

E-Communications Household Survey

Fieldwork November - December 2006

Publication April 2007



This survey was requested by Directorate General INFORMATION SOCIETY AND MEDIA and coordinated by Directorate General COMMUNICATION

This document does not represent the point of view of the European Commission. The interpretations and opinions contained in it are solely those of the authors.

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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 services¹.

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 2006².

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 survey³ 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 than 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.

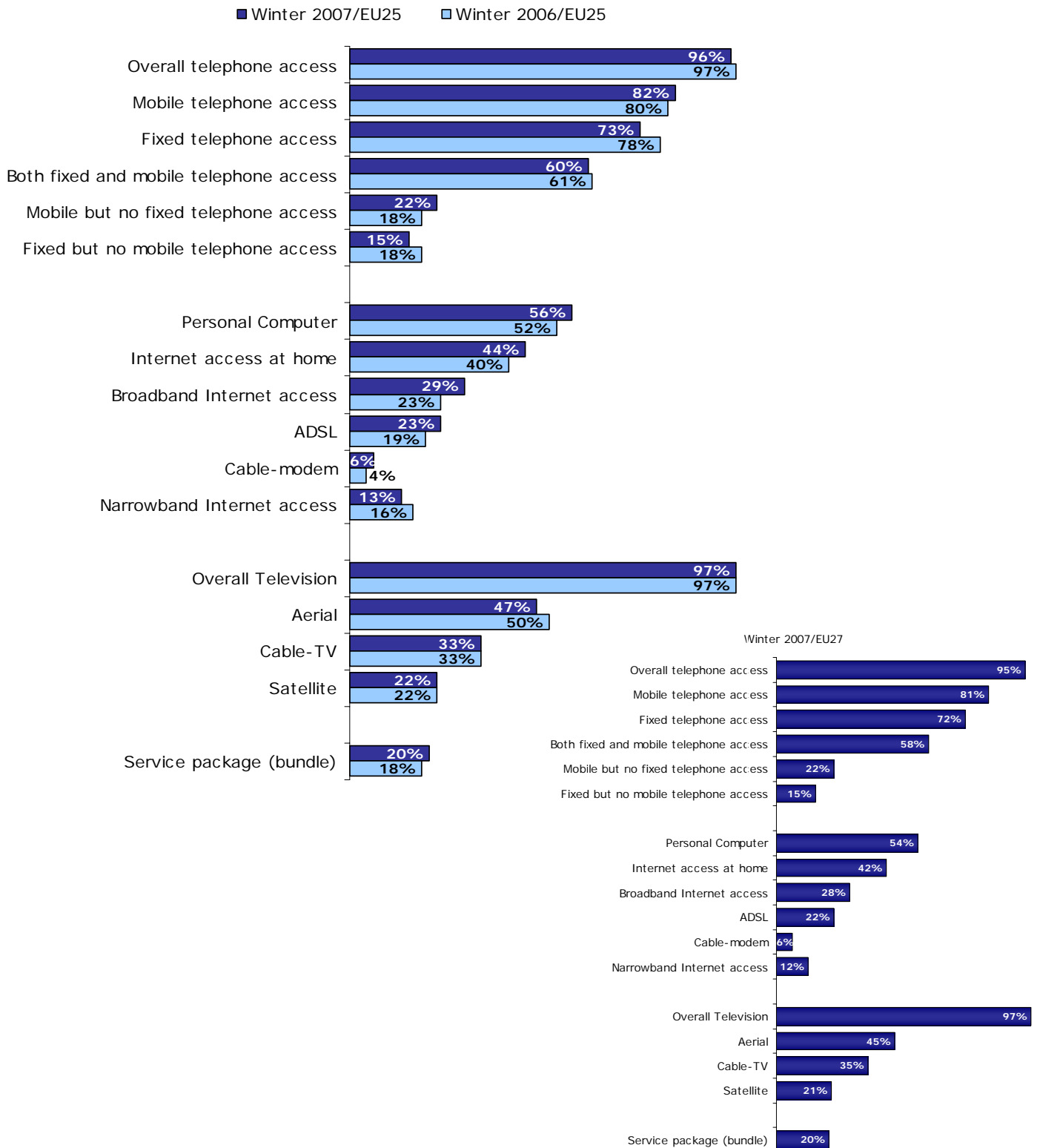
The methodology applied is the one defined as part of the Standard Eurobarometer surveys of the Commission's Directorate-General for Communication ("Public Opinion and Media Monitoring" Unit). A technical note concerning the way in which the interviews were conducted by the institutes in the TNS Opinion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

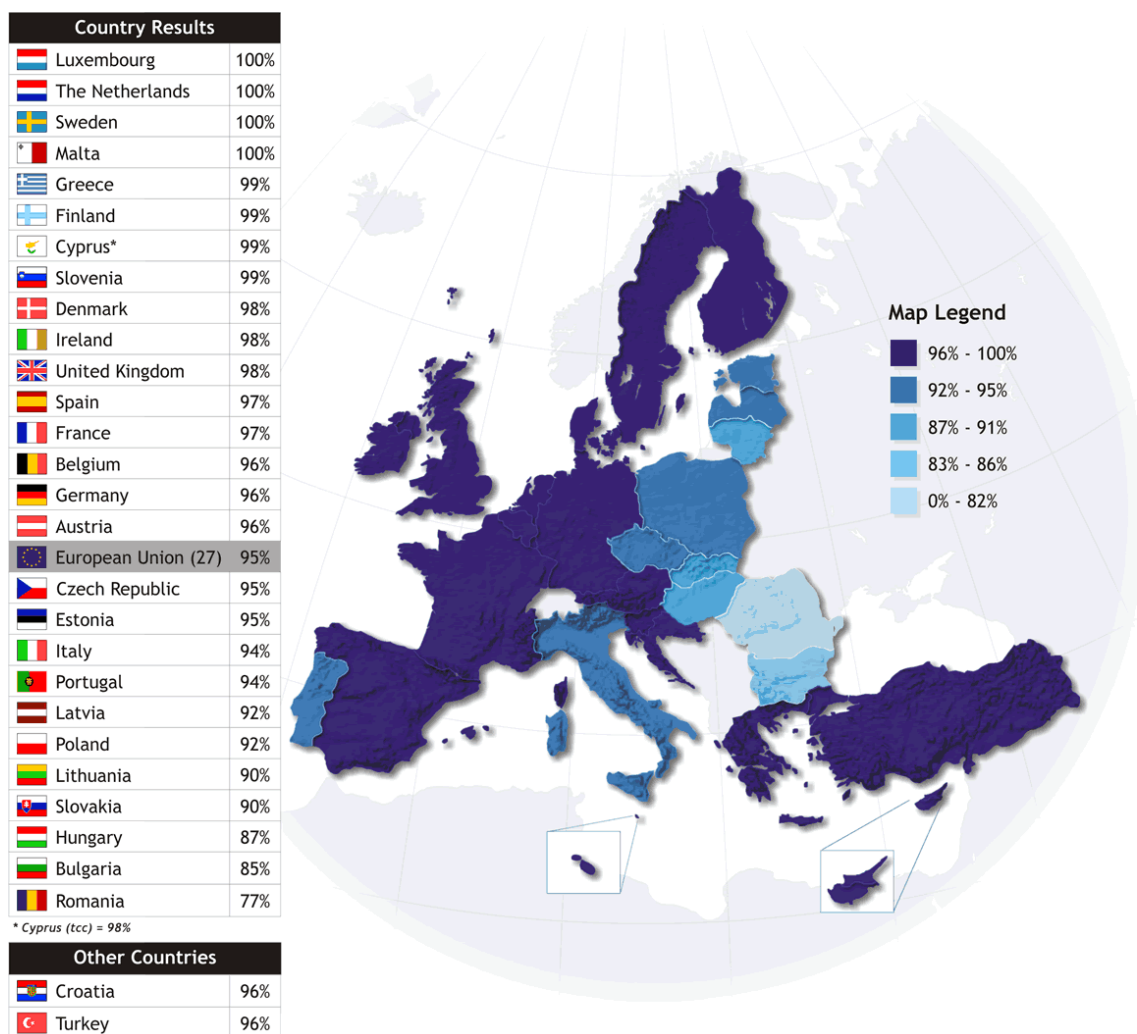
2.1 Overall telephone access

- 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)



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.

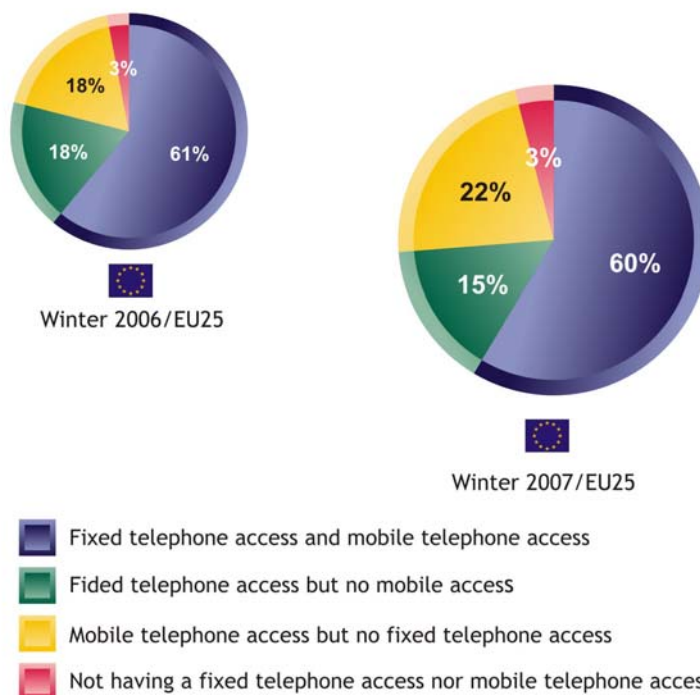
⁵ A change of 3 percentage points is considered to be noteworthy here.

- 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.

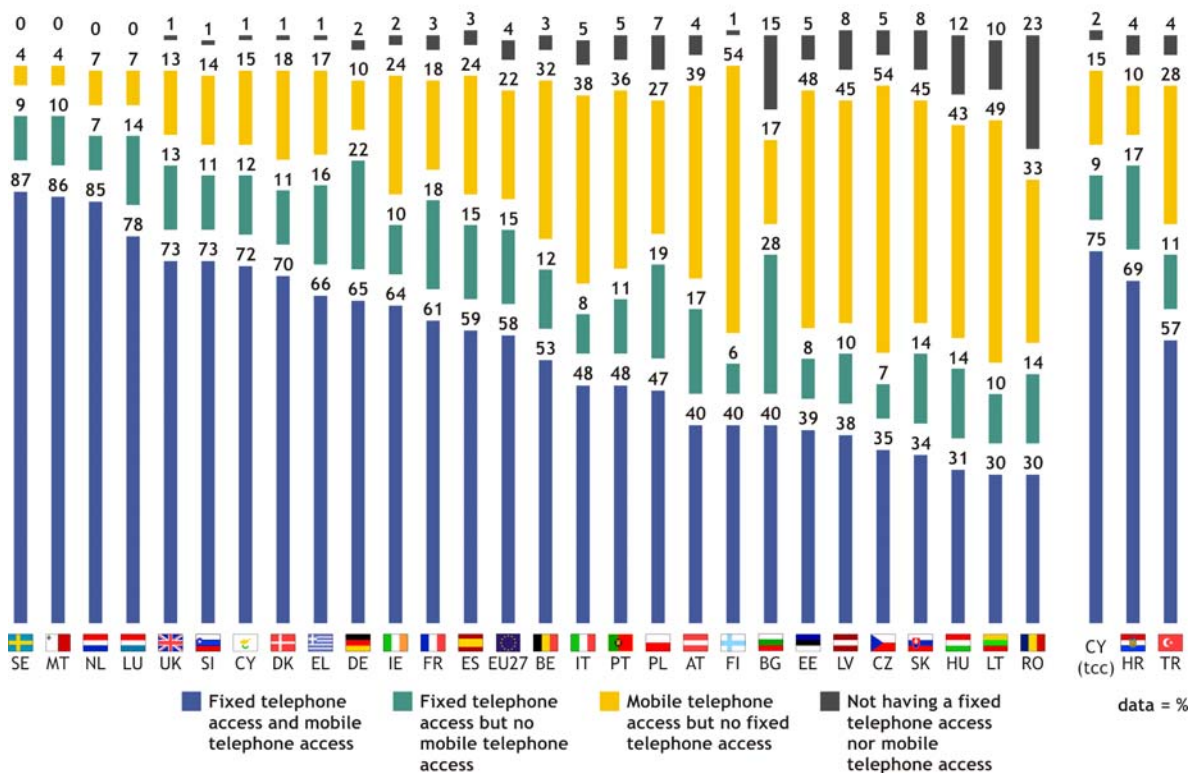


The following developments can be identified over the last year:

- 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.

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



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.

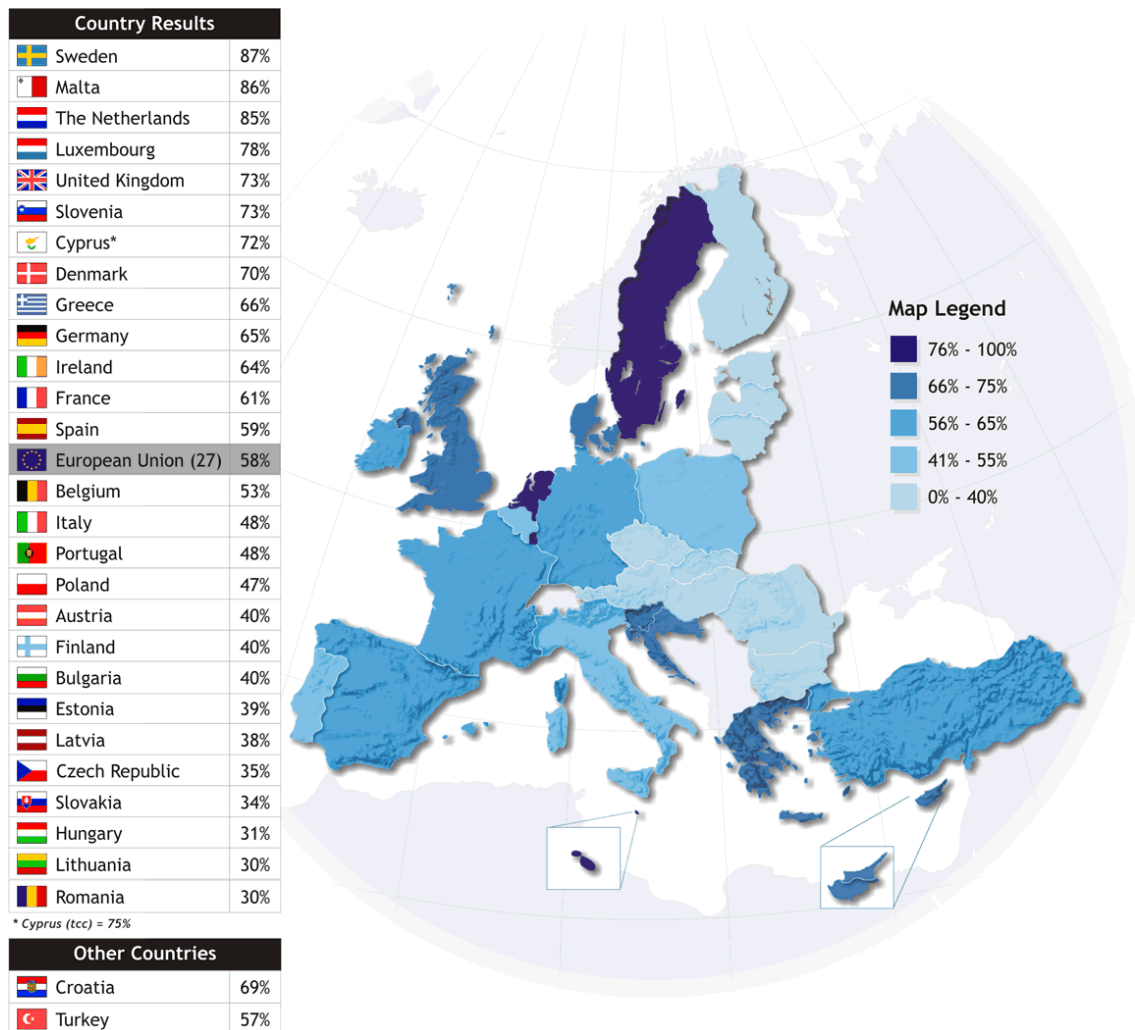
2.2 Households with fixed and mobile telephone access

- 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



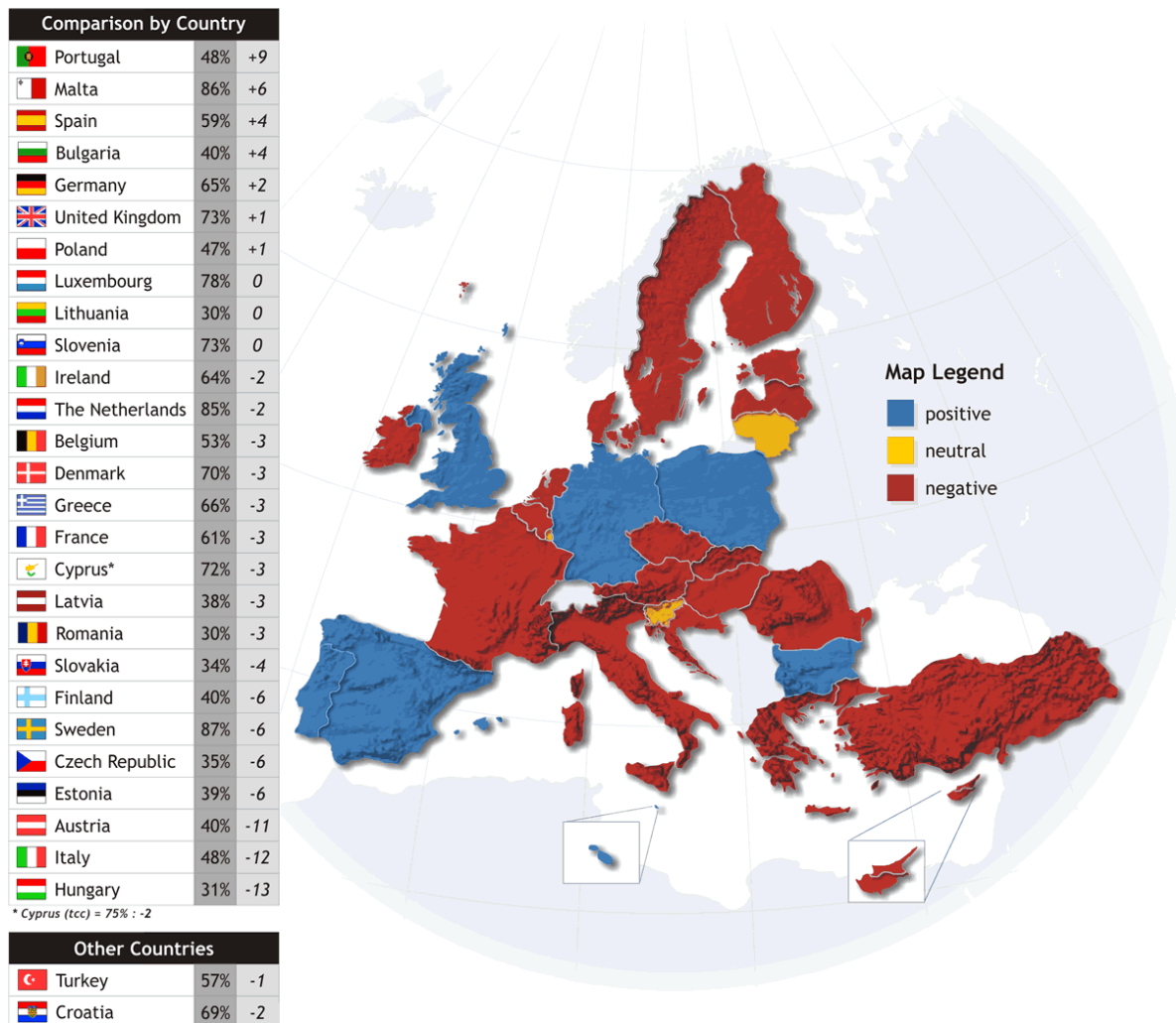
The highest rates are observed among Swedish households (87%), followed by Maltese (86%) and Dutch (85%) households. At the other extreme, only about a third of households in the Czech Republic, Slovakia, Hungary, Lithuania and Romania have both fixed and mobile telephone access.

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



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

Overall, in 15 countries a notable drop⁶ 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.

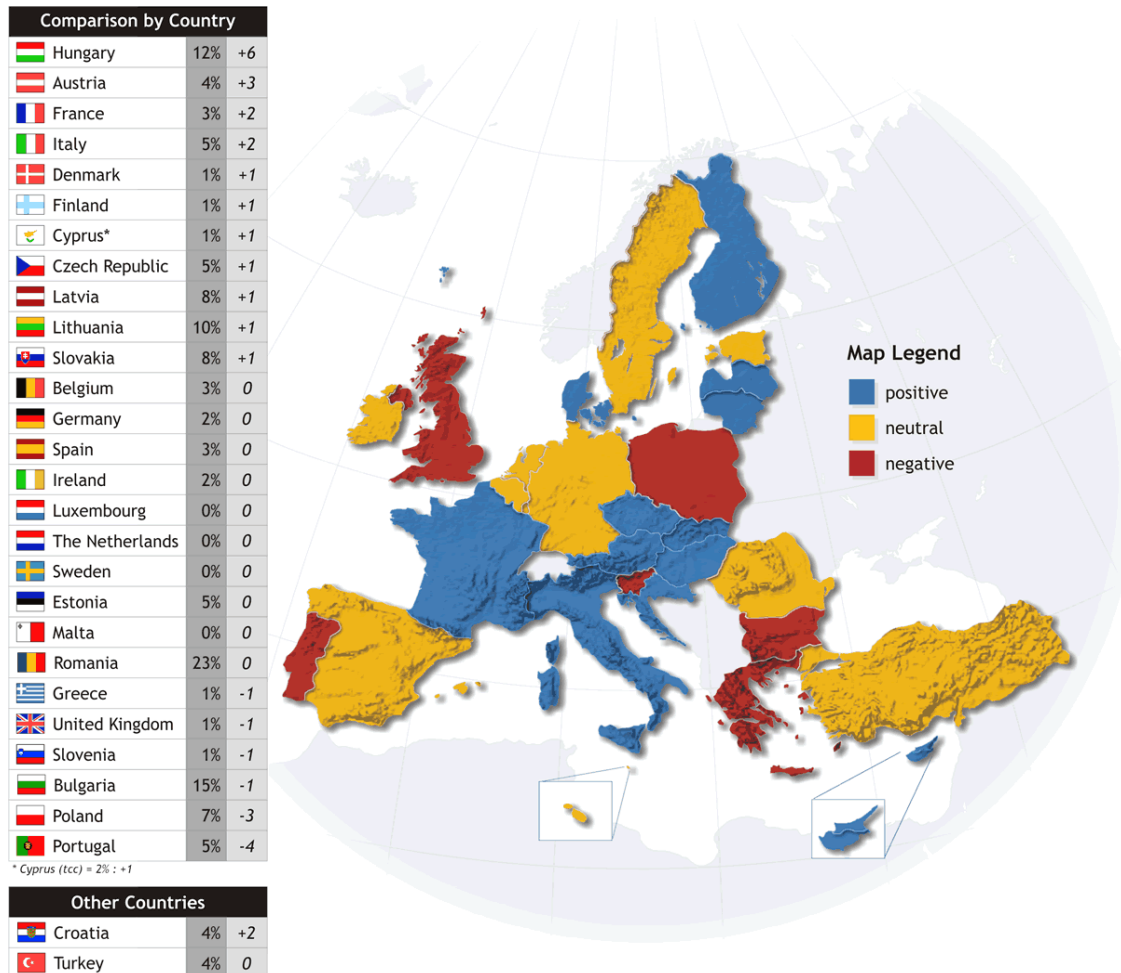
The urbanization level seems, again, to play a role in the new Member States: households located in rural areas are less well equipped than households located in big cities. This pattern can be also observed within the old Member States but to a considerably lesser extent.

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



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).

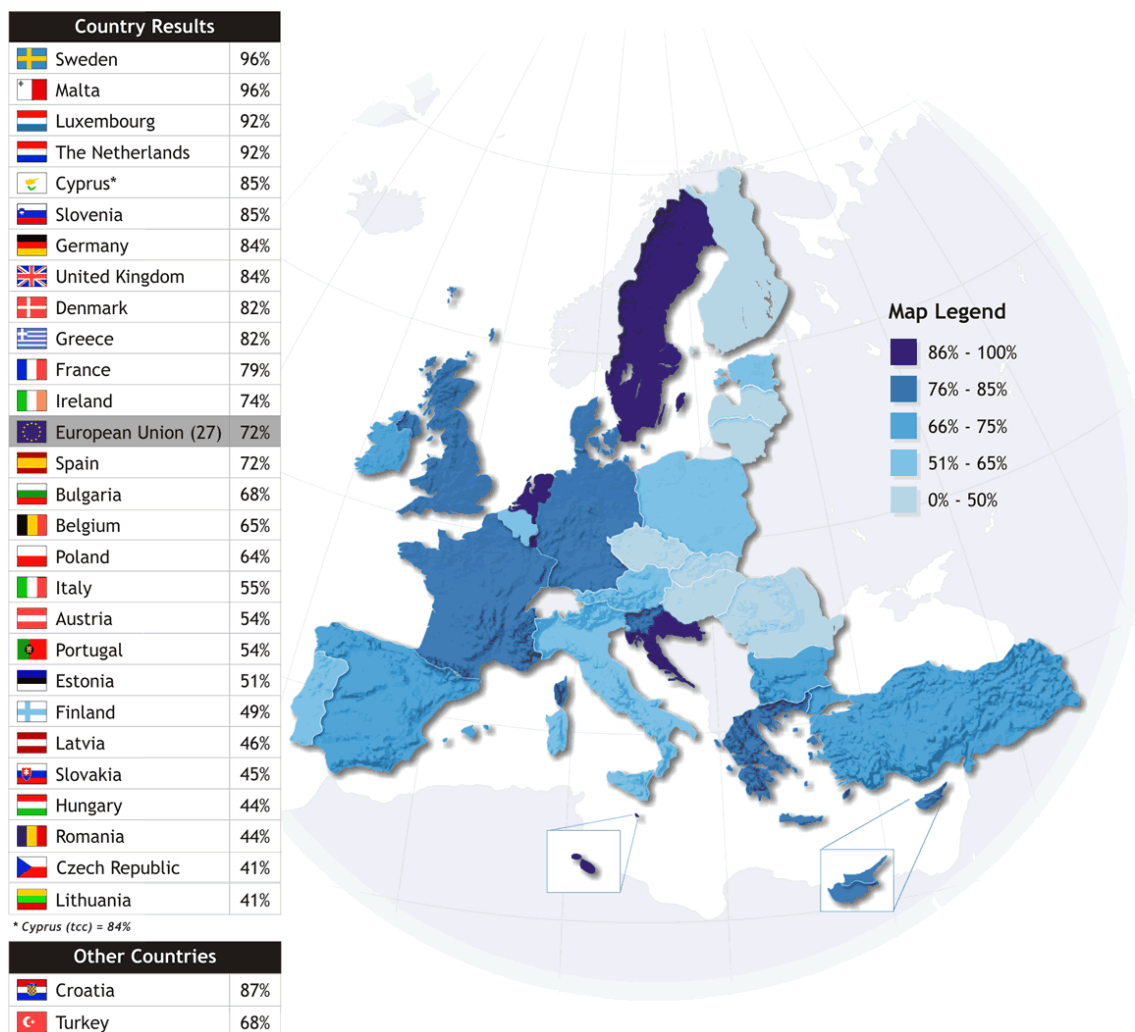
2.4 Fixed telephony

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

The household penetration rate of fixed telephony⁷ 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



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 line⁸, 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.

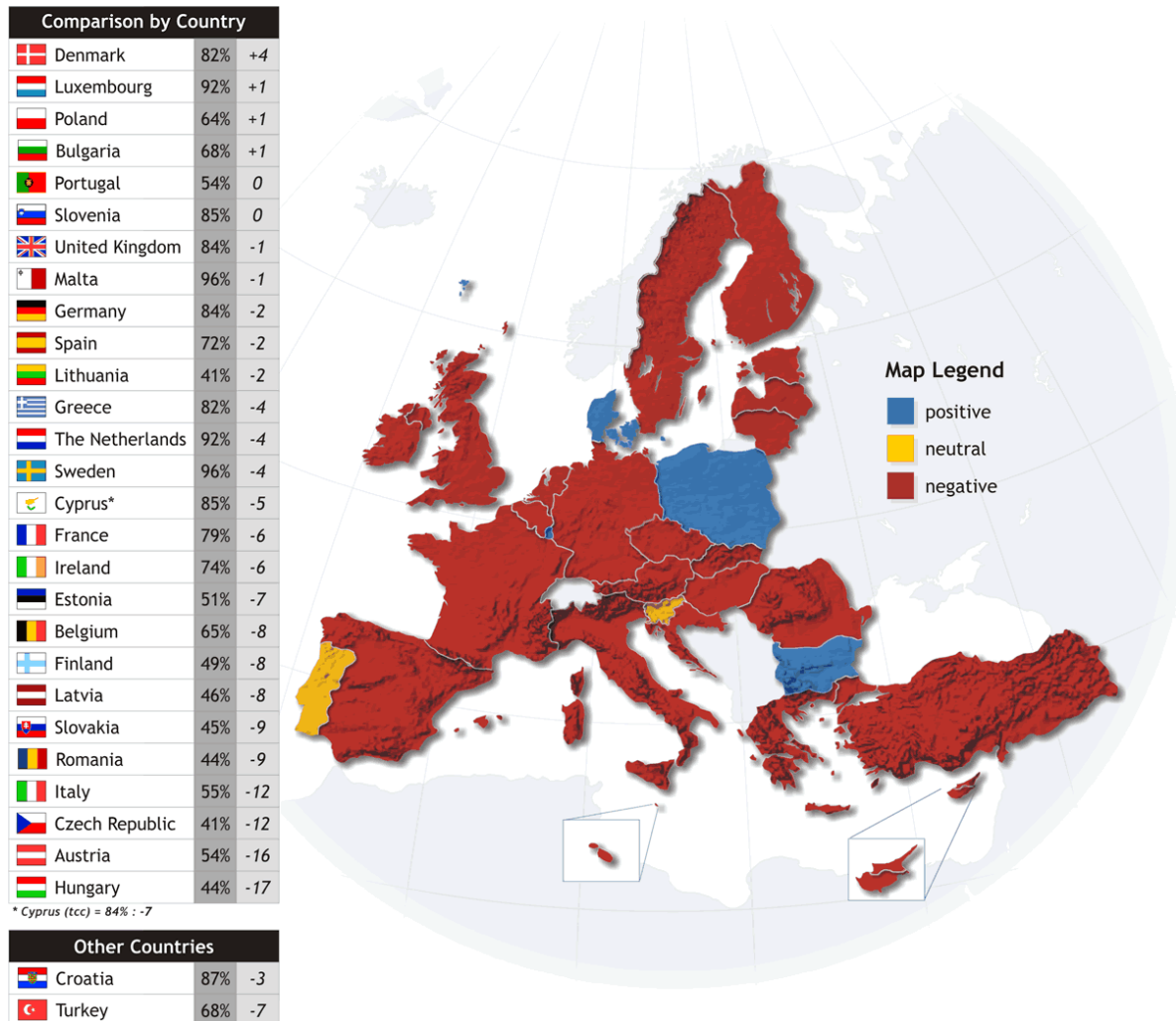
⁷ It should be noted that a household can have a fixed telephone service either via a standard line, an ISDN line or access provided by a cable operator or by an operator providing voice over IP

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



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.

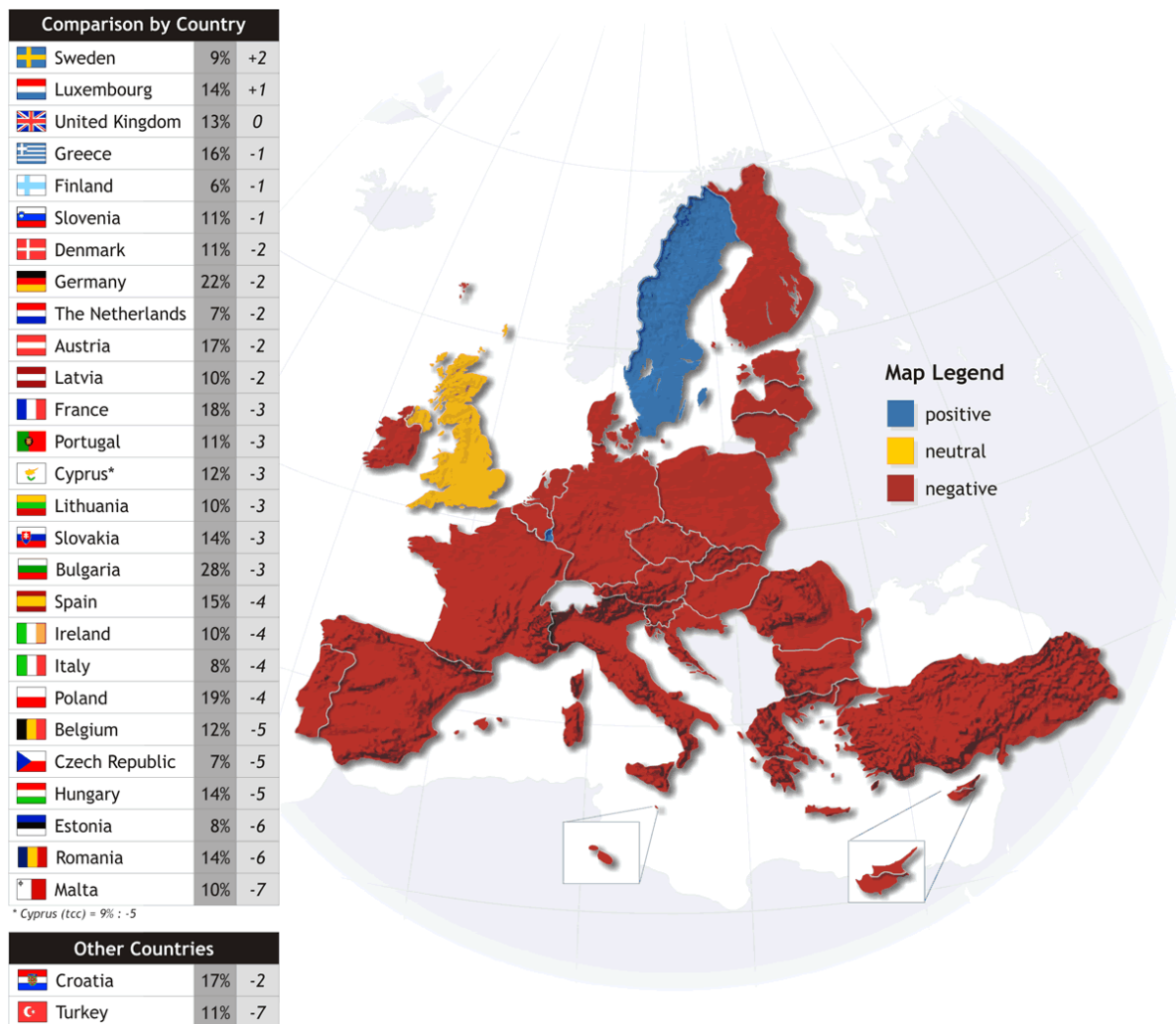
2.4.2 Households having only fixed telephone access

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



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 seen⁹. Turkey, Malta, Romania and Estonia show the clearest downward evolution over one year. This result is in line with the observation that in

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

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

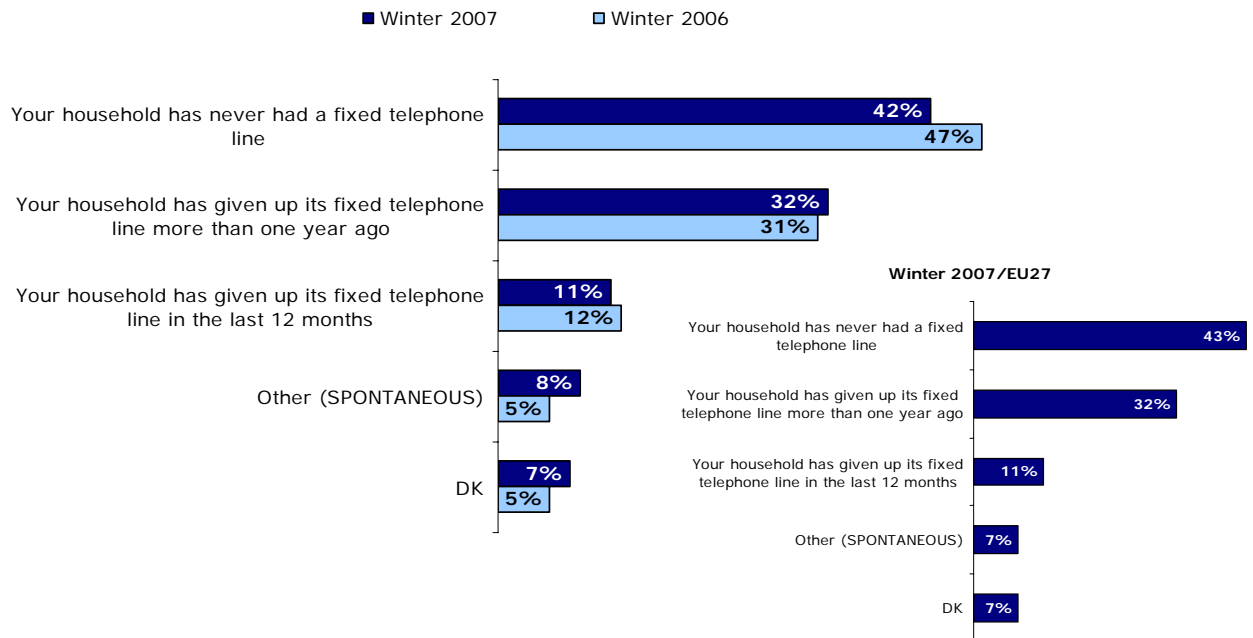
EU27			EU15			NMS12		
-29	30-59	60+	-29	30-59	60+	-29	30-59	60+
2%	11%	47%	2%	11%	48%	1%	15%	44%

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.

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.

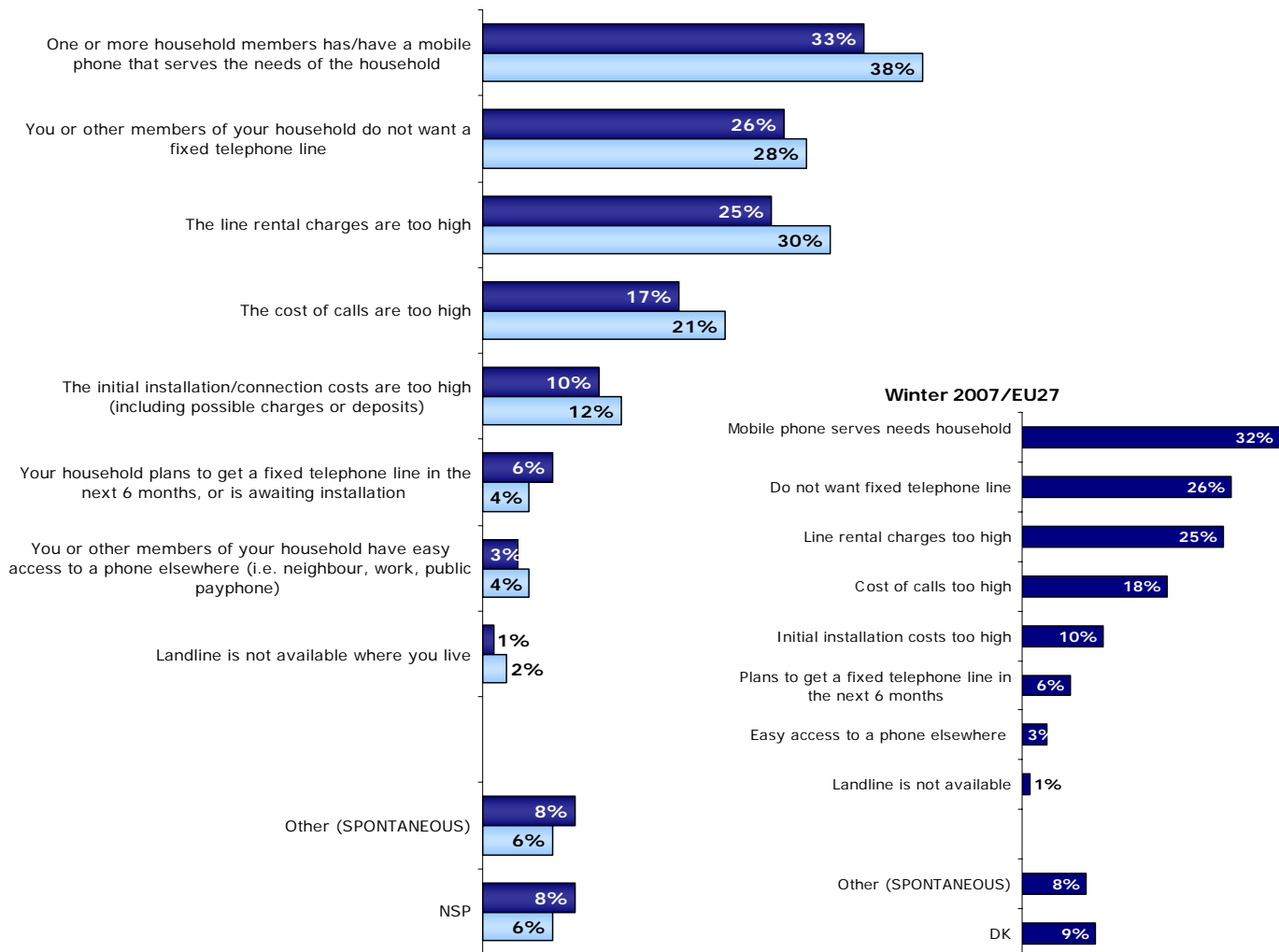
Concerning the share of households that have given up their fixed telephone line in the last 12 months or more than a year ago, we can observe that the trend remains stable, in line with the results of the winter 2006 study. In other words, broadly the same proportion of households gave up their fixed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

■ Winter 2007 □ Winter 2006



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%).

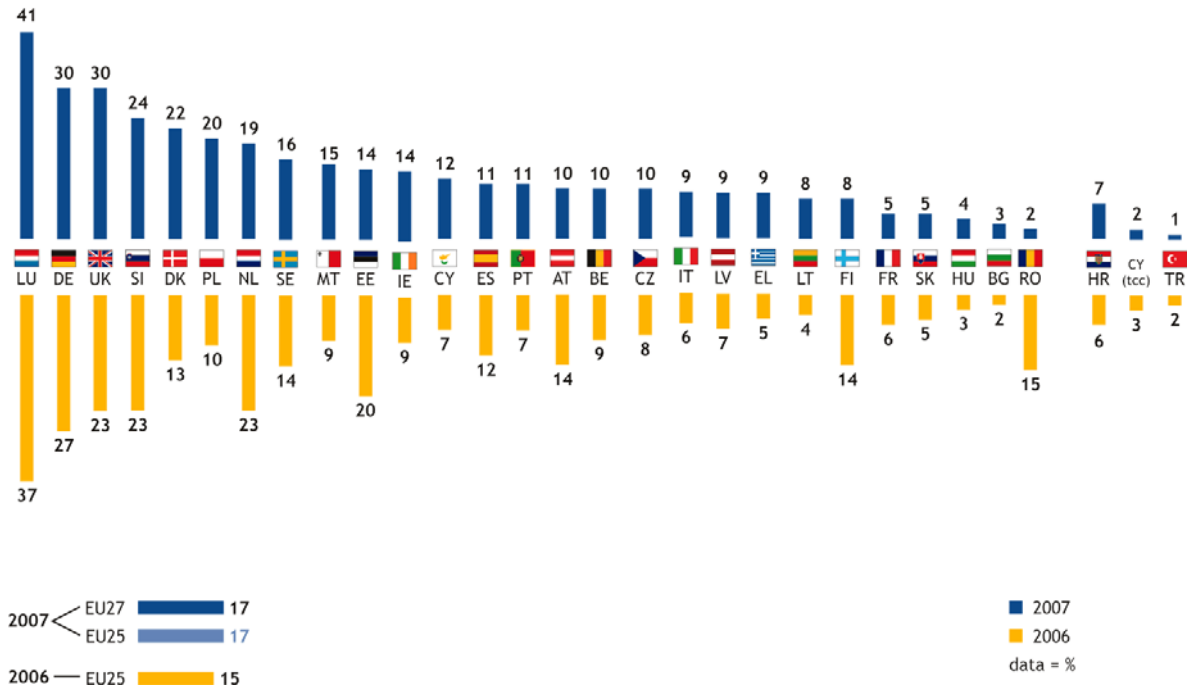
Cost related factors, line rental charges and call costs are also mentioned relatively often (25% and 18% respectively).

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

ISDN¹⁰ is still a important means of telephone access in Luxembourg, Germany, the United Kingdom¹¹, 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	
Telefónica	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	
BTK	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.

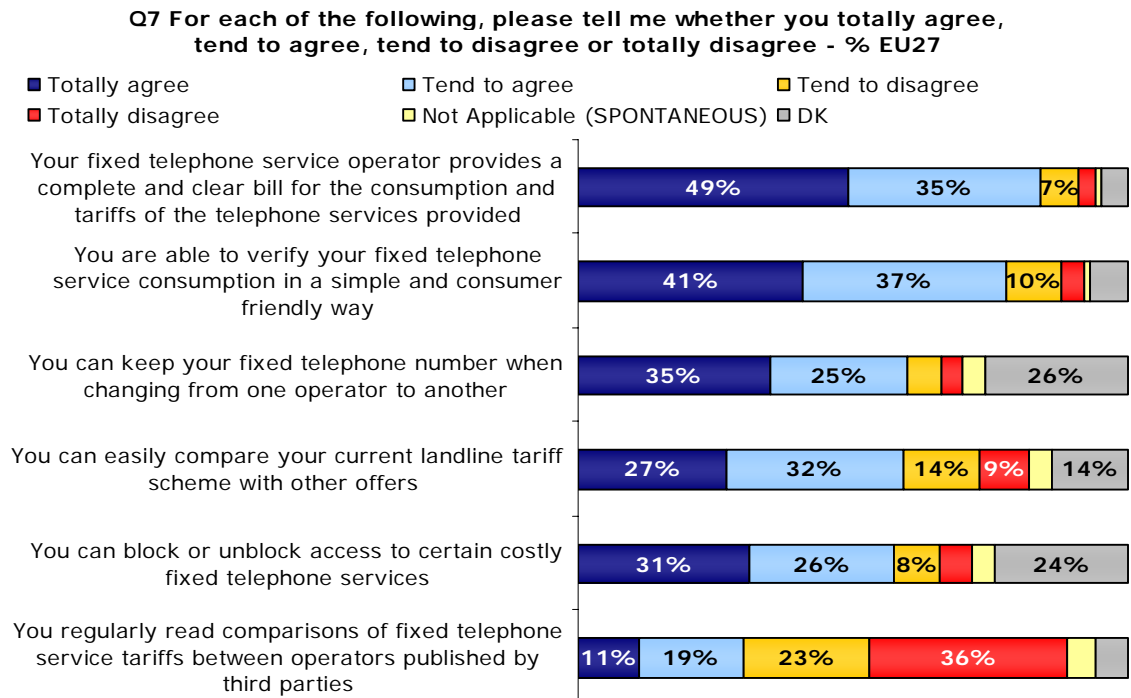
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ITALY			
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Fastweb	4%	2%	+2
LUXEMBOURG			
Base :	463	457	
Entreprise des P&T, Post	88%	89%	-1
Tele2 Services	7%	12%	-5

	2007	2006	Diff.
NETHERLANDS			
Base :	942	1084	
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Optima	10%	2%	+8
NORTH CYPRUS			
Base :	419	453	
Kıbrıs Türk Telekomünikasyon 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.



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%) Cyprus (90%) Croatia (90%)
Highest disagree by country	 	Poland (16%) 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% Germany 82%
Highest disagree by country	   	Poland (25%) Slovenia (24%) Slovakia (20%) 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%)  Greece (72%)
Highest disagree by country	 Slovenia (41%)  Hungary (37%)  Belgium (36%)  Denmark (35%)  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%)  Ireland (41%)
Highest disagree by country	 Slovenia (80%)  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%) Denmark (77%)
Highest disagree by country	  	Romania (29%) Slovakia (23%) 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%) Greece (71%)
Highest disagree by country	  	Slovenia (28%) Belgium (24%) Hungary (24%)

2.5. Mobile telephony

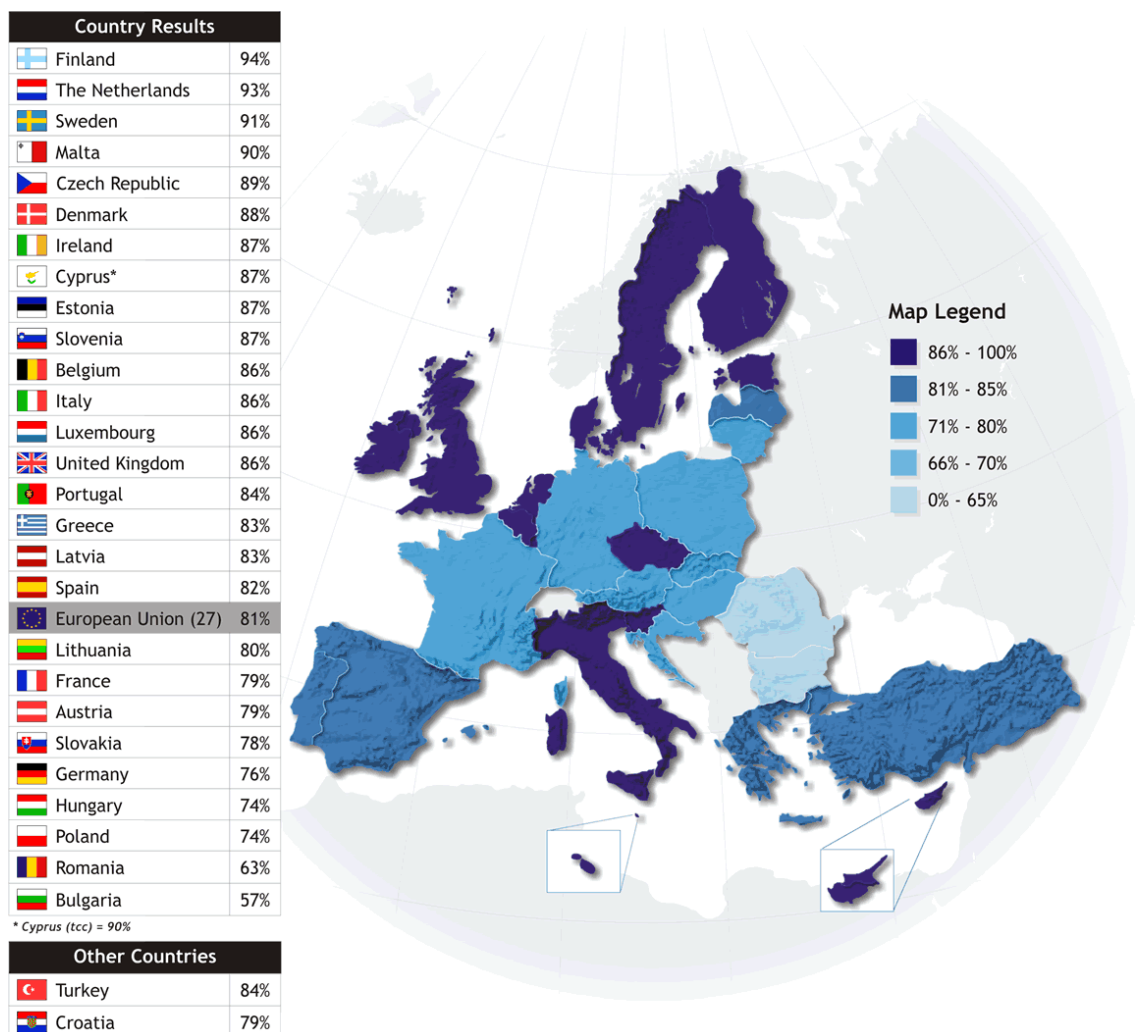
2.5.1 Households having at least one mobile telephone

- 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.

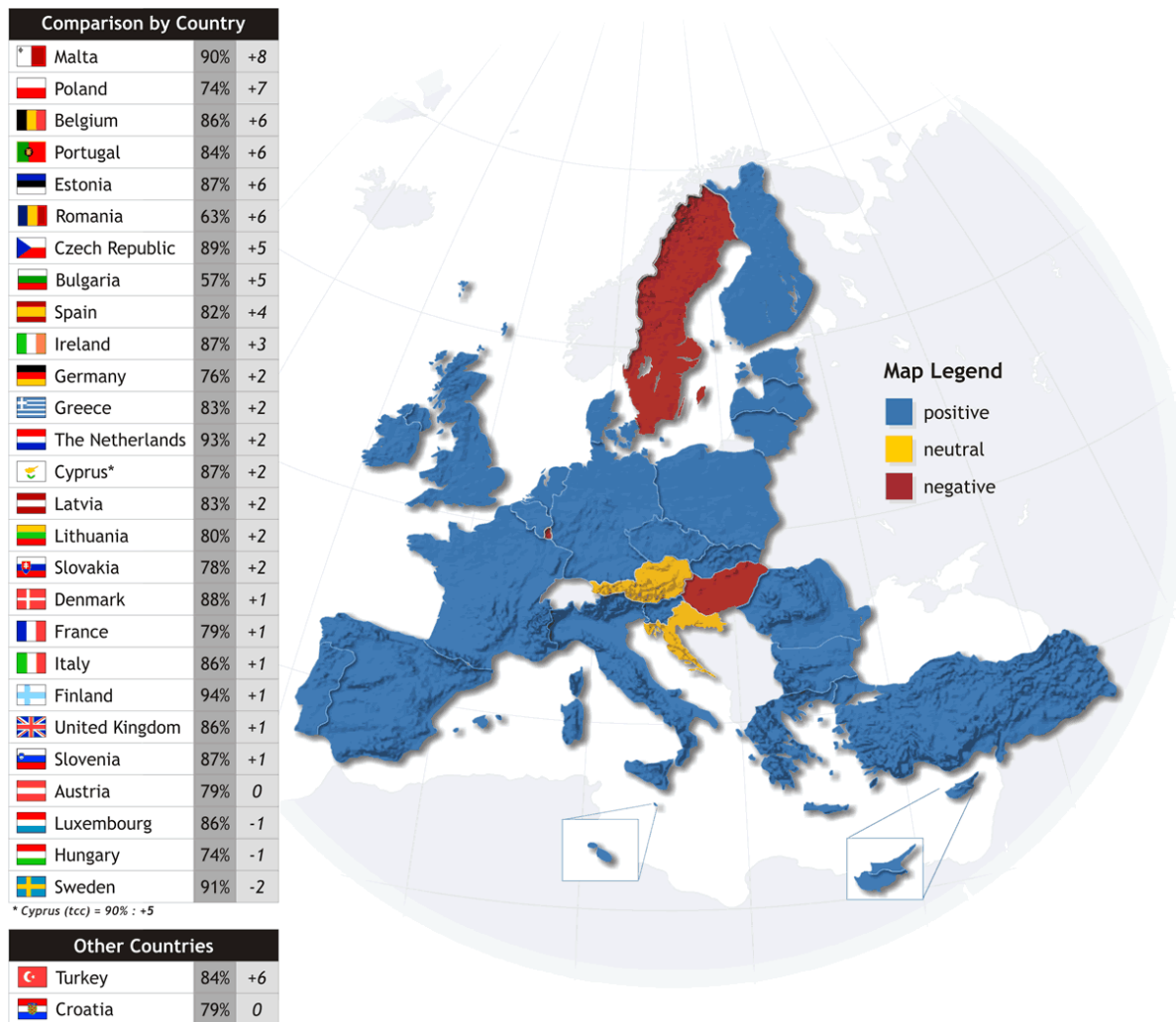
Answers: At least one mobile telephone access



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



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 phone¹². 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.

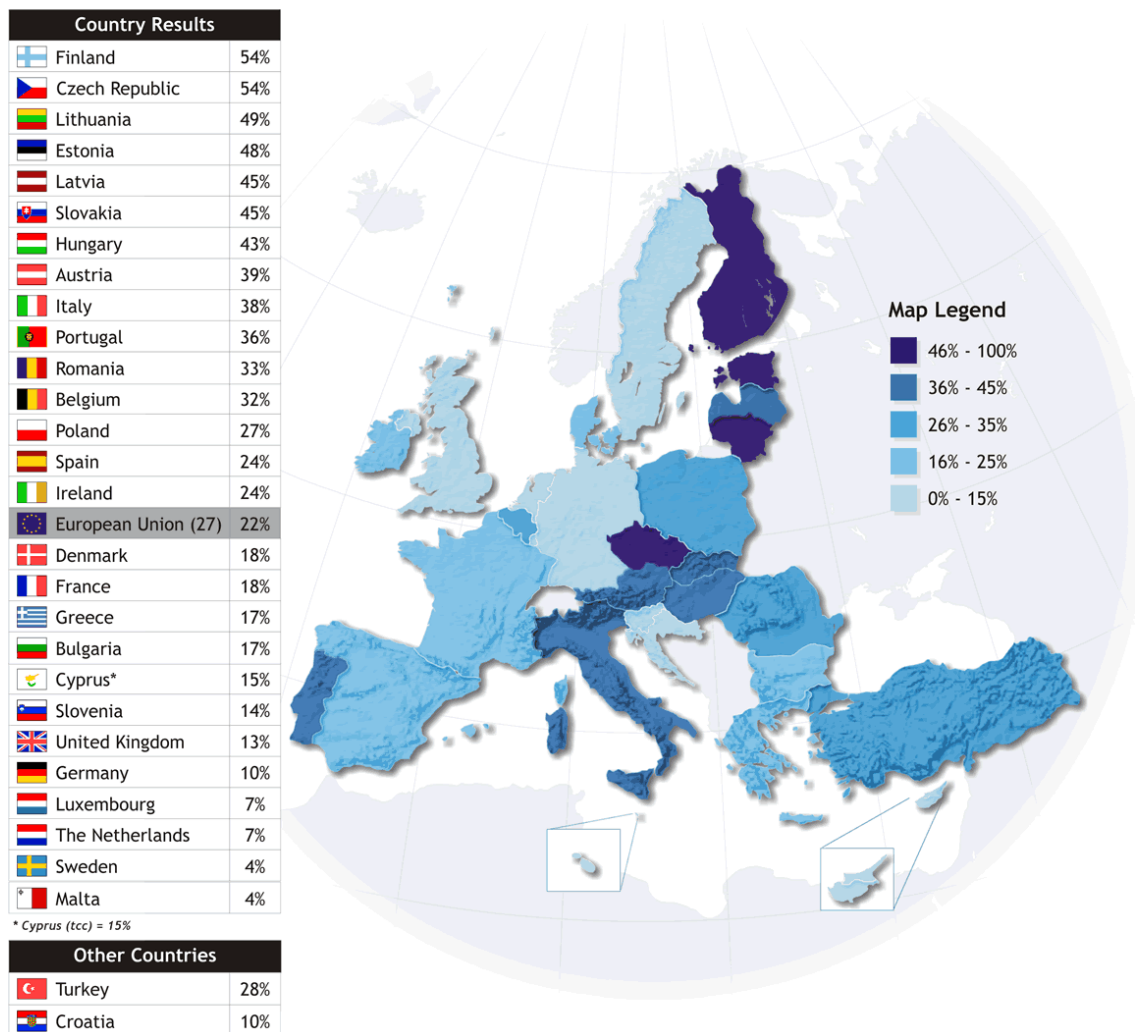
When comparing these results between the country groupings, we see that young respondents tend to have a mobile phone regardless of where they come from. However, in the two older age categories we observe a significant difference between the old EU15 and the NMS12. While only 29% of the elderly have 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



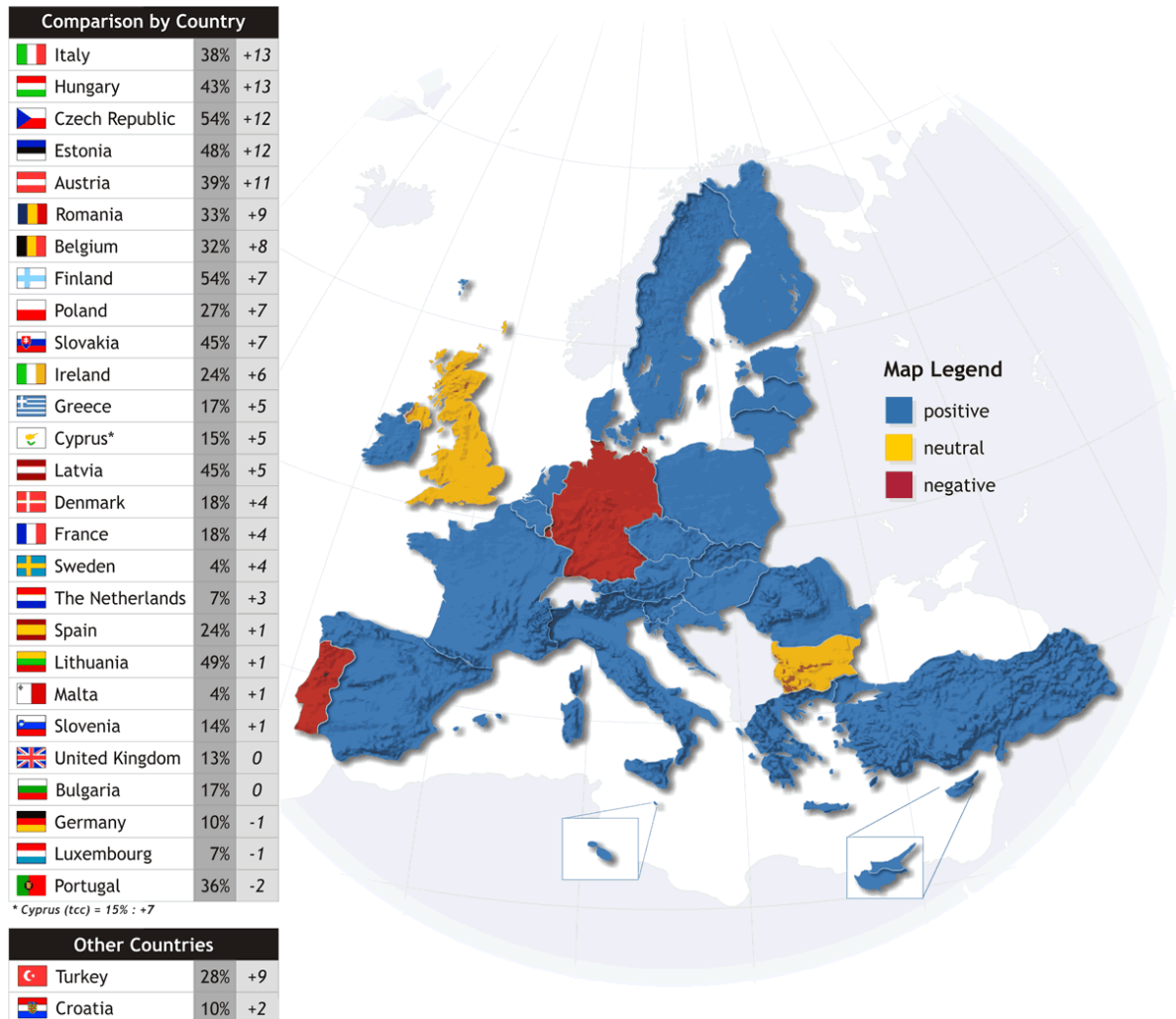
The country figures vary widely. The highest figures for households having the 'mobile-only' option are seen in Finland and the Czech Republic where over half of households use only mobile phones for telecommunications. Nearly half of Lithuanian and Estonian households also have access only to mobile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



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 is 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%

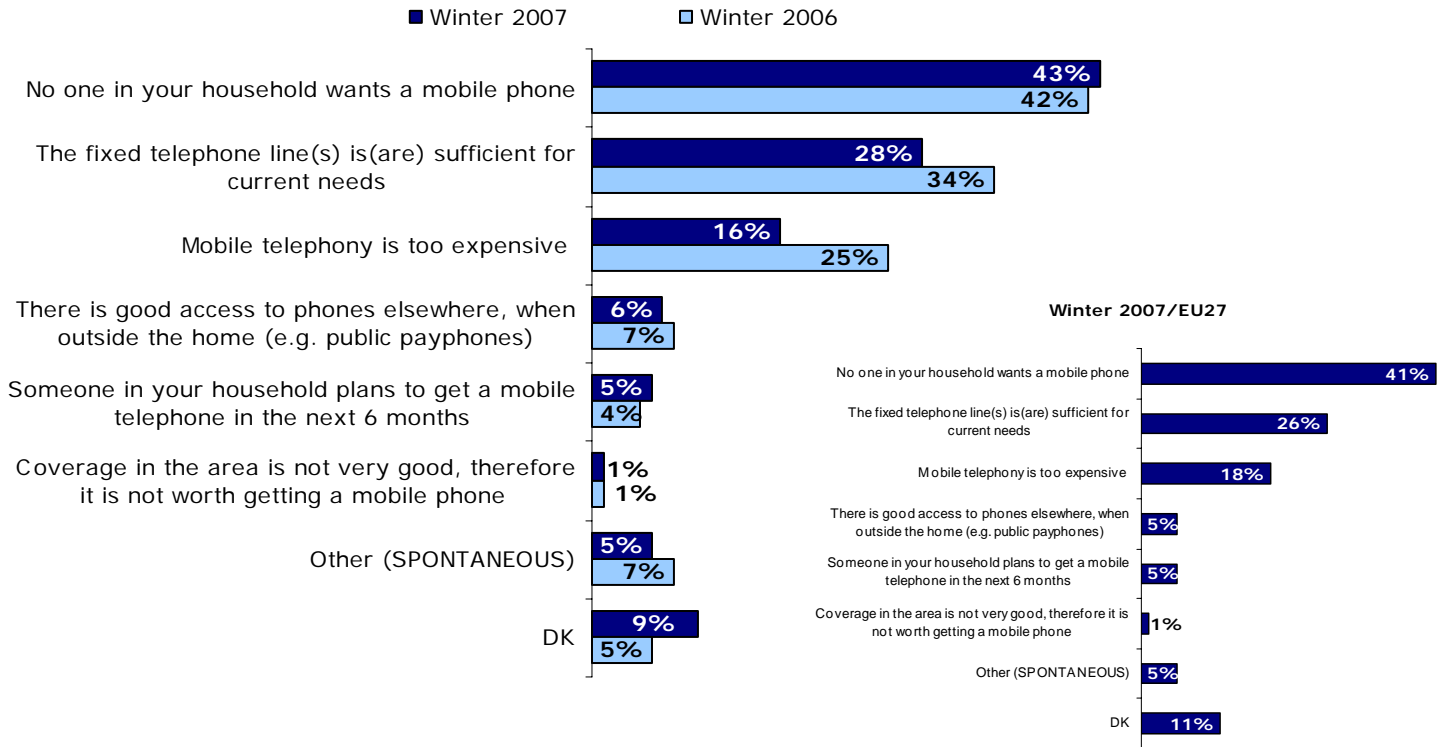
The patterns according to the age of the resident of single households follow those observed for the overall penetration for mobile telephony: the younger the single household resident is, the more likely there is only mobile phone access in the household.

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? (MULTIPLE 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.

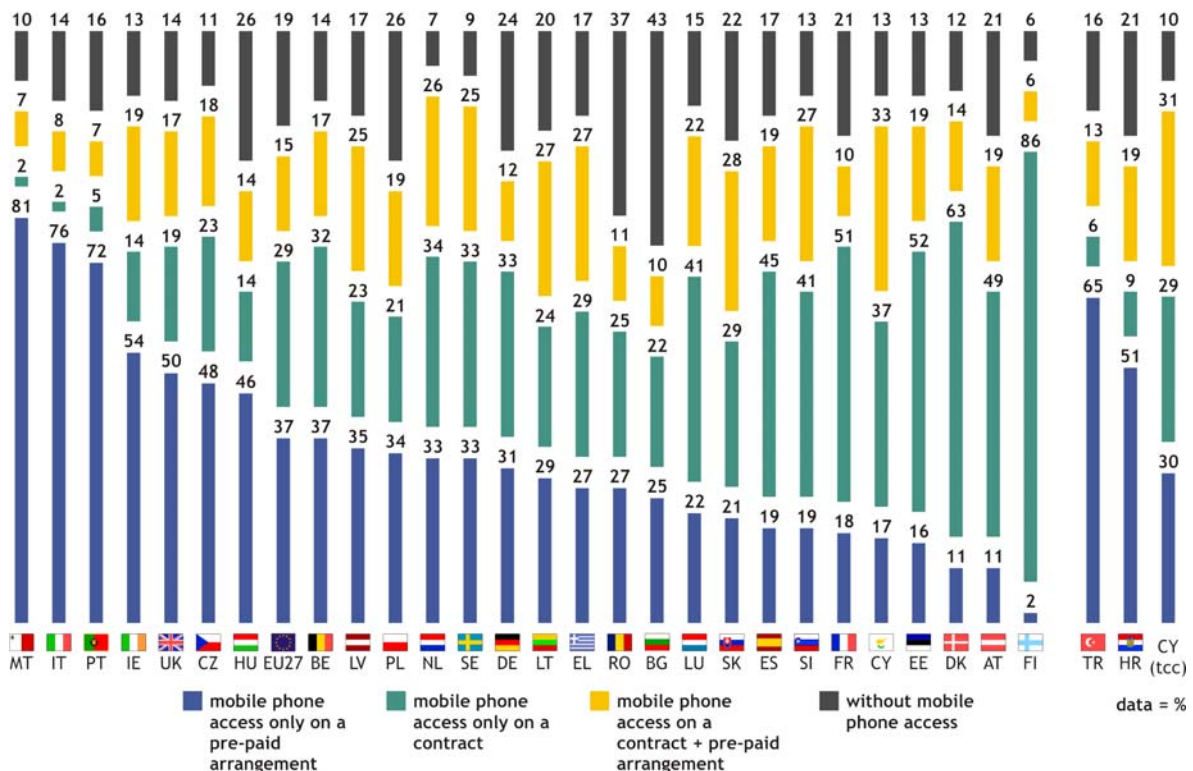
However these changes can be partly attributed to the lower overall number of mentions in comparison to the winter 2006 study.

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.

Question: Q1 (3&4). Mobile telephony
Option: Households with ...



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.

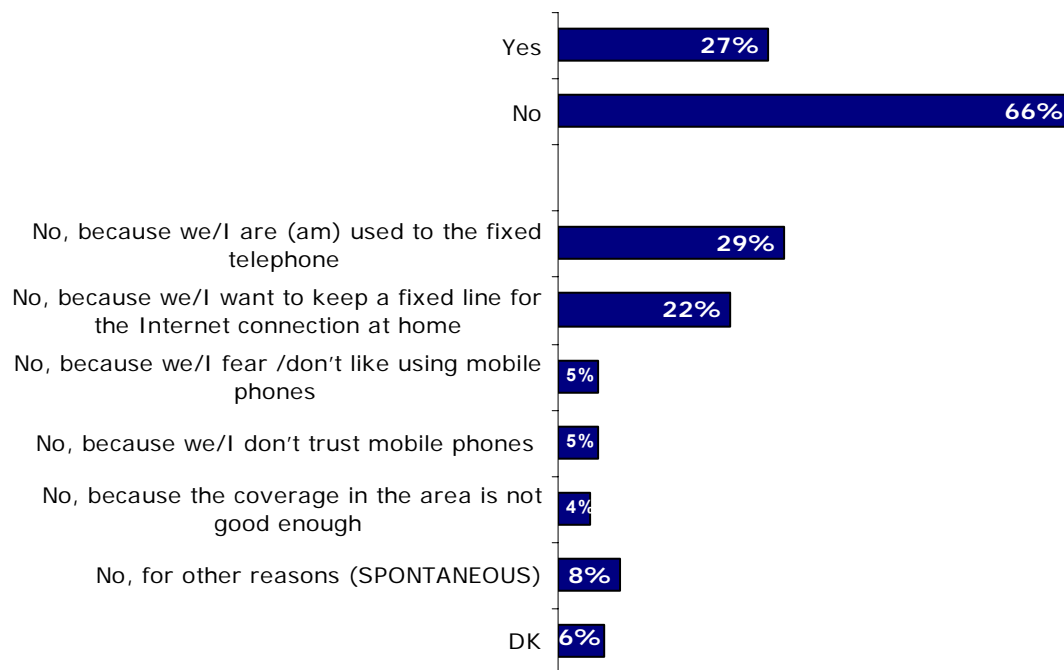
2.5.5 Substitution of fixed telephone access by mobile phone access

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						
	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%

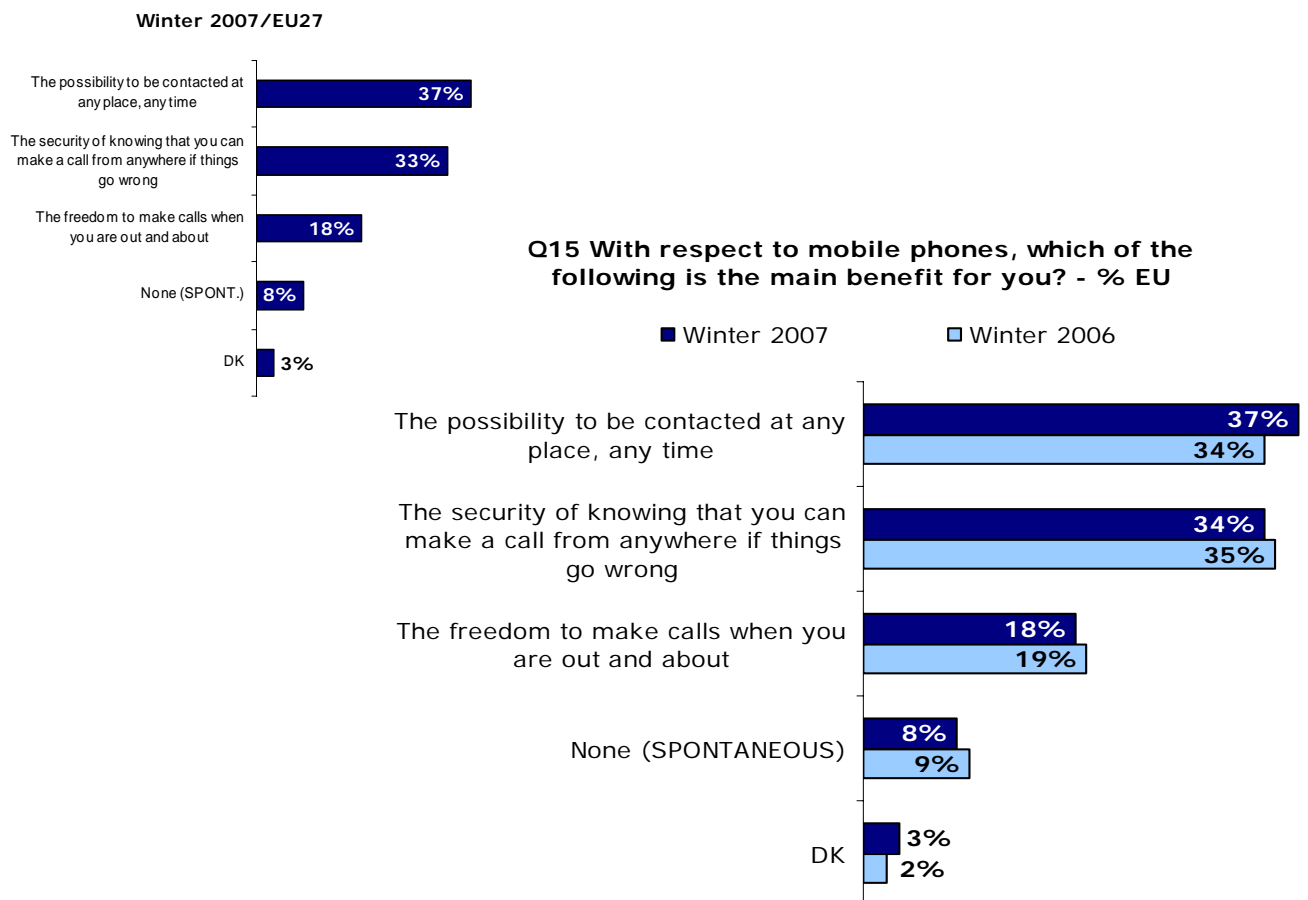
Maltese, Danish and Polish households would be most willing to give up the fixed line if the mobile telephony prices were to the same as the costs of the fixed line. Also Turkish households would be tempted to switch to the 'mobile-only' option.

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.

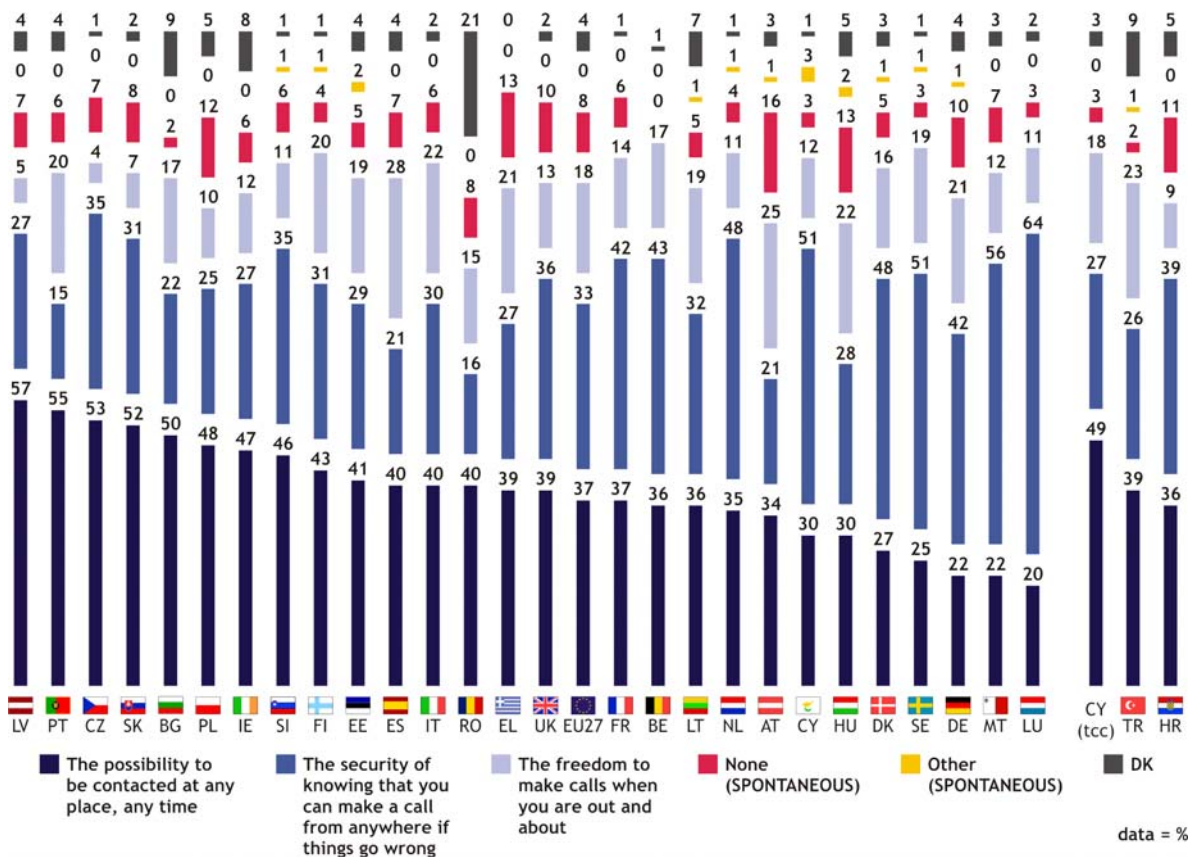
These results are broadly in line with those obtained in the winter 2006 study. The most cited reason now however is the possibility to be contacted anywhere and anytime while one year before it was the security of being able to make a phone call in any kind of emergency situation.

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
SPAIN			
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

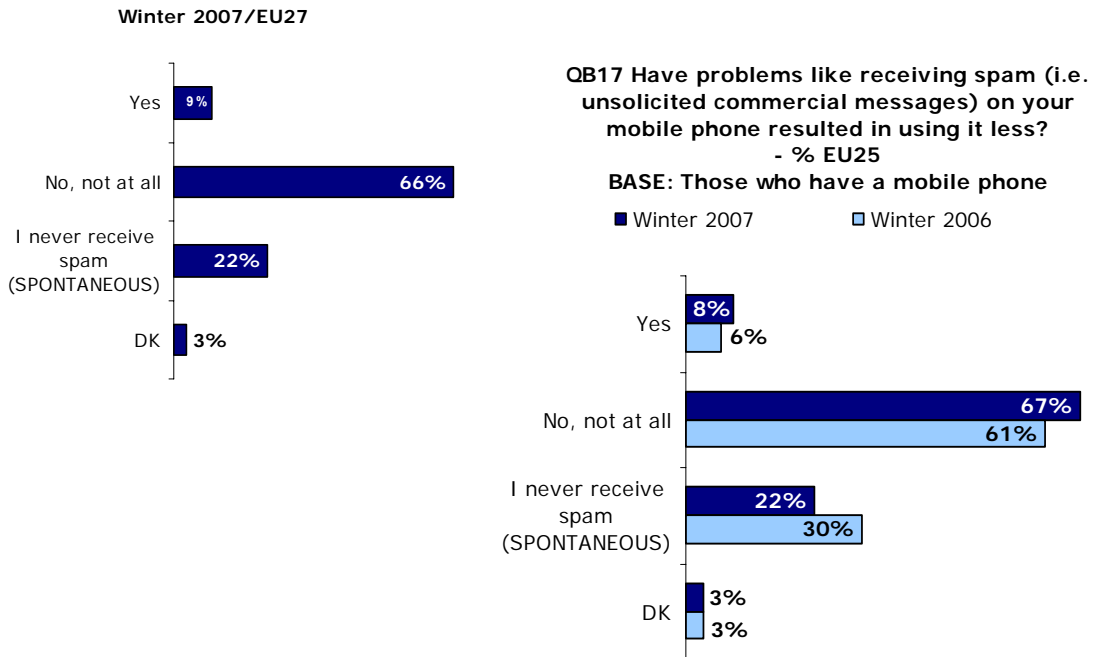
	2007	2006	Diff.
UNITED KINGDOM			
Base :	1116	1098	
3 (three mobile)	4%	4%	0
O2 / Cellnet	25%	24%	+1
Orange	24%	28%	-4
T-Mobile / One2One	15%	14%	+1
Virgin Mobile	7%	7%	0
Vodafone	22%	22%	0
CYPRUS			
Base :	404	412	
ATHK	92%	97%	-5
Areeba	8%	4%	+4
CZECH REPUBLIC			
Base :	1038	889	
O2 – Telefonica	39%	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 -

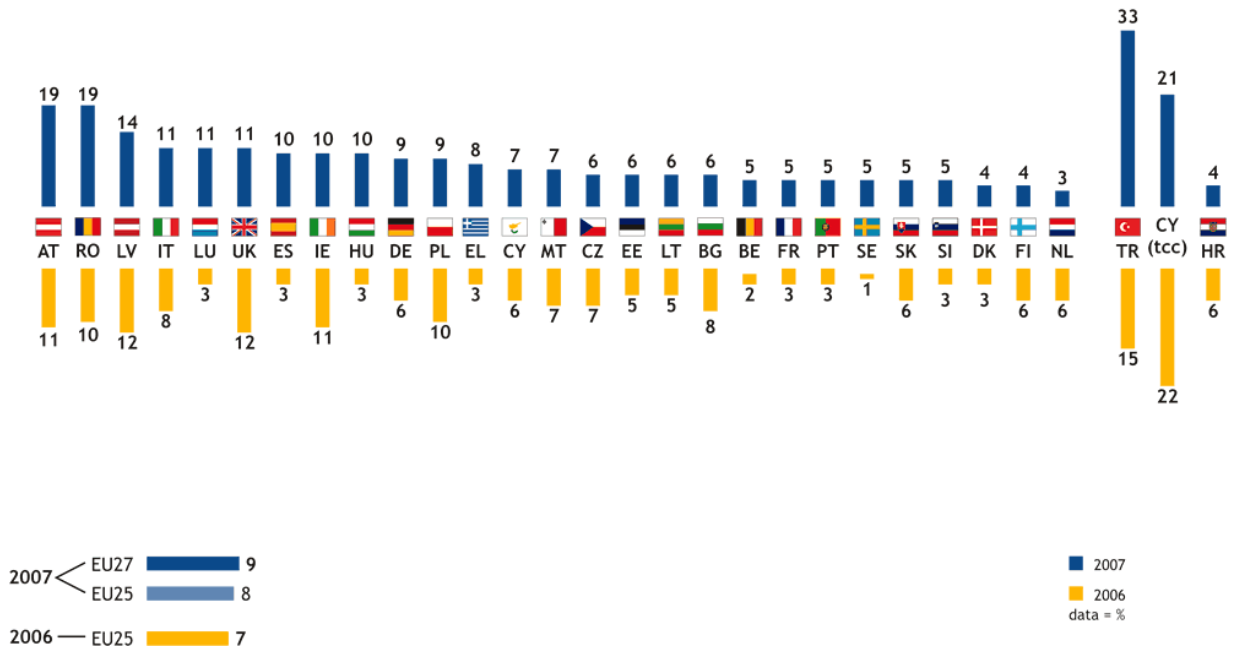
Another subject covered in this survey regarding mobile telephony was that of spam or unsolicited commercial messages. All mobile phone owners were asked to state if the fact that they had received spam had led them to change their behaviour.



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?
 Answer: Yes



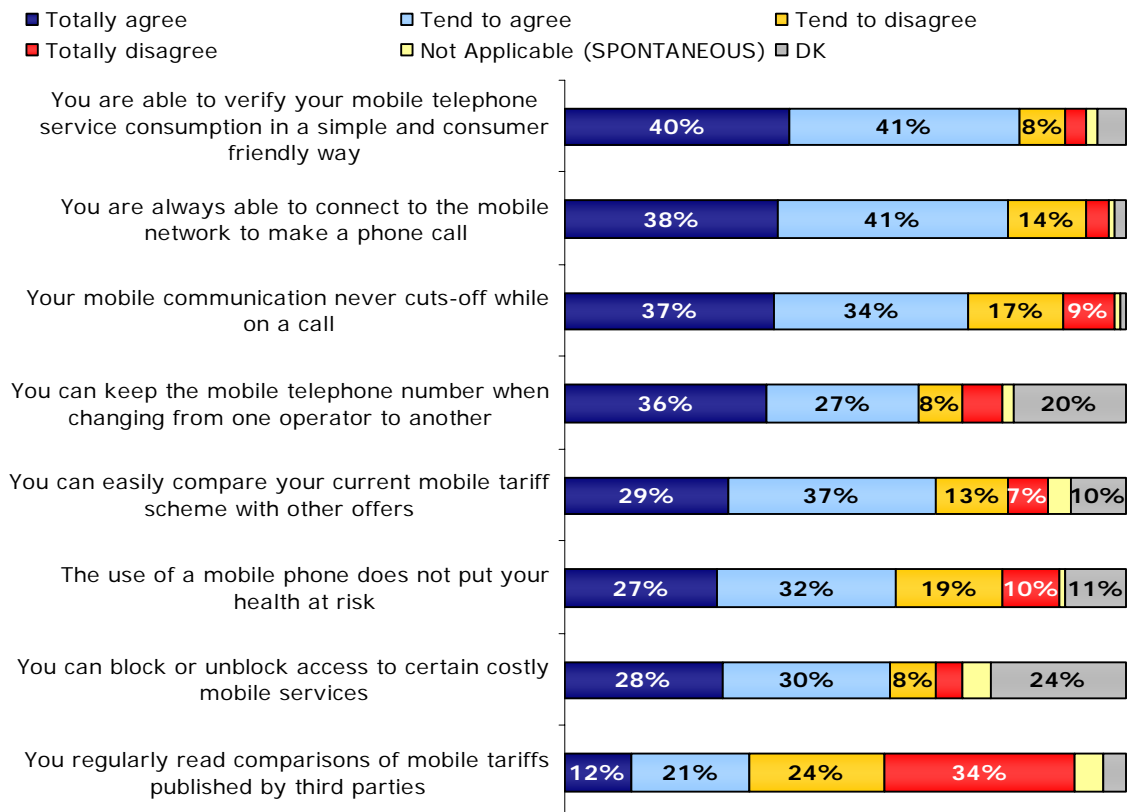
At country level we see that the highest share of Austrians and Romanians (19% each) say that receiving spam has led them to use their mobile phones less. However, the negative effects of spam seem the most prevalent in Turkey where a third of the poll claims to have changed their habits due to spam.

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 suggest 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%)  Poland (90%)
Highest disagree by country	 Greece (19%)  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%)  Czech Republic (78%)  Latvia (78%)  Malta (78%)  Poland (78%)
Highest disagree by country	 Belgium (33%)  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%) Malta (44%)
Highest disagree by country	  	Germany (71%) Czech Republic (70%) 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%) Hungary (90%)
Highest disagree by country	  	Luxembourg (40%) France (29%) 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%) Hungary (84%)
Highest disagree by country	  	Luxembourg (39%) Cyprus (37%) 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%) Ireland (87%)
Highest disagree by country	  	Romania (40%) Germany (25%) 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%) Finland (80%)
Highest disagree by country	   	Greece (73%) Cyprus (65%) Latvia (42%) 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%) Slovakia (74%)
Highest disagree by country	  	Hungary (25%) Belgium (21%) 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.

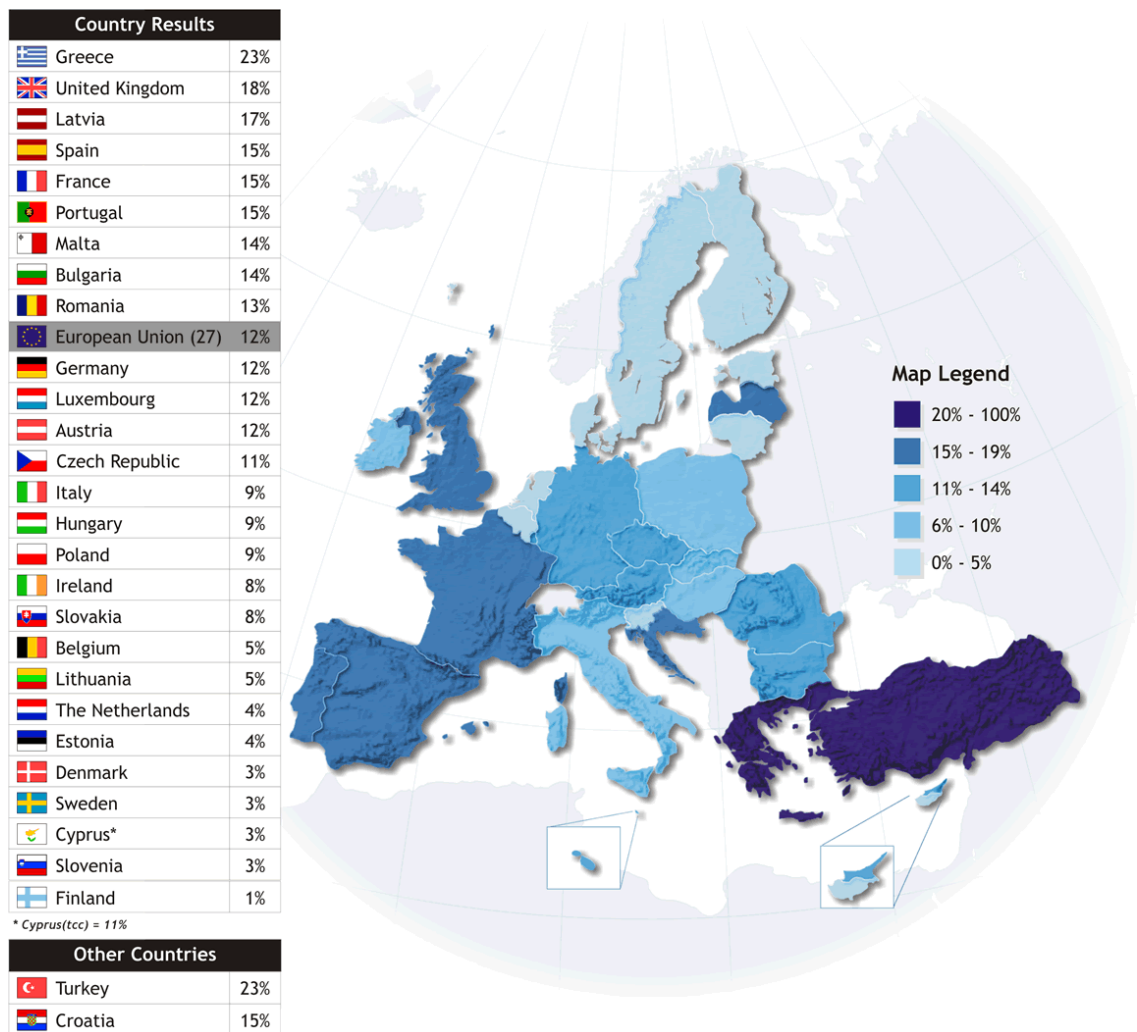
Question: QB11. Use of public payphones



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

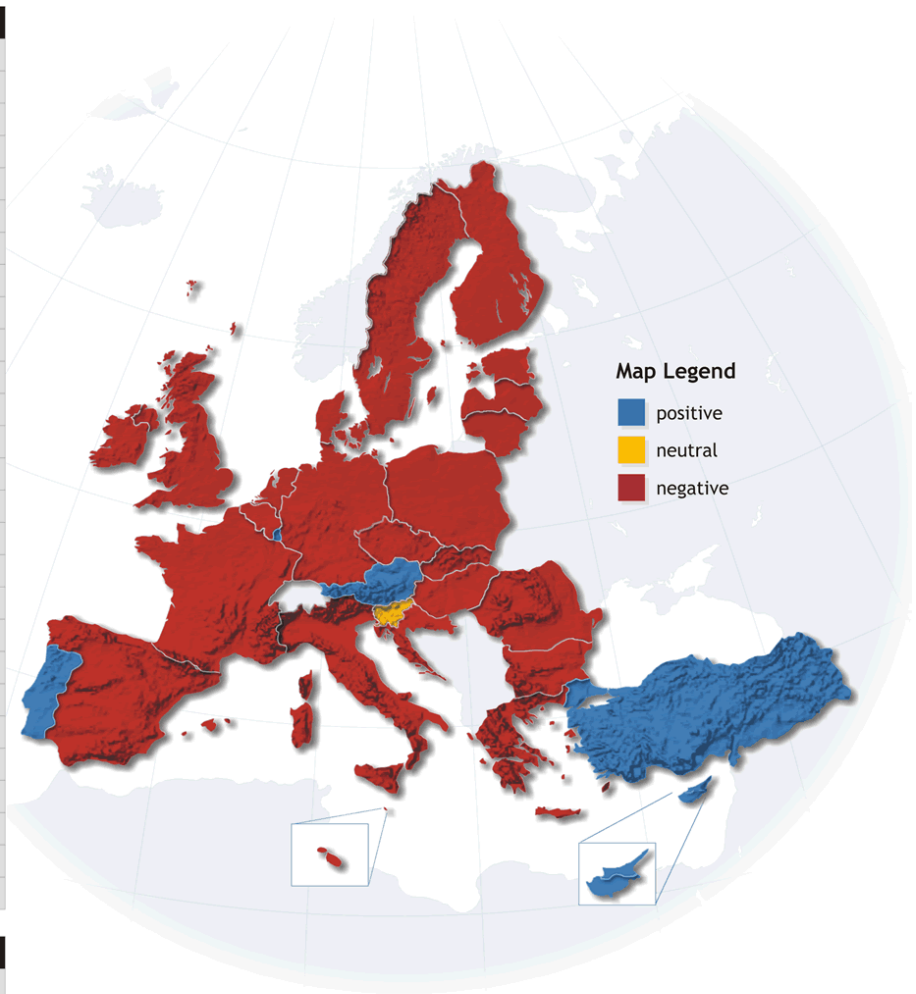


The highest decrease (-8 percentage points) in the use of public pay phones is observed in Greece and Latvia, while a slight increase emerges in Portugal and Luxembourg (+4 points).

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

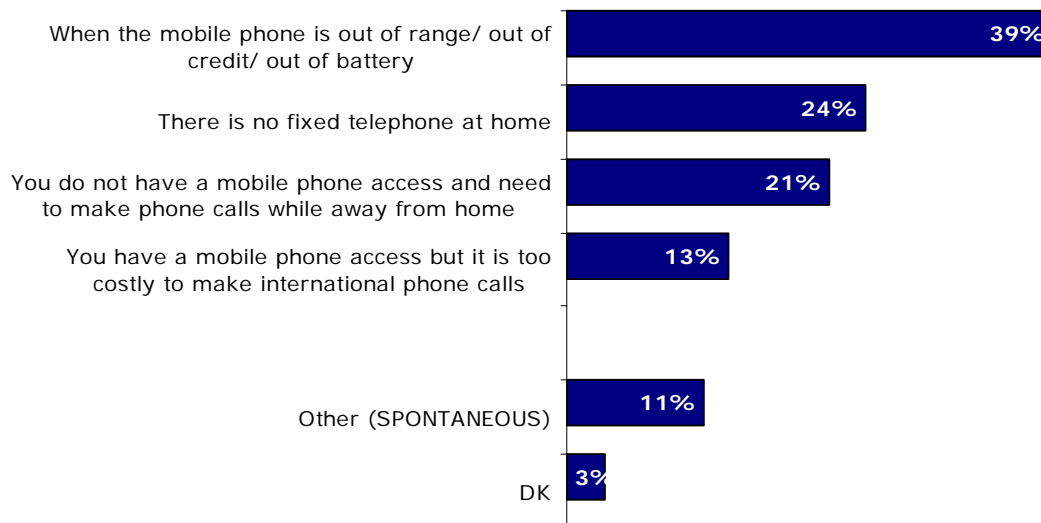
Answers: Yes

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**

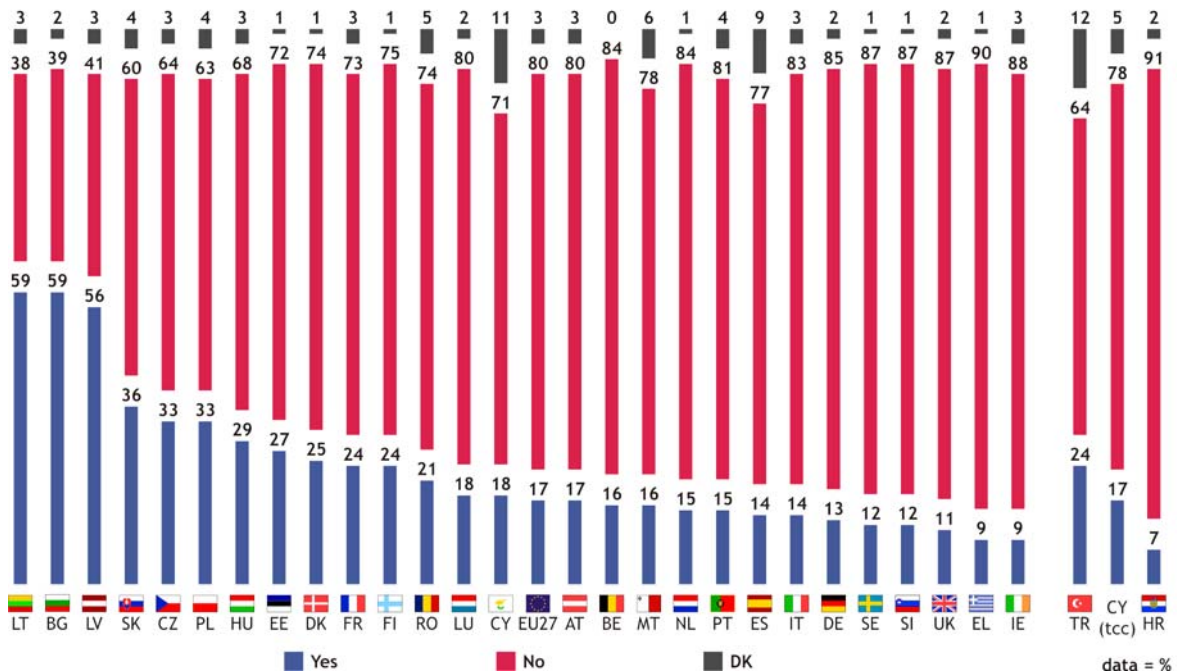


The most often mentioned reason for using public pay phones is that the mobile phone is out of range, out of credit or out of battery (39%). The lack of fixed telephone is cited by nearly a quarter of respondents. 21% of respondents say that they do not have a mobile phone and they use public pay phones 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 calls¹⁵. 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	QB34.2 How often do you personally consult...?		
	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.

% EU27	QB34.2 How often do you personally consult...?			
	BASE: Internet access at home		BASE: No Internet access at home	
	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 than 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

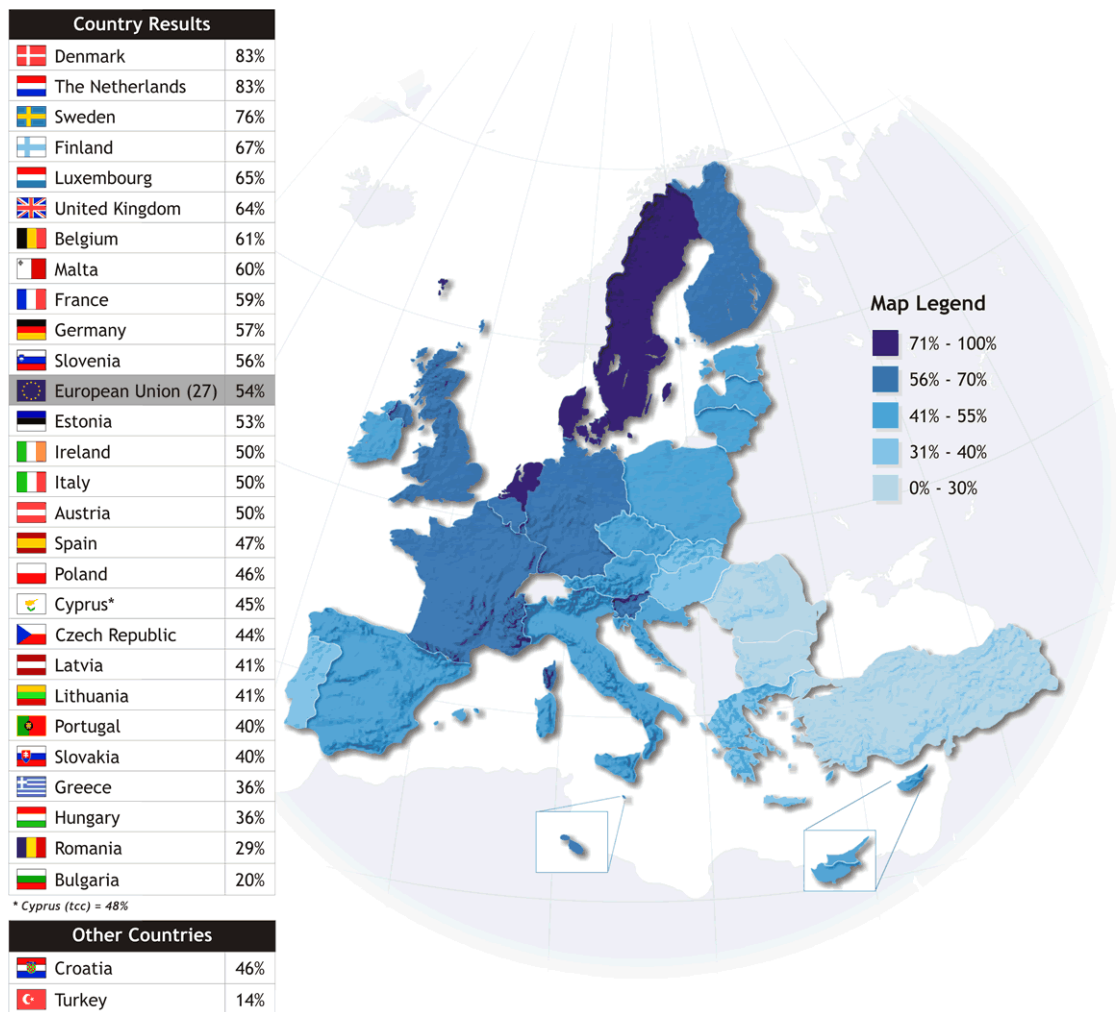
3.1. Personal computer

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

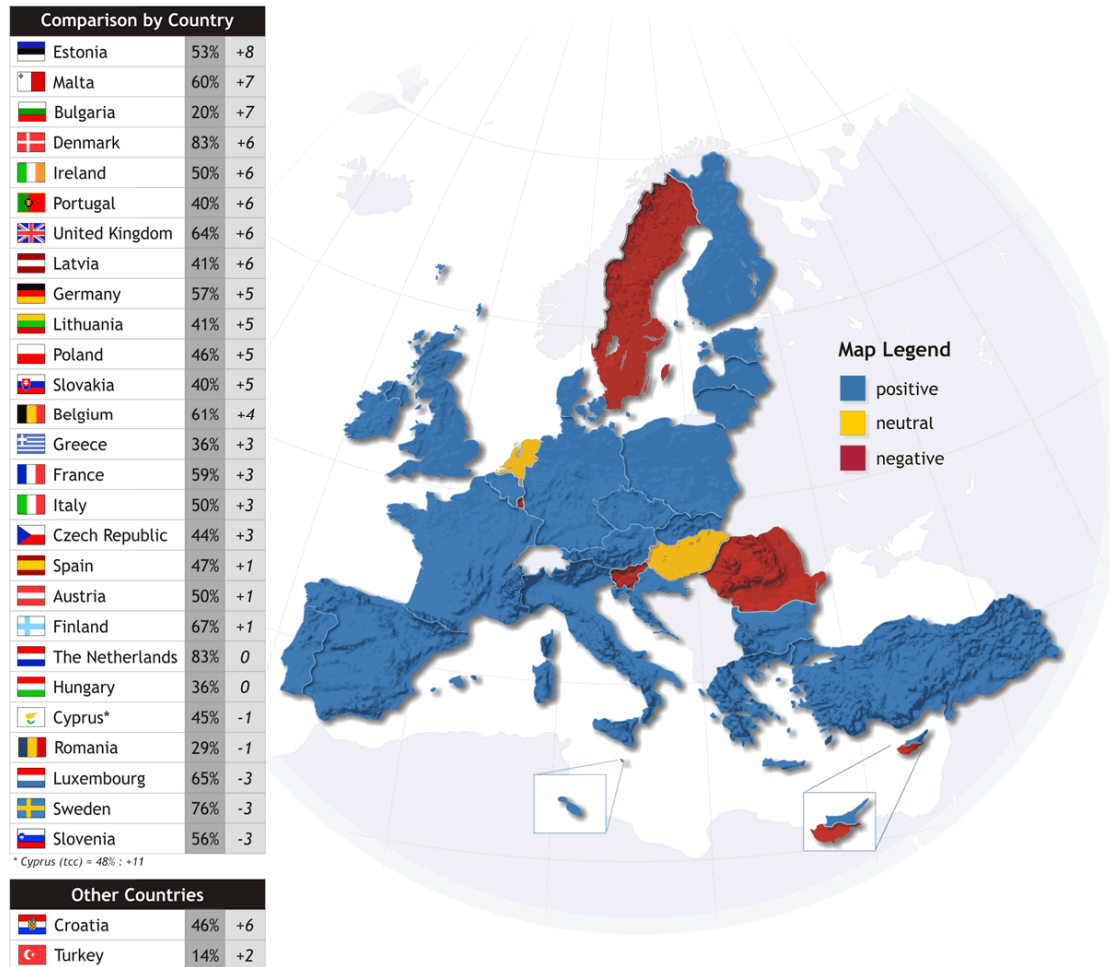


Slightly over half of Europeans (54%) have a computer in their household. The prevalence of computers is significantly higher in the old Member States (58%) than in the 12 new countries (39%). Corresponding to this result, 83% of households in Denmark and the Netherlands have a computer while this is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



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 Croatia¹⁶.

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%

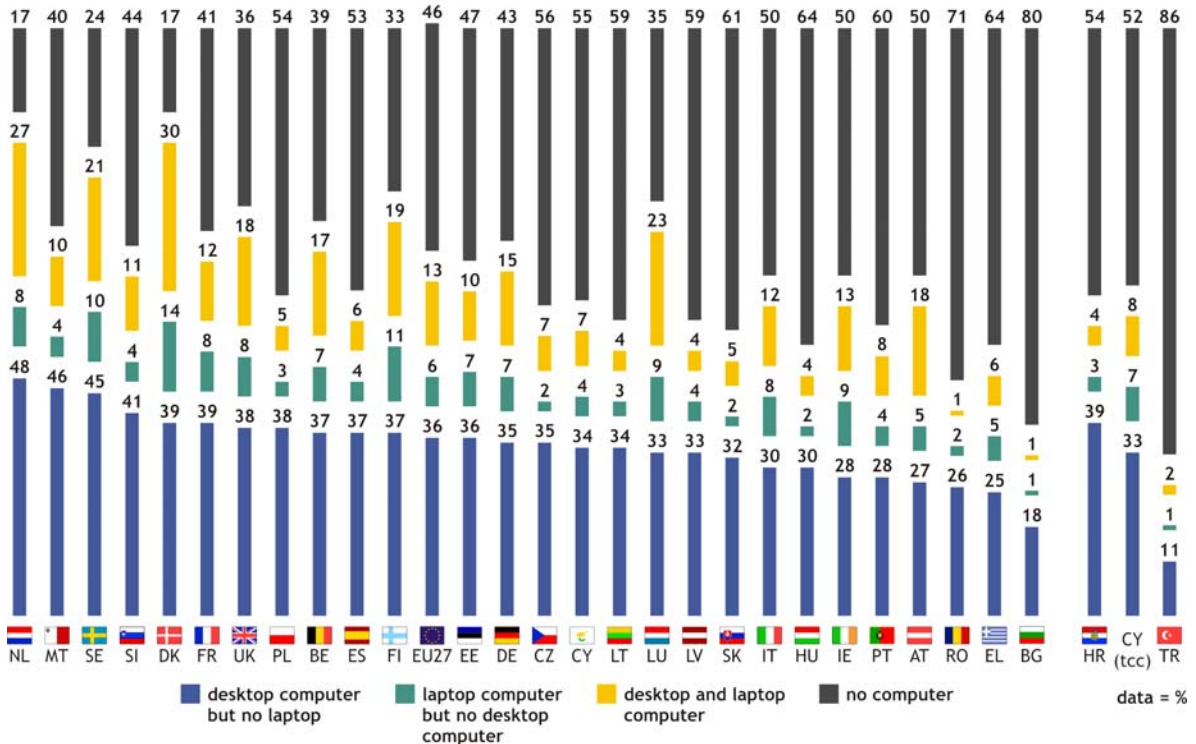
When the focus is again laid on single households, we see that in the youngest age group, the computer penetration rate is significantly higher than the EU average while households occupied by residents aged 60+ are poorly equipped with computers. This is particularly the case in the new Member States.

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 -

Question: Q1 (8&9). Computers
Option: Households with



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
EU27	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 -

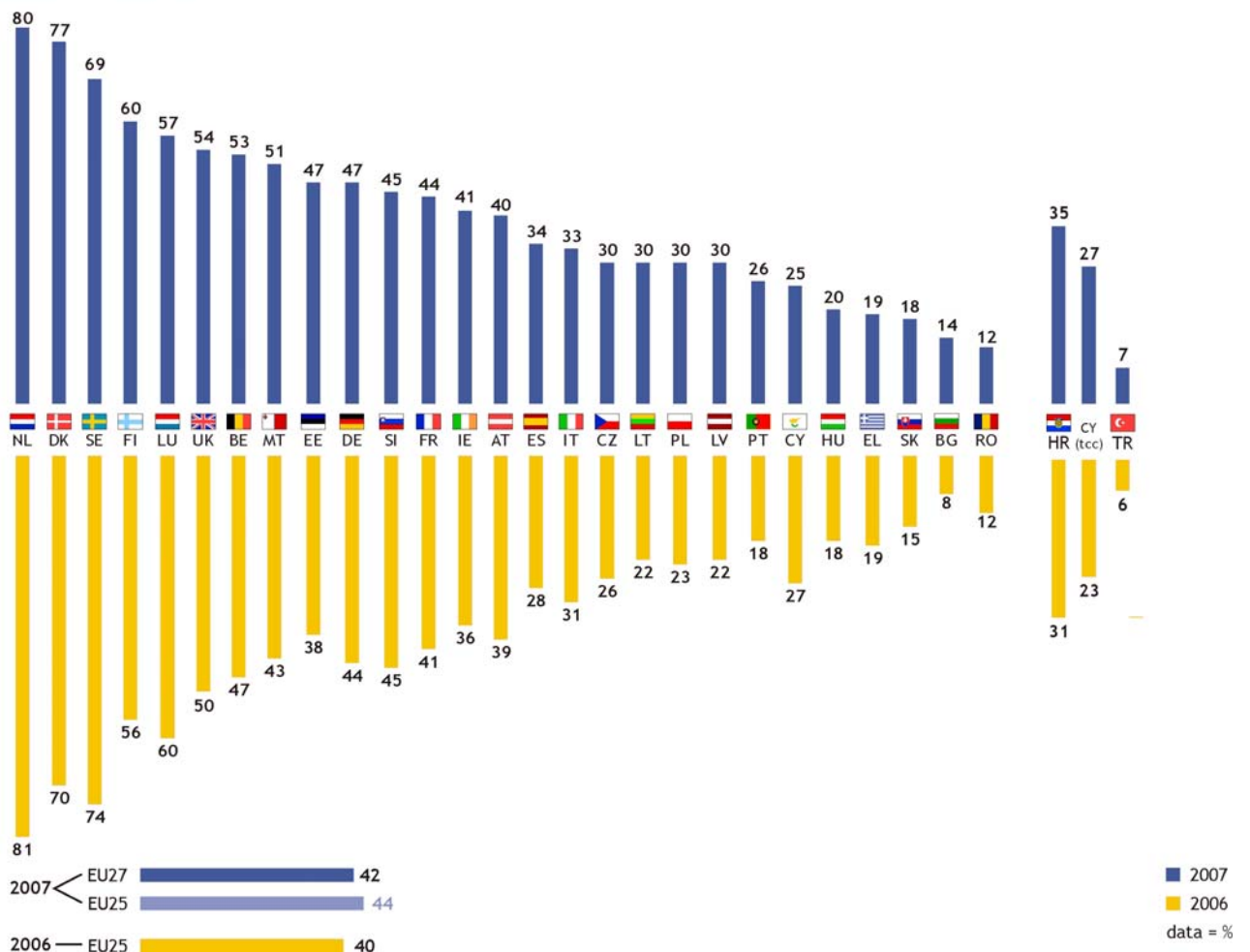
42% of households within the EU27 have internet access at home. A slight increase can be observed within the EU25 (44%) since the winter 2006 study (+4 percentage points).

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



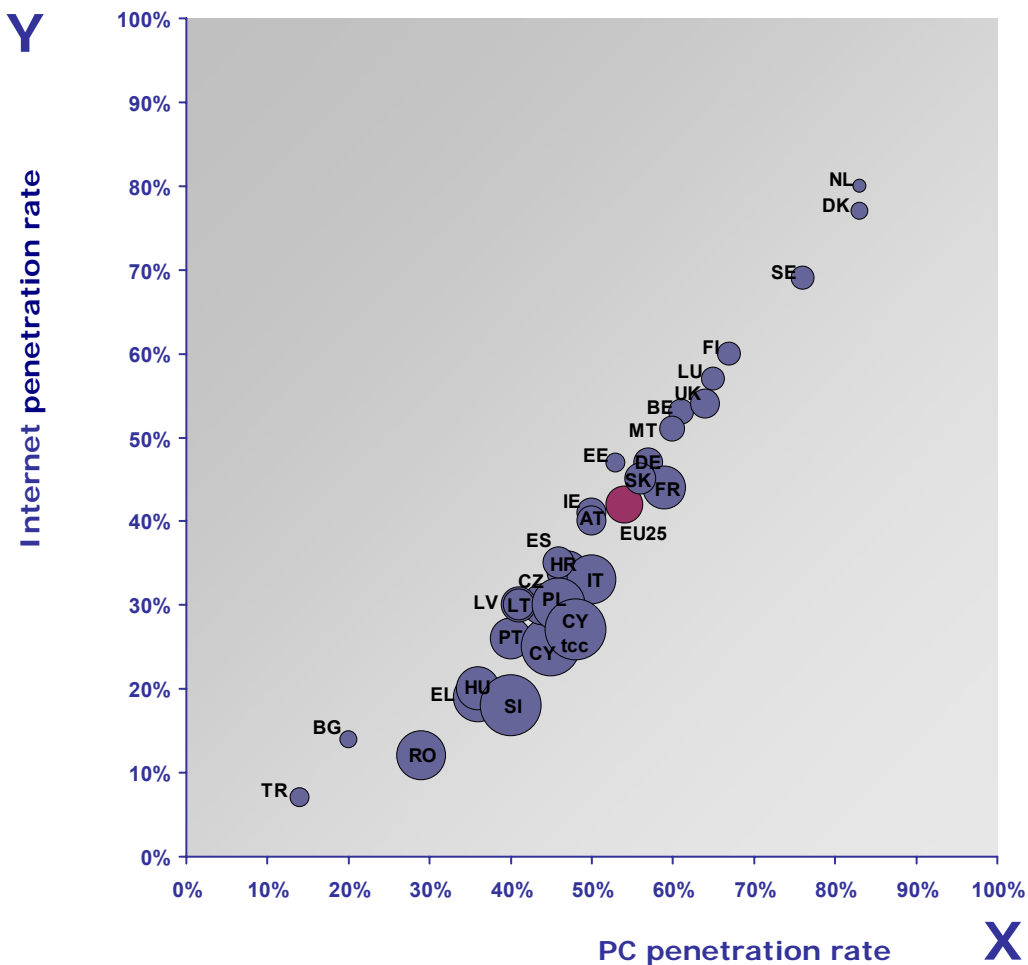
The internet penetration rate increases in 22 out of 29 countries polled compared to the winter 2006 study. A slight increase can be observed within the EU25 (44%) since the winter 2006 study (+4 percentage points). At country level, the penetration rate increases in 22 out of 29 countries polled compared 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

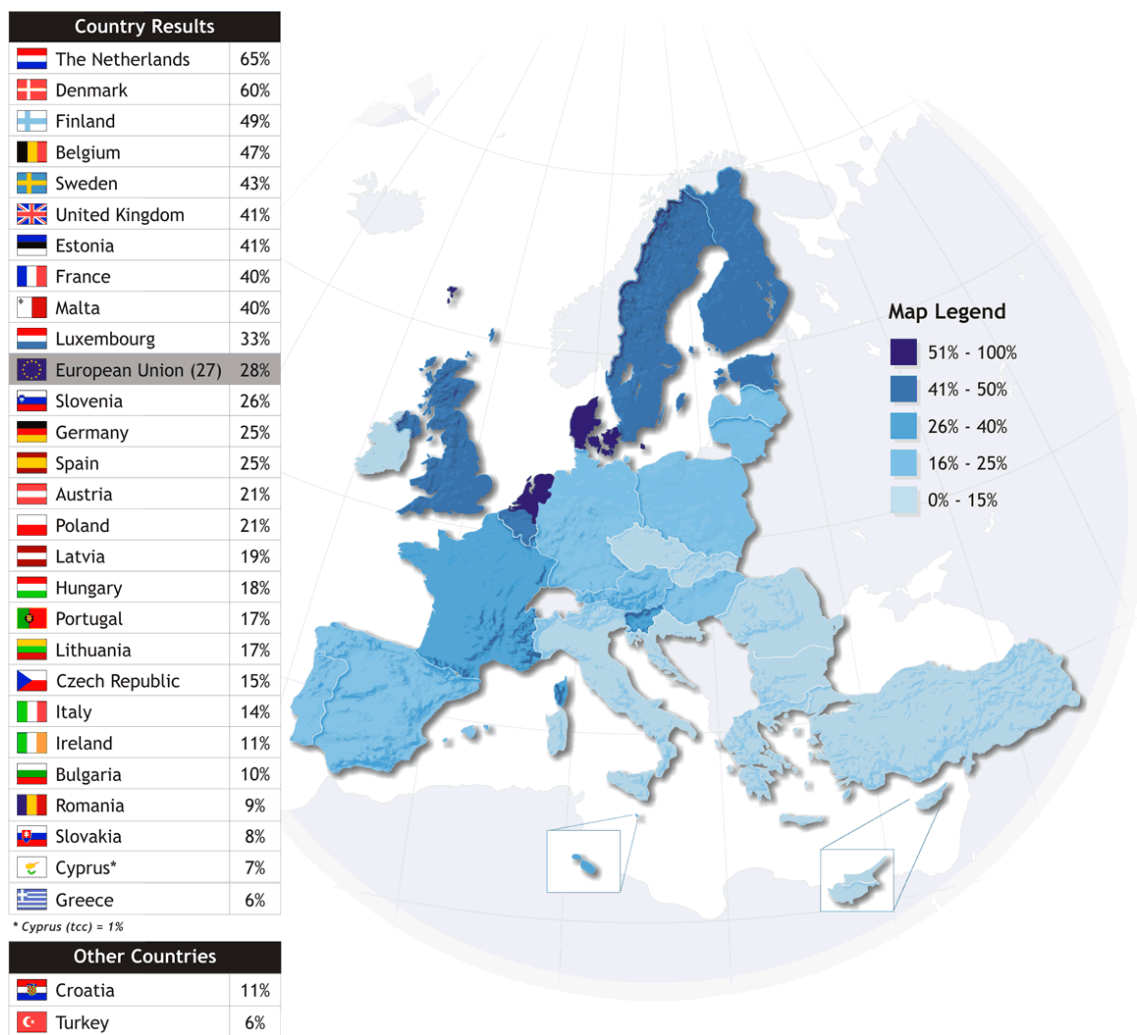
The technology used to access the internet varies widely between the countries. At EU level we can broadly say that **about two-thirds of the households that have internet access use broadband technology while the remaining third use narrowband connections**. In the total sample of households, 28% have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

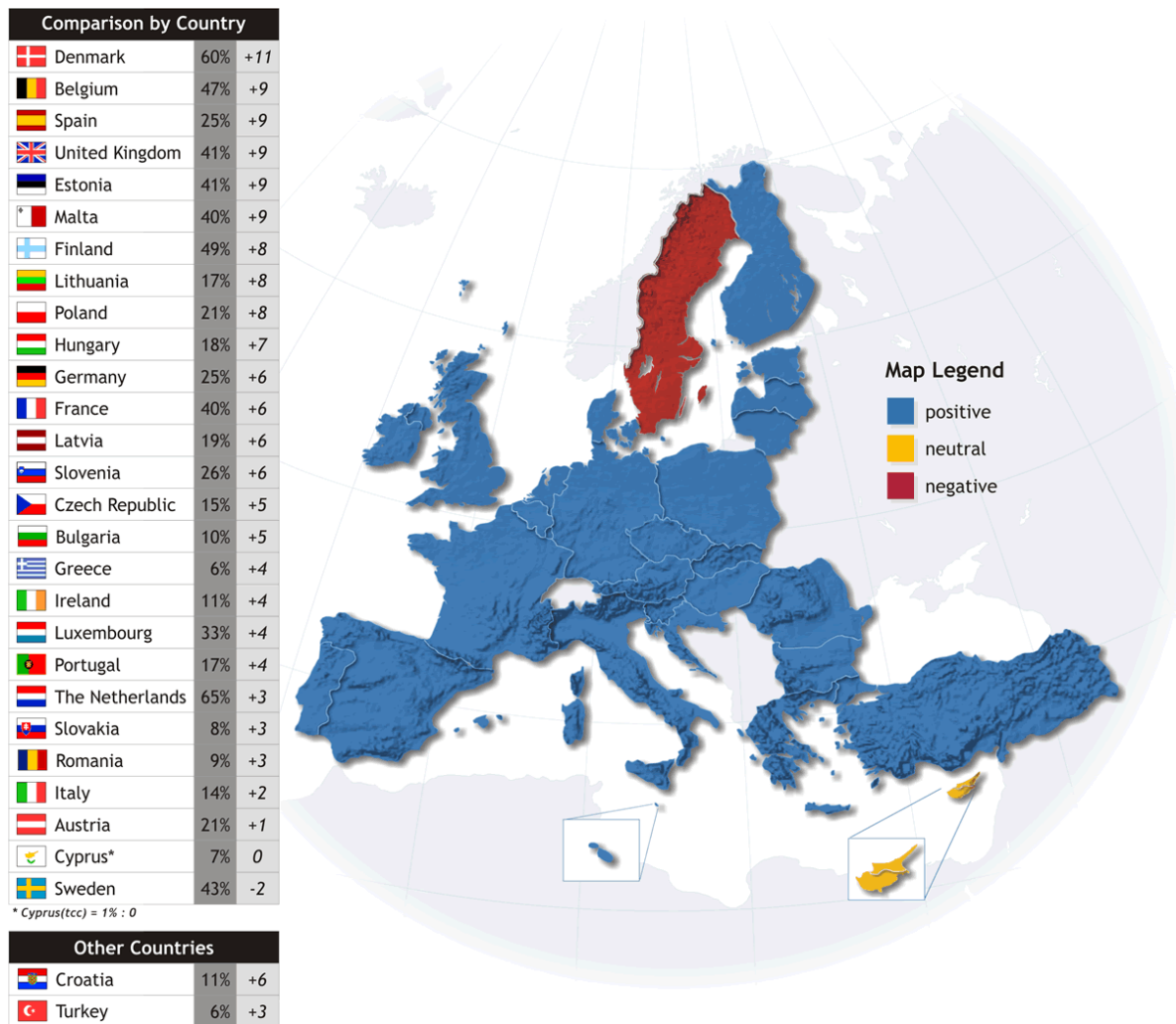


28% of European households benefit from a broadband connection. This is particularly the case in the Netherlands (65%) and Denmark (60%). On the other hand, very few households in Greece, Cyprus, Slovakia, Romania and the candidate country Turkey have broadband access.

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



The trend observed since the winter 2006 study is clearly positive. In all countries, with the exception of four Member States¹⁷, 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.

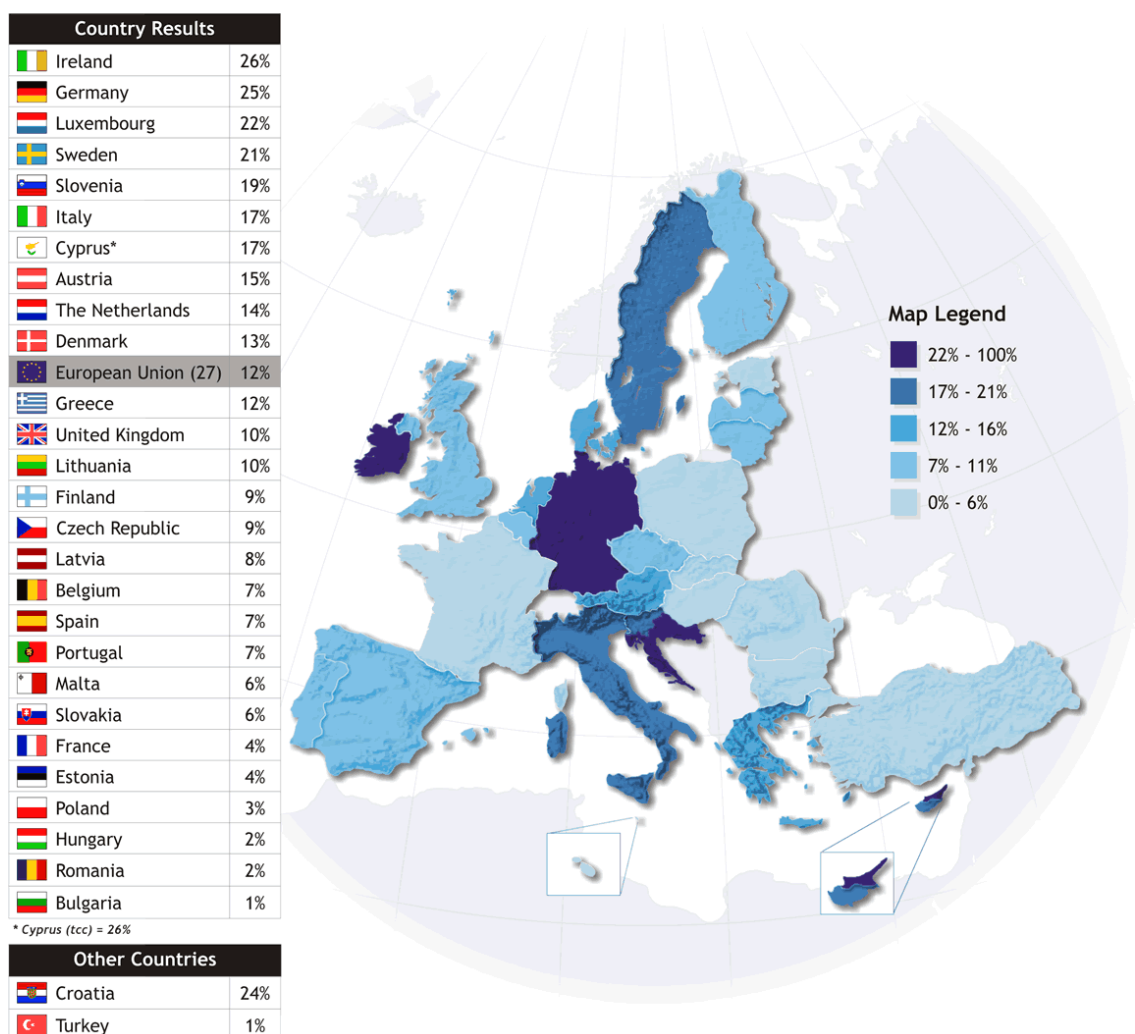
3.2.2.2 Narrowband Internet access

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.

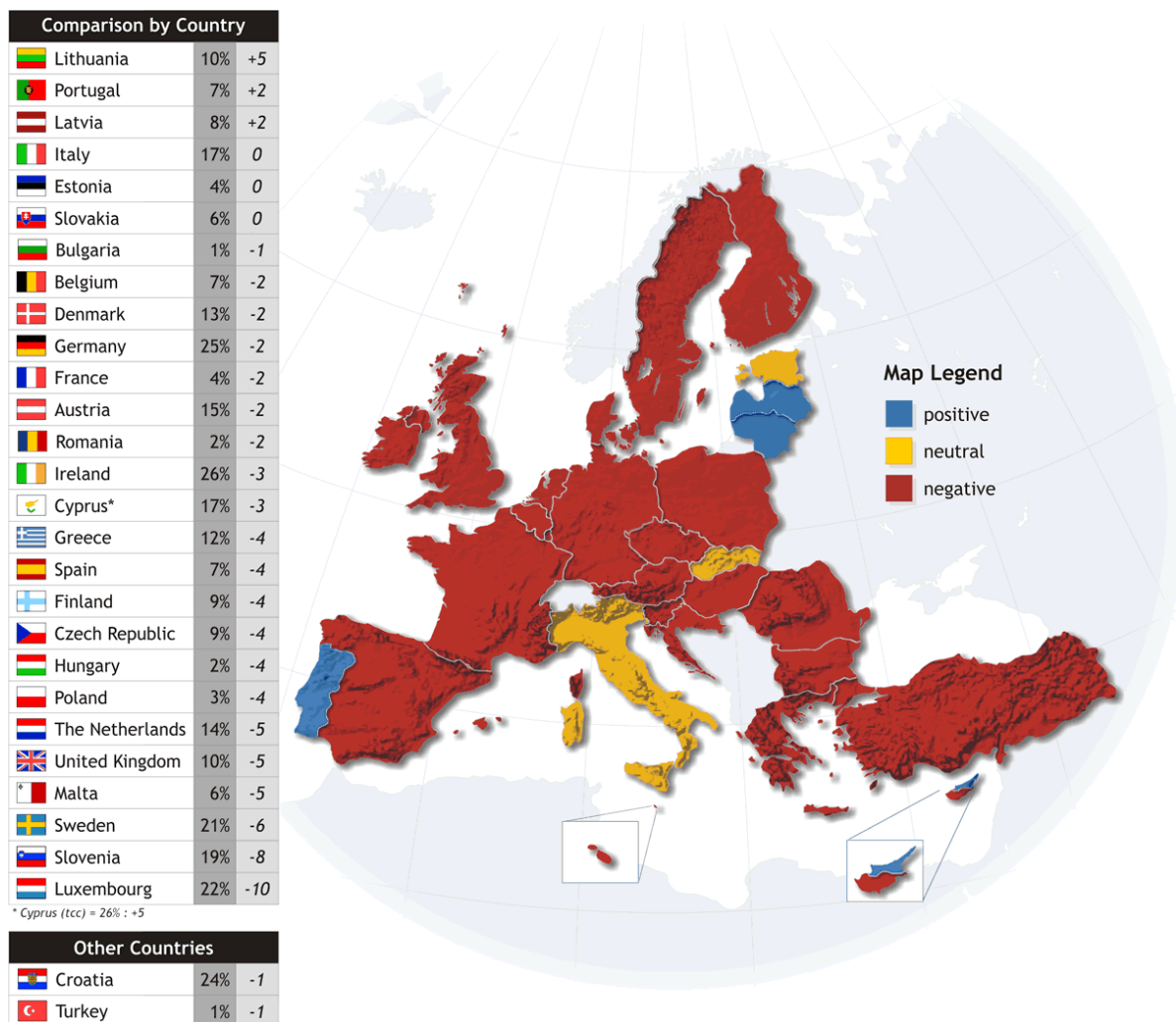
Answers: Narrowband Internet access



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



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 static¹⁸.

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%

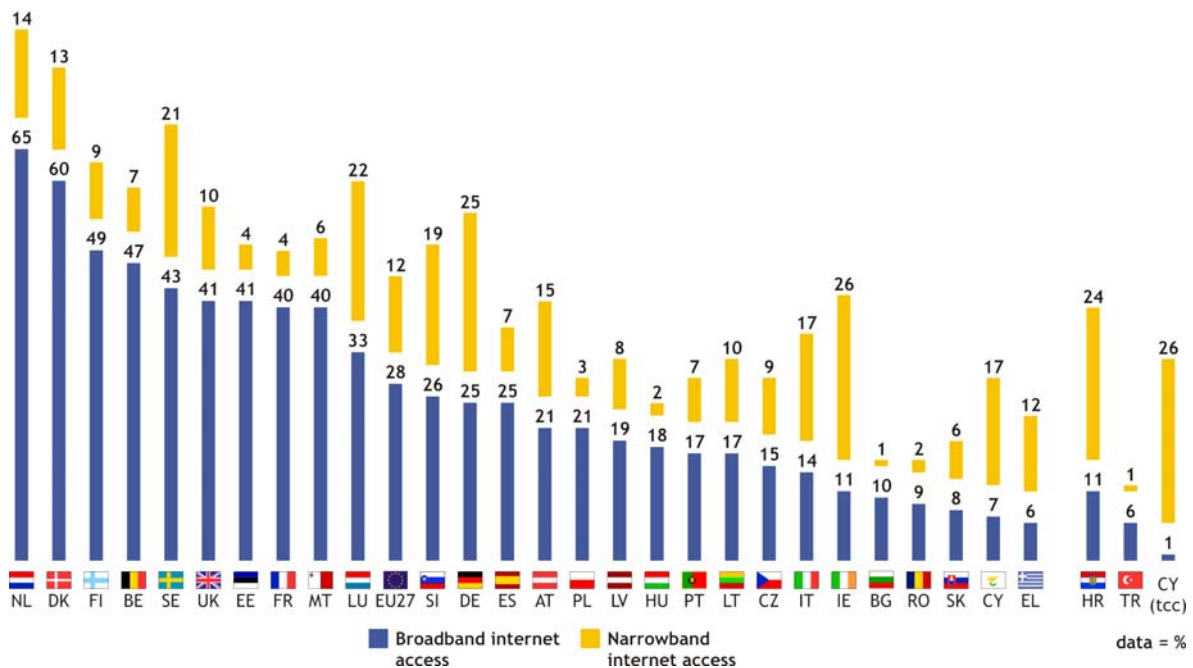
The patterns within single households in terms of age of the inhabitant reveal some small differences. While within the EU15, the group of single occupants aged 30-59 is most likely to have a narrowband connection at home, within the NMS12 this is the case for the youngest age group. It should however 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)



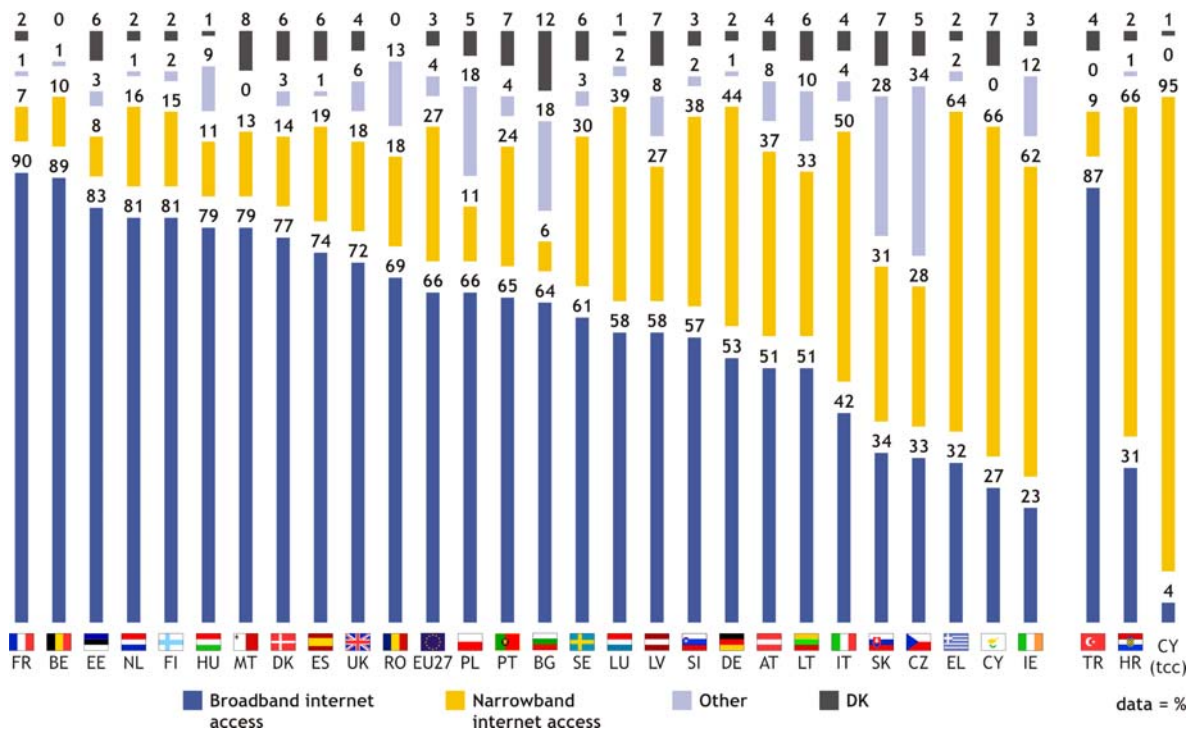
If we first look at the share of different types of access in all households i.e. the overall penetration rates, we see that...

- ...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

 = 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

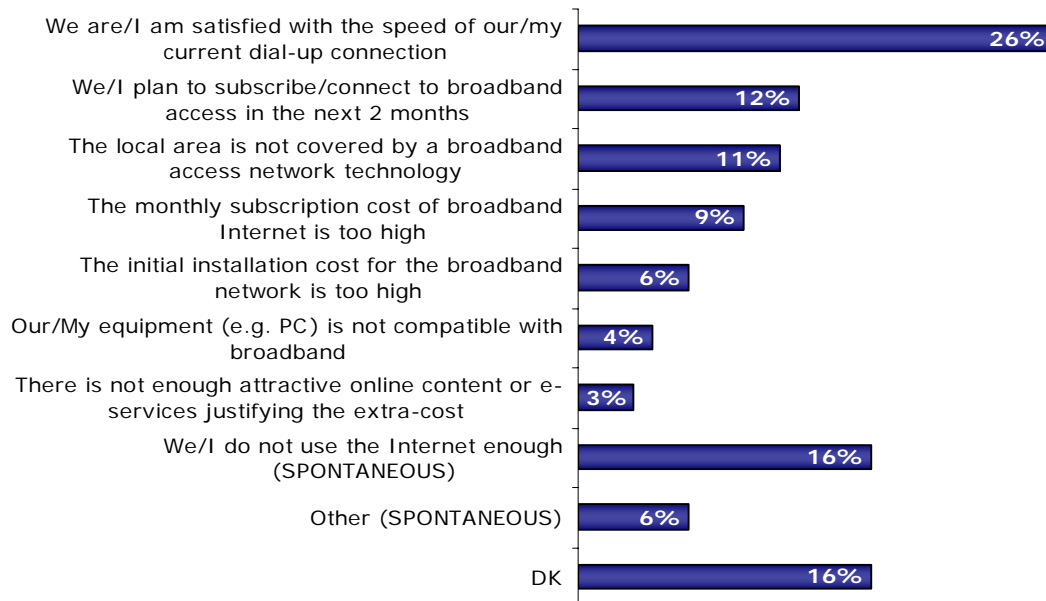
	2007	2006	Diff.
ESTONIA			
Base :	474	382	
Elion	53%	55%	-2
Starman	18%	18%	0
STV	11%	9%	+2
ДРУГОЙ ОТВЕТ, УТОЧНИТЕ/MUU, TÄPSUSTAGE	6%	9%	-3
НЕ ЗНАЮ/EI OSKA ÖELDA	9%	9%	0
LATVIA			
Base :	304	233	
Latt Telekom/ Apollo	42%	35%	+7
Baltkom / Teledialogs/ Lattelenet/Telia Multicom	4%	10%	-6
LITHUANIA			
Base :	305	176	
Lietuvos telekomas	42%	38%	+4
Omnitel	7%	4%	+3
S plus	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 connection¹⁹.

**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%).

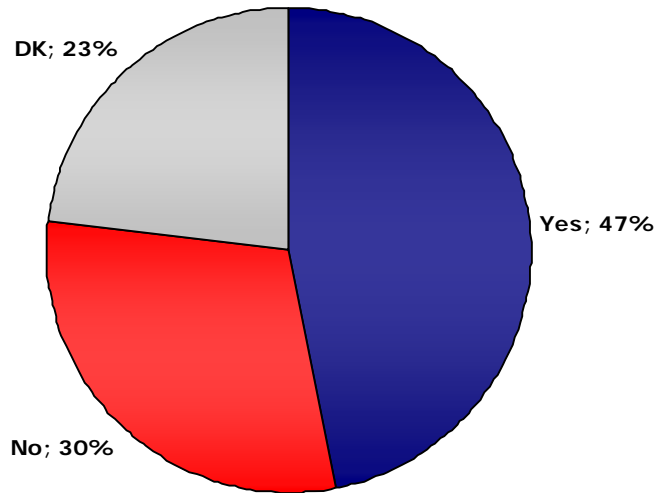
Cost factors however seem to have less influence than one year before. While in the winter 2006 study, 22% of respondents said that broadband connection is too expensive, only 9% refer to the level of monthly subscription fees and 6% to the installation costs for the broadband network in this study.

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.

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.

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

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



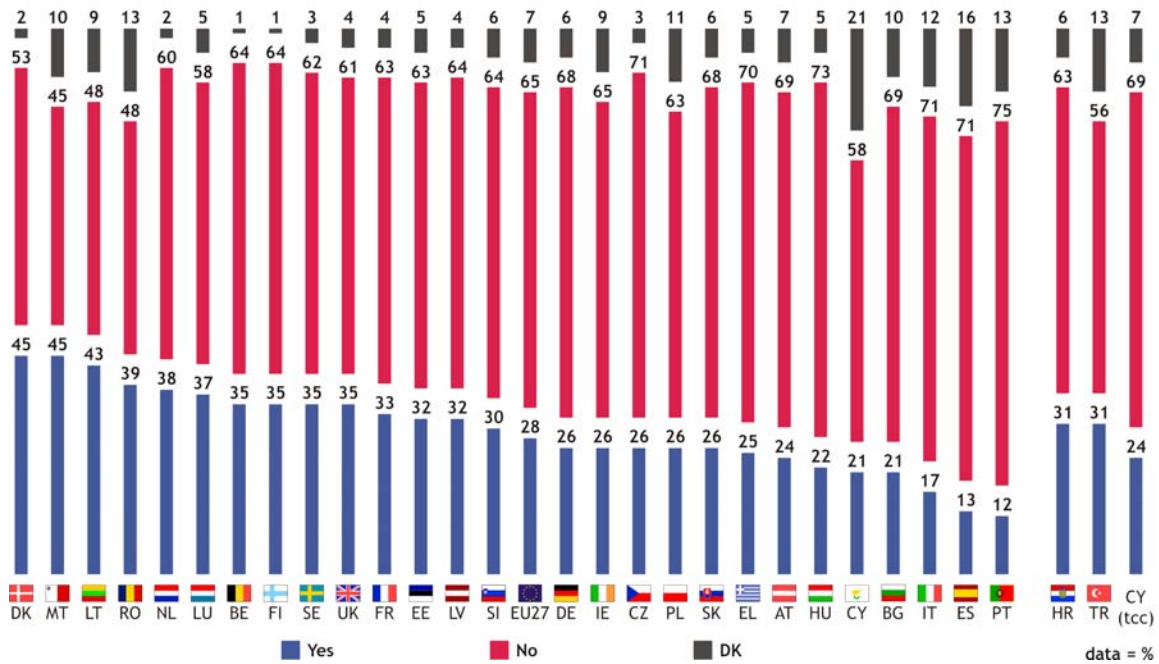
Almost half of narrowband users would be interested in changing to broadband without paying anymore for the fixed telephony line rental charges. Nearly a third, however, indicate that they would not be willing to switch even if there would not be further costs.

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 -

Question: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)?

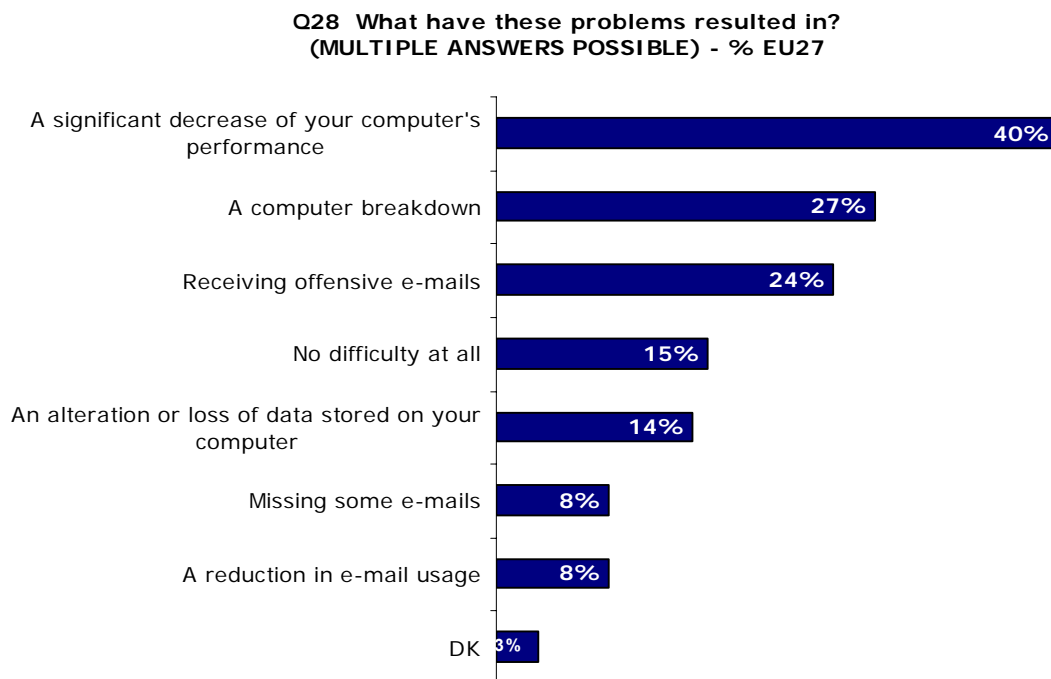


The perceived level of problems caused by spam, viruses or spy ware varies widely between countries and can be attributed to many factors such as the frequency of internet use or the level of security and protection measures taken in order to prevent this from happening.

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.



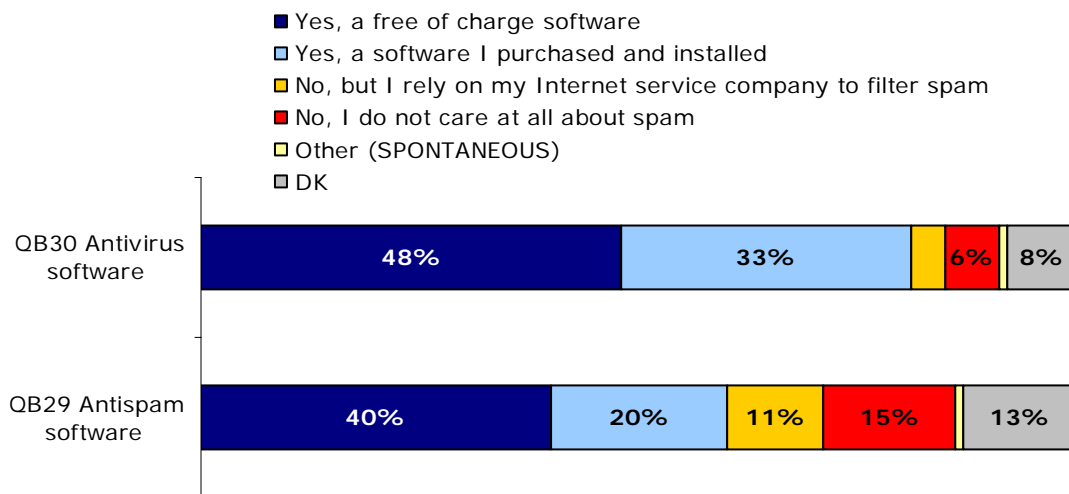
The most common consequences of spam, viruses and spy ware are related to the functioning of the computer or to the reception of unwanted emails.

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.

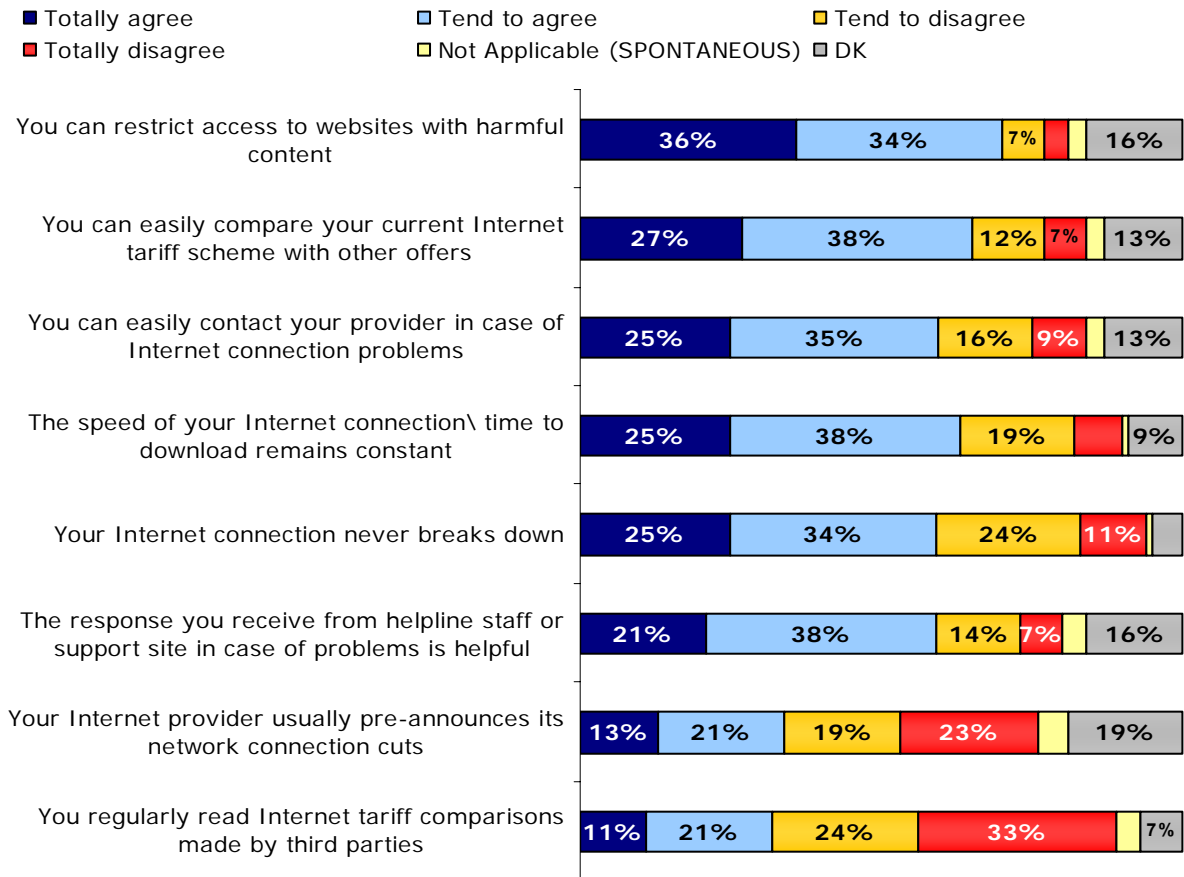
Third, based on these results, Europeans appear to be less alarmed by spam than viruses, which is naturally related to the consequences that these nuisances could cause.

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%) Croatia (71%) Sweden (71%)
Highest disagree by country	 	Romania (61%) 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%) Hungary (70%)
Highest disagree by country	    	Romania (51%) Finland (40%) Latvia (40%) Lithuania (40%) 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%) Hungary (56%)
Highest disagree by country	  	Romania (66%) France (61%) 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%) Lithuania (78%)
Highest disagree by country	 	France (43%) 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%) Hungary (74%)
Highest disagree by country	 	France (28%) 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%) Slovakia (79%)
Highest disagree by country	 	Finland (28%) 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%) Portugal (42%)
Highest disagree by country	  	The Czech Republic (71%) Finland (70%) 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%) Luxembourg (80%)
Highest disagree by country		Malta (40%) Italy (22%) Lithuania (22%)

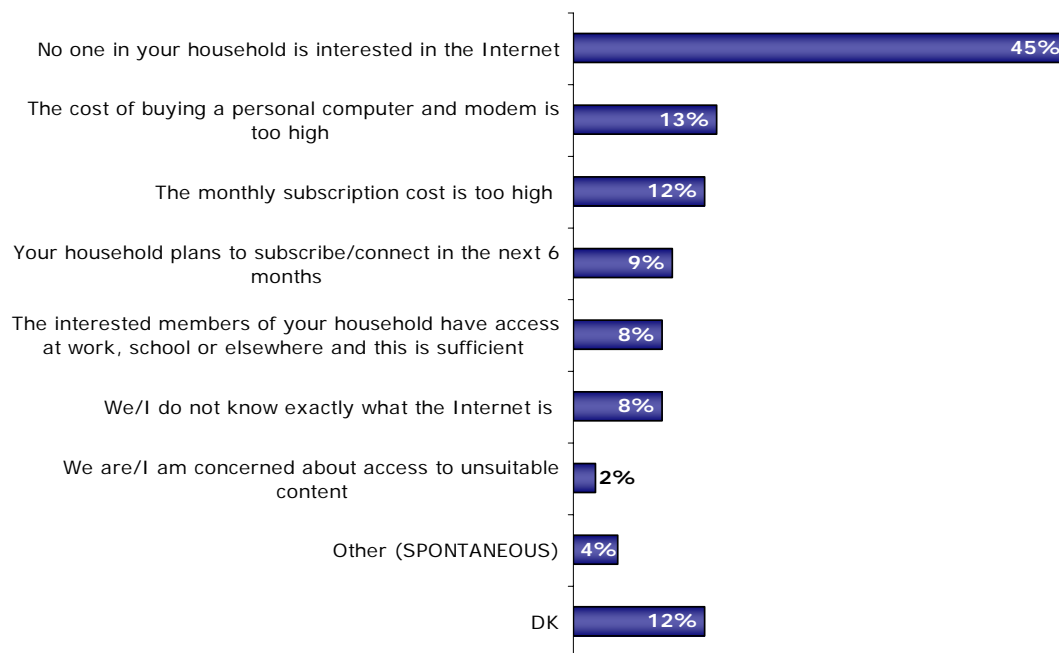
The country where results are most unusual here is Malta, where 40% disagree that they are able to restrict access to websites with harmful content. This figure is considerably higher than that seen for any other country, including Italy and Lithuania (both 22%) where it is at its second highest.

3.5 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.

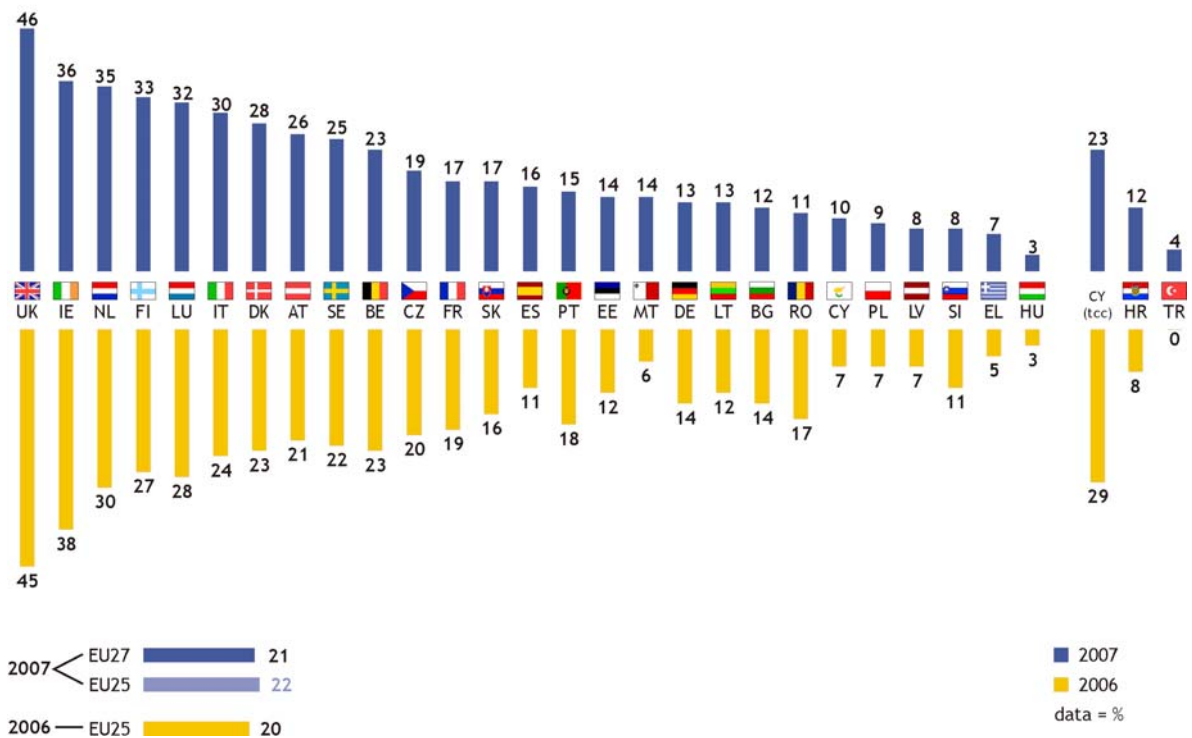
4.2. Standard television and wide-screen television

- 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.

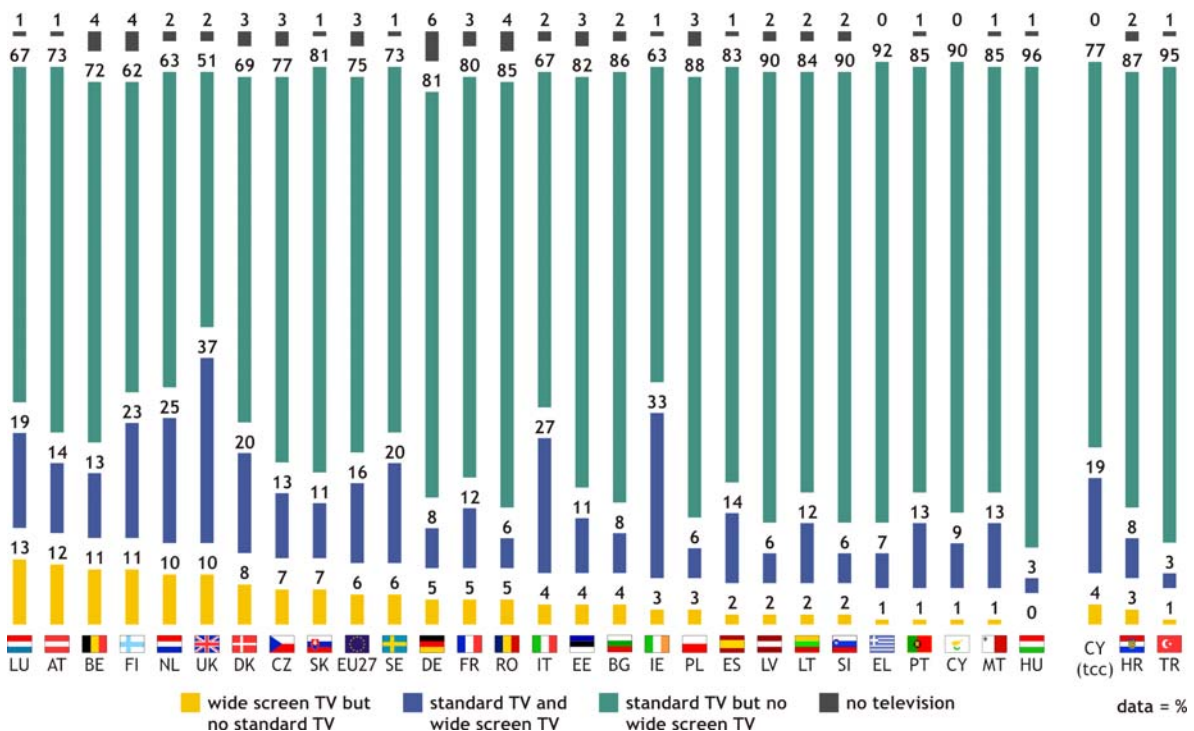
With 46% of British households having such a television, penetration rates of wide-screen televisions in the United Kingdom are by far the highest in the European Union. Also in Ireland (36%), the Netherlands (35%) and Finland (33%) significantly high proportions of households have a wide-screen television. 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).

Question: Q1 (1&2). Television
Option: Households with ...



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.

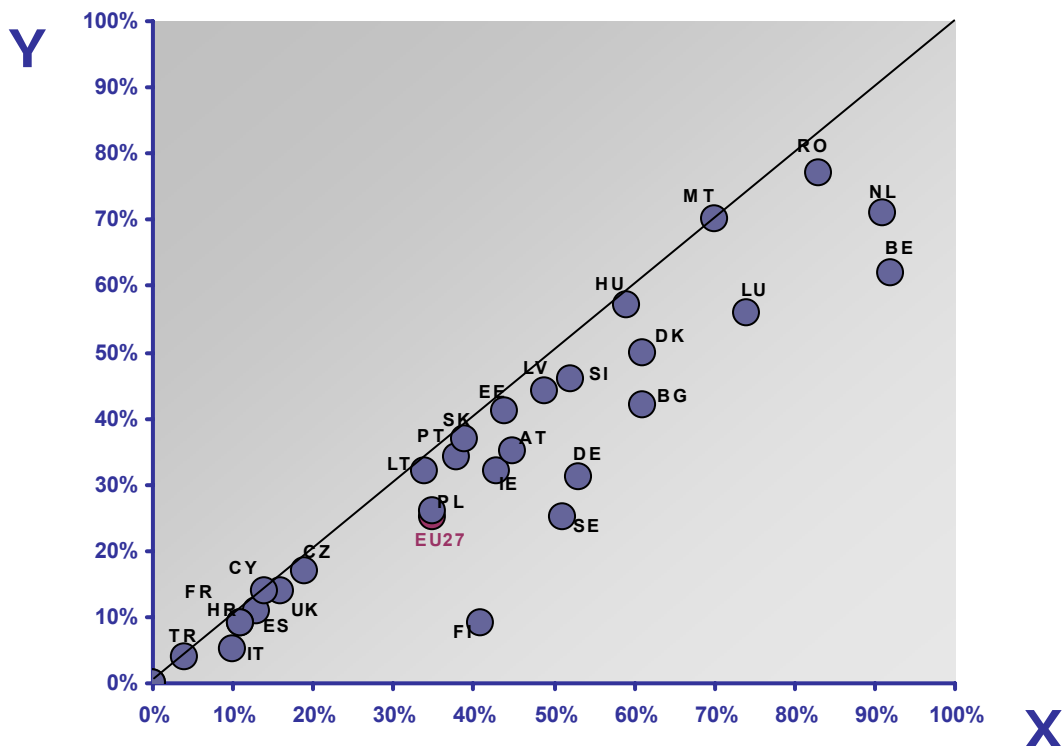
As far as satellite television is concerned, it seems to be a particularly common way for providing households with television in the Turkish Cypriot Community, with 69% of households receiving television through a satellite dish. In Austria, almost half of households (46%) and in Germany 42% of households 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 weak²¹. In the case of cable television, the situation is the opposite though²². 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.

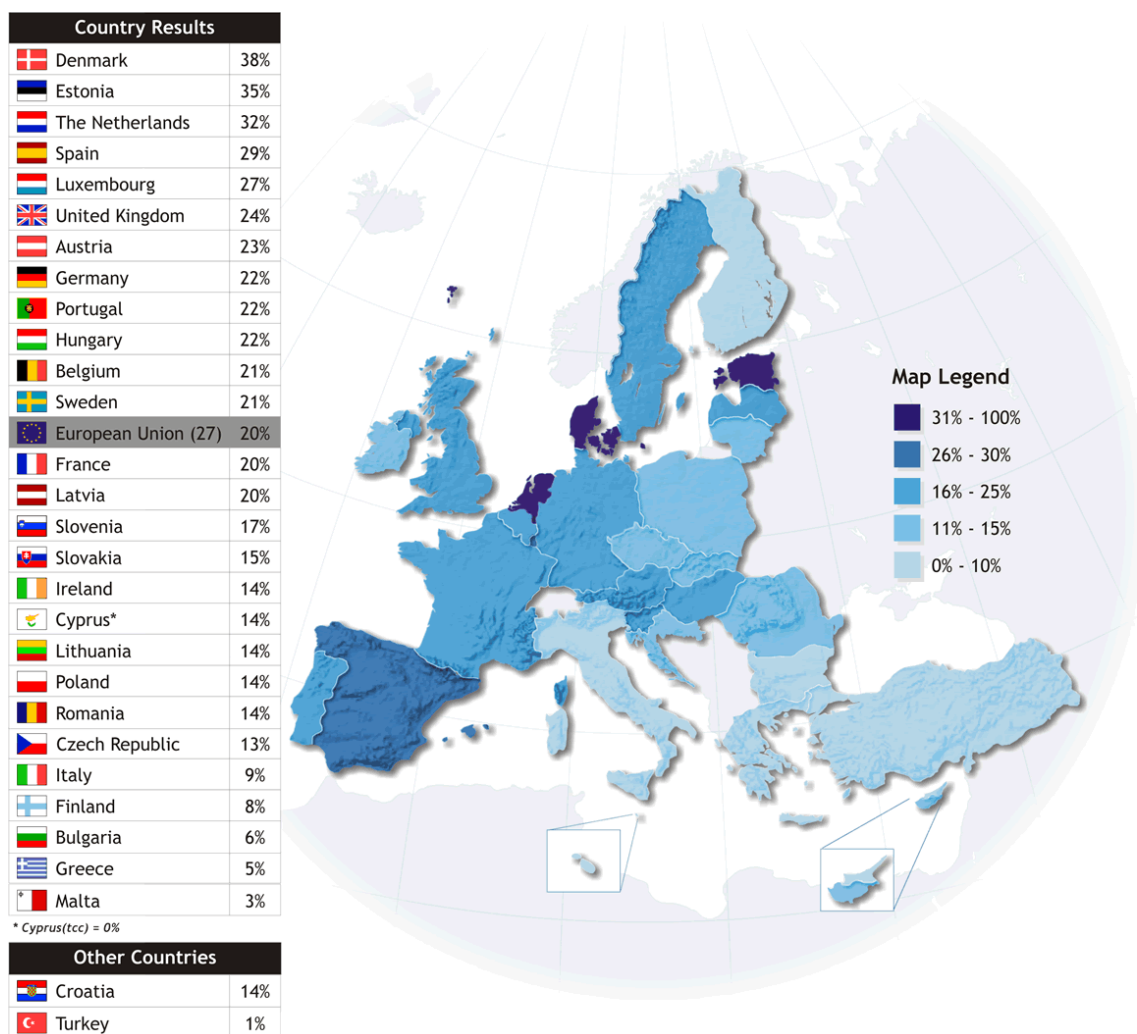
- One in five European households buy service bundles -

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

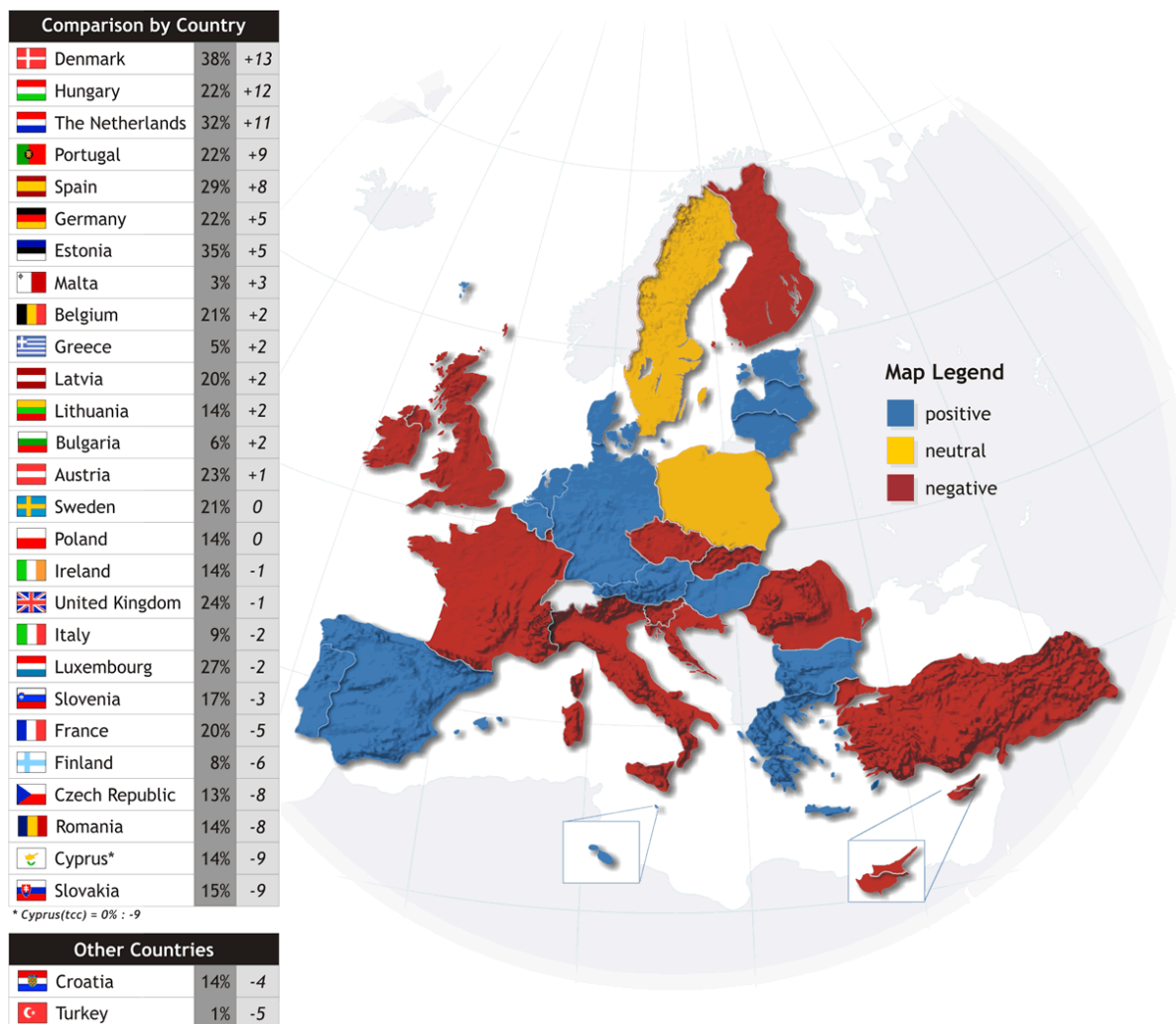


Danish (38%), Estonian (35%) and Dutch (32%) households seem to buy such bundles most frequently, closely followed by Spanish (29%) and Luxembourgish households (27%). In the EU candidate state Turkey, only 1% of households, buy communication bundles. In Malta (3%), Greece (5%) and Bulgaria (6%) also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



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 you 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.

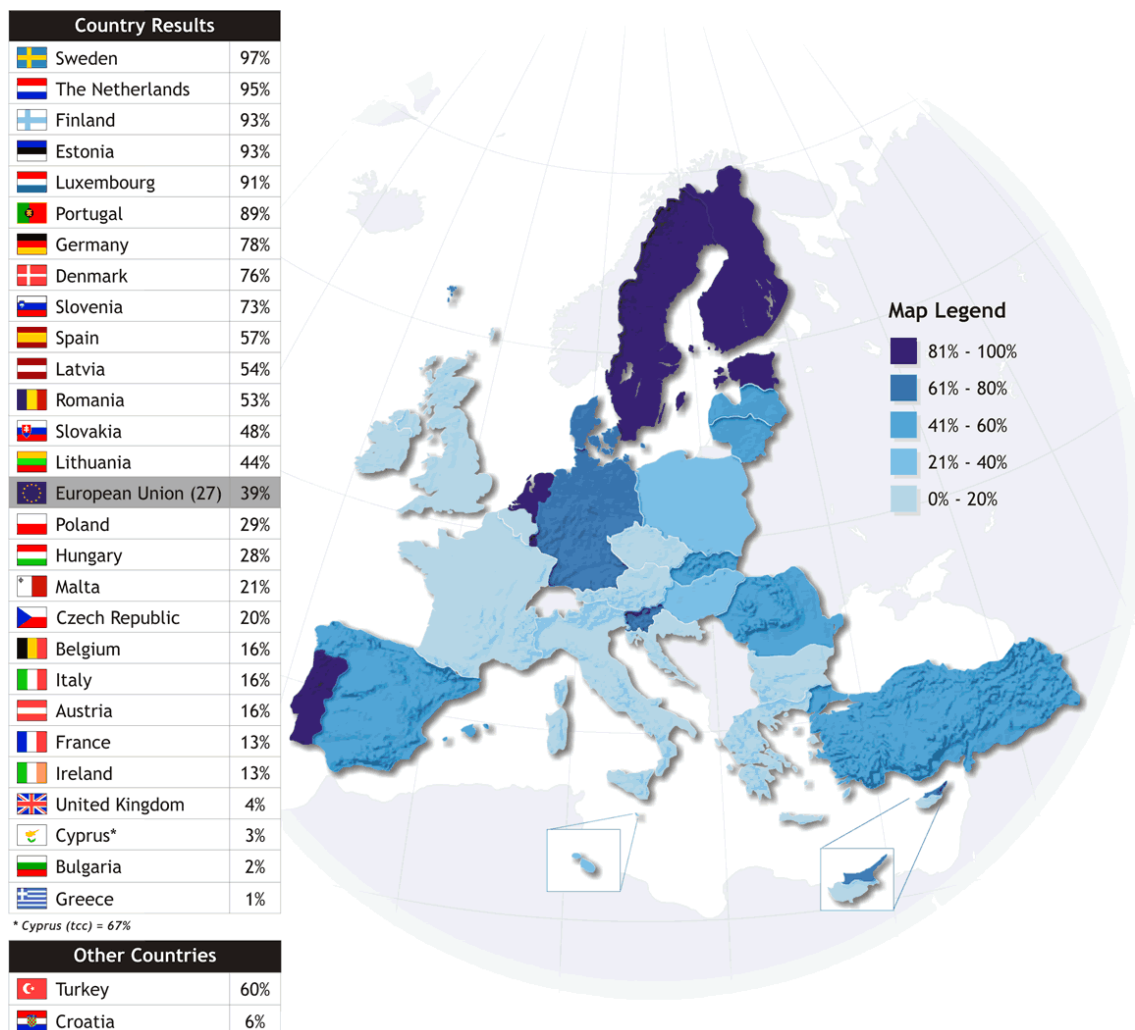
Hungarians and Austrians state most often that they would *not* like to be informed no matter the consequences (26% and 22% respectively).

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"



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 2007²³.

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%.

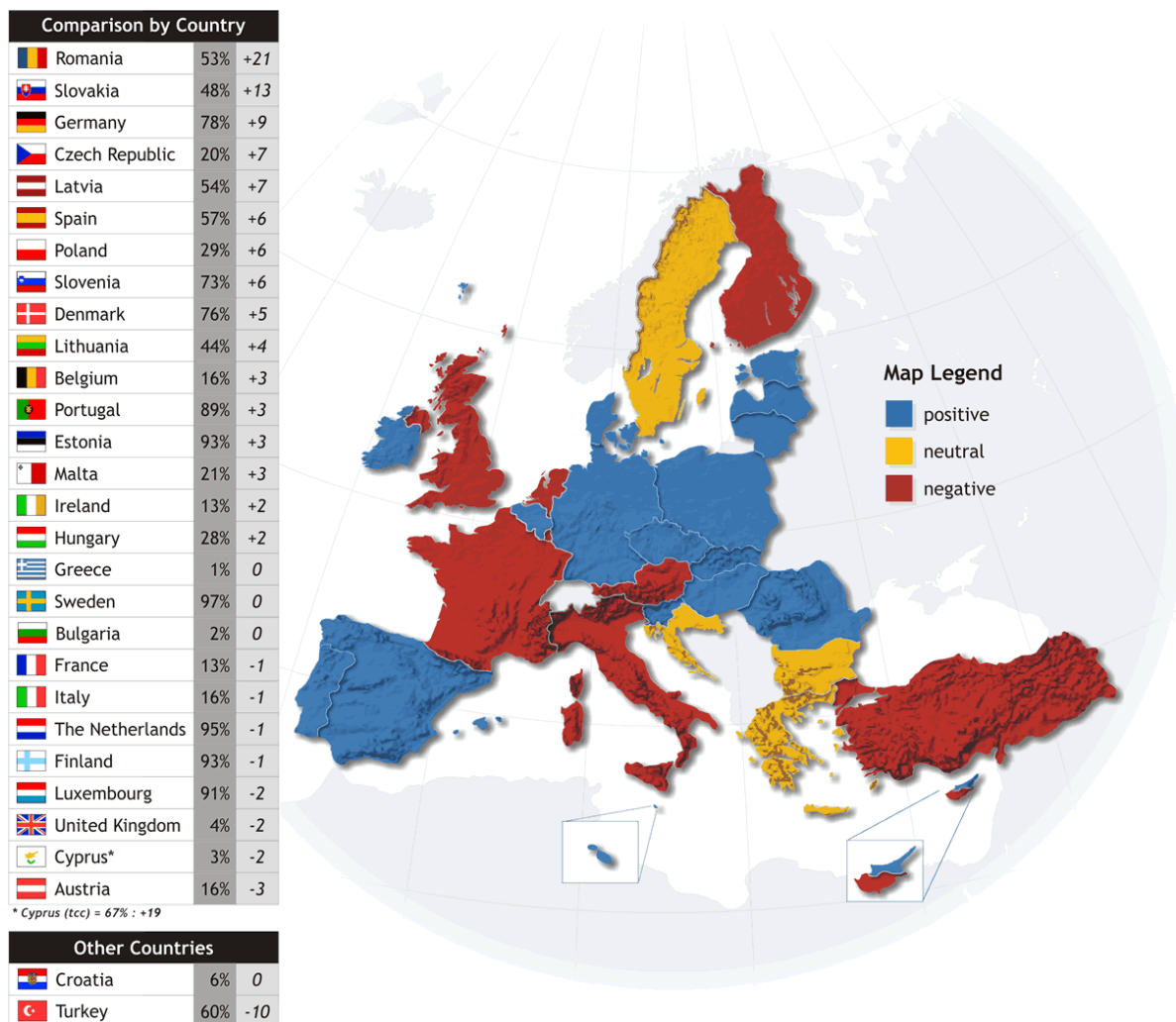
Overall awareness of the emergency number 112 increased particularly in the new Member States. Out of 10 countries where awareness among citizens increased by at least 4 percentage points, 7 are new Member States²⁴. In fact increasing awareness is measured in all new Member States, except Bulgaria and 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"



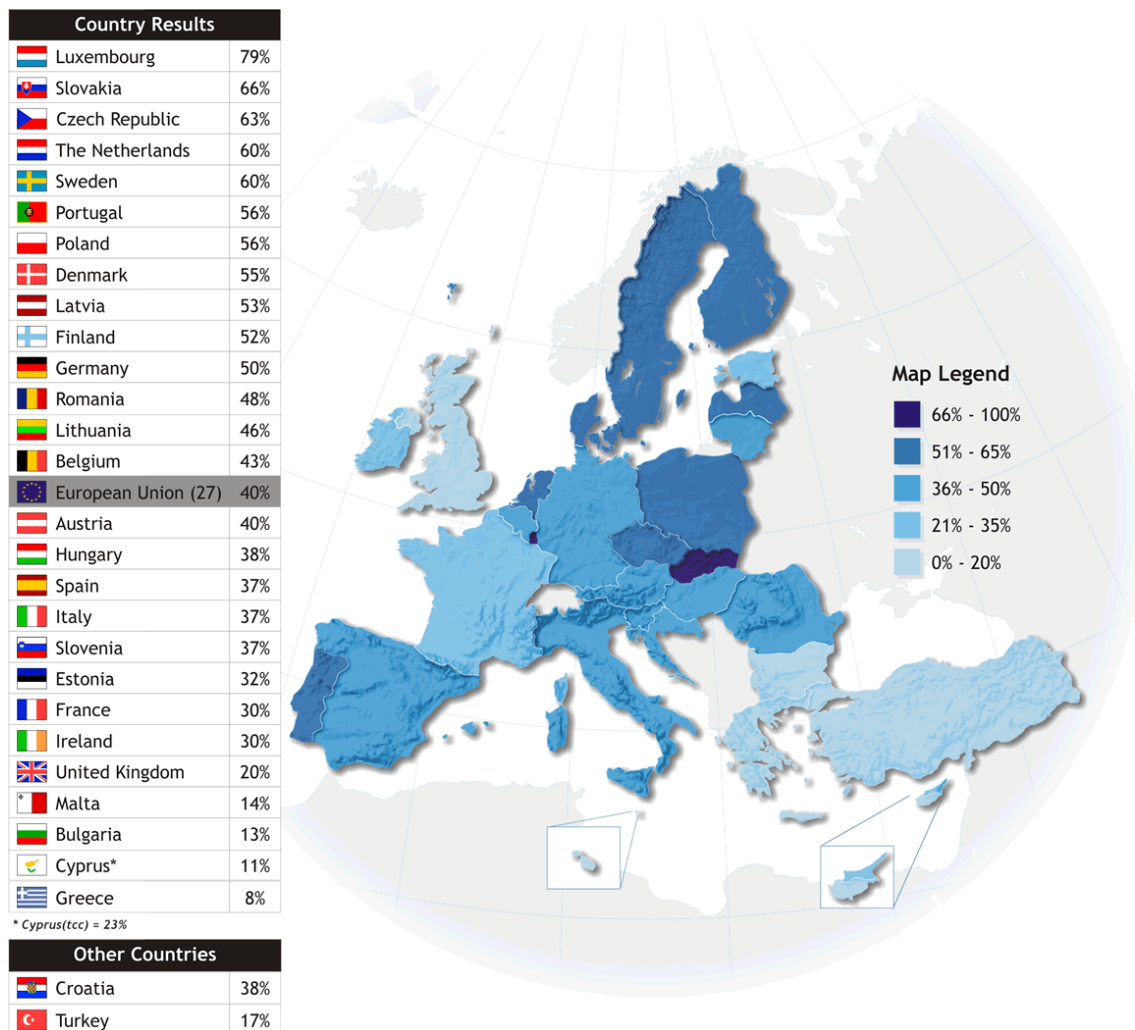
- 40% of Europeans know that 112 enables them to reach emergency services anywhere in the EU -

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



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.

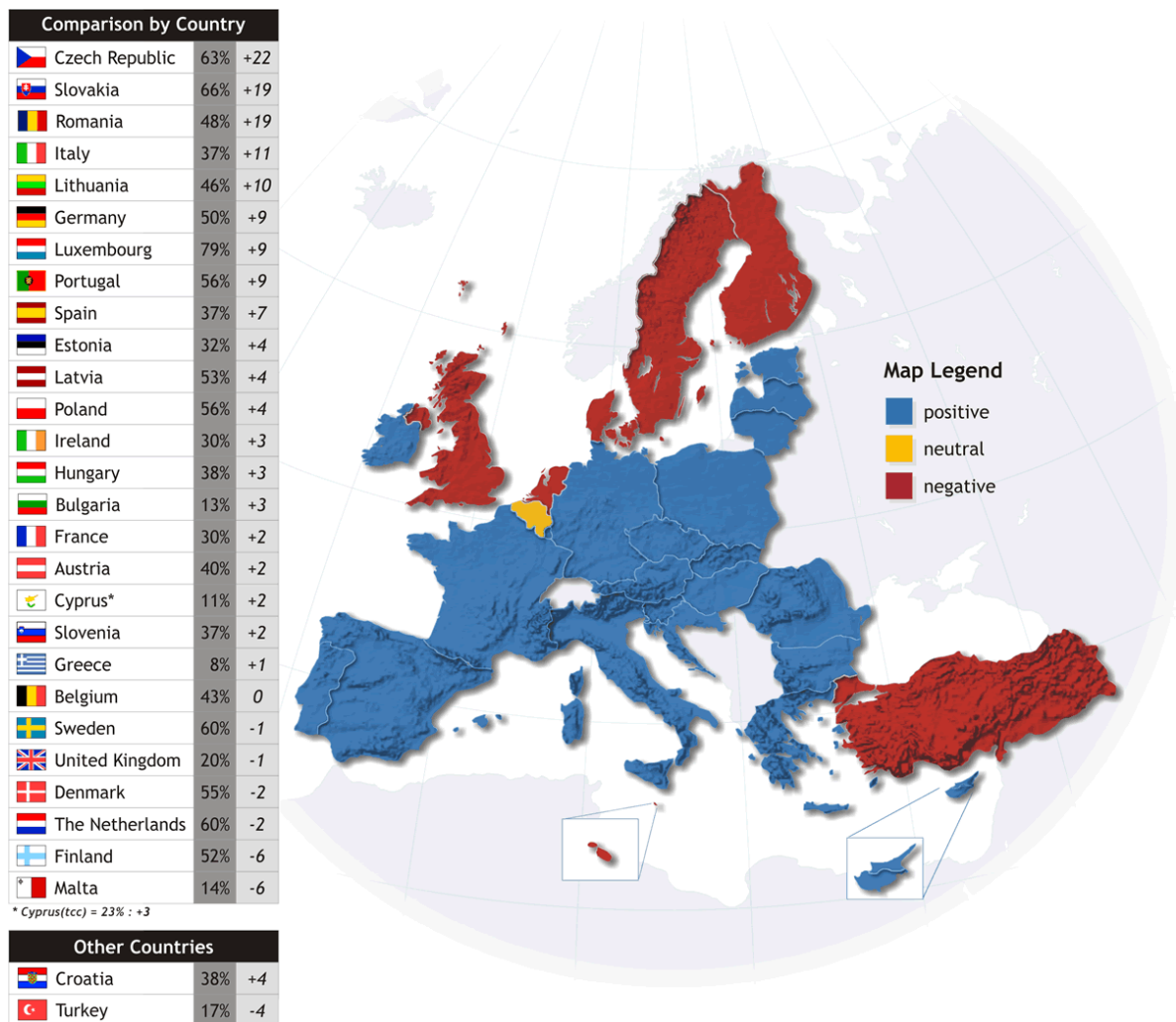
- Awareness of the European emergency number generally increases in the European Union -

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 countries²⁵. 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



²⁵ Increase in 20 countries out of 27 Member States and 1 out of 2 candidate states, at EU25 level an increase of 5 points is observed.

ANNEXES

ANNEX 1 : Questionnaire

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

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

(SHOW CARD - ONE ANSWER PER LINE)

(MONTRER CARTE - UNE REPONSE PAR LIGNE)

	(READ OUT)	1	2	3	4	5	6	7	8	9+	0	DK
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	(LIRE)	1	2	3	4	5	6	7	8	9+	0	NSP
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(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

(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
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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
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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

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 Does your household receive the television via...?

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

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

	(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,

	(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

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 LICENSE: Does your household pay to receive any TV channels? (M)

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 ?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

	(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,

	(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

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

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 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.

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.

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

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

	(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,

	(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

EB64.4 QB4

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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).

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.

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

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

	(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,

	(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

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)

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)

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

(LIRE – PLUSIEURS REPONSES POSSIBLES)

	(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,

	(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

EB64.4 QB7 TREND MODIFIED

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

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.

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

(MONTRER CARTE AVEC ECHELLE – UNE REPONSE PAR LIGNE)

(READ OUT)	Total ly agre e	Tend to agre e	Tend to disa gree	Total ly disa gree	Not Appli cabl e (SP ONT ANE OUS)	DK
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(LIRE)	Tout à fait d'ac cord	Plutôt d'ac cord	Plutôt pas d'ac cord	Pas du tout d'ac cord	Pas appli cabl e (SP ONT ANE)	NSP
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(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

(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

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)

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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?
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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 ?
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(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)
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(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

(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,

(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 là 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

EB64.4 QB9

ASK ALL

A TOUS

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QB10	Do any household members use public payphones (e.g. a public call box, a phone-shop or public phones)?
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QB10	Y a-t-il des membres de votre ménage qui utilisent des téléphones publics (p.e. une cabine téléphonique, un Point Phone) ?
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(401)	
Yes	1
No	2
DK	3

(401)	
Oui	1
Non	2
NSP	3

EB64.4 QB10

EB64.4 QB10

ASK QB11 AND QB12 IF "ANY HOUSEHOLD MEMBER USES PUBLIC PAYPHONES",
CODE 1 IN QB10 - OTHERS GO TO QB13

POSER QB11 ET QB12 SI "MEMBRE DU MENAGE UTILISE LES TELEPHONES PUBLICS",
CODE 1 EN QB10 - LES AUTRES ALLER EN 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

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 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

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?

QB15 Quel est, pour vous, le principal avantage de la téléphonie mobile ?

(READ OUT – ONE ANSWER ONLY)

(LIRE – UNE SEULE REPONSE)

	(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

	(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

EB64.4 QB15

ASK QB16 TO QB18 IF "OWN A PERSONAL MOBILE PHONE", CODE 1 IN D43b - OTHERS GO TO QB19

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POSER QB16 A QB18 SI "TELEPHONE MOBILE PERSONNEL", CODE 1 EN D43b - LES AUTRES ALLER EN QB19

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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

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?

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

(READ OUT – ONE ANSWER ONLY)

(LIRE – UNE SEULE REPONSE)

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

	(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

EB64.4 QB20

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

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.

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

(MONTRER CARTE AVEC ECHELLE – UNE REPONSE PAR LIGNE)

	Total ly agre e	Tend to agre e	Tend to disa gree	Total ly disa gree	NOT APP LICA BLE (SP ONT ANE OUS)	DK
(READ OUT)						

	Tout à fait d'ac cord	Plutôt d'ac cord	Plutôt pas d'ac cord	Pas du tout d'ac cord	PAS APP LICA BLE (SP ONT ANE)	NSP
(LIRE)						

(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

(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 téléphone 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

NEW

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

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

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 ?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

	(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,

	(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

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

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 How does your household access the Internet from home?

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

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

	(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,

	(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

EB64.4 QB22

QB21 And in what ways can your household access the Internet at home?

QB21 Et par quel(s) dispositif(s) votre ménage accède-t-il à Internet à la maison ?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

	(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,

	(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

EB64.4 QB23

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

QB22 Dans votre ménage, quelqu'un, y compris vous-même, utilise-t-il un PC à la maison pour téléphoner via Internet ?

(ONE ANSWER ONLY)

(UNE SEULE REPONSE)

	(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

	(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

NEW

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QB23 Which provider(s) does your household use for its Internet service?

QB23 Quel(s) est(sont) le(s) fournisseur(s) Internet de votre ménage ?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

	(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,

	(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

EB64.4 QB26

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

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.

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

(MONTRER CARTE – UNE REPOSE PAR LIGNE)

(READ OUT)	Total ly agre e	Tend to agre e	Tend to disa gree	Total ly disa gree	Not Appli cabl e (SP ONT ANE OUS)	DK
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(LIRE)	Tout à fait d'ac cord	Plutôt d'ac cord	Plutôt pas d'ac cord	Pas du tout d'ac cord	Pas appli cabl e (SP ONT ANE)	NSP
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(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

(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

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)
We\ I plan to subscribe\ connect to broadband access in the next 2 months	1,
We are\ I am satisfied with the speed of our\ my current dial-up connection	2,
The local area is not covered by a broadband access network technology	3,
The initial installation cost for the broadband network is too high (N)	4,
The monthly subscription cost of broadband Internet is too high (N)	5,
There is not enough attractive online content or e-services justifying the extra-cost (N)	6,
Our\ My equipment (e.g. PC) is not compatible with broadband	7,
We\ I do not use the Internet enough (SPONTANEOUS)	8,
Other (SPONTANEOUS)	9,
DK	10,

	(507-516)
Nous prévoyons\ je prévois de nous\ m'abonner\ connecter à un accès à haut débit dans les 2 mois à venir	1,
Nous sommes\ je suis satisfait(e)(s) de la vitesse de notre\ mon raccordement téléphonique actuel	2,
La région n'est pas couverte par la technologie du réseau d'accès à haut débit	3,
Le coût de l'installation initiale d'un réseau à haut débit coûte trop cher (N)	4,
L'abonnement mensuel à un réseau Internet à haut débit coûte trop cher (N)	5,
Le contenu des sites ou les e-services ne sont pas suffisamment attrayants pour justifier une dépense supplémentaire (N)	6,
Notre\ mon dispositif de connexion (p.e. un PC) n'est pas compatible à un accès haut débit	7,
Nous n'utilisons\ Je n'utilise pas suffisamment Internet (SPONTANE)	8,
Autre (SPONTANE)	9,
NSP	10,

EB64.4 QB29 TREND MODIFIED

EB64.4 QB29 TREND MODIFIED

QB26 Would you be willing to change to broadband Internet access if...?

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

(ONE ANSWER PER LINE)

(UNE REPONSE PAR LIGNE)

(READ OUT) Yes No DK

(LIRE) Oui Non NSP

(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

(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

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

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 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)?

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) ?

Yes	(519)	1
No		2
DK		3

Oui	(519)	1
Non		2
NSP		3

NEW

NEW

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

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

QB28 What have these problems resulted in?

QB28 Qu'ont provoqué ces problèmes ?

(READ OUT- MULTIPLE ANSWERS POSSIBLE)

(LIRE – PLUSIEURS REPONSES POSSIBLES)

	(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,

	(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

NEW

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

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

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

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

(READ OUT – ONE ANSWER ONLY)

(LIRE – UNE SEULE REPONSE)

	(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

	(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

EB64.4 QB34 TREND MODIFIED

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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

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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

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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

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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...?

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

(ONE ANSWER PER LINE)

(UNE REponse PAR LIGNE)

(READ OUT) Yes No DK

(LIRE) Oui Non NSP

(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
2	You could drop the fixed telephony service and subscribe to the Internet services	1	2	3

(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
2	Vous pouviez souscrire à Internet et résilier le service de téléphonie fixe	1	2	3

(540)

NEW (based on EB64.4 QB38)

NEW (based on EB64.4 QB38)

ASK ALL

A TOUS

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?

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) ?

(READ OUT- ONE ANSWER ONLY)

(LIRE – UNE SEULE REponse)

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

Oui, dans tous les cas	1
Oui, mais uniquement si j'encours un risque financier suite à la perte, au vol ou à un endommagement de mes données	2
Non	3
NSP	4

NEW

NEW

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QB34 How often do you personally consult...?

QB34 Personnellement, combien de fois consultez-vous ... ?

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

(MONTRER CARTE AVEC ECHELLE – UNE REPONSE PAR LIGNE)

(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
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(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
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(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

(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

NEW

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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)

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)

(READ OUT – MINIMUM 2 ANSWERS)

(LIRE – MINIMUM 2 REPONSES)

	(545-550)
Television channels	1,
Fixed telephony	2,
Mobile telephony	3,
Internet access	4,
None	5,
DK	6,

	(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

EB64.4 QB39 TREND MODIFIED

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QB36 What do you personally think about these kinds of communication packages?

QB36 Que pensez-vous personnellement de ces types de services combinés ?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

	(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 you 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,

	(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

EB64.4 QB40

Let's move to another topic.

Passons à un autre sujet.

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

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 ?

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

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

	(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,

	(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

EB64.4 QB41

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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?
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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 ?
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(DO NOT PROBE – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)
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(NE RIEN SUGGERER – NE PAS LIRE – PLUSIEURS REPONSES POSSIBLES)

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

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

EB64.4 QB42

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 *n*th 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.



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%	10%	15%	20%	25%	30%	35%	40%	45%	50%
	95%	90%	85%	80%	75%	70%	65%	60%	55%	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%	99%	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%

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%
ES	751	27%	34%	15%	10%	3%	11%	61%	25%
EL	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%