% | 2% | 2% | 3% | 4% | 2% | 4% |
| DK | 3% | 7% | 1% | - | 0% | 1% | 2% | 6% |
| DE | 6% | 12% | 2% | 3% | 4% | 3% | 4% | 13% |
| EE | 3% | 8% | 2% | 1% | - | 1% | 3% | 7% |
| EL | - | 1% | 0% | - | - | 1% | 1% | 0% |
| ES | 1% | 4% | 1% | 1% | - | 1% | 0% | 3% |
| FR | 3% | 7% | 2% | 2% | 1% | 2% | 3% | 5% |
| IE | 1% | 1% | 2% | - | - | 0% | 1% | 1% |
| IT | 2% | 4% | 2% | 2% | 2% | 1% | 3% | 3% |
| CY | - | - | - | - | - | - | - | - |
| LV | 2% | 4% | 3% | 1% | 2% | 2% | 3% | 3% |
| LT | 2% | 3% | 2% | 1% | 2% | 1% | 2% | 3% |
| LU | 1% | - | - | 3% | - | - | - | 5% |
| HU | 1% | 3% | 0% | - | 0% | 1% | 0% | 1% |
| MT | 1% | - | 1% | - | 0% | 0% | 1% | - |
| NL | 2% | 4% | 1% | 3% | 2% | 3% | 1% | 3% |
| AT | 1% | 3% | - | 0% | 1% | 0% | 1% | 2% |
| PL | 3% | 7% | 2% | 1% | 2% | 3% | 1% | 4% |
| PT | 1% | 1% | 0% | - | - | 1% | - | 1% |
| SI | 2% | 4% | 2% | 0% | 1% | 2% | 1% | 3% |
| SK | 1% | 3% | 1% | 1% | 0% | 1% | 1% | 1% |
| FI | 4% | 9% | 1% | 2% | 3% | 3% | 4% | 6% |
| SE | 1% | 2% | 1% | 2% | - | 1% | 1% | 3% |
| UK | 2% | 3% | 2% | 1% | 1% | 2% | 1% | 3% |
| BG | 2% | 6% | 1% | 0% | 1% | 4% | - | 2% |
| HR | 2% | 8% | 1% | - | 0% | 1% | 2% | 3% |
| RO | 4% | 8% | 5% | 1% | 3% | 6% | 4% | 1% |
| TR | 1% | 6% | 1% | 0% | 1% | 2% | 1% | 2% |
| CY(tcc) | - | - | - | - | - | - | - | - |

# ANNEX 4 Data tables
## (15+ population sample)

QB7.1 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
Your fixed telephone service operator provides a complete and clear bill for the consumption and tariffs of the telephone services provided

(IF 'FIXED TELEPHONY OR ISDN IN THE HOUSEHOLD')

| | TOTAL | Totally agree | Tend to agree | Tend to disagree | Totally disagree | Not Applicable (SPONTANEOUS) | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|---|
| EU27 | 19125 | 49% | 35% | 7% | 3% | 1% | 5% | 84% | 10% |
| EU25 | 18051 | 49% | 35% | 7% | 3% | 1% | 5% | 84% | 10% |
| | | | | | | | | | |
| BE | 694 | 53% | 29% | 8% | 3% | 5% | 2% | 82% | 11% |
| CZ | 487 | 42% | 33% | 7% | 2% | 2% | 14% | 75% | 9% |
| DK | 856 | 48% | 26% | 8% | 6% | 3% | 9% | 74% | 14% |
| DE | 1323 | 71% | 16% | 6% | 3% | 1% | 3% | 87% | 9% |
| EE | 525 | 71% | 17% | 3% | - | 6% | 3% | 88% | 3% |
| EL | 815 | 42% | 44% | 8% | 5% | - | 1% | 86% | 13% |
| ES | 723 | 33% | 46% | 10% | 3% | 1% | 7% | 79% | 13% |
| FR | 802 | 48% | 42% | 4% | 3% | 1% | 2% | 90% | 7% |
| IE | 748 | 38% | 43% | 7% | 2% | - | 10% | 81% | 9% |
| IT | 557 | 28% | 55% | 11% | 2% | - | 4% | 83% | 13% |
| CY | 427 | 61% | 29% | 3% | 2% | - | 5% | 90% | 5% |
| LV | 458 | 55% | 29% | 8% | 3% | 2% | 3% | 84% | 11% |
| LT | 404 | 58% | 27% | 6% | 2% | 1% | 6% | 85% | 8% |
| LU | 467 | 61% | 14% | 3% | 3% | 15% | 4% | 75% | 6% |
| HU | 438 | 46% | 36% | 10% | 5% | - | 3% | 82% | 15% |
| MT | 481 | 40% | 38% | 7% | 5% | 3% | 7% | 78% | 12% |
| NL | 949 | 59% | 26% | 6% | 3% | 1% | 5% | 85% | 9% |
| AT | 551 | 32% | 53% | 8% | 1% | 1% | 5% | 85% | 9% |
| PL | 643 | 33% | 43% | 11% | 5% | 1% | 7% | 76% | 16% |
| PT | 555 | 40% | 47% | 3% | 1% | 1% | 8% | 87% | 4% |
| SI | 877 | 41% | 44% | 10% | 2% | - | 3% | 85% | 12% |
| SK | 493 | 30% | 55% | 9% | 3% | - | 3% | 85% | 12% |
| FI | 509 | 40% | 42% | 7% | 3% | 4% | 4% | 82% | 10% |
| SE | 988 | 66% | 18% | 4% | 3% | 1% | 8% | 84% | 7% |
| UK | 1119 | 53% | 30% | 5% | 2% | 3% | 7% | 83% | 7% |
| BG | 706 | 50% | 32% | 9% | 2% | - | 7% | 82% | 11% |
| RO | 418 | 27% | 43% | 11% | 2% | 1% | 16% | 70% | 13% |
| HR | 872 | 56% | 34% | 4% | 3% | - | 3% | 90% | 7% |
| TR | 725 | 46% | 25% | 8% | 11% | - | 10% | 71% | 19% |
| CY (tcc) | 419 | 35% | 32% | 7% | 23% | - | 3% | 67% | 30% |

QB7.2 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
You are able to verify your fixed telephone service consumption in a simple and consumer friendly way

(IF 'FIXED TELEPHONY OR ISDN IN THE HOUSEHOLD')

| | TOTAL | Totally agree | Tend to agree | Tend to disagree | Totally disagree | Not Applicable (SPONTANEOUS) | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|---|
| EU27 | 19125 | 41% | 37% | 10% | 4% | 1% | 7% | 78% | 14% |
| EU25 | 18051 | 41% | 37% | 10% | 4% | 1% | 7% | 78% | 14% |
| BE | 694 | 47% | 33% | 9% | 5% | 4% | 2% | 80% | 14% |
| CZ | 487 | 24% | 40% | 14% | 2% | 2% | 18% | 64% | 16% |
| DK | 856 | 40% | 26% | 10% | 6% | 4% | 14% | 66% | 16% |
| DE | 1323 | 61% | 21% | 8% | 5% | 1% | 4% | 82% | 13% |
| EE | 525 | 58% | 23% | 3% | 2% | 6% | 8% | 81% | 5% |
| EL | 815 | 33% | 44% | 12% | 8% | 1% | 2% | 77% | 20% |
| ES | 723 | 25% | 47% | 13% | 4% | - | 11% | 72% | 17% |
| FR | 802 | 37% | 44% | 8% | 5% | 1% | 5% | 81% | 13% |
| IE | 748 | 32% | 45% | 7% | 2% | 1% | 13% | 77% | 9% |
| IT | 557 | 23% | 53% | 14% | 4% | - | 6% | 76% | 18% |
| CY | 427 | 46% | 30% | 5% | 4% | 1% | 14% | 76% | 9% |
| LV | 458 | 46% | 31% | 9% | 5% | 3% | 6% | 77% | 14% |
| LT | 404 | 51% | 30% | 4% | 3% | 2% | 10% | 81% | 7% |
| LU | 467 | 56% | 18% | 7% | 7% | 3% | 9% | 74% | 14% |
| HU | 438 | 38% | 37% | 12% | 7% | 1% | 5% | 75% | 19% |
| MT | 481 | 34% | 37% | 8% | 6% | 2% | 13% | 71% | 14% |
| NL | 949 | 51% | 28% | 8% | 3% | 2% | 8% | 79% | 11% |
| AT | 551 | 32% | 48% | 10% | 2% | 2% | 6% | 80% | 12% |
| PL | 643 | 22% | 44% | 17% | 8% | 1% | 8% | 66% | 25% |
| PT | 555 | 32% | 47% | 6% | 3% | 1% | 11% | 79% | 9% |
| SI | 877 | 27% | 39% | 15% | 9% | 1% | 9% | 66% | 24% |
| SK | 493 | 15% | 57% | 17% | 3% | 2% | 6% | 72% | 20% |
| FI | 509 | 32% | 38% | 11% | 6% | 5% | 8% | 70% | 17% |
| SE | 988 | 54% | 23% | 7% | 4% | 1% | 11% | 77% | 11% |
| UK | 1119 | 50% | 34% | 4% | 2% | 3% | 7% | 84% | 6% |
| BG | 706 | 36% | 31% | 11% | 5% | 1% | 16% | 67% | 16% |
| RO | 418 | 22% | 38% | 16% | 5% | 1% | 18% | 60% | 21% |
| HR | 872 | 45% | 28% | 9% | 8% | 1% | 9% | 73% | 17% |
| TR | 725 | 34% | 27% | 13% | 12% | - | 14% | 61% | 25% |
| CY (tcc) | 419 | 22% | 36% | 17% | 21% | - | 4% | 58% | 38% |

QB7.3 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
You can block or unblock access to certain costly fixed telephone services

(IF 'FIXED TELEPHONY OR ISDN IN THE HOUSEHOLD')

| | TOTAL | Totally agree | Tend to agree | Tend to disagree | Totally disagree | Not Applicable (SPONTANEOUS) | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|---|
| EU27 | 19125 | 31% | 26% | 8% | 6% | 5% | 24% | 57% | 14% |
| EU25 | 18051 | 31% | 26% | 8% | 7% | 4% | 24% | 57% | 15% |
| BE | 694 | 26% | 26% | 10% | 14% | 13% | 11% | 52% | 24% |
| CZ | 487 | 25% | 26% | 8% | 4% | 6% | 31% | 51% | 12% |
| DK | 856 | 30% | 17% | 6% | 5% | 9% | 33% | 47% | 11% |
| DE | 1323 | 46% | 13% | 6% | 9% | 6% | 20% | 59% | 15% |
| EE | 525 | 45% | 18% | 1% | 2% | 11% | 23% | 63% | 3% |
| EL | 815 | 29% | 42% | 15% | 7% | 1% | 6% | 71% | 22% |
| ES | 723 | 17% | 31% | 13% | 7% | 1% | 31% | 48% | 20% |
| FR | 802 | 18% | 28% | 9% | 11% | 5% | 29% | 46% | 20% |
| IE | 748 | 22% | 30% | 5% | 3% | 3% | 37% | 52% | 8% |
| IT | 557 | 27% | 39% | 10% | 4% | 2% | 18% | 66% | 14% |
| CY | 427 | 40% | 19% | 1% | 5% | 3% | 32% | 59% | 6% |
| LV | 458 | 34% | 22% | 5% | 7% | 8% | 24% | 56% | 12% |
| LT | 404 | 25% | 17% | 7% | 12% | 4% | 35% | 42% | 19% |
| LU | 467 | 30% | 10% | 5% | 6% | 6% | 43% | 40% | 11% |
| HU | 438 | 27% | 28% | 12% | 12% | 4% | 17% | 55% | 24% |
| MT | 481 | 22% | 29% | 4% | 4% | 1% | 40% | 51% | 8% |
| NL | 949 | 35% | 19% | 2% | 4% | 6% | 34% | 54% | 6% |
| AT | 551 | 28% | 34% | 7% | 2% | 6% | 23% | 62% | 9% |
| PL | 643 | 32% | 44% | 7% | 2% | 2% | 13% | 76% | 9% |
| PT | 555 | 21% | 34% | 4% | 4% | 4% | 33% | 55% | 8% |
| SI | 877 | 22% | 25% | 14% | 12% | 1% | 26% | 47% | 26% |
| SK | 493 | 25% | 43% | 12% | 4% | 3% | 13% | 68% | 16% |
| FI | 509 | 34% | 27% | 6% | 3% | 8% | 22% | 61% | 9% |
| SE | 988 | 44% | 9% | 3% | 4% | 2% | 38% | 53% | 7% |
| UK | 1119 | 34% | 24% | 5% | 4% | 7% | 26% | 58% | 9% |
| BG | 706 | 17% | 19% | 11% | 5% | 9% | 39% | 36% | 16% |
| RO | 418 | 23% | 28% | 9% | 6% | 3% | 31% | 51% | 15% |
| HR | 872 | 27% | 21% | 12% | 10% | 2% | 28% | 48% | 22% |
| TR | 725 | 26% | 22% | 13% | 14% | - | 25% | 48% | 27% |
| CY (tcc) | 419 | 21% | 24% | 14% | 15% | 4% | 22% | 45% | 29% |

QB7.4 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
You can easily compare your current landline tariff scheme with other offers

(IF 'FIXED TELEPHONY OR ISDN IN THE HOUSEHOLD')

| | TOTAL | Totally agree | Tend to agree | Tend to disagree | Totally disagree | Not Applicable (SPONTANEOUS) | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|---|
| EU27 | 19125 | 27% | 32% | 14% | 9% | 4% | 14% | 59% | 23% |
| EU25 | 18051 | 27% | 33% | 14% | 9% | 4% | 13% | 60% | 23% |
| | | | | | | | | | |
| BE | 694 | 22% | 26% | 20% | 16% | 11% | 5% | 48% | 36% |
| CZ | 487 | 22% | 36% | 16% | 5% | 2% | 19% | 58% | 21% |
| DK | 856 | 20% | 20% | 17% | 18% | 8% | 17% | 40% | 35% |
| DE | 1323 | 42% | 23% | 13% | 10% | 3% | 9% | 65% | 23% |
| EE | 525 | 45% | 21% | 6% | 5% | 8% | 15% | 66% | 11% |
| EL | 815 | 27% | 45% | 15% | 10% | 1% | 2% | 72% | 25% |
| ES | 723 | 14% | 36% | 14% | 10% | 3% | 23% | 50% | 24% |
| FR | 802 | 22% | 33% | 17% | 14% | 3% | 11% | 55% | 31% |
| IE | 748 | 22% | 34% | 13% | 6% | 2% | 23% | 56% | 19% |
| IT | 557 | 20% | 48% | 14% | 3% | 1% | 14% | 68% | 17% |
| CY | 427 | 15% | 33% | 7% | 11% | 7% | 27% | 48% | 18% |
| LV | 458 | 22% | 36% | 11% | 12% | 6% | 13% | 58% | 23% |
| LT | 404 | 28% | 26% | 10% | 11% | 4% | 21% | 54% | 21% |
| LU | 467 | 34% | 20% | 9% | 14% | 7% | 16% | 54% | 23% |
| HU | 438 | 24% | 28% | 19% | 18% | 5% | 6% | 52% | 37% |
| MT | 481 | 23% | 37% | 8% | 8% | - | 24% | 60% | 16% |
| NL | 949 | 28% | 27% | 17% | 8% | 5% | 15% | 55% | 25% |
| AT | 551 | 22% | 38% | 15% | 4% | 5% | 16% | 60% | 19% |
| PL | 643 | 17% | 41% | 19% | 7% | 3% | 13% | 58% | 26% |
| PT | 555 | 22% | 39% | 9% | 5% | 3% | 22% | 61% | 14% |
| SI | 877 | 15% | 28% | 23% | 18% | 2% | 14% | 43% | 41% |
| SK | 493 | 17% | 58% | 13% | 5% | 1% | 6% | 75% | 18% |
| FI | 509 | 16% | 29% | 21% | 14% | 8% | 12% | 45% | 35% |
| SE | 988 | 32% | 20% | 12% | 12% | 5% | 19% | 52% | 24% |
| UK | 1119 | 32% | 32% | 9% | 4% | 7% | 16% | 64% | 13% |
| BG | 706 | 20% | 24% | 12% | 7% | 7% | 30% | 44% | 19% |
| RO | 418 | 18% | 31% | 13% | 7% | 3% | 28% | 49% | 20% |
| HR | 872 | 22% | 28% | 17% | 10% | 2% | 21% | 50% | 27% |
| TR | 725 | 23% | 22% | 16% | 12% | - | 27% | 45% | 28% |
| CY (tcc) | 419 | 10% | 18% | 17% | 25% | 6% | 24% | 28% | 42% |

QB7.5 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
You regularly read comparisons of fixed telephone service tariffs between operators published by third parties

(IF 'FIXED TELEPHONY OR ISDN IN THE HOUSEHOLD')

| | TOTAL | Totally agree | Tend to agree | Tend to disagree | Totally disagree | Not Applicable (SPONTANEOUS) | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|---|
| EU27 | 19125 | 11% | 19% | 23% | 36% | 5% | 6% | 30% | 59% |
| EU25 | 18051 | 11% | 19% | 23% | 36% | 5% | 6% | 30% | 59% |
| BE | 694 | 12% | 17% | 20% | 45% | 5% | 1% | 29% | 65% |
| CZ | 487 | 5% | 14% | 33% | 32% | 3% | 13% | 19% | 65% |
| DK | 856 | 9% | 11% | 18% | 42% | 10% | 10% | 20% | 60% |
| DE | 1323 | 13% | 15% | 23% | 45% | 2% | 2% | 28% | 68% |
| EE | 525 | 16% | 10% | 16% | 41% | 10% | 7% | 26% | 57% |
| EL | 815 | 13% | 24% | 28% | 31% | 4% | - | 37% | 59% |
| ES | 723 | 9% | 27% | 18% | 31% | 5% | 10% | 36% | 49% |
| FR | 802 | 10% | 20% | 21% | 41% | 4% | 4% | 30% | 62% |
| IE | 748 | 12% | 29% | 16% | 24% | 6% | 13% | 41% | 40% |
| IT | 557 | 15% | 30% | 24% | 22% | 2% | 7% | 45% | 46% |
| CY | 427 | 6% | 13% | 21% | 33% | 10% | 17% | 19% | 54% |
| LV | 458 | 9% | 23% | 21% | 33% | 5% | 9% | 32% | 54% |
| LT | 404 | 10% | 15% | 16% | 39% | 6% | 14% | 25% | 55% |
| LU | 467 | 19% | 9% | 15% | 38% | 14% | 5% | 28% | 53% |
| HU | 438 | 8% | 11% | 19% | 56% | 4% | 2% | 19% | 75% |
| MT | 481 | 13% | 22% | 15% | 28% | 2% | 20% | 35% | 43% |
| NL | 949 | 10% | 14% | 19% | 45% | 7% | 5% | 24% | 64% |
| AT | 551 | 9% | 24% | 21% | 19% | 21% | 6% | 33% | 40% |
| PL | 643 | 5% | 15% | 33% | 38% | 3% | 6% | 20% | 71% |
| PT | 555 | 12% | 23% | 18% | 27% | 6% | 14% | 35% | 45% |
| SI | 877 | 4% | 8% | 23% | 57% | 2% | 6% | 12% | 80% |
| SK | 493 | 7% | 18% | 45% | 22% | 4% | 4% | 25% | 67% |
| FI | 509 | 5% | 14% | 23% | 46% | 7% | 5% | 19% | 69% |
| SE | 988 | 8% | 12% | 13% | 45% | 14% | 8% | 20% | 58% |
| UK | 1119 | 14% | 18% | 25% | 29% | 6% | 8% | 32% | 54% |
| BG | 706 | 10% | 12% | 17% | 30% | 10% | 21% | 22% | 47% |
| RO | 418 | 10% | 18% | 26% | 20% | 4% | 22% | 28% | 46% |
| HR | 872 | 10% | 17% | 20% | 37% | 4% | 12% | 27% | 57% |
| TR | 725 | 17% | 18% | 16% | 18% | - | 31% | 35% | 34% |
| CY (tcc) | 419 | 10% | 17% | 16% | 34% | 5% | 18% | 27% | 50% |

QB7.6 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
You can keep your fixed telephone number when changing from one operator to another

(IF 'FIXED TELEPHONY OR ISDN IN THE HOUSEHOLD')

| | TOTAL | Totally agree | Tend to agree | Tend to disagree | Totally disagree | Not Applicable (SPONTANEOUS) | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|---|
| EU27 | 19125 | 35% | 25% | 6% | 4% | 4% | 26% | 60% | 10% |
| EU25 | 18051 | 36% | 26% | 5% | 4% | 4% | 25% | 62% | 9% |
| | | | | | | | | | |
| BE | 694 | 62% | 18% | 4% | 2% | 6% | 8% | 80% | 6% |
| CZ | 487 | 24% | 25% | 5% | 4% | 5% | 37% | 49% | 9% |
| DK | 856 | 63% | 14% | 2% | 2% | 4% | 15% | 77% | 4% |
| DE | 1323 | 40% | 15% | 5% | 6% | 4% | 30% | 55% | 11% |
| EE | 525 | 51% | 18% | 2% | 2% | 7% | 20% | 69% | 4% |
| EL | 815 | 30% | 39% | 8% | 6% | 2% | 15% | 69% | 14% |
| ES | 723 | 23% | 39% | 8% | 4% | 1% | 25% | 62% | 12% |
| FR | 802 | 32% | 27% | 6% | 6% | 4% | 25% | 59% | 12% |
| IE | 748 | 40% | 31% | 2% | 2% | 1% | 24% | 71% | 4% |
| IT | 557 | 34% | 40% | 4% | 1% | 1% | 20% | 74% | 5% |
| CY | 427 | 32% | 22% | 1% | 3% | 1% | 41% | 54% | 4% |
| LV | 458 | 30% | 25% | 5% | 8% | 7% | 25% | 55% | 13% |
| LT | 404 | 20% | 19% | 6% | 9% | 7% | 39% | 39% | 15% |
| LU | 467 | 54% | 8% | 1% | 1% | 3% | 33% | 62% | 2% |
| HU | 438 | 25% | 24% | 7% | 8% | 5% | 31% | 49% | 15% |
| MT | 481 | 29% | 25% | 3% | 6% | - | 37% | 54% | 9% |
| NL | 949 | 55% | 19% | 2% | 1% | 3% | 20% | 74% | 3% |
| AT | 551 | 25% | 27% | 6% | 4% | 4% | 34% | 52% | 10% |
| PL | 643 | 18% | 30% | 13% | 6% | 4% | 29% | 48% | 19% |
| PT | 555 | 24% | 26% | 7% | 4% | 3% | 36% | 50% | 11% |
| SI | 877 | 25% | 19% | 10% | 12% | 1% | 33% | 44% | 22% |
| SK | 493 | 18% | 34% | 17% | 6% | 3% | 22% | 52% | 23% |
| FI | 509 | 33% | 19% | 6% | 7% | 7% | 28% | 52% | 13% |
| SE | 988 | 68% | 6% | 1% | 1% | - | 24% | 74% | 2% |
| UK | 1119 | 43% | 28% | 3% | 1% | 6% | 19% | 71% | 4% |
| BG | 706 | 11% | 9% | 6% | 8% | 9% | 57% | 20% | 14% |
| RO | 418 | 11% | 13% | 11% | 18% | 4% | 43% | 24% | 29% |
| HR | 872 | 39% | 20% | 6% | 6% | 2% | 27% | 59% | 12% |
| TR | 725 | 22% | 15% | 13% | 15% | - | 35% | 37% | 28% |
| CY (tcc) | 419 | 19% | 17% | 11% | 18% | 5% | 30% | 36% | 29% |

QB18.1 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
Your mobile communication never cuts-off while on a call

(IF 'PERSONAL MOBILE PHONE')

| | TOTAL | Totally agree | Tend to agree | Tend to disagree | Totally disagree | Not Applicable (SPONTANEOUS) | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|---|
| EU27 | 21336 | 37% | 34% | 17% | 9% | 1% | 2% | 71% | 26% |
| EU25 | 20031 | 38% | 34% | 17% | 9% | 1% | 1% | 72% | 26% |
| BE | 860 | 47% | 26% | 15% | 11% | 1% | - | 73% | 26% |
| CZ | 1038 | 37% | 43% | 14% | 5% | 1% | - | 80% | 19% |
| DK | 903 | 45% | 25% | 16% | 11% | 1% | 2% | 70% | 27% |
| DE | 1176 | 49% | 22% | 16% | 11% | - | 2% | 71% | 27% |
| EE | 869 | 48% | 22% | 19% | 8% | 2% | 1% | 70% | 27% |
| EL | 751 | 35% | 30% | 26% | 8% | - | 1% | 65% | 34% |
| ES | 820 | 23% | 46% | 18% | 8% | 3% | 2% | 69% | 26% |
| FR | 776 | 33% | 35% | 19% | 12% | - | 1% | 68% | 31% |
| IE | 880 | 24% | 42% | 24% | 9% | - | 1% | 66% | 33% |
| IT | 887 | 38% | 43% | 13% | 4% | 1% | 1% | 81% | 17% |
| CY | 404 | 37% | 25% | 23% | 14% | - | 1% | 62% | 37% |
| LV | 831 | 41% | 36% | 19% | 4% | - | - | 77% | 23% |
| LT | 802 | 48% | 28% | 20% | 4% | - | - | 76% | 24% |
| LU | 455 | 33% | 26% | 26% | 13% | 1% | 1% | 59% | 39% |
| HU | 736 | 50% | 34% | 10% | 5% | 1% | - | 84% | 15% |
| MT | 420 | 43% | 33% | 14% | 9% | - | 1% | 76% | 23% |
| NL | 929 | 48% | 20% | 18% | 11% | 2% | 1% | 68% | 29% |
| AT | 832 | 22% | 39% | 24% | 10% | 4% | 1% | 61% | 34% |
| PL | 679 | 41% | 39% | 11% | 5% | 2% | 2% | 80% | 16% |
| PT | 816 | 29% | 45% | 17% | 7% | 1% | 1% | 74% | 24% |
| SI | 858 | 36% | 33% | 23% | 8% | - | - | 69% | 31% |
| SK | 833 | 23% | 52% | 21% | 3% | - | 1% | 75% | 24% |
| FI | 961 | 29% | 39% | 21% | 11% | - | - | 68% | 32% |
| SE | 946 | 49% | 24% | 13% | 11% | 2% | 1% | 73% | 24% |
| UK | 1116 | 34% | 28% | 19% | 15% | 2% | 2% | 62% | 34% |
| BG | 593 | 44% | 36% | 14% | 4% | - | 2% | 80% | 18% |
| RO | 625 | 26% | 35% | 23% | 9% | 1% | 6% | 61% | 32% |
| HR | 723 | 56% | 30% | 10% | 4% | - | - | 86% | 14% |
| TR | 704 | 43% | 22% | 14% | 18% | - | 3% | 65% | 32% |
| CY (tcc) | 415 | 52% | 29% | 11% | 7% | - | 1% | 81% | 18% |

QB18.2 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
You are always able to connect to the mobile network to make a phone call

(IF 'PERSONAL MOBILE PHONE')

| | TOTAL | Totally agree | Tend to agree | Tend to disagree | Totally disagree | Not Applicable (SPONTANEOUS) | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|---|
| EU27 | 21336 | 38% | 41% | 14% | 4% | 1% | 2% | 79% | 18% |
| EU25 | 20031 | 38% | 41% | 14% | 4% | 1% | 2% | 79% | 18% |
| | | | | | | | | | |
| BE | 860 | 53% | 29% | 12% | 5% | 1% | - | 82% | 17% |
| CZ | 1038 | 47% | 43% | 7% | 1% | 1% | 1% | 90% | 8% |
| DK | 903 | 42% | 33% | 17% | 6% | 1% | 1% | 75% | 23% |
| DE | 1176 | 49% | 30% | 16% | 4% | - | 1% | 79% | 20% |
| EE | 869 | 55% | 25% | 13% | 4% | 2% | 1% | 80% | 17% |
| EL | 751 | 37% | 41% | 18% | 3% | - | 1% | 78% | 21% |
| ES | 820 | 21% | 56% | 12% | 4% | 3% | 4% | 77% | 16% |
| FR | 776 | 27% | 41% | 22% | 7% | 1% | 2% | 68% | 29% |
| IE | 880 | 20% | 52% | 22% | 5% | - | 1% | 72% | 27% |
| IT | 887 | 33% | 51% | 11% | 3% | 1% | 1% | 84% | 14% |
| CY | 404 | 48% | 30% | 15% | 6% | - | 1% | 78% | 21% |
| LV | 831 | 45% | 39% | 14% | 2% | - | - | 84% | 16% |
| LT | 802 | 52% | 31% | 11% | 3% | 1% | 2% | 83% | 14% |
| LU | 455 | 26% | 33% | 27% | 13% | - | 1% | 59% | 40% |
| HU | 736 | 56% | 34% | 7% | 2% | 1% | - | 90% | 9% |
| MT | 420 | 35% | 48% | 14% | 3% | - | - | 83% | 17% |
| NL | 929 | 48% | 30% | 15% | 6% | 1% | - | 78% | 21% |
| AT | 832 | 35% | 48% | 13% | 2% | 1% | 1% | 83% | 15% |
| PL | 679 | 42% | 43% | 10% | 2% | 1% | 2% | 85% | 12% |
| PT | 816 | 25% | 50% | 15% | 8% | 1% | 1% | 75% | 23% |
| SI | 858 | 38% | 39% | 18% | 4% | - | 1% | 77% | 22% |
| SK | 833 | 25% | 58% | 15% | 1% | - | 1% | 83% | 16% |
| FI | 961 | 36% | 46% | 12% | 6% | - | - | 82% | 18% |
| SE | 946 | 46% | 29% | 14% | 7% | - | 4% | 75% | 21% |
| UK | 1116 | 40% | 35% | 15% | 6% | 2% | 2% | 75% | 21% |
| BG | 593 | 46% | 38% | 12% | 2% | - | 2% | 84% | 14% |
| RO | 625 | 34% | 41% | 15% | 4% | 1% | 5% | 75% | 19% |
| HR | 723 | 53% | 35% | 8% | 3% | - | 1% | 88% | 11% |
| TR | 704 | 43% | 26% | 15% | 12% | - | 4% | 69% | 27% |
| CY (tcc) | 415 | 50% | 30% | 15% | 3% | - | 2% | 80% | 18% |

QB18.3 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
You are able to verify your mobile telephone service consumption in a simple and consumer friendly way

(IF 'PERSONAL MOBILE PHONE')

| | TOTAL | Totally agree | Tend to agree | Tend to disagree | Totally disagree | Not Applicable (SPONTANEOUS) | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|---|
| EU27 | 21336 | 40% | 41% | 8% | 4% | 2% | 5% | 81% | 12% |
| EU25 | 20031 | 40% | 41% | 8% | 4% | 2% | 5% | 81% | 12% |
| BE | 860 | 51% | 30% | 10% | 6% | 2% | 1% | 81% | 16% |
| CZ | 1038 | 31% | 47% | 9% | 2% | 4% | 7% | 78% | 11% |
| DK | 903 | 48% | 26% | 9% | 4% | 4% | 9% | 74% | 13% |
| DE | 1176 | 49% | 28% | 10% | 6% | 1% | 6% | 77% | 16% |
| EE | 869 | 64% | 24% | 3% | 2% | 3% | 4% | 88% | 5% |
| EL | 751 | 34% | 45% | 13% | 6% | 1% | 1% | 79% | 19% |
| ES | 820 | 21% | 55% | 9% | 5% | 4% | 6% | 76% | 14% |
| FR | 776 | 45% | 42% | 5% | 3% | 1% | 4% | 87% | 8% |
| IE | 880 | 29% | 51% | 9% | 2% | 1% | 8% | 80% | 11% |
| IT | 887 | 34% | 50% | 9% | 4% | - | 3% | 84% | 13% |
| CY | 404 | 46% | 42% | 2% | 2% | 1% | 7% | 88% | 4% |
| LV | 831 | 58% | 35% | 3% | 1% | 1% | 2% | 93% | 4% |
| LT | 802 | 50% | 36% | 4% | 2% | 1% | 7% | 86% | 6% |
| LU | 455 | 57% | 24% | 8% | 5% | 1% | 5% | 81% | 13% |
| HU | 736 | 46% | 33% | 8% | 8% | 3% | 2% | 79% | 16% |
| MT | 420 | 40% | 45% | 5% | 3% | 2% | 5% | 85% | 8% |
| NL | 929 | 46% | 28% | 10% | 5% | 4% | 7% | 74% | 15% |
| AT | 832 | 30% | 51% | 10% | 3% | 1% | 5% | 81% | 13% |
| PL | 679 | 42% | 48% | 5% | 1% | 1% | 3% | 90% | 6% |
| PT | 816 | 35% | 46% | 9% | 3% | 2% | 5% | 81% | 12% |
| SI | 858 | 54% | 35% | 5% | 2% | - | 4% | 89% | 7% |
| SK | 833 | 18% | 57% | 16% | 2% | 2% | 5% | 75% | 18% |
| FI | 961 | 33% | 45% | 10% | 5% | 2% | 5% | 78% | 15% |
| SE | 946 | 57% | 19% | 8% | 3% | 1% | 12% | 76% | 11% |
| UK | 1116 | 46% | 40% | 3% | 1% | 4% | 6% | 86% | 4% |
| BG | 593 | 51% | 35% | 6% | 2% | - | 6% | 86% | 8% |
| RO | 625 | 43% | 43% | 6% | 1% | 1% | 6% | 86% | 7% |
| HR | 723 | 65% | 23% | 3% | 3% | 1% | 5% | 88% | 6% |
| TR | 704 | 28% | 27% | 18% | 13% | - | 14% | 55% | 31% |
| CY (tcc) | 415 | 26% | 32% | 17% | 15% | - | 10% | 58% | 32% |

QB18.4 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
You can block or unblock access to certain costly mobile services

(IF 'PERSONAL MOBILE PHONE')

| | TOTAL | Totally agree | Tend to agree | Tend to disagree | Totally disagree | Not Applicable (SPONTANEOUS) | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|---|
| EU27 | 21336 | 28% | 30% | 8% | 5% | 5% | 24% | 58% | 13% |
| EU25 | 20031 | 28% | 30% | 8% | 5% | 5% | 24% | 58% | 13% |
| | | | | | | | | | |
| BE | 860 | 30% | 28% | 9% | 12% | 12% | 9% | 58% | 21% |
| CZ | 1038 | 26% | 31% | 8% | 4% | 7% | 24% | 57% | 12% |
| DK | 903 | 37% | 21% | 6% | 3% | 7% | 26% | 58% | 9% |
| DE | 1176 | 37% | 17% | 7% | 8% | 3% | 28% | 54% | 15% |
| EE | 869 | 45% | 19% | 3% | 4% | 10% | 19% | 64% | 7% |
| EL | 751 | 32% | 41% | 15% | 5% | 2% | 5% | 73% | 20% |
| ES | 820 | 18% | 39% | 9% | 6% | 3% | 25% | 57% | 15% |
| FR | 776 | 22% | 31% | 9% | 6% | 6% | 26% | 53% | 15% |
| IE | 880 | 19% | 32% | 10% | 3% | 4% | 32% | 51% | 13% |
| IT | 887 | 25% | 39% | 11% | 3% | 2% | 20% | 64% | 14% |
| CY | 404 | 37% | 26% | 4% | 3% | 3% | 27% | 63% | 7% |
| LV | 831 | 36% | 29% | 6% | 5% | 7% | 17% | 65% | 11% |
| LT | 802 | 29% | 24% | 9% | 7% | 4% | 27% | 53% | 16% |
| LU | 455 | 34% | 14% | 6% | 4% | 4% | 38% | 48% | 10% |
| HU | 736 | 31% | 25% | 9% | 16% | 8% | 11% | 56% | 25% |
| MT | 420 | 19% | 31% | 3% | 5% | 2% | 40% | 50% | 8% |
| NL | 929 | 26% | 15% | 3% | 4% | 10% | 42% | 41% | 7% |
| AT | 832 | 30% | 37% | 8% | 2% | 5% | 18% | 67% | 10% |
| PL | 679 | 36% | 41% | 7% | 2% | 3% | 11% | 77% | 9% |
| PT | 816 | 20% | 33% | 8% | 5% | 6% | 28% | 53% | 13% |
| SI | 858 | 32% | 26% | 11% | 7% | 2% | 22% | 58% | 18% |
| SK | 833 | 23% | 51% | 11% | 3% | 2% | 10% | 74% | 14% |
| FI | 961 | 43% | 37% | 6% | 3% | 2% | 9% | 80% | 9% |
| SE | 946 | 36% | 10% | 4% | 3% | 3% | 44% | 46% | 7% |
| UK | 1116 | 29% | 24% | 5% | 4% | 7% | 31% | 53% | 9% |
| BG | 593 | 25% | 30% | 10% | 5% | 4% | 26% | 55% | 15% |
| RO | 625 | 28% | 30% | 10% | 4% | 7% | 21% | 58% | 14% |
| HR | 723 | 38% | 25% | 8% | 5% | 2% | 22% | 63% | 13% |
| TR | 704 | 27% | 28% | 15% | 9% | - | 21% | 55% | 24% |
| CY (tcc) | 415 | 18% | 28% | 13% | 17% | 2% | 22% | 46% | 30% |

QB18.5 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
You can easily compare your current mobile tariff scheme with other offers

(IF 'PERSONAL MOBILE PHONE')

| | TOTAL | Totally agree | Tend to agree | Tend to disagree | Totally disagree | Not Applicable (SPONTANEOUS) | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|---|
| EU27 | 21336 | 29% | 37% | 13% | 7% | 4% | 10% | 66% | 20% |
| EU25 | 20031 | 29% | 37% | 13% | 8% | 4% | 9% | 66% | 21% |
| | | | | | | | | | |
| BE | 860 | 27% | 31% | 18% | 15% | 6% | 3% | 58% | 33% |
| CZ | 1038 | 32% | 46% | 8% | 3% | 3% | 8% | 78% | 11% |
| DK | 903 | 32% | 22% | 15% | 15% | 6% | 10% | 54% | 30% |
| DE | 1176 | 40% | 25% | 15% | 11% | 3% | 6% | 65% | 26% |
| EE | 869 | 52% | 25% | 4% | 4% | 6% | 9% | 77% | 8% |
| EL | 751 | 28% | 45% | 15% | 9% | 2% | 1% | 73% | 24% |
| ES | 820 | 15% | 46% | 12% | 9% | 5% | 13% | 61% | 21% |
| FR | 776 | 22% | 39% | 17% | 12% | 2% | 8% | 61% | 29% |
| IE | 880 | 24% | 40% | 13% | 6% | 2% | 15% | 64% | 19% |
| IT | 887 | 23% | 46% | 15% | 5% | 1% | 10% | 69% | 20% |
| CY | 404 | 25% | 41% | 6% | 7% | 4% | 17% | 66% | 13% |
| LV | 831 | 43% | 35% | 6% | 6% | 3% | 7% | 78% | 12% |
| LT | 802 | 38% | 36% | 8% | 4% | 3% | 11% | 74% | 12% |
| LU | 455 | 38% | 24% | 8% | 7% | 8% | 15% | 62% | 15% |
| HU | 736 | 31% | 30% | 15% | 17% | 3% | 4% | 61% | 32% |
| MT | 420 | 31% | 47% | 7% | 4% | 1% | 10% | 78% | 11% |
| NL | 929 | 29% | 25% | 13% | 8% | 9% | 16% | 54% | 21% |
| AT | 832 | 27% | 44% | 14% | 3% | 5% | 7% | 71% | 17% |
| PL | 679 | 30% | 48% | 9% | 3% | 2% | 8% | 78% | 12% |
| PT | 816 | 25% | 45% | 11% | 4% | 3% | 12% | 70% | 15% |
| SI | 858 | 33% | 38% | 13% | 7% | 1% | 8% | 71% | 20% |
| SK | 833 | 23% | 60% | 9% | 2% | 1% | 5% | 83% | 11% |
| FI | 961 | 26% | 39% | 19% | 11% | 2% | 3% | 65% | 30% |
| SE | 946 | 31% | 17% | 13% | 11% | 8% | 20% | 48% | 24% |
| UK | 1116 | 34% | 32% | 9% | 3% | 8% | 14% | 66% | 12% |
| BG | 593 | 36% | 38% | 8% | 3% | 3% | 12% | 74% | 11% |
| RO | 625 | 29% | 40% | 10% | 3% | 2% | 16% | 69% | 13% |
| HR | 723 | 36% | 36% | 9% | 5% | 2% | 12% | 72% | 14% |
| TR | 704 | 28% | 30% | 16% | 8% | - | 18% | 58% | 24% |
| CY (tcc) | 415 | 21% | 26% | 17% | 18% | 2% | 16% | 47% | 35% |

QB18.6 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
You regularly read comparisons of mobile tariffs published by third parties

(IF 'PERSONAL MOBILE PHONE')

| | TOTAL | Totally agree | Tend to agree | Tend to disagree | Totally disagree | Not Applicable (SPONTANEOUS) | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|---|
| EU27 | 21336 | 12% | 21% | 24% | 34% | 4% | 5% | 33% | 58% |
| EU25 | 20031 | 12% | 21% | 24% | 34% | 5% | 4% | 33% | 58% |
| | | | | | | | | | |
| BE | 860 | 12% | 21% | 21% | 41% | 4% | 1% | 33% | 62% |
| CZ | 1038 | 7% | 16% | 39% | 31% | 5% | 2% | 23% | 70% |
| DK | 903 | 12% | 13% | 21% | 42% | 8% | 4% | 25% | 63% |
| DE | 1176 | 12% | 13% | 22% | 49% | 2% | 2% | 25% | 71% |
| EE | 869 | 21% | 16% | 17% | 34% | 7% | 5% | 37% | 51% |
| EL | 751 | 13% | 26% | 29% | 27% | 5% | - | 39% | 56% |
| ES | 820 | 6% | 32% | 21% | 28% | 6% | 7% | 38% | 49% |
| FR | 776 | 10% | 19% | 24% | 41% | 3% | 3% | 29% | 65% |
| IE | 880 | 12% | 31% | 21% | 25% | 5% | 6% | 43% | 46% |
| IT | 887 | 15% | 32% | 25% | 22% | 1% | 5% | 47% | 47% |
| CY | 404 | 11% | 20% | 25% | 29% | 8% | 7% | 31% | 54% |
| LV | 831 | 15% | 25% | 22% | 30% | 4% | 4% | 40% | 52% |
| LT | 802 | 16% | 19% | 21% | 31% | 4% | 9% | 35% | 52% |
| LU | 455 | 22% | 14% | 15% | 31% | 13% | 5% | 36% | 46% |
| HU | 736 | 14% | 16% | 18% | 47% | 3% | 2% | 30% | 65% |
| MT | 420 | 16% | 28% | 15% | 25% | 4% | 12% | 44% | 40% |
| NL | 929 | 10% | 13% | 21% | 43% | 9% | 4% | 23% | 64% |
| AT | 832 | 14% | 24% | 25% | 17% | 17% | 3% | 38% | 42% |
| PL | 679 | 10% | 18% | 33% | 32% | 3% | 4% | 28% | 65% |
| PT | 816 | 12% | 29% | 21% | 25% | 6% | 7% | 41% | 46% |
| SI | 858 | 7% | 18% | 28% | 42% | 1% | 4% | 25% | 70% |
| SK | 833 | 10% | 26% | 41% | 18% | 2% | 3% | 36% | 59% |
| FI | 961 | 6% | 23% | 29% | 40% | 1% | 1% | 29% | 69% |
| SE | 946 | 8% | 14% | 13% | 44% | 12% | 9% | 22% | 57% |
| UK | 1116 | 15% | 17% | 24% | 29% | 7% | 8% | 32% | 53% |
| BG | 593 | 17% | 25% | 23% | 20% | 4% | 11% | 42% | 43% |
| RO | 625 | 18% | 25% | 24% | 18% | 4% | 11% | 43% | 42% |
| HR | 723 | 15% | 20% | 23% | 29% | 4% | 9% | 35% | 52% |
| TR | 704 | 18% | 23% | 19% | 18% | - | 22% | 41% | 37% |
| CY (tcc) | 415 | 15% | 21% | 17% | 29% | 2% | 16% | 36% | 46% |

QB18.7 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
The use of a mobile phone does not put your health at risk

(IF 'PERSONAL MOBILE PHONE')

| | TOTAL | Totally agree | Tend to agree | Tend to disagree | Totally disagree | Not Applicable (SPONTANEOUS) | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|---|
| EU27 | 21336 | 27% | 32% | 19% | 10% | 1% | 11% | 59% | 29% |
| EU25 | 20031 | 27% | 32% | 19% | 10% | 1% | 11% | 59% | 29% |
| | | | | | | | | | |
| BE | 860 | 26% | 34% | 24% | 11% | 1% | 4% | 60% | 35% |
| CZ | 1038 | 25% | 40% | 19% | 7% | 1% | 8% | 65% | 26% |
| DK | 903 | 25% | 31% | 24% | 9% | 1% | 10% | 56% | 33% |
| DE | 1176 | 25% | 24% | 28% | 14% | 1% | 8% | 49% | 42% |
| EE | 869 | 32% | 35% | 16% | 6% | 2% | 9% | 67% | 22% |
| EL | 751 | 9% | 13% | 34% | 39% | 3% | 2% | 22% | 73% |
| ES | 820 | 11% | 39% | 16% | 12% | 3% | 19% | 50% | 28% |
| FR | 776 | 14% | 32% | 23% | 12% | 1% | 18% | 46% | 35% |
| IE | 880 | 14% | 31% | 19% | 12% | 2% | 22% | 45% | 31% |
| IT | 887 | 57% | 34% | 5% | 2% | - | 2% | 91% | 7% |
| CY | 404 | 9% | 17% | 37% | 28% | 2% | 7% | 26% | 65% |
| LV | 831 | 19% | 31% | 32% | 10% | 1% | 7% | 50% | 42% |
| LT | 802 | 21% | 36% | 26% | 7% | - | 10% | 57% | 33% |
| LU | 455 | 22% | 21% | 22% | 16% | 1% | 18% | 43% | 38% |
| HU | 736 | 30% | 33% | 16% | 10% | 2% | 9% | 63% | 26% |
| MT | 420 | 18% | 28% | 19% | 19% | - | 16% | 46% | 38% |
| NL | 929 | 38% | 25% | 16% | 9% | 1% | 11% | 63% | 25% |
| AT | 832 | 26% | 35% | 20% | 4% | 3% | 12% | 61% | 24% |
| PL | 679 | 21% | 43% | 18% | 6% | - | 12% | 64% | 24% |
| PT | 816 | 16% | 40% | 22% | 9% | 2% | 11% | 56% | 31% |
| SI | 858 | 13% | 29% | 30% | 19% | - | 9% | 42% | 49% |
| SK | 833 | 14% | 37% | 31% | 8% | 1% | 9% | 51% | 39% |
| FI | 961 | 46% | 34% | 11% | 6% | - | 3% | 80% | 17% |
| SE | 946 | 32% | 21% | 15% | 14% | 2% | 16% | 53% | 29% |
| UK | 1116 | 26% | 32% | 18% | 9% | 2% | 13% | 58% | 27% |
| BG | 593 | 29% | 31% | 18% | 6% | 1% | 15% | 60% | 24% |
| RO | 625 | 17% | 34% | 21% | 8% | 2% | 18% | 51% | 29% |
| HR | 723 | 20% | 30% | 24% | 13% | 2% | 11% | 50% | 37% |
| TR | 704 | 16% | 17% | 21% | 34% | - | 12% | 33% | 55% |
| CY (tcc) | 415 | 22% | 22% | 20% | 29% | - | 7% | 44% | 49% |

QB18.8 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
You can keep the mobile telephone number when changing from one operator to another

(IF 'PERSONAL MOBILE PHONE')

| | TOTAL | Totally agree | Tend to agree | Tend to disagree | Totally disagree | Not Applicable (SPONTANEOUS) | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|---|
| EU27 | 21336 | 36% | 27% | 8% | 7% | 2% | 20% | 63% | 15% |
| EU25 | 20031 | 38% | 28% | 7% | 6% | 2% | 19% | 66% | 13% |
| | | | | | | | | | |
| BE | 860 | 68% | 18% | 6% | 2% | 1% | 5% | 86% | 8% |
| CZ | 1038 | 47% | 30% | 4% | 2% | 3% | 14% | 77% | 6% |
| DK | 903 | 63% | 17% | 3% | 3% | 2% | 12% | 80% | 6% |
| DE | 1176 | 28% | 15% | 11% | 14% | 3% | 29% | 43% | 25% |
| EE | 869 | 67% | 18% | 1% | 3% | 3% | 8% | 85% | 4% |
| EL | 751 | 27% | 34% | 15% | 10% | 3% | 11% | 61% | 25% |
| ES | 820 | 35% | 42% | 6% | 3% | 2% | 12% | 77% | 9% |
| FR | 776 | 26% | 28% | 9% | 8% | 2% | 27% | 54% | 17% |
| IE | 880 | 56% | 31% | 1% | - | 1% | 11% | 87% | 1% |
| IT | 887 | 47% | 35% | 6% | 2% | - | 10% | 82% | 8% |
| CY | 404 | 40% | 25% | 2% | 8% | - | 25% | 65% | 10% |
| LV | 831 | 57% | 28% | 4% | 3% | 2% | 6% | 85% | 7% |
| LT | 802 | 50% | 28% | 3% | 2% | 2% | 15% | 78% | 5% |
| LU | 455 | 67% | 9% | 2% | 2% | - | 20% | 76% | 4% |
| HU | 736 | 49% | 28% | 5% | 3% | 4% | 11% | 77% | 8% |
| MT | 420 | 45% | 30% | 3% | 3% | - | 19% | 75% | 6% |
| NL | 929 | 46% | 20% | 4% | 4% | 2% | 24% | 66% | 8% |
| AT | 832 | 38% | 31% | 8% | 4% | 2% | 17% | 69% | 12% |
| PL | 679 | 26% | 39% | 10% | 5% | 2% | 18% | 65% | 15% |
| PT | 816 | 26% | 30% | 9% | 6% | 4% | 25% | 56% | 15% |
| SI | 858 | 46% | 27% | 6% | 4% | 1% | 16% | 73% | 10% |
| SK | 833 | 30% | 43% | 11% | 2% | 2% | 12% | 73% | 13% |
| FI | 961 | 75% | 19% | 2% | 2% | 1% | 1% | 94% | 4% |
| SE | 946 | 58% | 7% | 3% | 4% | 2% | 26% | 65% | 7% |
| UK | 1116 | 37% | 25% | 7% | 4% | 3% | 24% | 62% | 11% |
| BG | 593 | 21% | 18% | 7% | 12% | 7% | 35% | 39% | 19% |
| RO | 625 | 12% | 15% | 12% | 28% | 5% | 28% | 27% | 40% |
| HR | 723 | 50% | 23% | 6% | 2% | 1% | 18% | 73% | 8% |
| TR | 704 | 21% | 20% | 16% | 18% | - | 25% | 41% | 34% |
| CY (tcc) | 414 | 32% | 17% | 11% | 17% | - | 23% | 49% | 28% |

QB24.1 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

Your Internet connection never breaks down

(IF 'INTERNET ACCESS AT HOME')

| | TOTAL | Totally agree | Tend to agree | Tend to disagree | Totally disagree | Not Applicable (SPONTANEOUS) | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|---|
| EU27 | 11982 | 25% | 34% | 24% | 11% | 1% | 5% | 59% | 35% |
| EU25 | 11582 | 25% | 34% | 24% | 11% | 1% | 5% | 59% | 35% |
| | | | | | | | | | |
| BE | 618 | 31% | 33% | 22% | 13% | - | 1% | 64% | 35% |
| CZ | 421 | 12% | 42% | 30% | 12% | 1% | 3% | 54% | 42% |
| DK | 828 | 30% | 31% | 24% | 12% | 1% | 2% | 61% | 36% |
| DE | 845 | 35% | 28% | 20% | 10% | 1% | 6% | 63% | 30% |
| EE | 520 | 23% | 34% | 28% | 13% | - | 2% | 57% | 41% |
| EL | 203 | 24% | 37% | 19% | 14% | - | 6% | 61% | 33% |
| ES | 364 | 14% | 42% | 24% | 7% | 3% | 10% | 56% | 31% |
| FR | 482 | 14% | 30% | 33% | 19% | 1% | 3% | 44% | 52% |
| IE | 456 | 16% | 30% | 33% | 13% | - | 8% | 46% | 46% |
| IT | 365 | 24% | 44% | 17% | 6% | 1% | 8% | 68% | 23% |
| CY | 147 | 18% | 27% | 25% | 15% | 5% | 10% | 45% | 40% |
| LV | 330 | 21% | 29% | 35% | 9% | 1% | 5% | 50% | 44% |
| LT | 318 | 22% | 28% | 37% | 7% | 1% | 5% | 50% | 44% |
| LU | 335 | 31% | 24% | 27% | 15% | - | 3% | 55% | 42% |
| HU | 234 | 26% | 38% | 26% | 5% | 2% | 3% | 64% | 31% |
| MT | 275 | 22% | 29% | 26% | 12% | - | 11% | 51% | 38% |
| NL | 850 | 32% | 29% | 27% | 11% | - | 1% | 61% | 38% |
| AT | 450 | 30% | 46% | 15% | 5% | 1% | 3% | 76% | 20% |
| PL | 314 | 26% | 39% | 20% | 7% | 1% | 7% | 65% | 27% |
| PT | 282 | 21% | 29% | 24% | 13% | 1% | 12% | 50% | 37% |
| SI | 519 | 20% | 32% | 31% | 10% | - | 7% | 52% | 41% |
| SK | 238 | 9% | 40% | 32% | 11% | 1% | 7% | 49% | 43% |
| FI | 679 | 18% | 44% | 26% | 10% | 1% | 1% | 62% | 36% |
| SE | 778 | 38% | 33% | 16% | 10% | - | 3% | 71% | 26% |
| UK | 783 | 23% | 32% | 27% | 13% | 1% | 4% | 55% | 40% |
| BG | 166 | 17% | 30% | 32% | 15% | - | 6% | 47% | 47% |
| RO | 138 | 11% | 22% | 47% | 14% | - | 6% | 33% | 61% |
| HR | 384 | 30% | 41% | 12% | 10% | 1% | 6% | 71% | 22% |
| TR | 75 | 28% | 17% | 21% | 23% | - | 11% | 45% | 44% |
| CY (tcc) | 134 | 19% | 28% | 28% | 23% | - | 2% | 47% | 51% |

QB24.2 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
The speed of your Internet connection\ time to download remains constant

(IF 'INTERNET ACCESS AT HOME')

| | TOTAL | Totally agree | Tend to agree | Tend to disagree | Totally disagree | Not Applicable (SPONTANEOUS) | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|---|
| EU27 | 11982 | 25% | 38% | 19% | 8% | 1% | 9% | 63% | 27% |
| EU25 | 11582 | 25% | 38% | 19% | 8% | 1% | 9% | 63% | 27% |
| BE | 618 | 27% | 39% | 23% | 9% | - | 2% | 66% | 32% |
| CZ | 421 | 12% | 48% | 25% | 9% | - | 6% | 60% | 34% |
| DK | 828 | 35% | 34% | 19% | 7% | 1% | 4% | 69% | 26% |
| DE | 845 | 35% | 30% | 16% | 6% | 1% | 12% | 65% | 22% |
| EE | 520 | 25% | 38% | 21% | 11% | 1% | 4% | 63% | 32% |
| EL | 203 | 18% | 40% | 22% | 12% | - | 8% | 58% | 34% |
| ES | 364 | 14% | 48% | 18% | 8% | 1% | 11% | 62% | 26% |
| FR | 482 | 16% | 40% | 23% | 12% | 1% | 8% | 56% | 35% |
| IE | 456 | 15% | 43% | 23% | 12% | - | 7% | 58% | 35% |
| IT | 365 | 22% | 44% | 16% | 4% | 1% | 13% | 66% | 20% |
| CY | 147 | 24% | 33% | 15% | 11% | 3% | 14% | 57% | 26% |
| LV | 330 | 19% | 33% | 31% | 9% | 1% | 7% | 52% | 40% |
| LT | 318 | 18% | 34% | 35% | 5% | 1% | 7% | 52% | 40% |
| LU | 335 | 31% | 24% | 20% | 15% | 2% | 8% | 55% | 35% |
| HU | 234 | 28% | 42% | 15% | 4% | 5% | 6% | 70% | 19% |
| MT | 275 | 21% | 31% | 28% | 5% | - | 15% | 52% | 33% |
| NL | 850 | 29% | 34% | 18% | 8% | 2% | 9% | 63% | 26% |
| AT | 450 | 29% | 42% | 17% | 6% | 1% | 5% | 71% | 23% |
| PL | 314 | 21% | 41% | 21% | 6% | 1% | 10% | 62% | 27% |
| PT | 282 | 14% | 39% | 22% | 10% | 1% | 14% | 53% | 32% |
| SI | 519 | 22% | 38% | 21% | 10% | - | 9% | 60% | 31% |
| SK | 238 | 10% | 43% | 32% | 8% | 1% | 6% | 53% | 40% |
| FI | 679 | 11% | 45% | 30% | 10% | 1% | 3% | 56% | 40% |
| SE | 778 | 35% | 33% | 15% | 9% | - | 8% | 68% | 24% |
| UK | 783 | 27% | 37% | 20% | 8% | 1% | 7% | 64% | 28% |
| BG | 166 | 19% | 34% | 28% | 10% | - | 9% | 53% | 38% |
| RO | 138 | 13% | 28% | 42% | 9% | - | 8% | 41% | 51% |
| HR | 384 | 27% | 37% | 20% | 8% | 2% | 6% | 64% | 28% |
| TR | 75 | 24% | 27% | 15% | 16% | - | 18% | 51% | 31% |
| CY (tcc) | 134 | 16% | 18% | 30% | 32% | - | 4% | 34% | 62% |

QB24.3 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
Your Internet provider usually pre-announces its network connection cuts

(IF 'INTERNET ACCESS AT HOME')

| | TOTAL | Totally agree | Tend to agree | Tend to disagree | Totally disagree | Not Applicable (SPONTANEOUS) | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|---|
| EU27 | 11982 | 13% | 21% | 19% | 23% | 5% | 19% | 34% | 42% |
| EU25 | 11582 | 13% | 21% | 18% | 23% | 5% | 20% | 34% | 41% |
| BE | 618 | 15% | 22% | 22% | 29% | 8% | 4% | 37% | 51% |
| CZ | 421 | 9% | 25% | 24% | 22% | 6% | 14% | 34% | 46% |
| DK | 828 | 11% | 15% | 18% | 29% | 6% | 21% | 26% | 47% |
| DE | 845 | 14% | 15% | 14% | 27% | 6% | 24% | 29% | 41% |
| EE | 520 | 17% | 12% | 16% | 39% | 4% | 12% | 29% | 55% |
| EL | 203 | 6% | 22% | 30% | 25% | 6% | 11% | 28% | 55% |
| ES | 364 | 8% | 34% | 20% | 20% | 3% | 15% | 42% | 40% |
| FR | 482 | 6% | 16% | 20% | 41% | 3% | 14% | 22% | 61% |
| IE | 456 | 6% | 24% | 21% | 14% | 4% | 31% | 30% | 35% |
| IT | 365 | 14% | 28% | 21% | 13% | 2% | 22% | 42% | 34% |
| CY | 147 | 19% | 22% | 5% | 14% | 6% | 34% | 41% | 19% |
| LV | 330 | 12% | 18% | 29% | 27% | 3% | 11% | 30% | 56% |
| LT | 318 | 14% | 16% | 27% | 26% | 3% | 14% | 30% | 53% |
| LU | 335 | 25% | 14% | 10% | 16% | 4% | 31% | 39% | 26% |
| HU | 234 | 23% | 33% | 12% | 18% | 4% | 10% | 56% | 30% |
| MT | 275 | 13% | 30% | 17% | 14% | 2% | 24% | 43% | 31% |
| NL | 850 | 18% | 23% | 16% | 18% | 6% | 19% | 41% | 34% |
| AT | 450 | 21% | 37% | 14% | 10% | 5% | 13% | 58% | 24% |
| PL | 314 | 14% | 28% | 23% | 18% | 5% | 12% | 42% | 41% |
| PT | 282 | 12% | 17% | 13% | 28% | 10% | 20% | 29% | 41% |
| SI | 519 | 11% | 21% | 29% | 24% | 1% | 14% | 32% | 53% |
| SK | 238 | 4% | 23% | 40% | 21% | 1% | 11% | 27% | 61% |
| FI | 679 | 11% | 30% | 25% | 25% | 2% | 7% | 41% | 50% |
| SE | 778 | 18% | 14% | 12% | 25% | 3% | 28% | 32% | 37% |
| UK | 783 | 15% | 17% | 19% | 14% | 8% | 27% | 32% | 33% |
| BG | 166 | 15% | 17% | 18% | 34% | 4% | 12% | 32% | 52% |
| RO | 138 | 11% | 10% | 34% | 32% | 3% | 10% | 21% | 66% |
| HR | 384 | 9% | 12% | 23% | 37% | 4% | 15% | 21% | 60% |
| TR | 75 | 8% | 12% | 17% | 40% | - | 23% | 20% | 57% |
| CY (tcc) | 134 | 8% | 16% | 12% | 53% | 1% | 10% | 24% | 65% |

QB24.4 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
You can easily contact your provider in case of Internet connection problems

(IF 'INTERNET ACCESS AT HOME')

| | TOTAL | Totally agree | Tend to agree | Tend to disagree | Totally disagree | Not Applicable (SPONTANEOUS) | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|---|
| EU27 | 11982 | 25% | 35% | 15% | 9% | 3% | 13% | 60% | 24% |
| EU25 | 11582 | 25% | 34% | 16% | 9% | 3% | 13% | 59% | 25% |
| BE | 618 | 27% | 38% | 16% | 9% | 6% | 4% | 65% | 25% |
| CZ | 421 | 25% | 42% | 14% | 8% | 1% | 10% | 67% | 22% |
| DK | 828 | 33% | 27% | 14% | 11% | 3% | 12% | 60% | 25% |
| DE | 845 | 26% | 24% | 18% | 10% | 3% | 19% | 50% | 28% |
| EE | 520 | 42% | 32% | 9% | 6% | 2% | 9% | 74% | 15% |
| EL | 203 | 28% | 47% | 11% | 6% | 3% | 5% | 75% | 17% |
| ES | 364 | 17% | 46% | 15% | 8% | 3% | 11% | 63% | 23% |
| FR | 482 | 16% | 32% | 21% | 22% | 2% | 7% | 48% | 43% |
| IE | 456 | 16% | 51% | 12% | 7% | 1% | 13% | 67% | 19% |
| IT | 365 | 18% | 40% | 16% | 7% | 2% | 17% | 58% | 23% |
| CY | 147 | 45% | 27% | 6% | 3% | 4% | 15% | 72% | 9% |
| LV | 330 | 37% | 38% | 11% | 4% | 1% | 9% | 75% | 15% |
| LT | 318 | 40% | 38% | 9% | 4% | 1% | 8% | 78% | 13% |
| LU | 335 | 47% | 19% | 11% | 6% | 1% | 16% | 66% | 17% |
| HU | 234 | 37% | 36% | 11% | 5% | 5% | 6% | 73% | 16% |
| MT | 275 | 36% | 41% | 11% | 4% | - | 8% | 77% | 15% |
| NL | 850 | 31% | 29% | 14% | 11% | 3% | 12% | 60% | 25% |
| AT | 450 | 26% | 40% | 13% | 3% | 2% | 16% | 66% | 16% |
| PL | 314 | 26% | 48% | 12% | 4% | 1% | 9% | 74% | 16% |
| PT | 282 | 25% | 39% | 14% | 5% | 3% | 14% | 64% | 19% |
| SI | 519 | 20% | 38% | 17% | 9% | 1% | 15% | 58% | 26% |
| SK | 238 | 25% | 49% | 13% | 3% | 1% | 9% | 74% | 16% |
| FI | 679 | 16% | 39% | 22% | 13% | 3% | 7% | 55% | 35% |
| SE | 778 | 39% | 27% | 10% | 7% | 2% | 15% | 66% | 17% |
| UK | 783 | 30% | 35% | 12% | 6% | 3% | 14% | 65% | 18% |
| BG | 166 | 38% | 51% | 3% | 3% | - | 5% | 89% | 6% |
| RO | 138 | 25% | 51% | 16% | 3% | 1% | 4% | 76% | 19% |
| HR | 384 | 32% | 32% | 12% | 8% | 1% | 15% | 64% | 20% |
| TR | 75 | 22% | 11% | 24% | 24% | - | 19% | 33% | 48% |
| CY (tcc) | 134 | 36% | 31% | 12% | 14% | - | 7% | 67% | 26% |

QB24.5 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
The response you receive from helpline staff or support site in case of problems is helpful

(IF 'INTERNET ACCESS AT HOME')

| | TOTAL | Totally agree | Tend to agree | Tend to disagree | Totally disagree | Not Applicable (SPONTANEOUS) | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|---|
| EU27 | 11982 | 21% | 38% | 14% | 7% | 4% | 16% | 59% | 21% |
| EU25 | 11582 | 21% | 38% | 14% | 7% | 4% | 16% | 59% | 21% |
| BE | 618 | 26% | 38% | 15% | 7% | 10% | 4% | 64% | 22% |
| CZ | 421 | 17% | 50% | 11% | 4% | 4% | 14% | 67% | 15% |
| DK | 828 | 33% | 30% | 12% | 5% | 5% | 15% | 63% | 17% |
| DE | 845 | 19% | 29% | 17% | 10% | 5% | 20% | 48% | 27% |
| EE | 520 | 35% | 35% | 7% | 6% | 4% | 13% | 70% | 13% |
| EL | 203 | 23% | 46% | 5% | 9% | 2% | 15% | 69% | 14% |
| ES | 364 | 13% | 42% | 17% | 10% | 3% | 15% | 55% | 27% |
| FR | 482 | 14% | 45% | 17% | 11% | 2% | 11% | 59% | 28% |
| IE | 456 | 13% | 42% | 10% | 4% | 2% | 29% | 55% | 14% |
| IT | 365 | 18% | 45% | 15% | 5% | 3% | 14% | 63% | 20% |
| CY | 147 | 37% | 33% | 6% | 3% | 4% | 17% | 70% | 9% |
| LV | 330 | 28% | 38% | 13% | 2% | 4% | 15% | 66% | 15% |
| LT | 318 | 28% | 38% | 12% | 6% | 2% | 14% | 66% | 18% |
| LU | 335 | 36% | 29% | 4% | 6% | 3% | 22% | 65% | 10% |
| HU | 234 | 31% | 43% | 8% | 4% | 6% | 8% | 74% | 12% |
| MT | 275 | 34% | 42% | 8% | 2% | 1% | 13% | 76% | 10% |
| NL | 850 | 25% | 32% | 12% | 8% | 8% | 15% | 57% | 20% |
| AT | 450 | 26% | 42% | 13% | 2% | 2% | 15% | 68% | 15% |
| PL | 314 | 19% | 49% | 10% | 4% | 3% | 15% | 68% | 14% |
| PT | 282 | 18% | 35% | 17% | 7% | 2% | 21% | 53% | 24% |
| SI | 519 | 20% | 39% | 17% | 5% | 2% | 17% | 59% | 22% |
| SK | 238 | 18% | 49% | 14% | 3% | 1% | 15% | 67% | 17% |
| FI | 679 | 18% | 49% | 15% | 5% | 3% | 10% | 67% | 20% |
| SE | 778 | 35% | 28% | 7% | 6% | 2% | 22% | 63% | 13% |
| UK | 783 | 24% | 34% | 12% | 6% | 6% | 18% | 58% | 18% |
| BG | 166 | 27% | 46% | 8% | 5% | - | 14% | 73% | 13% |
| RO | 138 | 17% | 48% | 22% | 4% | 1% | 8% | 65% | 26% |
| HR | 384 | 29% | 36% | 10% | 3% | 4% | 18% | 65% | 13% |
| TR | 75 | 25% | 11% | 26% | 15% | - | 23% | 36% | 41% |
| CY (tcc) | 134 | 33% | 36% | 14% | 9% | - | 8% | 69% | 23% |

QB24.6 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
You can easily compare your current Internet tariff scheme with other offers

(IF 'INTERNET ACCESS AT HOME')

| | TOTAL | Totally agree | Tend to agree | Tend to disagree | Totally disagree | Not Applicable (SPONTANEOUS) | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|---|
| EU27 | 11982 | 27% | 38% | 12% | 7% | 3% | 13% | 65% | 19% |
| EU25 | 11582 | 27% | 38% | 12% | 7% | 3% | 13% | 65% | 19% |
| BE | 618 | 26% | 38% | 15% | 10% | 7% | 4% | 64% | 25% |
| CZ | 421 | 30% | 49% | 8% | 3% | 2% | 8% | 79% | 11% |
| DK | 828 | 28% | 24% | 14% | 11% | 9% | 14% | 52% | 25% |
| DE | 845 | 36% | 30% | 13% | 8% | 2% | 11% | 66% | 21% |
| EE | 520 | 41% | 32% | 5% | 6% | 5% | 11% | 73% | 11% |
| EL | 203 | 26% | 44% | 10% | 9% | 4% | 7% | 70% | 19% |
| ES | 364 | 12% | 41% | 15% | 12% | 3% | 17% | 53% | 27% |
| FR | 482 | 26% | 43% | 11% | 8% | 2% | 10% | 69% | 19% |
| IE | 456 | 17% | 38% | 15% | 7% | 2% | 21% | 55% | 22% |
| IT | 365 | 16% | 44% | 18% | 4% | 2% | 16% | 60% | 22% |
| CY | 147 | 20% | 32% | 6% | 8% | 5% | 29% | 52% | 14% |
| LV | 330 | 33% | 40% | 8% | 4% | 3% | 12% | 73% | 12% |
| LT | 318 | 29% | 42% | 7% | 5% | 3% | 14% | 71% | 12% |
| LU | 335 | 32% | 26% | 7% | 7% | 3% | 25% | 58% | 14% |
| HU | 234 | 40% | 35% | 8% | 8% | 4% | 5% | 75% | 16% |
| MT | 275 | 27% | 45% | 7% | 3% | 1% | 17% | 72% | 10% |
| NL | 850 | 30% | 32% | 8% | 6% | 7% | 17% | 62% | 14% |
| AT | 450 | 22% | 46% | 15% | 3% | 4% | 10% | 68% | 18% |
| PL | 314 | 22% | 47% | 13% | 3% | 2% | 13% | 69% | 16% |
| PT | 282 | 27% | 42% | 7% | 5% | 3% | 16% | 69% | 12% |
| SI | 519 | 23% | 45% | 10% | 7% | 2% | 13% | 68% | 17% |
| SK | 238 | 22% | 57% | 8% | - | 2% | 11% | 79% | 8% |
| FI | 679 | 19% | 43% | 22% | 6% | 3% | 7% | 62% | 28% |
| SE | 778 | 32% | 19% | 11% | 10% | 5% | 23% | 51% | 21% |
| UK | 783 | 31% | 38% | 8% | 4% | 4% | 15% | 69% | 12% |
| BG | 166 | 41% | 24% | 11% | 4% | 4% | 16% | 65% | 15% |
| RO | 138 | 28% | 44% | 10% | 2% | 5% | 11% | 72% | 12% |
| HR | 384 | 25% | 32% | 18% | 6% | 2% | 17% | 57% | 24% |
| TR | 75 | 25% | 22% | 17% | 13% | - | 23% | 47% | 30% |
| CY (tcc) | 134 | 23% | 26% | 14% | 21% | 2% | 14% | 49% | 35% |

QB24.7 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
You regularly read Internet tariff comparisons made by third parties

(IF 'INTERNET ACCESS AT HOME')

| | TOTAL | Totally agree | Tend to agree | Tend to disagree | Totally disagree | Not Applicable (SPONTANEOUS) | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|---|
| EU27 | 11982 | 11% | 21% | 24% | 33% | 4% | 7% | 32% | 57% |
| EU25 | 11582 | 11% | 21% | 24% | 33% | 4% | 7% | 32% | 57% |
| | | | | | | | | | |
| BE | 618 | 11% | 20% | 24% | 38% | 5% | 2% | 31% | 62% |
| CZ | 421 | 6% | 18% | 41% | 30% | 2% | 3% | 24% | 71% |
| DK | 828 | 10% | 13% | 23% | 38% | 9% | 7% | 23% | 61% |
| DE | 845 | 12% | 14% | 21% | 47% | 2% | 4% | 26% | 68% |
| EE | 520 | 15% | 15% | 19% | 41% | 5% | 5% | 30% | 60% |
| EL | 203 | 12% | 23% | 30% | 22% | 7% | 6% | 35% | 52% |
| ES | 364 | 7% | 26% | 24% | 28% | 5% | 10% | 33% | 52% |
| FR | 482 | 14% | 22% | 22% | 35% | 2% | 5% | 36% | 57% |
| IE | 456 | 7% | 28% | 21% | 29% | 5% | 10% | 35% | 50% |
| IT | 365 | 10% | 29% | 30% | 19% | 2% | 10% | 39% | 49% |
| CY | 147 | 12% | 18% | 23% | 23% | 7% | 17% | 30% | 46% |
| LV | 330 | 11% | 22% | 25% | 30% | 4% | 8% | 33% | 55% |
| LT | 318 | 14% | 21% | 22% | 25% | 4% | 14% | 35% | 47% |
| LU | 335 | 17% | 16% | 15% | 34% | 12% | 6% | 33% | 49% |
| HU | 234 | 15% | 17% | 20% | 39% | 4% | 5% | 32% | 59% |
| MT | 275 | 14% | 26% | 16% | 25% | 5% | 14% | 40% | 41% |
| NL | 850 | 10% | 16% | 20% | 40% | 8% | 6% | 26% | 60% |
| AT | 450 | 15% | 26% | 24% | 16% | 14% | 5% | 41% | 40% |
| PL | 314 | 8% | 23% | 29% | 31% | 3% | 6% | 31% | 60% |
| PT | 282 | 16% | 26% | 20% | 20% | 6% | 12% | 42% | 40% |
| SI | 519 | 6% | 16% | 29% | 38% | 3% | 8% | 22% | 67% |
| SK | 238 | 11% | 24% | 38% | 17% | 4% | 6% | 35% | 55% |
| FI | 679 | 4% | 20% | 31% | 39% | 3% | 3% | 24% | 70% |
| SE | 778 | 8% | 12% | 13% | 44% | 12% | 11% | 20% | 57% |
| UK | 783 | 13% | 21% | 27% | 26% | 4% | 9% | 34% | 53% |
| BG | 166 | 22% | 17% | 19% | 29% | 5% | 8% | 39% | 48% |
| RO | 138 | 16% | 27% | 28% | 14% | 7% | 8% | 43% | 42% |
| HR | 384 | 11% | 17% | 25% | 31% | 4% | 12% | 28% | 56% |
| TR | 75 | 22% | 17% | 22% | 14% | - | 25% | 39% | 36% |
| CY (tcc) | 134 | 13% | 18% | 19% | 33% | 1% | 16% | 31% | 52% |

QB24.8 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
You can restrict access to websites with harmful content

(IF 'INTERNET ACCESS AT HOME')

| | TOTAL | Totally agree | Tend to agree | Tend to disagree | Totally disagree | Not Applicable (SPONTANEOUS) | DK | Agree | Disagree |
|---|---|---|---|---|---|---|---|---|---|
| EU27 | 11982 | 11% | 21% | 24% | 33% | 4% | 7% | 32% | 57% |
| EU25 | 11582 | 36% | 34% | 7% | 4% | 3% | 16% | 70% | 11% |
| BE | 618 | 38% | 40% | 9% | 5% | 4% | 4% | 78% | 14% |
| CZ | 421 | 28% | 41% | 10% | 3% | 2% | 16% | 69% | 13% |
| DK | 828 | 39% | 23% | 6% | 6% | 5% | 21% | 62% | 12% |
| DE | 845 | 47% | 22% | 5% | 6% | 2% | 18% | 69% | 11% |
| EE | 520 | 43% | 25% | 3% | 5% | 5% | 19% | 68% | 8% |
| EL | 203 | 25% | 49% | 6% | 7% | 3% | 10% | 74% | 13% |
| ES | 364 | 18% | 46% | 9% | 4% | 3% | 20% | 64% | 13% |
| FR | 482 | 41% | 40% | 5% | 2% | 1% | 11% | 81% | 7% |
| IE | 456 | 28% | 42% | 7% | 4% | 1% | 18% | 70% | 11% |
| IT | 365 | 16% | 41% | 17% | 5% | 1% | 20% | 57% | 22% |
| CY | 147 | 42% | 20% | 3% | 6% | 4% | 25% | 62% | 9% |
| LV | 330 | 36% | 31% | 8% | 5% | 2% | 18% | 67% | 13% |
| LT | 318 | 25% | 30% | 9% | 13% | 3% | 20% | 55% | 22% |
| LU | 335 | 60% | 20% | 1% | 3% | 1% | 15% | 80% | 4% |
| HU | 234 | 29% | 38% | 8% | 10% | 6% | 9% | 67% | 18% |
| MT | 275 | 26% | 22% | 14% | 26% | 2% | 10% | 48% | 40% |
| NL | 850 | 38% | 35% | 5% | 3% | 4% | 15% | 73% | 8% |
| AT | 450 | 26% | 42% | 11% | 2% | 5% | 14% | 68% | 13% |
| PL | 314 | 32% | 40% | 9% | 2% | 1% | 16% | 72% | 11% |
| PT | 282 | 28% | 31% | 10% | 1% | 6% | 24% | 59% | 11% |
| SI | 519 | 30% | 36% | 10% | 4% | - | 20% | 66% | 14% |
| SK | 238 | 21% | 42% | 15% | 2% | 4% | 16% | 63% | 17% |
| FI | 679 | 34% | 40% | 11% | 5% | 2% | 8% | 74% | 16% |
| SE | 778 | 43% | 14% | 3% | 4% | 3% | 33% | 57% | 7% |
| UK | 783 | 43% | 35% | 4% | 2% | 3% | 13% | 78% | 6% |
| BG | 166 | 29% | 30% | 7% | 6% | 5% | 23% | 59% | 13% |
| RO | 138 | 22% | 33% | 11% | 7% | 3% | 24% | 55% | 18% |
| HR | 384 | 32% | 27% | 10% | 7% | 2% | 22% | 59% | 17% |
| TR | 75 | 39% | 22% | 11% | 10% | - | 18% | 61% | 21% |
| CY (tcc) | 134 | 44% | 17% | 10% | 14% | - | 15% | 61% | 24% |