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Report

E-Communications and the Digital Single Market

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Survey requested by the European Commission,
Directorate-General for Communications Networks, Content & Technology
and co-ordinated by the Directorate-General for Communication

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Special Eurobarometer 438

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Survey conducted by TNS political & social at the request of the European Commission,
Directorate General for Communications Networks, Content & Technology

Survey co-ordinated by the European Commission, Directorate-General for Communication
(DG COMM "Strategy, Corporate Communication Actions and Eurobarometer" Unit)

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INTRODUCTION

The digital communications landscape in Europe continues to evolve at a rapid pace, driven by ongoing technological change and market developments. In order to monitor market trends and new usages, The European Commission's Directorate General for Communications Networks, Content & Technology regularly conducts opinion surveys on the topic of electronic communications. These surveys also provide an assessment of how EU citizens and households derive benefits from their competitive and innovative digital environment.

The Commission recognises the opportunities offered by digital technologies, and particularly those in the communications sphere. A single connected digital market across Europe could deliver more than €415 billion per year to the EU economy, creating jobs and new sources of employment, as well as boosting growth, competition, investment and innovation. A single digital market could also create opportunities for innovative start-ups, and allow existing companies to grow and profit within a market of over 500 million people. Working to deliver a Digital Single Market (DSM) is a key objective for the Commission[1].

In order for citizens, businesses and public administrations to take advantage of all the opportunities offered by a digital single market, Europe must have well-functioning markets that deliver access to secure and reliable high performance fixed and wireless broadband infrastructures. To facilitate this, in 2016 the Commission will adopt legislative proposals for the review of the regulatory framework for electronic communications, in order to ensure that EU rules are fit for purpose in a fast evolving technological and market environment. This Eurobarometer helps the Commission to better understand the attitude of EU citizens towards new Internet-based communications services, and to measure the related expectations and needs for consumer protection.

This year's edition of the report focusses on citizen's use of new and innovative services, such as mobile Internet, instant messaging and social media, along with traditional communications services such as fixed telephony, and the more established mobile telephony and SMS.

A second theme for the current edition is contracts and consumer protection. The proportion of consumers that read telecommunications contracts, as well as their satisfaction with the information they contain will be assessed in this report. Citizens' opinions about the kinds of protections newer digital communication services should attract will also be explored.

Other key areas investigated in the report include:

- Mobile and fixed telephone access
- Fixed and mobile Internet access
- Means of access to television
- Penetration of communications bundles
- Selection criteria when choosing an Internet provider
- Ease of comparing bundles and ease of switching providers
- Awareness of the single European emergency service number 112

This survey follows on from those carried out in January 2014[2], February/March 2013[3], December 2011[4], February/March 2011[5], November/December 2009[6], November/December 2007[7], November/December 2006[8], and December 2005/January 2006[9].

[1] http://ec.europa.eu/news/2015/05/20150506_en.htm, http://ec.europa.eu/priorities/digital-single-market/docs/dsm-communication_en.pdf
[2] http://ec.europa.eu/public_opinion/archives/ebs/ebs_414_en.pdf
[3] http://ec.europa.eu/public_opinion/archives/ebs/ebs_396_en.pdf

The results reported cover all 28 Member States, and where possible, comparisons are made with previous surveys. The data have been weighted on individuals over 15 years of age or EU households, depending on the nature of the question. Indicators, such as telephone and Internet access are presented at household level whereas opinion questions are based on individuals and have been made representative of the individuals over 15 years of age.

This survey was carried out by the TNS Opinion & Social network in the 28 Member States of the European Union between 17 and 26 October 2015. 27,822 EU citizens from different social and demographic categories were interviewed face-to-face at home in their native language on behalf of the Directorate-General for Communications Networks, Content & Technology.

The methodology used is that of Eurobarometer surveys as carried out by the Directorate-General for Communication ("Strategy, Corporate Communication Actions and Eurobarometer" Unit). A technical note on the manner in which the interviews were conducted by the institutes within the TNS Opinion & Social network is included in an appendix to this report. Also included are the interview methods and the confidence intervals.

[4] http://ec.europa.eu/public_opinion/archives/ebs/ebs_381_en.pdf
[5] http://ec.europa.eu/public_opinion/archives/ebs/ebs_362_en.pdf
[6] http://ec.europa.eu/public_opinion/archives/ebs/ebs_335_en.pdf
[7] http://ec.europa.eu/public_opinion/archives/ebs/ebs_293_full_en.pdf
[8] http://ec.europa.eu/public_opinion/archives/ebs/ebs_274_en.pdf
[9] http://ec.europa.eu/public_opinion/archives/ebs/ebs_249_en.pdf

Note: In this report, countries are referred to by their official abbreviation. The abbreviations used in this report correspond to:

Belgium	BE	Lithuania	LT
Bulgaria	BG	Luxembourg	LU
Czech Republic	CZ	Hungary	HU
Denmark	DK	Malta	MT
Germany	DE	The Netherlands	NL
Estonia	EE	Austria	AT
Ireland	IE	Poland	PL
Greece	EL	Portugal	PT
Spain	ES	Romania	RO
France	FR	Slovenia	SI
Croatia	HR	Slovakia	SK
Italy	IT	Finland	FI
Republic of Cyprus	CY *	Sweden	SE
Latvia	LV	United Kingdom	UK

European Union – weighted average for the 28 Member States	EU28
BE, IT, FR, DE, LU, NL, DK, UK, IE, PT, ES, EL, AT, SE, FI	EU15 **
BG, CZ, EE, HR, CY, LT, LV, MT, HU, PL, RO, SI, SK	NMS13 ***

* Cyprus as a whole is one of the 28 European Union Member States. However, the 'acquis communautaire' has been suspended in the part of the country which is not controlled by the government of the Republic of Cyprus. For practical reasons, only the interviews carried out in the part of the country controlled by the government of the Republic of Cyprus are included in the 'CY' category and in the EU28 average.

** EU15 refers to the 15 countries forming the European Union before the enlargements of 2004 and 2007.

*** The NMS13 are the 13 'new Member States' which joined the European Union during the 2004, 2007 and 2013 enlargements.

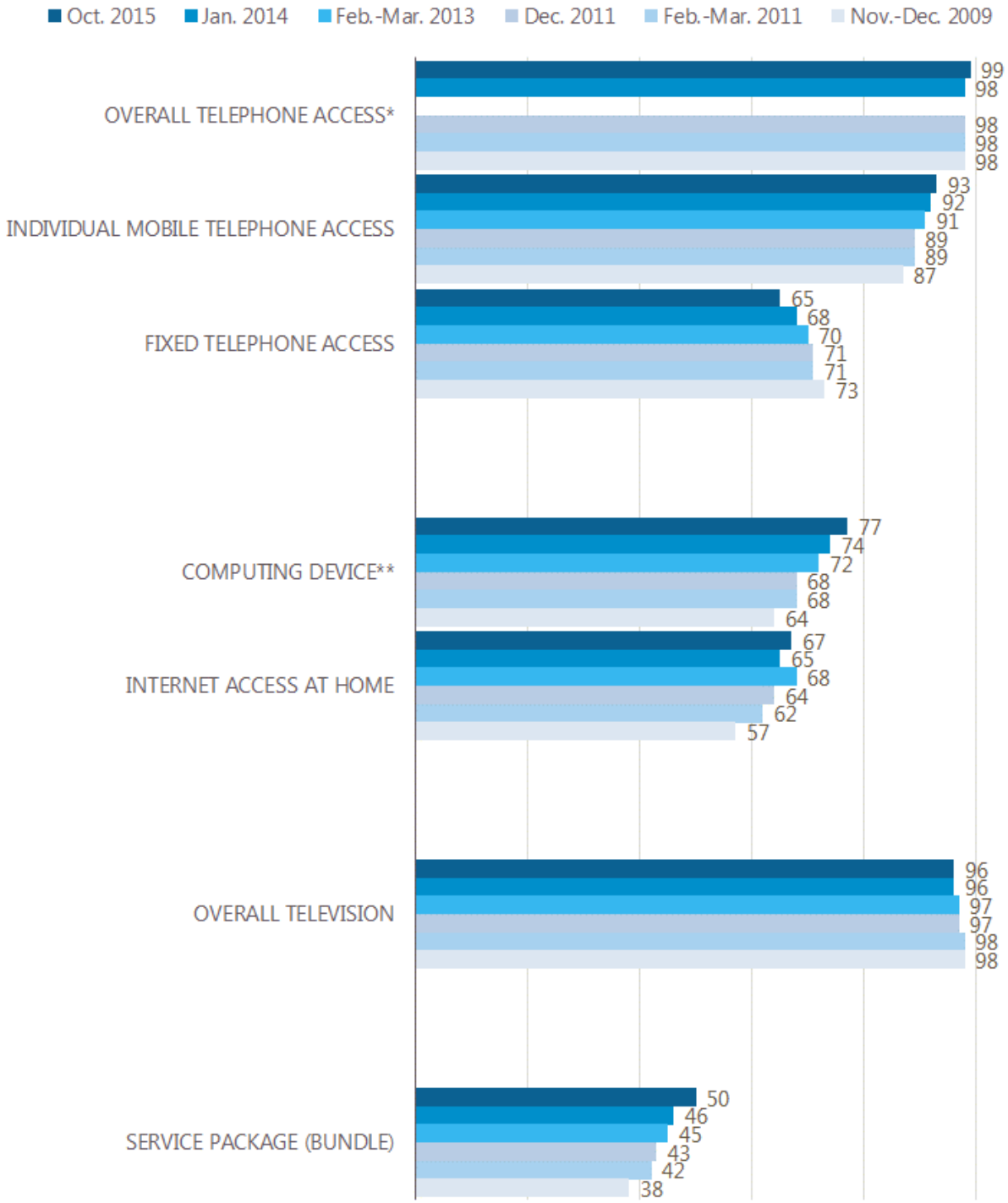
We wish to thank the people throughout the European Union

who have given their time to take part in this survey.

Without their active participation, this study would not have been possible.

I. SNAPSHOTS AND MAIN FINDINGS

Penetration rates of Electronic Communication Services in the European Union (%)



*Question on mobile telephone access at household level (QA1.1) was not asked in survey EB79.1

** "Computing device" includes desk computer, laptop, tablet, and smartphone in the current and previous survey. This item was described as "personal computer" in the previous surveys.

Mobile phone calls are the dominant communication service in Europe – and mobiles are the most important service for the majority.

- More than nine out of ten respondents (93%) make or receive mobile phone calls, while 75% send or receive SMS. Almost seven out of ten (69%) send emails, while 67% make or receive landline calls. Over half use an Internet messaging service (53%).
- Across the EU 62% make or receive mobile calls several times a day, and at least 60% in every Member State uses a mobile daily for calls.
- Making or receiving mobile phone calls, and sending and receiving SMS messages are in the top three communications activities for all age groups.
- There seems to be "generational gap" in the use of new and more established communications services. Older respondents, and in particular those aged 55+ are less likely to have embraced the use of new services such as Internet telephony and instant messaging. They are also less likely to use some of the more established services such as email and even mobile telephony.
- This generational gap is also quite significant in the use of social networks, with an EU average of 44% for the 15-24 year old respondents posting daily on social networks against 18% for 40-54 year old and just 5% of those aged 55+.
- Even more striking is the fact that there is more difference between EU countries in the use of social networks for all ages groups than between EU countries for the group 15-24 year old. This suggests that the digital single market is less fragmented among young people in the EU when it comes to the use of social networks.
- Mobile telephony is by far the most important communication service in respondent's daily life (74%), followed by mobile Internet (34%) and fixed telephony (32%). At least two thirds of respondents in every Member State say mobile telephony is the most important service. Moreover, Internet connections (52%) and online communication services (46%) are the most important services in the daily life of around half of Europeans.
- There is also a "generational gap" in perception of the most important services in respondents' daily lives, with the youngest respondents (aged 15-24) far more likely to mention online communications services as the most important than those aged 55+ (66% vs. 26%). There is also a clear age divide on the importance given to mobile Internet: 62% of 15-24 vs. only 12% of 55+.
- Almost one third (32%) of those with Internet access have used at least one paid service online, with music (14%) or movie and documentary services (12%) being the most common. There are significant country differences in the use of paid services, ranging from 69% of users in Sweden to 14% in Lithuania.
- There is a pronounced generational gap between the youngest and oldest respondents in the use of paid online music services (25% vs. 4%) and paid movie/documentary services (20% vs. 5%).

Mobile Internet access continues to increase significantly.

- Telephone access is almost universal (98%), with 59% living in households with fixed and mobile access and 33% living in mobile only households. The proportion of mobile only households continues to increase – up 15 percentage points since December 2005/January 2006 (18%).
- Respondents aged 29 or younger living in single person households (58%) are more likely than those aged 30-59 (42%) or 60+ (23%) to only have mobile phone access.

- Almost two thirds of households (65%) have fixed line telephone access. This figure masks a wide discrepancy across Member States: 93% of households in Malta have fixed line access, compared to 13% in Finland and 14% in the Czech Republic. However, no more than 10% in all Member States, except Greece (17%), only have fixed line telephone access.
- 93% of European households have mobile access via at least one mobile telephone, and at least 88% in every Member State has mobile access.
- Just over two thirds of households have internet access at home (67%), but penetration in individual Member States varies widely – from 41% in Italy to 96% in the Netherlands. At the EU level, household Internet penetration has increased by 10 points since 2009.
- However, it is worth noting the decline of Internet access at home observed in ten Member States since 2014. This decrease relatively small in most countries can be explained partly by the overall rise of mobile Internet access.
- Mobile Internet access has increased significantly since the last survey – up 23 points to 75% of households with mobile phone access. Overall, this means that in 69% of the EU households have at least one of its members with Internet access on their mobile.
- Mobile Internet access has also increased in every Member State, and the proportion of households with mobile Internet access now ranges from 91% in Denmark (up 16 points since 2014) to 64% in Greece (up 35 points).
- Almost all EU households have access to television (96%), with digital terrestrial television (38%), satellite (24%) and digital cable (20%) the most common means of reception - although TV access through the telephone network is growing (up 5 points since 2014 to 12%). At a country level access to digital terrestrial television ranges from 90% in Spain to 5% in Slovenia.
- It is important to note that in spite of the constant growth of Internet access, telephony services (fixed and mobile) remain the most important in respondents' daily life: almost nine in ten Europeans (89%) consider fixed or mobile telephony the most important, in comparison with slightly over a half of Europeans (52%) who consider fixed or mobile Internet the most important.

Half of all households have bundled communications services

- The purchase of bundled communications services continues to increase – up from 38% in 2009 to 50% in the current survey. Bundles that include Internet access are most common (80%, -11 points), followed by those with fixed telephony (65%, -15 points), television channels (53%, -1 point) and mobile telephony (45%, +16 points).
- This sharp increase of mobile uptake in bundles is a good indicator of the fixed-mobile convergence trend in the market place. Indeed, now 25% of EU households have a bundle including a mobile phone which represents an increase of 10 points since 2014.
- Bundles that include two services (double play) are more common than in 2014 (+6 points to 31%), while triple play bundles are less common (down three points to 13%). Just 5% have quadruple play bundles. It is worth noting that the majority of households with Internet access (60%) have included Internet access as part of a bundle.
- Price remains the main factor when subscribing to an Internet connection (69%), followed by the maximum download or upload speed (48%) and the maximum amount of data that can be downloaded or uploaded (32%). Overall, cost related criteria are the most important (79%), followed by quality related criteria (70%) and service related criteria (51%).

- Quality-related factors are becoming more important when subscribing to an Internet connection: the maximum download or upload speed (+7 points), and amount of data that can be downloaded or uploaded (+6 points) are now more mentioned than they were in January 2014.
- In 23 Member States, cost-related criteria are the most important factors when subscribing to an Internet service. In Austria, Germany, Estonia and Malta quality-related criteria are the most mentioned as the main factor. Portugal is the only country where service related criteria are the most mentioned.
- Almost seven out of ten (69%) agree it is easy to compare services and prices offered by their current bundle with other bundled offers. Furthermore, 57% live in households where someone has changed bundle provider at least once – a 12 point increase since the previous survey in 2014. In 21 Member States, the majority have changed bundle provider at least once.
- Amongst those who have not changed bundle providers (41% of the household who have a bundle), 61% have never considered it, while 32% have. However, in all but one Member State the proportion that have not considered switching has declined – from 2 percentage points in Germany to a decline of 35 points in Ireland. Sweden is the exception, where there has been a 17 point increase in the proportion who have not considered switching.
- Amongst those who have never changed bundle providers, consumers are much more likely to be inertial, than to be hindered by some external issue[10] (82% vs. 15%). However, it is worth noting that the proportion of hindered switchers has increased in a number of Member States, particularly in Cyprus (+22 percentage points) and Ireland (+18 pp).

Almost half have signed a communications contract in the last three years but only 22% of them have read the terms and conditions entirely.

- 86% agree the same level of consumer protection that applies for traditional communication services should also apply to online communication services, with 58% in total agreement. More than two thirds in every Member State agree.
- It is important for consumers to be able to keep phone numbers, emails or online content when switching providers: 89% say it would be important to keep their mobile number, 82% say this about their fixed line number, and 78% about their emails or other online content stored by their provider.
- The majority say it is easy to monitor and control their use of a range of communication services: mobile telephone services (78%), fixed telephone services (71%), mobile Internet (69%) and fixed Internet (67%).
- Almost half have signed a communications service contract in the past three years (49%), with mobile phone contracts the most common (29%).
- Amongst those who have signed a contract in the past three years, 22% read the terms of the contract about user rights entirely, while 40% read these partly. At least one third of respondents in Lithuania, Latvia (both 35%), the Czech Republic, and Cyprus (both 34%) say they read the user rights terms in the contract entirely, compared to 10% in Sweden and France.

[10] Households with hindered switchers are those where respondents considered switching but there are no other bundle providers in the area where they live, there are no other bundle providers which would provide good value for money, they are currently bound by a contract with their current provider, they didn't want to take the risk of a temporary loss of service during the switching process, they didn't want to take the risk of having to pay two providers during the switching process, it was not clear what steps they would need to take to switch, they did not want to lose their current e-mail address(es) or webpage(s) hosted on the provider's server, or that some services of the bundle could not be cancelled at the same time.

- More than eight in ten agree the contract had sufficient and clear information about the duration and renewal or roll over conditions (84%), 83% agree there was sufficient and clear information about the quality of services subscribed to and 79% agree there was sufficient and clear information about the termination of the contract.
- Most of the respondents (68%) who had read their last communications contract had a high level of satisfaction with the information it contained regarding all three aspects analysed. However, this varies across Member States: from 82% in Slovakia to 49% in the Netherlands.
- The majority of respondents who have an Internet connection at home said they would be not be willing to sign a communications contract longer than two years in exchange for much higher speed and enhanced quality of service (55%).
- Nearly half of the youngest respondents who have Internet would be willing to sign a longer contract in exchange for much higher speed and enhance quality of service (46%). This compares to only 29% among those aged 55+.

Awareness of the 112 emergency number continues to increase

- More than six in ten would call 112 in the event of an emergency in their country (61%) – an increase of three points since 2014. Almost all respondents in Finland (99%), the Netherlands (98%), Portugal, and Sweden (both 97%) would call 112, compared to 6% of respondents in Greece, 9% in the UK and 19% in France.
- Since 2014, the proportion of respondents that would call 112 has mostly increased amongst respondents in Cyprus (+20 pp), Malta (+9 pp), Hungary and Poland (both +7 pp). On the other hand, the proportion that would call 112 in the Czech Republic and Croatia has decreased by six points.
- Almost half 46% correctly identify 112 as the only number to call in the event of an emergency anywhere in the EU, an increase of six points since 2014. Respondents in Poland (82%), Luxembourg (78%) and Slovakia (70%) are the most likely to only identify 112, while those in Greece (13%) and the UK (22%) are the least likely to do so.
- Since 2014, the proportion of respondents in Cyprus that only give 112 as their answer has increased by 20 percentage points, followed by respondents in Germany (+18 pp), Hungary (+17 pp), Portugal (+17 pp), and Estonia (+17 pp). In contrast, the proportion of respondents in Romania (-9 pp) and Bulgaria (-9 pp) that only give 112 as their answer has decreased.

II. USE OF COMMUNICATION SERVICES

1 Experience of using different communication services

- Mobile calls are by far the most frequent communication activity -

Respondents were asked how frequently they carried out a range of communication activities[11].

More than nine out of ten respondents (93%) make or receive mobile phone calls, while 75% send or receive SMS. Almost seven out of ten (69%) send emails, while 67% make or receive landline calls. Just over half use an Internet messaging service (53%), while 46% post content on social media. Making phone or video calls via Internet applications is least common, at 37%.

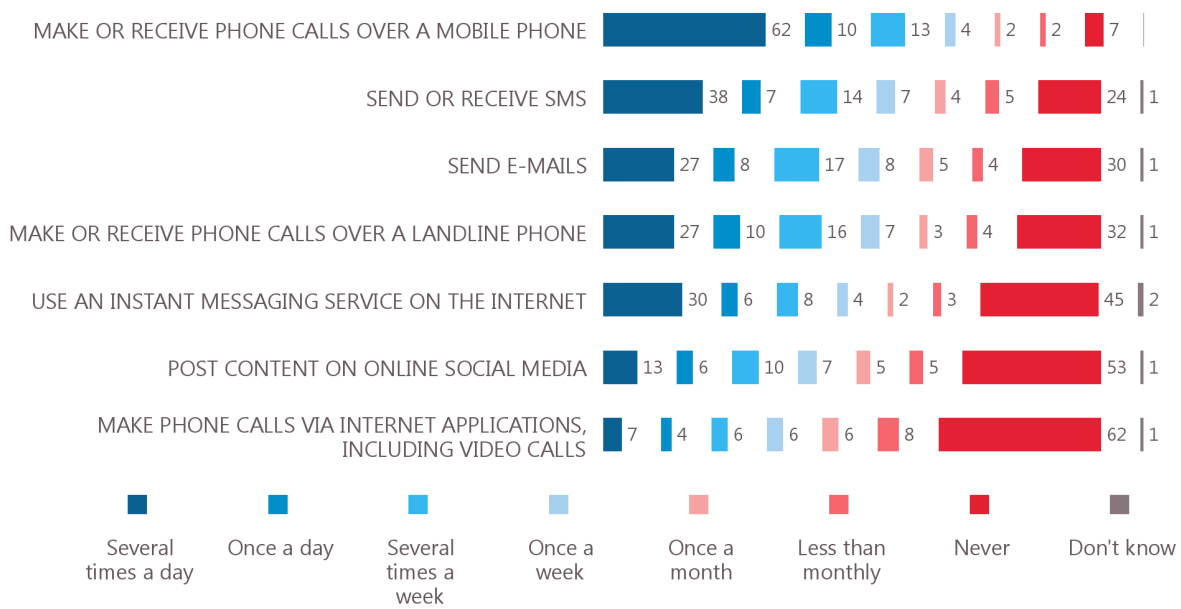
When considering the most frequent activities, again making or receiving mobile calls is by far the most common: 62% do this several times a day, while a further 10% make or receive mobile calls once a day. More than one third (38%) send or receive SMS several times a day, while 30% use an instant messaging service more than once a day.

Also it is worth noting that a higher proportion of respondents use instant messaging service – a relatively newer service – several times per day rather than sending e-mails or making phone calls over a landline phone (30% vs. 27%).

Just over a quarter make or receive landline calls, or send emails several times a day (both 27%). Posting to social media (13%), or phone or video calls via Internet applications (7%) are less likely to happen several times a day.

As this is a new question, no trend data is available.

QA4 How often do you do any of the following?
(% - EU)



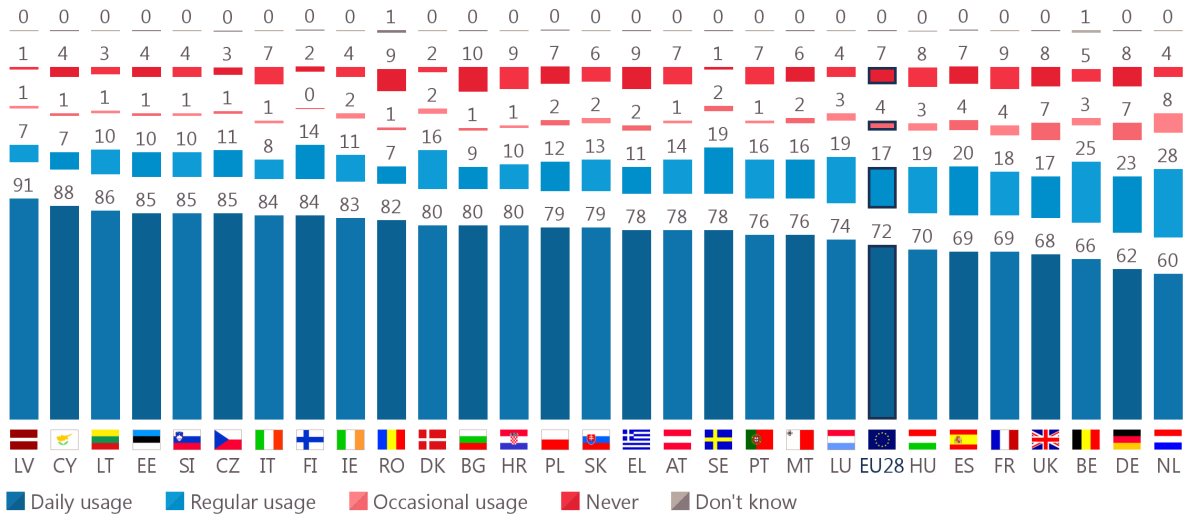
Base: All respondents (n = 27822)

[11] QA4 How often do you do any of the following? Make or receive phone calls over a landline phone; Make or receive phone calls over a mobile phone; Send or receive SMS; Use an instant messaging service on the Internet; Make phone calls via Internet applications, including video calls; Send e-mails; Post content on online social media.

At least six out of ten respondents in every Member State make or receive mobile phone calls daily[12]. Respondents in Latvia (91%) are the most likely to do this, followed by those in Cyprus (88%), Lithuania (86%), Estonia, Slovenia and the Czech Republic (all 85%). At the other end of the scale, 60% of respondents in the Netherlands and 62% in Germany make ore receive mobile phone calls daily.

QA4.2 How often do you do any of the following?

Make or receive phone calls over a mobile phone (%)

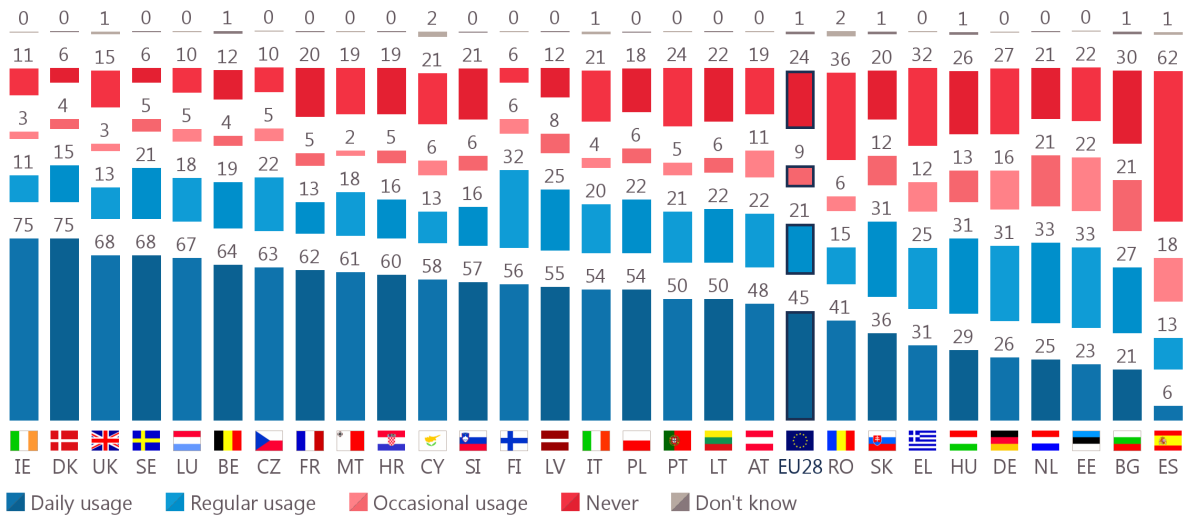


Base: All respondents (n = 27822)

There is much wider variation across Member States in the proportion of respondents that send or receive SMS daily - although in 18 Member States at least half of all respondents do this daily. Three quarters of respondents in Ireland and Denmark send or receive SMS daily (both 75%), as do 68% in the UK and Sweden. In a stark contrast, just 6% of respondents in Spain send or receive SMS daily - in fact, 62% say they never do this. This should be seen against the higher usage of instant messaging in this country (see QA4.4 results below).

QA4.3 How often do you do any of the following?

Send or receive SMS (%)



Base: All respondents (n = 27822)

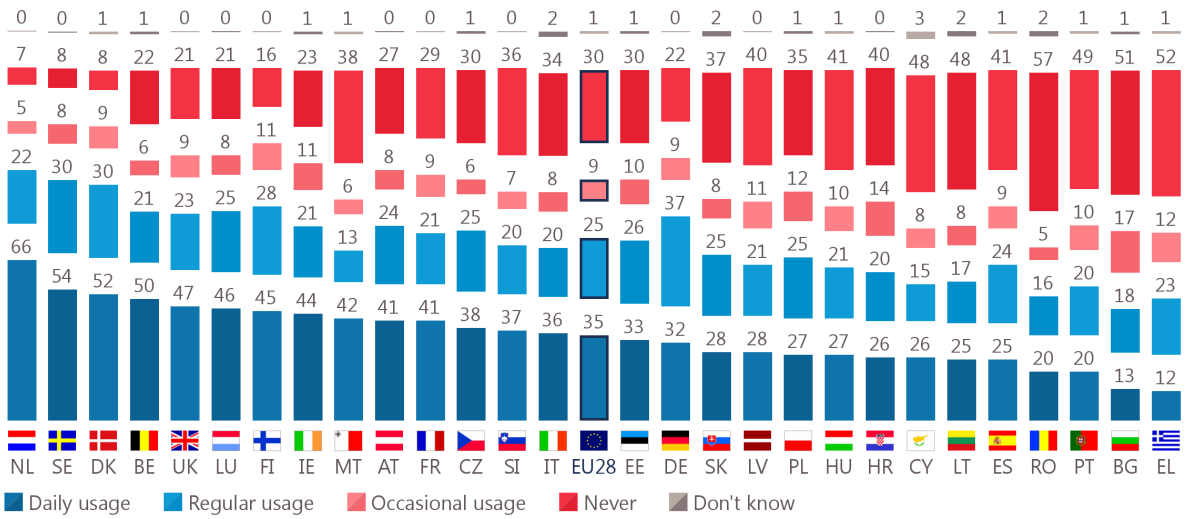
[12] "Daily usage"= "Several times a day" + "Once a day"
"Regular usage"= "Several times a week" + "Once a week"
"Occasional usage"= "Once a month" + "Less than monthly"

In four Member States at least half of all respondents send emails daily: the Netherlands (66%), Sweden (54%), Denmark (52%), and Belgium (50%). Furthermore, the Netherlands, Sweden and Denmark are the only countries where fewer than one in ten never send emails.

Respondents in Greece (12%) and Bulgaria (13%) are the least likely to send emails daily – in fact at least half of all respondents in these countries, as well as in Romania, never send emails.

QA4.6 How often do you do any of the following?

Send e-mails (%)



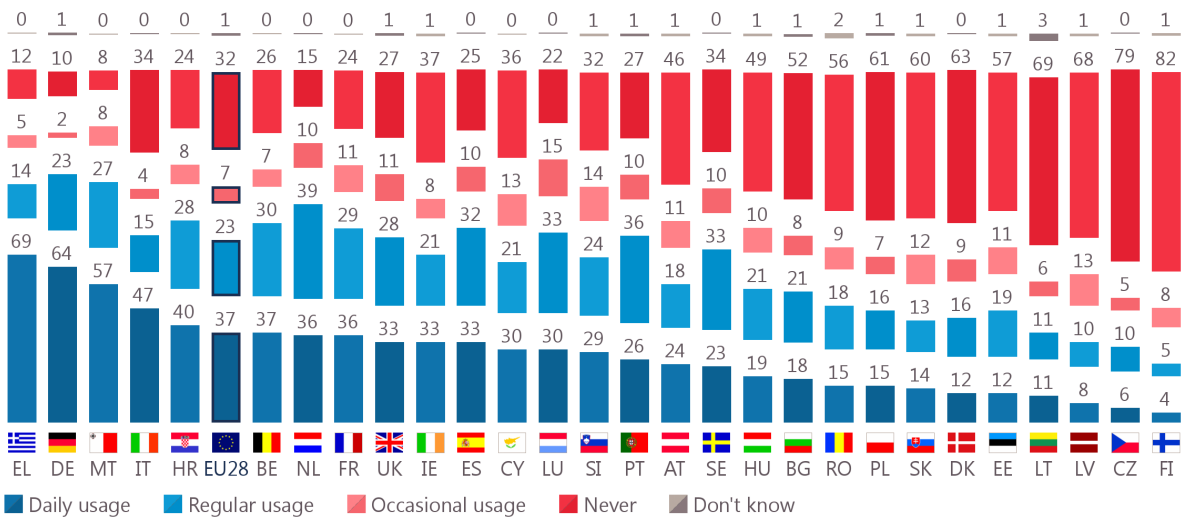
Base: All respondents (n = 27822)

In most Member States fewer than four in ten use their landline daily to make or receive calls. Respondents in Greece are the most likely to use their landline daily (69%), followed by 64% of those in Germany and 57% in Malta. It is worth noting that Germany is the only Member State where daily landline use is more common than daily mobile use (64% vs. 62%).

At the other end of the scale, 4% of respondents in Finland, 6% in the Czech Republic and 8% in Latvia make or receive landline calls daily.

QA4.1 How often do you do any of the following?

Make or receive phone calls over a landline phone (%)

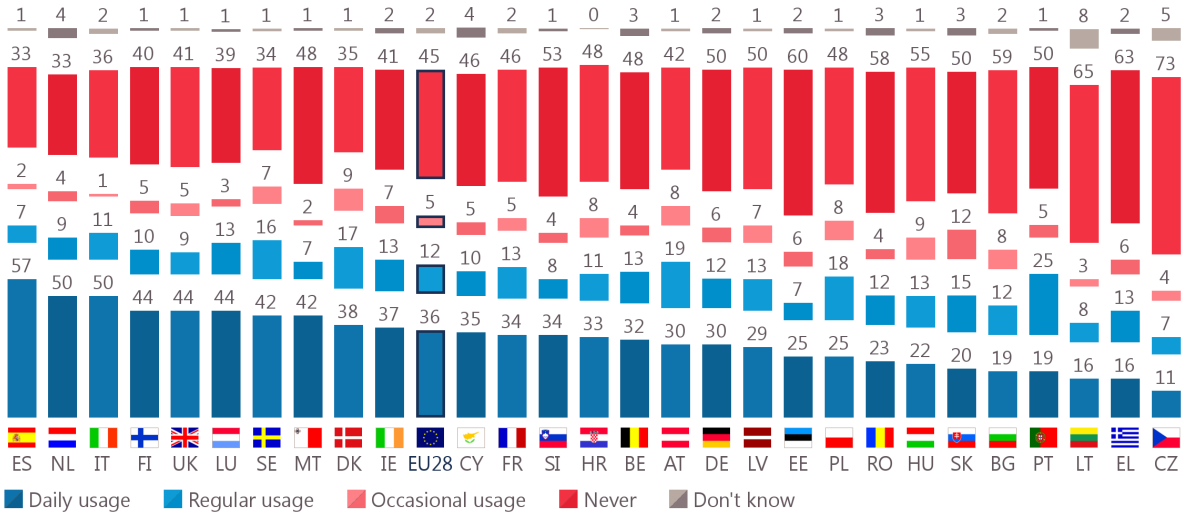


Base: All respondents (n = 27822)

Spain (57%), the Netherlands and Italy (both 50%) are the only countries where at least half use instant messaging services daily. This compares to 11% in the Czech Republic and 16% in Lithuania and Greece. It is interesting to note that Spain, with the highest level of daily Internet messaging use, has the lowest level of SMS use. Furthermore 33% of respondents in Spain never send an instant message, compared to 62% that never send or receive SMS.

QA4.4 How often do you do any of the following?

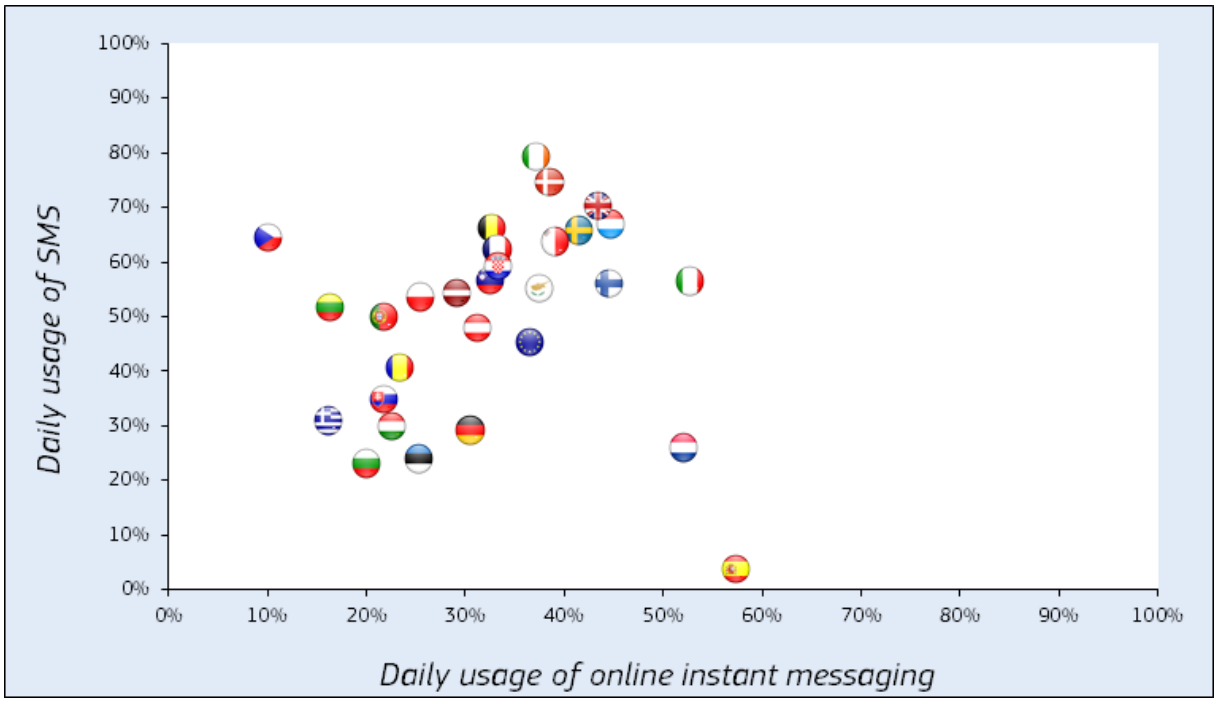
Use an instant messaging service on the Internet (%)



Base: All respondents (n = 27822)

An additional analysis was performed to assess whether there is a link between the daily use of SMS and the daily use of instant messages. A correlation test between these two variables shows no relation between the two dimensions (Pearson coefficient=0.12). For most countries, there is no clear link between the daily use of SMS and of instant messaging: the daily usage of instant messaging does not seem to replace the daily use of SMS.

There are, however, a few exceptions. Spain, with the highest level of daily instant messaging use, has the lowest level of SMS use. More than half of respondents in Spain (57%) send and receive instant messages daily, compared to only 6% that send or receive SMS daily. Conversely, respondents in the Czech Republic and Lithuania have the lowest use of instant messaging on the Internet and relatively high level of SMS use.

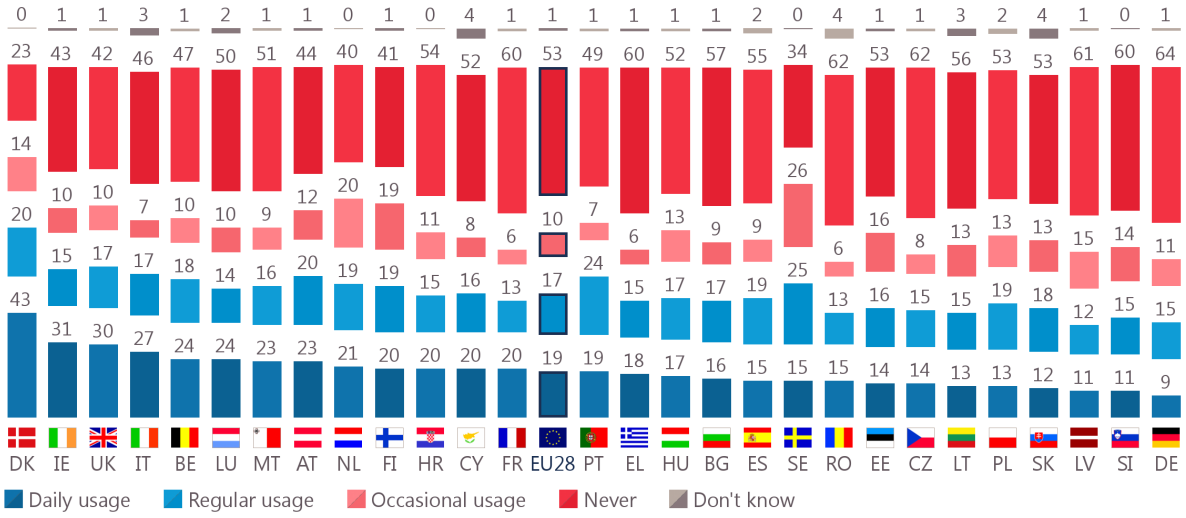


Daily posting on social media is generally less common in all Member States[13]. Respondents in Denmark are the most likely to post daily (43%), followed by those in Ireland (31%) and the UK (30%). This compares to 9% in Germany and 11% in Latvia and Slovenia.

Respondents in Denmark (77%) and Sweden (66%) are the most likely to post on social media at least occasionally, although those in Sweden are far less likely to be daily users (15%).

QA4.7 How often do you do any of the following?

Post content on online social media (%)

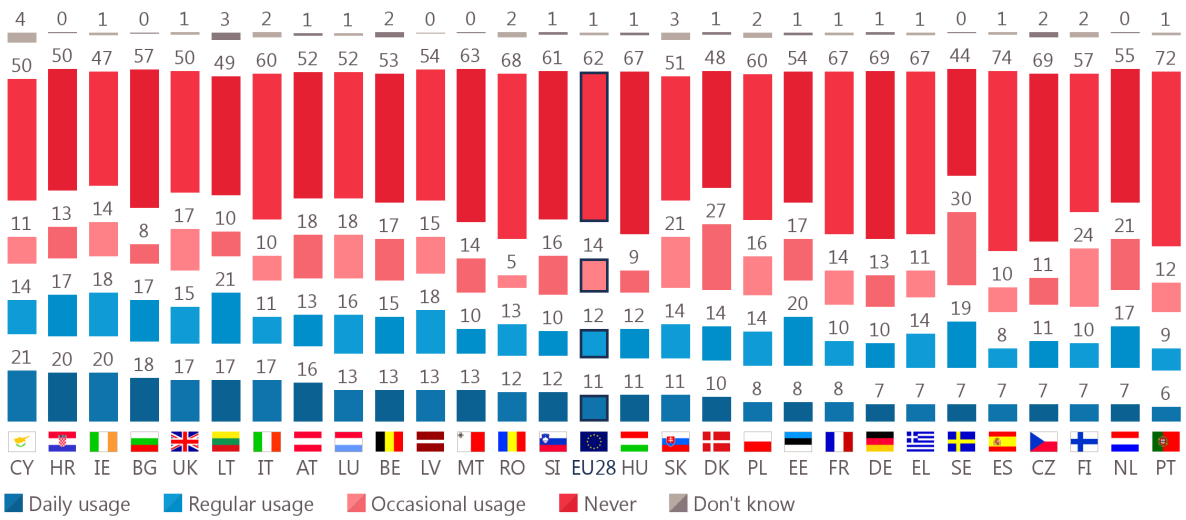


Base: All respondents (n = 27822)

Respondents in Cyprus (21%), Croatia and Ireland (both 20%) are the most likely to make daily calls using Internet applications, compared to 6% in Portugal. In fact, in most Member States the majority of respondents never do this.

QA4.5 How often do you do any of the following?

Make phone calls via Internet applications, including video calls (%)



Base: All respondents (n = 27822)

[13] It is important to note that this question only measures the active usage of online social media, and does not cover passive user behaviour, such as checking messages received or posted by other users.

There are a range of interesting differences in the socio-demographic analysis, although relatively few are based on gender. Men are more likely than women to make or receive daily calls on their mobile (75% vs. 70%), or to send emails daily (39% vs 32%). Women are more likely than men to say they never send emails (33% vs. 27%).

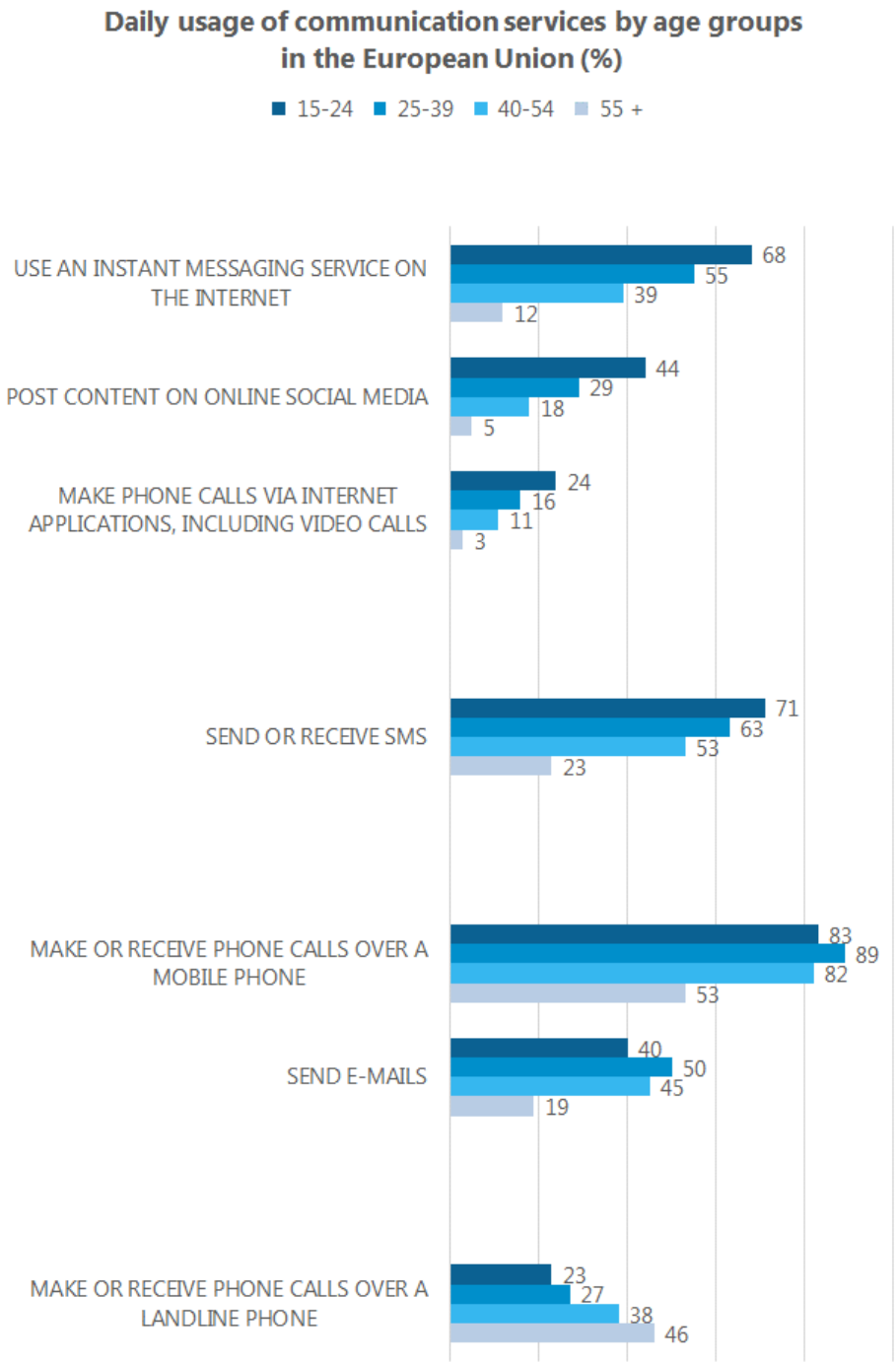
There are no significant differences between men and women regarding daily usage of online instant messaging (37% vs. 35%), Internet calls (12% vs. 10%), and online social media (19% vs. 19%), suggesting that these emerging communication services tend to be more gender-neutral.

There are a number of age-related differences in the use of services, although broadly speaking the younger the respondent, the more likely they are to do most of these activities daily:

- The older the respondent, the more likely they are to make or receive daily landline calls: 46% do this compared to 23% of those aged 15-24 and 27% of those aged 25-39.
- More than eight out of ten respondents younger than 55 make or receive daily mobile phone calls. Respondents aged 25-39 are the most likely to do this (89%), followed by those aged 15-24 (83%) and those aged 40-54 (82%) – significantly higher than those aged 55+ (53%).
- 71% of the youngest respondents send or receive SMS daily, compared to 63% of those aged 25-39, 53% of those aged 40-54, and 23% of those aged 55+.
- At least half of those aged 39 or younger use instant messaging daily, with 68% of the youngest respondents making daily use of these services. This compares to 39% of 40-54 year olds, and just 12% of those aged 55+.
- Almost one quarter of the youngest respondents make daily phone calls using Internet applications (24%), compared to just 3% of those aged 55+.
- Daily email use is most widespread amongst those aged 25-39 (50%), followed by 40-54 year olds (45%) and 15-24 year olds (40%). Daily email use is considerably lower amongst those aged 55+.
- The youngest respondents are by far the most active daily active users of social media (posting on social media): 44% post daily, compared to 29% of 25-39 year olds, 18% of 40-54 year olds, and just 5% of those aged 55+

In addition to being the least frequent daily users of most of these services and applications, the oldest respondents are also the most likely to say they never use each of these services – with the exception of making or receiving landline calls. For example, 83% never post on social media, compared to 14% of those aged 15-24.

These age results highlight a generational gap in the use of new and more established communications services. Older respondents, and in particular those aged 55+, are less likely to have embraced the use of new services such as Internet telephony and instant messaging. Furthermore, they are still less likely to use some of the more established services such as email and even mobile telephony.



Base: All respondents (n = 27822)

A broader view of the services used by age group shows making or receiving mobile phone calls is the most common daily activity for all, even though the proportions vary by age. Also in the top three most common activities is sending or receiving SMS. For those aged 39 or younger, using an instant messaging services is the other top three daily activity, while for 40-54 year olds this is sending email. For those aged 55+ the top three daily activities are making or receiving mobile calls, making or receiving landline calls, and sending or receiving SMS.

It is also interesting to note that the difference in the use of the top three services is less noticeable in the younger age group (68%-71%-83%) than in the group of respondents aged 40-54 years (45%-53%-82%), indicating a generational gap in the uptake of new service and in the latency of old service usage (landline phone calls).

Top 3 daily activities by age group

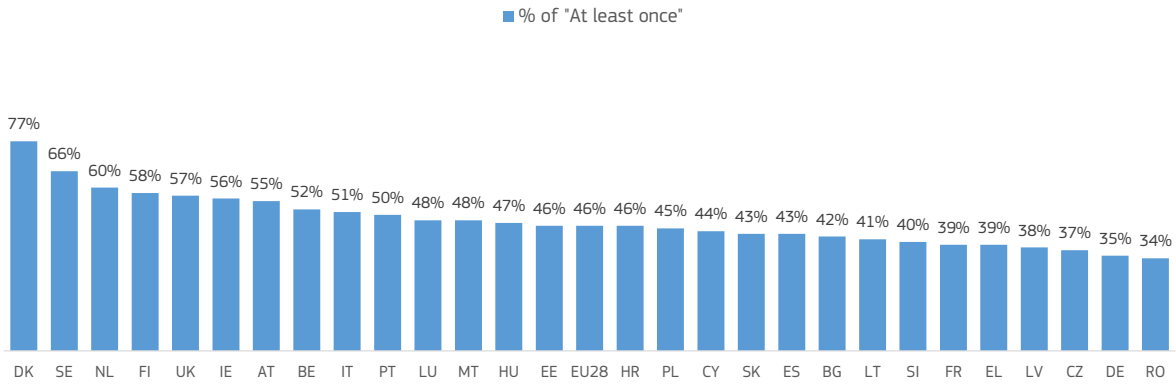
15-24	Make or receive mobile phone calls (83%) Send or receive SMS (71%) Use an Instant messaging service (68%)
25-39	Make or receive mobile phone calls (89%) Send or receive SMS (63%) Use an Instant messaging service (55%)
40-54	Make or receive mobile phone calls (82%) Send or receive SMS (53%) Send email (45%)
55+	Make or receive mobile phone calls (53%) Make or receive landline phone calls (46%) Send or receive SMS (23%)

The following two graphs show the country results for the overall use of online social media: first for all respondents surveyed, and then for respondents aged 15-24. It is interesting to note that the gap in results at a country level for respondents aged 15-24 is 25 points – considerably lower than the gap for all respondents (43 points). This suggests a less fragmented single market amongst young people in the European Union when it comes to posting on social media.

This is further illustrated by the fact that in all countries, at least three-quarters of young people (15-24) post content on social media. In contrast, when all respondents are considered, there are 18 countries where less than half post content on social media.

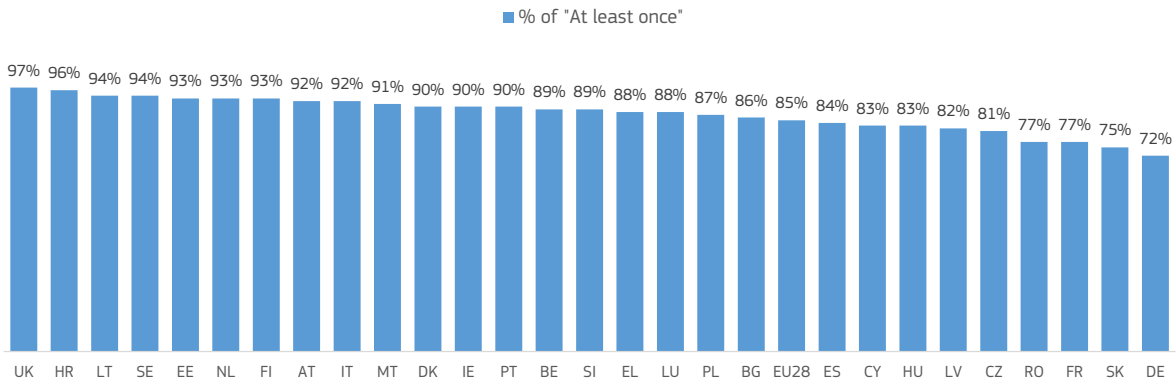
RESPONDENTS AGED 15+

QA4.7 How often do you do any of the following?
- Post content on online social media -



RESPONDENTS AGED 15-24

QA4.7 How often do you do any of the following?
- Post content on online social media -



Managers and white collar workers are the most likely to send or receive SMS daily (65% and 63% respectively) and along with the self-employed are the most likely to use instant messaging daily (47%-48%). Current workers are the most likely to send email daily, with managers the most likely (69%), particularly compared to manual workers (31%).

Not surprisingly, daily Internet users are the most likely be daily users of instant messaging, Internet phone applications, email and daily posters to social media. For instance, 28% of daily Internet users post to social media daily, compared to 5% of less frequent users.

Respondents living in households with mobile phone access (either mobile only or mobile plus landline) are much more likely to do each of these activities daily – with the exception of landline calls. For example, 38% in mobile only households and 39% in households with landline and mobile access use instant messaging daily, compared to 6% in landline only households.

2 Most important communication services

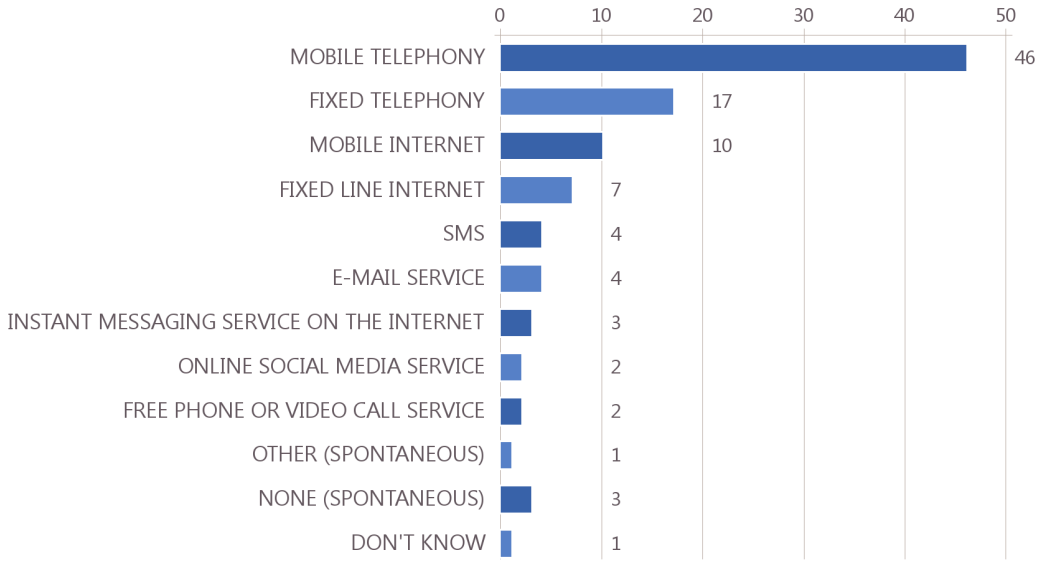
- Mobile phones are much more important to respondents than other communication services -

Respondents were asked for their most important communication service or applications in their daily life[14]. The results show mobile telephony is by far the most important service: almost half of all respondents said this is the most important (46%). Fixed line telephony is the next most mentioned, but just 17% consider it the most important. One in ten (10%) say mobile Internet is the most important in their daily life.

All the other services and applications were considered the most important by less than one in ten – ranging from 7% for fixed line Internet, to 2% for free phone or video call services or online social media services.

As this is a new question, no trend data is available.

QA5a Which of the following services and applications do you consider the most important in your daily life? Firstly? **(% - EU)**



Base: All respondents (n = 27822)

[14] QA5a Which of the following services and applications do you consider the most important in your daily life? Firstly? QA5b And then? Landline telephone; Mobile telephone; SMS; Instant messaging service on the Internet; Free phone or video call service; Fixed line Internet; Mobile Internet; E-mail service; Online social media service; Other (SP.); None (SP.); Don't know.

A socio-demographic analysis of the single service or application considered the most important in daily life provides a number of interesting variations. Young people are the most likely to say mobile Internet or SMS are the most important to their daily life, but they are less likely to mention mobile telephony than those aged 25-54 (41% vs. 53%). Furthermore, the older the respondent, the less likely they are to say mobile Internet is the most important in their daily life: 20% of 15-24 year olds say this, compared to 3% of those aged 55+.

A cross tabulation of the communication services and applications used with the most important services also highlights some interesting patterns. For instance, those who make daily use of a landline phone to make or receive calls are almost equally likely to say a mobile telephony (34%) or fixed line telephony (33%) is the most important in their daily life. However, the less regularly a respondent makes or receives landline calls, the more likely they are to say a mobile phone is most important: 60% that never make or receive landline calls say a mobile telephone is the most important in their daily life. In general, respondents that never do actions that involve a mobile (send/receive SMS) or mobile or fixed line Internet (Internet calls, messaging, posting to social media or sending emails) are the most likely to say fixed line telephony is the most important in their daily life.

Interestingly, respondents that make daily phone calls via the Internet are more likely to nominate mobile Internet (19%) than fixed line Internet (9%) as the most important. The same pattern applies for those that use instant messaging services on the Internet daily.

QA5a Which of the following services and applications do you consider the most important in your daily life? Firstly?

	Mobile telephony	Fixed telephony	Mobile Internet	Fixed line Internet	SMS	E-mail service	Instant messaging service on the Internet	Online social media service	Free phone or video call service
EU28	46	17	10	7	4	4	3	2	2
Age									
15-24	**41**	*1*	20	7	12	2	7	5	3
25-39	**53**	4	16	8	4	4	5	*2*	*2*
40-54	**53**	10	10	8	3	5	3	*2*	*2*
55 +	**39**	36	3	6	2	3	1	*0*	1
Make or receive phone calls over a landline phone									
Daily usage	**34**	33	8	8	3	4	*2*	*2*	*2*
Regular usage	**44**	20	10	8	4	4	3	*1*	*1*
Occasional usage	**54**	5	10	8	6	4	5	2	*1*
Never	**60**	*1*	11	4	5	3	4	2	2
Make or receive phone calls over a mobile phone									
Daily usage	**55**	8	12	7	5	4	3	*2*	*2*
Regular usage	**33**	30	6	8	4	5	5	2	*1*
Occasional usage	12	**54**	4	8	3	4	*2*	*2*	*2*
Never	3	**65**	1	4	1	2	*0*	*0*	1
Send or receive SMS									
Daily usage	**53**	5	12	8	8	4	3	3	*2*
Regular usage	**50**	15	10	8	2	5	4	*1*	2
Occasional usage	**45**	21	9	8	*0*	5	5	1	2
Never	30	**41**	5	4	*0*	2	3	1	1
Use an instant messaging service on the Internet									
Daily usage	**46**	5	18	8	5	4	8	3	*2*
Regular usage	**54**	8	12	9	5	4	*2*	*2*	*2*
Occasional usage	**54**	13	9	8	4	6	*1*	*1*	3
Never	**44**	31	3	6	3	3	*0*	*0*	1
Make phone calls via Internet applications, including video calls									
Daily usage	**43**	*3*	19	9	5	6	5	4	5
Regular usage	**45**	5	16	9	6	6	5	*3*	*3*
Occasional usage	**48**	7	14	10	6	6	5	2	*1*
Never	**46**	25	6	6	3	3	2	*1*	*1*
Send e-mails									
Daily usage	**46**	7	15	10	4	9	4	*2*	*2*
Regular usage	**48**	13	12	9	5	3	4	*2*	*2*
Occasional usage	**50**	14	10	6	7	*1*	4	3	2
Never	**44**	34	3	2	3	*0*	2	*0*	1
Post content on online social media									
Daily usage	**45**	*3*	19	7	6	4	6	6	*3*
Regular usage	**50**	5	15	9	6	5	5	*2*	*2*
Occasional usage	**50**	5	13	10	5	5	6	*1*	2
Never	**45**	29	4	6	3	3	1	*0*	1

Highest percentage per socio-demographic group *Lowest percentage per socio-demographic group*

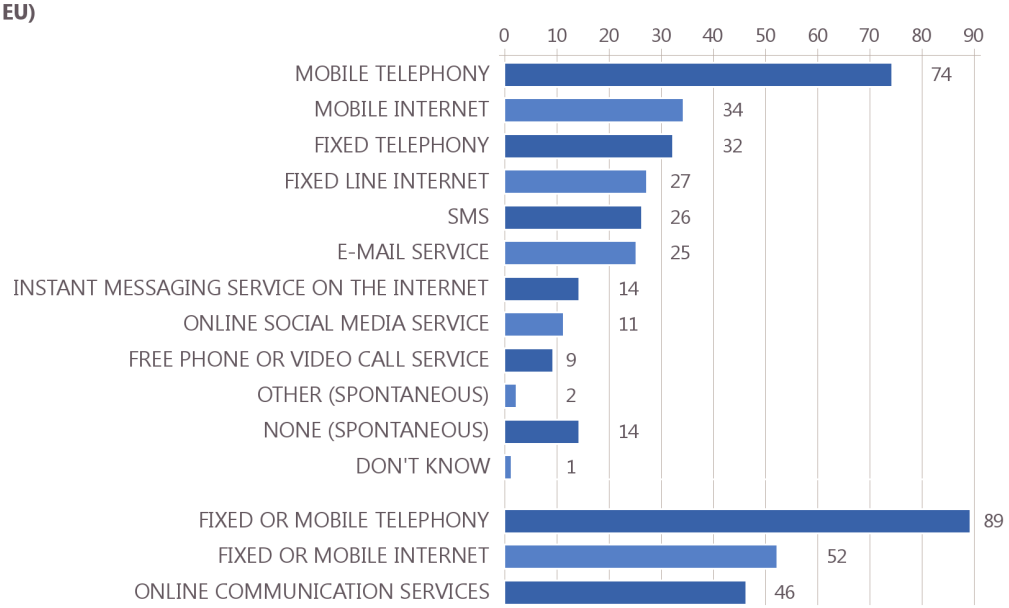
Base: All respondents (n = 27822)

As well as being asked their most important service and application, respondents were able to nominate up to three more they considered important in their daily life[1].

As it was the case in the previous analysis, mobile telephony is by far the most important communication service in respondents' daily life (74%). Around one third say mobile Internet (34%) or fixed telephony (32%) are most important, while at least one quarter mention fixed line Internet (27%), SMS (26%), or email (25%). Instant messaging (14%), online social media (11%), or free phone or video calls (9%) are least likely to be considered important.

Taking a broader view, the most important communication service category[15] is fixed or mobile telephony (89%), followed by fixed or mobile Internet (52%) and other online communications services (46%)[16].

QA5T Which of the following services and applications do you consider the most important in your daily life? Firstly? And then? (MAX. 4 ANSWERS)
(% - EU)



Base: All respondents (n = 27822)

[15] "Fixed or mobile telephony" = "Fixed telephony" + "Mobile telephony" + "SMS"
"Fixed or mobile Internet"= "Fixed line Internet" + "Mobile Internet"
"Online communication services"= "Instant messaging service on the Internet" + "Free phone or video call service" + "E-mail service" + "Online social media service"

[16] It is important to note that the question was addressed to all respondents, regardless of their current access to the different communication services asked about.

The country level analysis shows respondents in each Member State are most likely to consider **mobile telephony** the most important in their daily life – in fact at least two-thirds in each Member State say this. Respondents in Finland (92%), Latvia (89%), the Czech Republic (88%) and Cyprus (87%) are the most likely to say mobile telephony is most important, compared to 66% of those in Germany and 67% in the Netherlands.

Respondents in Luxembourg (46%), Spain and the Netherlands (both 45%) are the most likely to say **mobile Internet** is the most important in their daily life, compared to 19% of those in Poland and 24% in Hungary. Overall, at least one quarter of the respondents in 26 Member States say mobile Internet is the most important in their daily life.

Greece (59%) and Germany (54%) are the only Member States where at least half say their **fixed line telephony** is most important in their daily life, although 44% of those in Malta and 36% in France say the same. This compares to 6% in Finland and the Czech Republic. It is worth noting that Finland and the Czech Republic also have the lowest proportion of households with a fixed line telephone[17].

Fixed line Internet is generally less likely to be considered most important: 39% of respondents in the Netherlands say it is important in their daily life, as do 38% of those in Belgium, Hungary and Finland. At the other end of the scale 9% of respondents in Slovakia and Cyprus say the same.

There is a large variation across Member States in the proportions that consider **SMS** most important in their daily life. At least half of all respondents in Denmark (62%), Sweden and Luxembourg (both 51%) say this, compared to just 2% in Spain. The result for Spain is not related to the proportion of respondents with a mobile phone, which is more than 90%.

There is also a large variation when it comes to **email**. Respondents in the Netherlands (56%) and Denmark (55%) say this is most important, compared to 5% of those in Romania and 6% in Bulgaria. Overall, however, at least one in five in 19 Member States says email is most important in their daily lives.

At least one quarter of respondents in Spain (34%), the Netherlands (27%) and Finland (25%) say **instant messaging** is most important in their daily lives, compared to 3% in the Czech Republic and 4% in Romania. It is worth also mentioning that in Spain, the Netherlands and Italy a higher proportion of respondents say that instant messaging is one of the most important communication services than SMS is.

Online social media is most important to those in Denmark (27%), the Netherlands, Austria and Portugal (all 19%), and least likely to be important to respondents in Slovenia (3%).

Respondents in Lithuania are the most likely to say **free phone of video services** are most important in their daily lives (17%), followed by those in the Netherlands, Croatia and Hungary (all 14%). This compares to just 4% of respondents in Romania and Malta.

Taking a broader view shows that telephony (fixed or mobile) is most important in the daily lives of respondents, with at least eight out of ten in every Member State saying this. The Internet (fixed or mobile) is most likely to be important to those in the Netherlands (71%), Sweden (67%), Finland and Luxembourg (both 66%), and least likely to be important to those in Cyprus (32%) and Slovakia (39%). Online communication services (email, phone apps, messaging) are most likely to be important to respondents in the Netherlands (79%), Denmark (75%) and Finland (73%), and least likely to be considered important by those in Romania (19%).

The Netherlands is unusual amongst Member States because there is relatively little difference in the proportion of respondents that say telephony (84%), online communication services (79%) or the Internet (71%) are important. The discrepancy between the results for these three types of communication services is much wider in other Member States.

[17] See section 3.2 for full details of these results.

QA5T Which of the following services and applications do you consider the most important in your daily life? Firstly? And then? (MAX. 4 ANSWERS) **(%)**

	Mobile telephony	Mobile Internet	Fixed telephony	Fixed line Internet	SMS	E-mail service	Instant messaging service on the Internet	Online social media service	Free phone or video call service	Fixed or mobile telephony	Fixed or mobile Internet	Online communication services
EU28	74	34	32	27	26	25	14	11	9	89	52	46
BE	**73**	31	30	38	45	30	*7*	13	11	**94**	58	*50*
BG	**81**	34	23	25	15	*6*	8	12	14	**91**	47	*28*
CZ	**88**	30	6	33	45	27	*3*	9	5	**92**	53	*38*
DK	**76**	38	10	25	62	55	9	27	*7*	**92**	*56*	75
DE	**66**	33	54	29	16	28	13	9	*8*	**87**	53	*48*
EE	**86**	39	16	28	12	36	*7*	11	11	**90**	57	*51*
IE	**78**	37	23	24	38	28	*9*	17	*9*	**91**	53	*48*
EL	**82**	26	59	31	16	11	*8*	14	11	**92**	47	*34*
ES	**76**	45	31	22	*2*	17	34	8	7	**86**	53	*47*
FR	**69**	25	36	28	46	22	8	*7*	8	**93**	48	*39*
HR	**72**	35	32	24	28	10	*9*	13	14	**89**	50	*36*
IT	**73**	41	31	19	20	19	22	14	*12*	**86**	51	*48*
CY	**87**	25	29	9	29	*8*	9	10	11	**94**	32	*30*
LV	**89**	27	*7*	33	34	23	8	8	12	**94**	53	*41*
LT	**83**	28	11	23	36	22	*8*	14	17	**92**	*45*	*45*
LU	**72**	46	28	30	51	25	11	*10*	*10*	**91**	66	*46*
HU	**84**	24	26	38	19	18	*9*	11	*9*	**92**	53	*35*
MT	**76**	27	44	26	33	26	12	13	*4*	**91**	45	*42*
NL	**67**	45	30	39	*11*	56	27	19	14	**84**	*71*	79
AT	**77**	43	22	14	37	33	15	19	*12*	**89**	*52*	57
PL	**78**	19	11	30	33	21	9	*7*	8	**87**	46	*36*
PT	**86**	27	34	23	31	13	8	19	*6*	**94**	44	*37*
RO	**82**	33	22	23	23	5	*4*	9	*4*	**88**	46	*19*
SI	**82**	25	22	28	32	22	8	*3*	6	**91**	46	*32*
SK	**77**	32	12	*9*	33	25	*9*	14	10	**83**	*39*	43
FI	**92**	40	6	38	46	49	25	18	*5*	**96**	*66*	73
SE	**86**	44	17	35	51	47	12	9	*6*	**96**	67	*61*
UK	**70**	36	29	30	28	36	11	13	*8*	**88**	56	*54*

Highest percentage per country *Lowest percentage per country*

Highest percentage per item | Lowest percentage per item

Base: All respondents (n = 27822)

The socio-demographic analysis provides a number of interesting variations. Women are more likely than men to say fixed telephony is the most important in their daily life (35% vs. 28%), while men are more likely than women to nominate mobile Internet (37% vs. 30%) or fixed line Internet (30% vs. 24%).

There are a number of interesting variations based on age. Young people are the most likely to say mobile Internet, SMS, instant messaging or online social media are the most important to their daily life. For example 29% mention online social media, compared to 17% of 25-34 year olds, 10% of 40-54 year olds and 3% of those aged 55+.

The youngest respondents are also the least likely to mention fixed telephony (7%), and they are less likely to mention mobile telephony than those aged 25-54. At least eight out of ten respondents aged 25-54 say mobile telephony is most important, compared to 74% of 15-24 year olds and 65% of those aged 55+. Finally, the older the respondent, the less likely they are to say mobile Internet is the most important in their daily life: 62% of 15-24 year olds say this, compared to 12% of those aged 55+.

Compared to households with one or two people, respondents living in households of three or more people are more likely to say mobile telephony or mobile Internet are the most important. They are also less likely than those in smaller households to mention fixed line telephony. For example, 37% of those in single person households, and 40% in 2 person households say fixed telephony is the most important, compared to 25% of respondents living in three person households and 23% of those living in households with four or more.

Respondents who use the Internet are the most likely to say that mobile telephony, mobile Internet, fixed line internet, SMS, email or an Internet phone/video service are most important in their daily life. For example, 78% of those that use the Internet say mobile telephony is most important, compared to 61% of respondents who never use the Internet. In addition, daily Internet users are the most likely to nominate instant messaging or online social media as most important. For instance, 20% of daily Internet users say instant messaging is most important in their daily life, compared to 9% of less regular Internet users.

Finally, desktop owners are more likely than respondents owning other computing devices to say fixed telephone is most important in their daily life (32%). Smartphone owners are the most likely to say mobile Internet is most important (50%), followed by tablet owners (47%), laptop owners (45%) and desktop owners (38%).

QA5T Which of the following services and applications do you consider the most important in your daily life? Firstly? And then? (MAX. 4 ANSWERS) **(%)**

	Fixed telephony	Mobile telephony	SMS	Instant messaging service on the Internet	Free phone or video call service	Fixed line Internet	Mobile Internet	E-mail service	Online social media service	Other (SPONTANEOUS)	None (SPONTANEOUS)	Don't know	Fixed or mobile telephony	Fixed or mobile Internet	Online communication services
EU28	32	74	26	14	9	27	34	25	11	2	14	1	89	52	46
Gender															
Man	28	74	24	14	8	30	37	27	11	2	14	1	87	57	48
Woman	35	74	28	15	9	24	30	23	11	2	15	1	90	48	44
Age															
15-24	7	74	42	27	13	26	62	21	29	1	2	1	86	75	66
25-39	13	82	32	21	11	31	52	31	17	1	5	0	89	69	60
40-54	28	80	28	15	9	34	36	32	10	2	8	1	90	60	52
55 +	54	65	16	5	6	21	12	18	3	3	29	1	88	29	26
Household composition															
1	37	66	24	9	6	20	24	21	7	3	26	1	87	38	33
2	40	72	23	10	8	26	25	24	8	2	18	1	90	44	40
3	25	77	28	19	10	31	43	28	15	2	9	1	88	61	55
4+	23	79	29	20	10	32	45	28	16	1	7	1	89	65	56
Use of the Internet															
Every day	22	78	31	20	11	35	47	35	16	1	3	0	90	70	63
Often/ Sometimes	43	78	28	9	9	28	20	17	6	2	12	1	92	44	34
Never	53	61	12	1	3	3	4	1	0	4	47	1	86	6	4
Ownership computing devices															
Desk computer	32	77	27	16	9	38	38	33	12	2	6	0	90	64	55
Laptop	25	78	31	18	10	34	45	34	15	1	4	1	90	67	59
Tablet	23	77	30	20	11	34	47	36	17	1	4	0	89	68	64
Smartphone	22	81	31	21	11	32	50	33	16	1	4	0	90	69	62
Total 'Computing device'	27	78	30	17	10	33	41	31	14	2	6	1	90	63	55

Base: All respondents (n = 27822)

A cross tabulation of the results for this question with questions about the use of communication services highlights some interesting patterns.

The less frequently a respondent uses their landline, the more likely they are to say mobile telephony, mobile Internet or SMS are important in their daily lives. For example, the less regularly a respondent makes or receives landline calls, the more likely they are to say mobile telephony is most important: 80% that never make or receive landline calls say mobile telephony is the most important in their daily life compared to 69% of daily users.

The more frequently a respondent makes or receives mobile calls, the more likely they are to nominate mobile telephony as most important, and the less likely they are to nominate fixed line telephony. For example, 83% of those that make or receive mobile calls daily say mobile telephony is most important, compared to 40% that occasionally make or receive mobile calls. Just 23% of daily mobile phone users say fixed telephony is most important, compared to 67% of occasional mobile callers.

The more often respondents send or receive SMS, the more likely they are to nominate mobile Internet as most important, and the less likely they are to nominate fixed telephony. For example, 45% of those that send or receive SMSs daily say mobile Internet is most important, compared to 31% that send or receive SMSs occasionally.

One third of respondents that use instant messaging on a daily basis say this application is the most important in their daily lives, compared to 13% of regular and just 5% of occasional users. The more regularly a respondent uses instant messaging applications, the more likely they are to nominate mobile Internet as most important: 57% of daily users say this, compared to 31% of those that occasionally use instant messaging.

Interestingly, respondents that make daily phone calls via the Internet are more likely to nominate mobile Internet (58%) than fixed line Internet (30%) as the most important. The same pattern applies for those that regularly or occasionally make Internet phone calls.

In general, respondents that never do actions that involve a mobile phone (send/receive SMS) or mobile or fixed line Internet (Internet calls, messaging, posting to social media or sending emails) are the most likely to say fixed telephony is the most important in their daily life. For example, 48% of respondents that never send emails say fixed telephony is the most important in their daily life, compared to 30% that send mails occasionally or regularly, and 19% that send them daily.

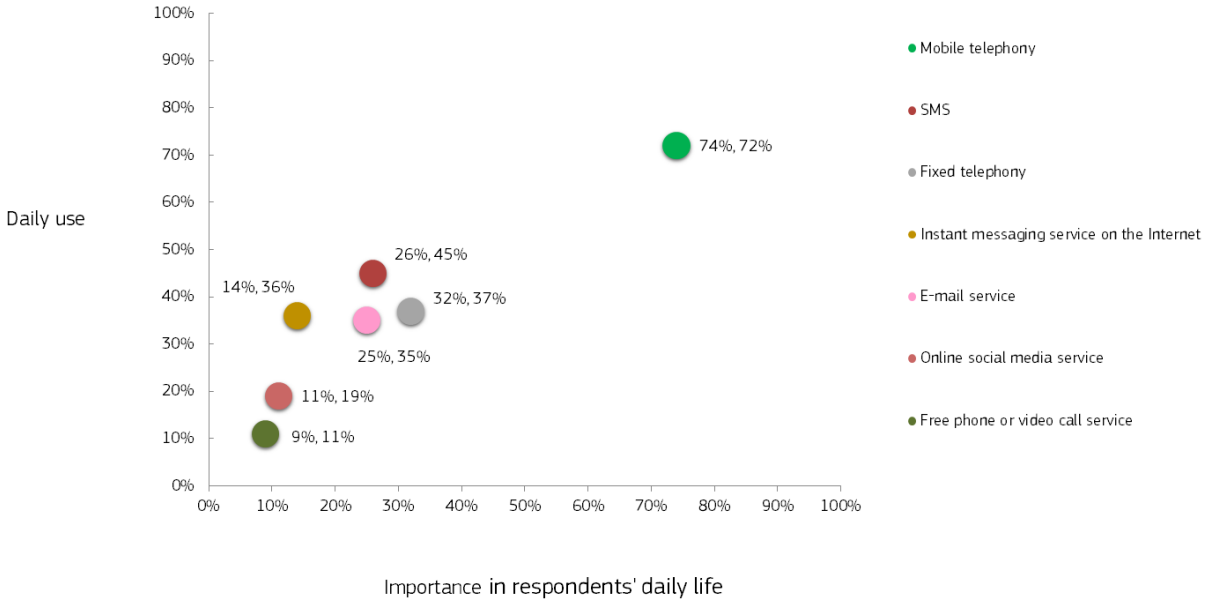
QA5T Which of the following services and applications do you consider the most important in your daily life? Firstly? And then? (MAX. 4 ANSWERS) **(%)**

	Fixed telephony	Mobile telephony	SMS	Instant messaging service on the Internet	Free phone or video call service	Fixed line Internet	Mobile Internet	E-mail service	Online social media service	Other (SPONTANEOUS)	None (SPONTANEOUS)	Don't know	Fixed or mobile telephony	Fixed or mobile Internet	Online communication services
EU28	32	74	26	14	9	27	34	25	11	2	14	1	89	52	46
Make or receive phone calls over a landline phone															
Daily usage	57	69	18	11	9	32	29	26	9	2	12	1	91	51	44
Regular usage	39	72	23	15	8	29	32	26	11	2	13	0	90	52	47
Occasional usage	12	78	35	20	10	29	42	25	15	2	11	1	88	60	55
Never	2	80	35	16	9	20	39	23	13	2	19	1	86	52	46
Make or receive phone calls over a mobile phone															
Daily usage	23	83	31	16	10	30	41	28	13	2	7	1	91	60	52
Regular usage	47	69	19	12	7	25	21	22	8	2	18	1	87	40	38
Occasional usage	67	40	10	9	8	20	10	18	7	3	28	1	84	28	32
Never	70	6	2	2	3	9	2	6	1	7	72	2	74	10	10
Send or receive SMS															
Daily usage	17	82	45	15	11	31	45	32	16	1	3	0	92	65	58
Regular usage	35	81	21	16	9	34	33	29	11	2	8	0	90	57	49
Occasional usage	40	78	7	19	8	30	31	23	9	2	11	1	89	52	45
Never	54	53	1	10	5	13	16	10	4	4	42	1	83	25	22
Use an instant messaging service on the Internet															
Daily usage	16	78	28	33	12	31	57	32	20	1	2	0	87	73	69
Regular usage	24	81	36	13	12	36	44	33	16	2	3	0	92	68	59
Occasional usage	30	84	35	5	13	35	31	36	10	1	5	0	95	58	52
Never	47	68	21	1	5	22	13	16	4	3	28	1	89	31	23
Make phone calls via Internet applications, including video calls															
Daily usage	13	74	29	23	22	30	58	32	22	1	2	0	84	72	70
Regular usage	17	78	32	23	18	34	53	34	20	1	2	1	89	73	69
Occasional usage	21	79	33	21	9	38	47	36	16	1	2	0	91	71	64
Never	40	72	23	10	4	23	23	20	7	3	22	1	89	41	33
Send e-mails															
Daily usage	19	79	31	19	10	36	49	47	15	1	2	0	89	70	69
Regular usage	30	77	31	18	10	37	42	29	15	2	3	0	90	67	58
Occasional usage	30	80	33	17	12	31	39	10	15	2	5	0	93	63	44
Never	48	64	15	4	4	9	9	1	3	3	40	1	87	17	11
Post content on online social media															
Daily usage	13	76	33	24	14	27	56	30	32	1	2	0	87	71	71
Regular usage	18	81	34	24	10	34	53	34	20	1	2	0	91	74	66
Occasional usage	20	80	30	21	11	37	50	34	10	2	3	1	89	72	61
Never	45	70	21	6	6	23	17	19	1	3	25	1	89	35	28

Base: All respondents (n = 27822)

The following chart shows that most communication services and applications are seen as relatively equal in terms of importance and use in respondents' daily life. Mobile telephony is the most important and most used service by a considerable margin.

It is interesting to note that although SMS is considered less important than fixed telephony, it is in daily use by a higher proportion of respondents than fixed telephony. In contrast, instant messaging is one of the most used communication services, but it is considered to be less important than most other communication services.



3 Use of paid services over the Internet

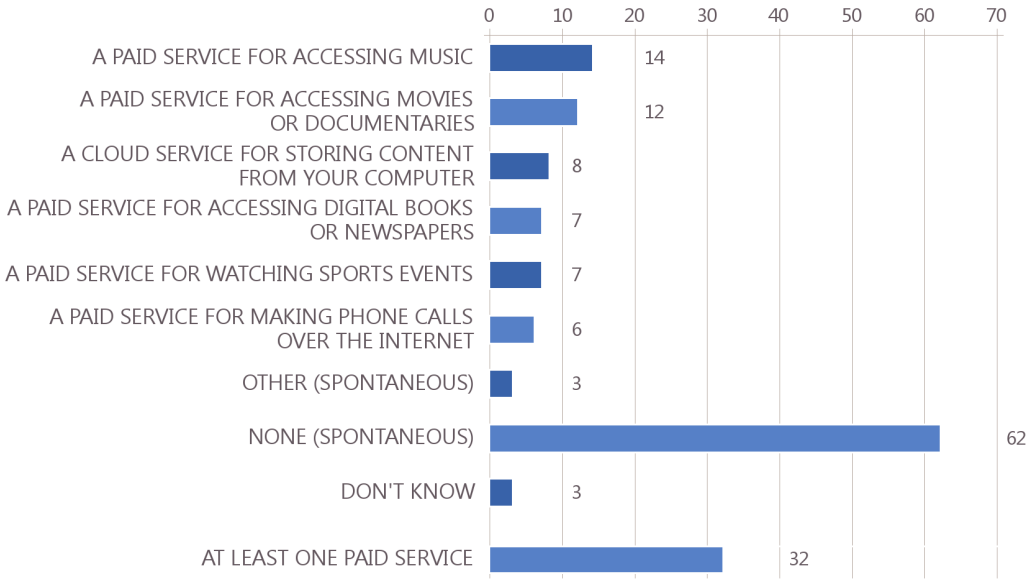
- Almost one third have used a paid Internet services -

Respondents with home or mobile Internet connections were asked about paid services they have used[18]. Overall, 32% of respondents have used at least one of these paid for Internet services, but the results also highlight the use of individual paid for online services is generally limited.

Respondents are most likely to have used a paid service for music (14%), or one that gives them access to movies or documentaries (12%), but even in these cases only a little over one in ten have used these services. Even fewer have used a cloud service for storing content from their computer (8%), a paid service to access digital books or newspapers, or a paid service for watching sports events (both 7%). Just 6% have used a paid service for making phone calls over the Internet.

As this is a new question, no trend data is available.

QA6 Which of the following paid services that you can access via the Internet, have you used? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)



Base: Respondents with Internet connection in the household (n = 23395)
(MULTIPLE ANSWERS POSSIBLE)

[18] QA6 Which of the following paid services that you can access via the Internet, have you used? A paid service for accessing music; A paid service for accessing movies or documentaries; A paid service for accessing digital books or newspapers; A paid service for watching sports events; A paid service for making phone calls over the Internet; A cloud service for storing content from your computer; Other (SPONTANEOUS); None (SPONTANEOUS); Don't know.

In 12 countries, respondents are most likely to say they have used a paid **music** service – in fact in Sweden almost half say this (47%)[19]. More than one quarter of respondents in the UK have also used a paid music service online (27%), as have 22% in the Netherlands. Although not the most mentioned service in Denmark, almost one third of respondents there have used a paid music service (32%). Use of paid music services is least common in Lithuania (3%), Bulgaria and Greece (both 5%).

Respondents in Sweden are also the most likely to say they have used a paid service for online access to **movies or documentaries** (37%), followed by those in Denmark (36%), and Finland (30%). This kind of service is least likely to have been used by respondents in Lithuania, Latvia, Italy and Bulgaria (all 5%). Paid movie or documentary services are the most mentioned in 14 Member States.

Once again it is respondents in Sweden that are the most likely to have used a **cloud service** for storing content from their computer (23%), although 19% of those in Denmark and 17% in the UK have also used this kind of service. In contrast, just 4% in Croatia, Greece, Spain and Lithuania have done so.

Respondents in Sweden (20%), Denmark (16%), Malta (16%) and the UK (15%) are the most likely to have user a paid service for accessing **digital books or newspapers**. This compares to 2% of respondents in Lithuania and Greece. Respondents in Finland (15%), the UK (14%) and Ireland (13%) are the most likely to have used a paid service for **watching sport** online, while those in Cyprus (15%), Ireland and Austria (both 12%) are the most likely to have used a paid service for making **phone calls** online.

Overall, respondents in Sweden (69%), Denmark (60%), the UK (55%) and the Netherlands (50%) are the most likely to have used at least one of these paid online services.

[19] It is important to note that international access to a paid service for digital content online depends on the commercial conditions from the provider.

QA6 Which of the following paid services that you can access via the Internet, have you used? (MULTIPLE ANSWERS POSSIBLE) **(%)**

	A paid service for accessing music	A paid service for accessing movies or documentaries	A cloud service for storing content from your computer	A paid service for accessing digital books or newspapers	A paid service for watching sports events	A paid service for making phone calls over the Internet	At least one paid service
EU28	14	12	8	7	7	6	32
BE	13	**14**	10	8	8	*7*	36
BG	5	5	5	*3*	4	**6**	18
CZ	6	**11**	5	*4*	5	6	23
DK	32	**36**	19	16	*8*	9	60
DE	**11**	6	5	5	*3*	4	24
EE	7	7	**8**	7	*4*	*4*	25
IE	18	**20**	14	*10*	13	12	49
EL	5	**7**	4	*2*	*2*	5	15
ES	**9**	8	*4*	8	6	*4*	23
FR	**13**	12	6	*4*	6	6	29
HR	**9**	6	*4*	6	8	6	25
IT	7	5	5	*3*	**8**	6	25
CY	10	14	8	*7*	12	**15**	40
LV	**9**	5	7	4	*2*	5	22
LT	3	**5**	4	*2*	*2*	3	14
LU	**17**	**17**	8	12	*4*	7	37
HU	**7**	6	**7**	4	*3*	**7**	22
MT	11	11	10	**16**	9	*7*	40
NL	22	**24**	15	13	*8*	*8*	50
AT	17	**18**	*11*	12	*11*	12	47
PL	**7**	**7**	6	*5*	*5*	*5*	25
PT	**9**	7	7	*6*	7	8	24
RO	**9**	**9**	*6*	*6*	*6*	8	26
SI	7	**8**	*5*	**8**	6	6	22
SK	6	**8**	5	*4*	*4*	5	22
FI	20	**30**	10	12	15	*1*	49
SE	**47**	37	23	20	12	*6*	69
UK	**27**	24	17	15	14	*10*	55

Highest percentage per country *Lowest percentage per country*

Highest percentage per item | Lowest percentage per item

Base: Respondents with Internet connection in the household (n = 23395)
(MULTIPLE ANSWERS POSSIBLE)

The socio-demographic analysis highlights the following:

- The younger the respondent, the more likely they are to have used each of these paid online services, and this trend is most pronounced for music services and those offering movies or documentaries. For example, 25% of 15-24 year olds have use a paid music service, compared to 19% of those aged 25-39, 12% of 40-54 year olds and just 4% of those aged 55+. Overall, almost half of those aged 15-24 have used at least one of these services (47%), compared to 18% of those aged 55+.
- The higher a respondent's education level, the more likely they are to have used each service. This trend is most notable for music, movie/documentary, book/newspaper and cloud services. For instance, 2% of those with the lowest education level have paid to access books or newspapers online, compared to 11% of those with the highest levels.
- The larger the town a respondent lives in, the more likely they are to have accessed at least one paid service: 27% of those in rural villages have done so, compared to 33% in small/mid-sized towns, and 37% in large towns.
- Daily Internet users are the most likely to have used each of these services, particularly music (17%), movies/documentaries (15%) and cloud storage services (10%).
- Respondents in a household with mobile phone access are more likely to have used at least one of these services than landline only households: 34% of those in mobile only households have used at least one of these paid services, compared to 32% in households with landline and mobile access, and 18% of those in landline only households.
- Tablet owners are the most likely to have used at least one of these services (45%), particularly compared to desktop owners (34%).

QA6 Which of the following paid services that you can access via the Internet, have you used?

	A paid service for accessing music	A paid service for accessing movies or documentaries	A cloud service for storing content from your computer	A paid service for accessing digital books or newspapers	A paid service for watching sports events	A paid service for making phone calls over the Internet	Other (SPONTANEOUS)	None (SPONTANEOUS)	Don't know	At least one paid service
EU28	14	12	8	7	7	6	3	62	3	32
Age										
15-24	25	20	12	9	10	9	4	48	2	47
25-39	19	17	11	9	9	8	3	54	3	41
40-54	12	12	7	7	7	6	3	63	3	32
55 +	4	5	5	5	4	3	3	75	4	18
Education (End of)										
15-	4	4	3	2	3	3	3	80	4	13
16-19	11	9	6	6	7	6	3	66	3	28
20+	18	17	12	11	8	7	3	54	3	41
Still studying	23	20	13	9	9	8	4	49	2	46
Subjective urbanisation										
Rural village	11	10	7	7	6	5	2	68	3	27
Small/ mid size town	14	13	8	7	7	5	4	60	4	33
Large town	15	14	9	9	8	9	3	58	3	37
Use of the Internet										
Every day	17	15	10	9	8	7	3	56	3	39
Often/ Sometimes	5	4	3	3	4	4	2	77	4	17
Landline/ mobile										
Mobile only	14	13	8	7	8	6	4	60	3	34
Landline only	6	6	4	2	4	5	2	74	6	18
Landline & mobile	14	12	8	8	7	6	3	62	3	32
No telephone	2	9	6	3	4	4	12	68	5	15
Ownership computing devices										
Desk computer	14	13	10	9	7	7	3	61	3	34
Laptop	16	15	10	9	8	7	3	58	3	37
Tablet	21	19	13	12	10	8	3	50	3	45
Smartphone	17	15	10	9	8	7	3	56	3	39
Total 'Computing device'	14	13	8	8	7	6	3	61	3	34

Base: Respondents with Internet connection in the household (n = 23395)
(MULTIPLE ANSWERS POSSIBLE)

III. TELEPHONE ACCESS

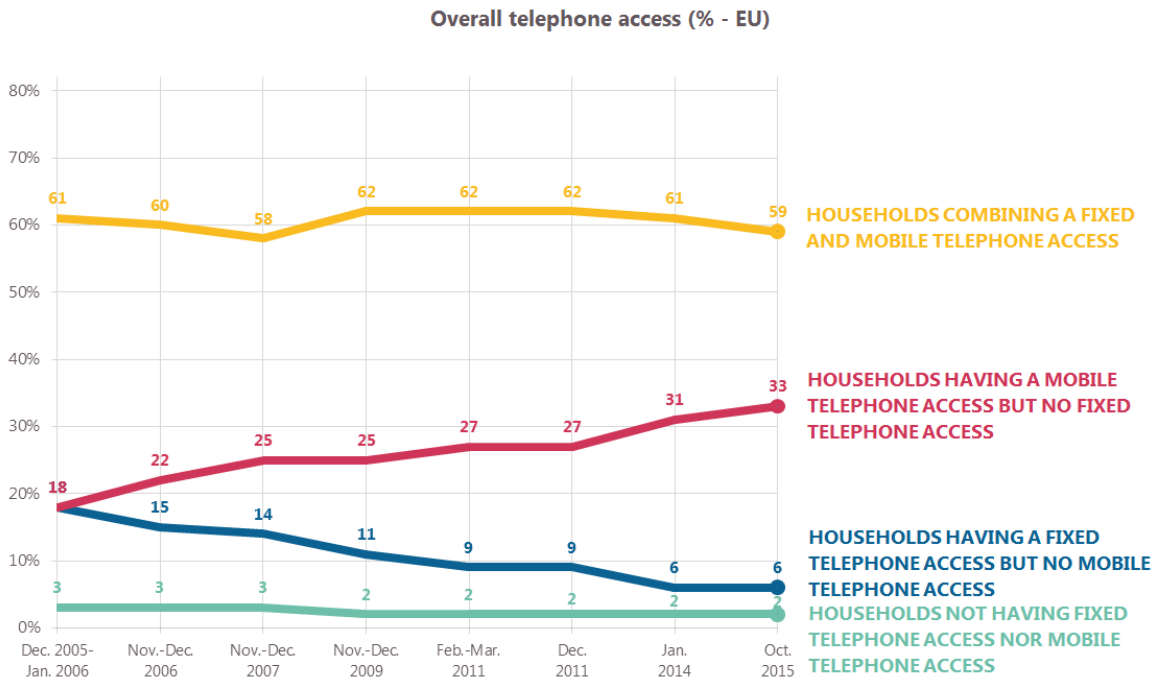
1 Overall telephone access

– Telephone access is almost universal –

Almost all respondents (98%) live in households with telephone access via at least one device (mobile or fixed line). Access is also almost universal in each Member State: Ranging from 100% in Belgium, Cyprus, Denmark, Estonia, Finland, France, Ireland, Luxembourg, Malta, Sweden and the United Kingdom to 94% in Romania.

Nearly six out of ten respondents in the EU have both fixed and mobile telephone access in the household (59%). One third (33%) only have mobile telephone access, while just 6% have fixed telephone access but no mobile access. Two percent have no telephone access at all.

The proportion of households with combined fixed and mobile access has declined slightly since 2014 (-2 percentage point), although over the longer term the proportion with this kind of access has remained relatively steady. The proportion of respondents living in mobile only households, on the other hand, has continued to increase. It has risen two points since 2014, and 15 points since the end of 2005/early 2006. During the same period the proportion of households with fixed line only access has fallen from 18% to 6% (-12 points).

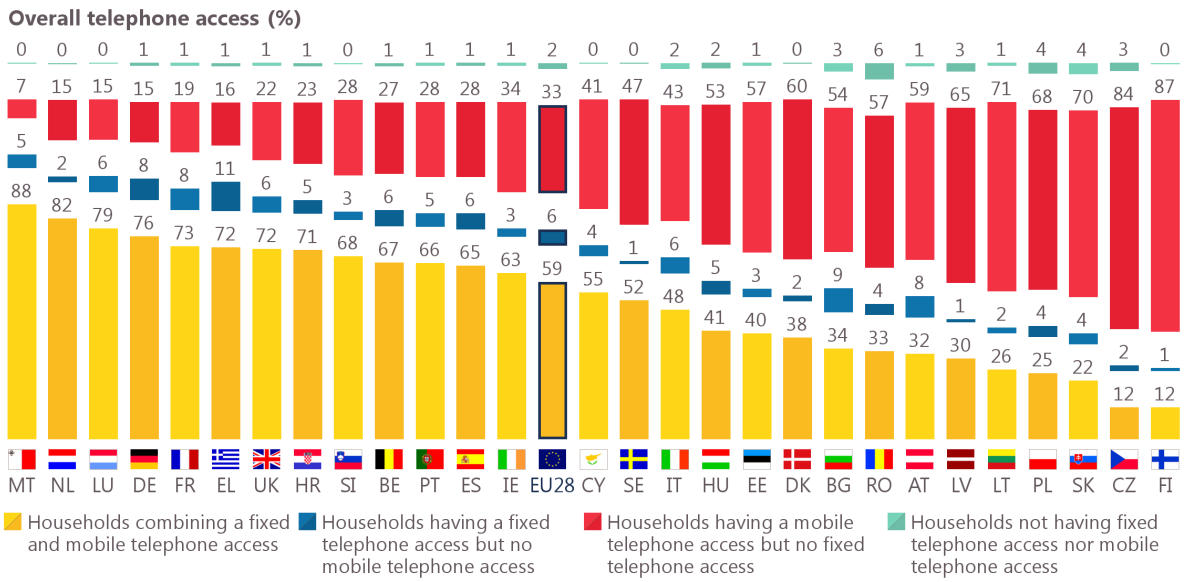


Base: All respondents (n = 27822)

The chart below shows that although almost all households in each Member State have some kind of telephone access, the type varies. Most of this variation is between households with fixed and mobile access, and those with mobile only. For example, households in Malta (88%) and the Netherlands (82%) have the highest proportion of households with mobile and fixed line telephone access, but low proportions of households with mobile only access.

On the other hand, the large majority of households in Finland (87%) and the Czech Republic (84%) are mobile only. In both of these countries only 12% of households have both fixed line and mobile access.

Greece is the only Member State where more than one in ten households (11%) only have fixed line access.



Base: All respondents (n = 27822)

Since 2014 there have generally been relatively small changes in the distribution of different kinds of telephone access within each Member State. In Sweden, there has been a large increase of the households having a mobile phone access but not fixed telephone access. This reflects the Swedish telephony market but is also explained by a change in the fieldwork methodology with pre-recruitment in Sweden using registers which include mobile phone numbers whereas in the past they only included fixed phone numbers. This change in the methodology also strongly influences the measure of mobile only households as now there is a chance that pre-recruited interviewees only have a mobile phone.

The next largest changes are, by comparison, considerably smaller:

- The proportion of households with both fixed line and mobile access has increased 13 points in Portugal and 11 points in Ireland, but has decreased 8 points in Cyprus.
- The largest increase in households with only fixed line access is observed in Greece (+6 pp), while the largest decrease is observed in Malta and Romania (-4 pp).
- After the observation in Sweden, the largest increase in the proportion of mobile only households is observed in Cyprus (+9 pp), Croatia, Germany and Romania (+7 pp), while the largest declines were amongst households in Ireland (-7 pp), Latvia (-6 pp) and Belgium (-6 pp).
- Households in Portugal recorded the largest decrease in the proportion of households with neither fixed line nor mobile access (-5 pp).

Overall telephone access (%)

	Households combining a fixed and mobile telephone access	2015 - 2014	Households having a fixed telephone access but no mobile telephone access	2015 - 2014	Households having a mobile telephone access but no fixed telephone access	2015 - 2014	Households not having fixed telephone access nor mobile telephone access	2015 - 2014
EU28	59	▼ 2	6	=	33	▲ 2	2	=
BE	67	▲ 5	6	▲ 2	27	▼ 6	1	=
BG	34	▼ 2	9	▲ 2	54	▲ 1	3	▼ 1
CZ	12	▼ 3	2	▲ 1	84	▲ 1	3	▲ 2
DK	38	▼ 2	2	▼ 2	60	▲ 5	0	▼ 1
DE	76	▼ 7	8	▼ 1	15	▲ 7	1	▲ 1
EE	40	▲ 3	3	=	57	▼ 2	1	▼ 1
IE	63	▲ 11	3	▼ 2	34	▼ 7	1	▼ 1
EL	72	▼ 5	11	▲ 6	16	▼ 2	1	▲ 1
ES	65	▲ 1	6	=	28	=	1	▼ 2
FR	73	▼ 6	8	▲ 1	19	▲ 6	1	▲ 1
HR	71	▼ 5	5	▼ 2	23	▲ 7	1	▲ 1
IT	48	▼ 2	6	▲ 1	43	=	2	=
CY	55	▼ 8	4	▼ 1	41	▲ 9	0	=
LV	30	▲ 3	1	=	65	▼ 6	3	▲ 2
LT	26	▼ 3	2	▼ 1	71	▲ 5	1	▼ 1
LU	79	▼ 2	6	▲ 2	15	=	0	=
HU	41	▲ 2	5	=	53	=	2	▼ 1
MT	88	▲ 6	5	▼ 4	7	▼ 1	0	=
NL	82	▲ 2	2	▼ 2	15	▼ 1	0	=
AT	32	▼ 4	8	▲ 3	59	▲ 1	1	=
PL	25	=	4	▼ 1	68	▲ 2	4	=
PT	66	▲ 13	5	▼ 3	28	▼ 5	1	▼ 5
RO	33	▼ 4	4	▼ 4	57	▲ 7	6	=
SI	68	▼ 5	3	=	28	▲ 5	0	▼ 1
SK	22	▲ 6	4	=	70	▼ 4	4	▼ 2
FI	12	▼ 2	1	=	87	▲ 2	0	=
SE	52	▼ 43	1	▼ 2	47	▲ 45	0	=
UK	72	▼ 5	6	▲ 1	22	▲ 5	1	=

Base: All respondents (n = 27822)

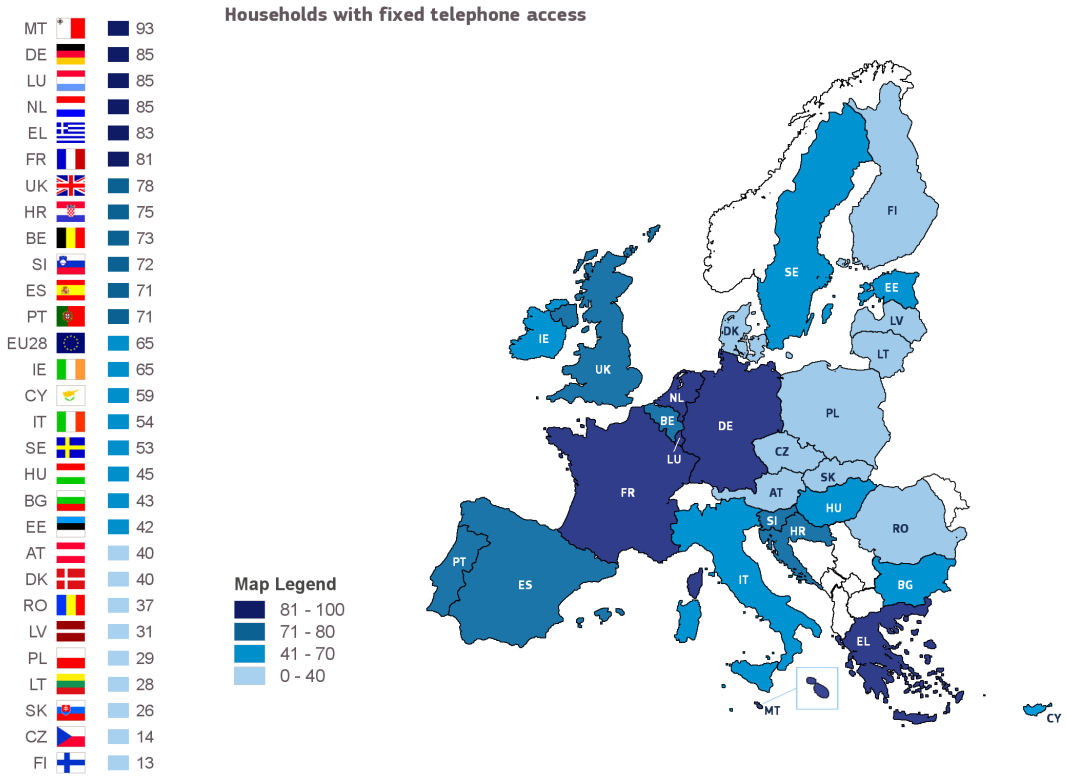
2 Fixed telephony

- The majority have access to a fixed line telephone in their household, although the proportion continues to decline -

Almost two thirds of respondents live in a household with a fixed line telephone (65%)[20]. However, underlying this figure is a large disparity in fixed line access across the EU. Malta is the only country where at least nine out of ten have fixed line access (93%), followed by 85% in Germany, Luxembourg and the Netherlands, 83% in Greece and 81% in France. In a stark contrast, just 13% of respondents in Finland and 14% in the Czech Republic have access to a fixed line telephone in their household.

Overall, there is a range of 80 percentage points between the Member States with the highest and lowest levels of fixed line access.

The map illustrates the highest concentration of households with fixed line telephone access is in Central and Western Europe.



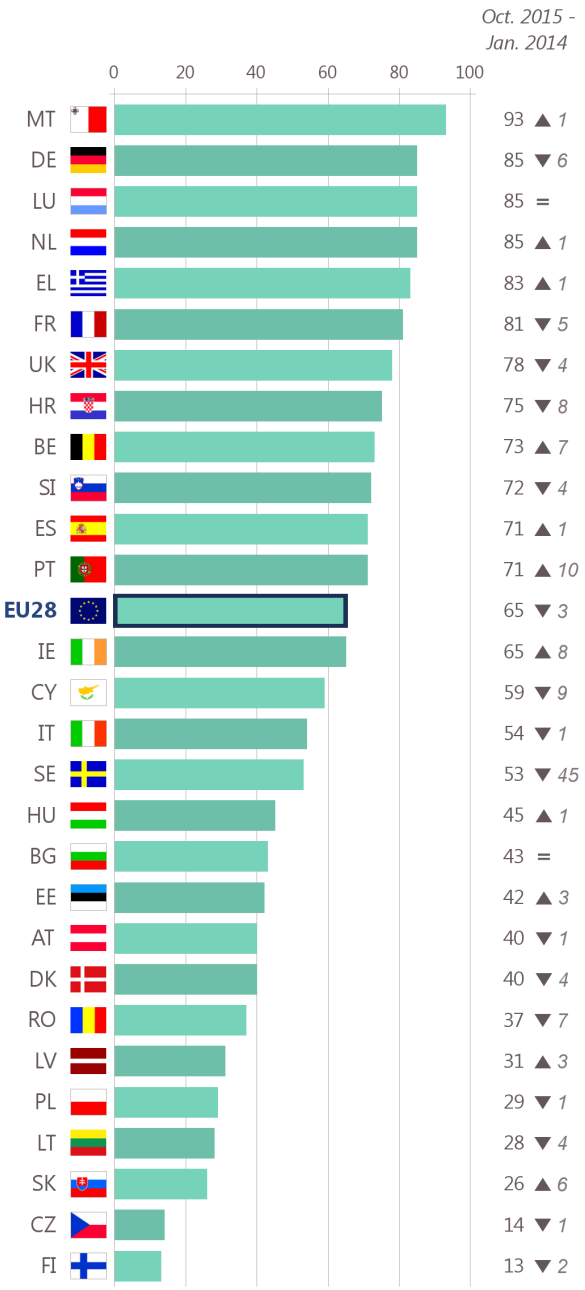
Base: All respondents (n = 27822)

[20] D43a.1 Do you own a fixed telephone in your household? Yes; No.

At the overall EU level, the proportion of respondents living in households with fixed line access has declined by three percentage points since 2014, but there have been much larger variations in individual Member States. For instance, there has been a large decrease in Cyprus (-9 pp) and Croatia (-8 pp).

On the other hand, in six Member States the proportion of households with fixed telephone access has increased by at least three points, Portugal (+10 pp), Ireland (+8 pp), Belgium (+7 pp), Slovakia (+6 pp), Estonia and Latvia (both +3 pp). It is worth noting that in all these countries households are also more likely than in 2014 to own a bundle including fixed telephony. For instance, households in Ireland 44% (+18 pp) are much more likely to own a bundle including fixed telephony, as are those in Portugal (54%, +9 pp).

Households with fixed telephone access

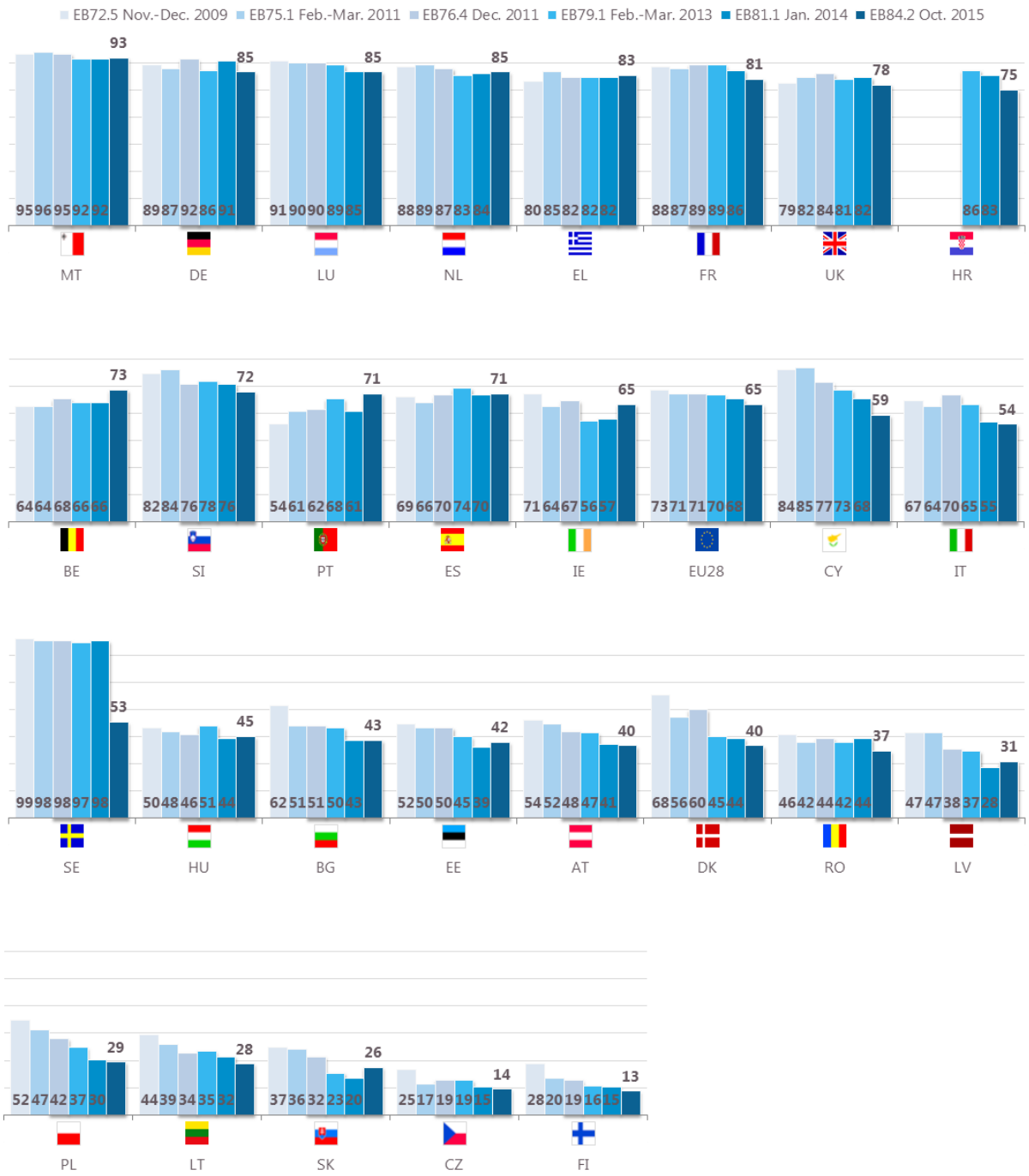


Base: All respondents (n = 27822)

The chart below shows the longer-term trend in the proportion of households with fixed telephone line access. In most Member States, there has been a decline in fixed line telephone access since 2009, although the rate and degree of decline varies. For instance, in Austria the proportion of households with fixed line access has decreased from 54% in 2009 to 40% in 2015, and in Cyprus the proportions have gone from 84% in 2009 to 59% in the current survey.

Portugal and Belgium, on the other hand present a different picture. In Portugal, the proportion of households with fixed telephone access has increased by 17 percentage points since 2009, while in Belgium the increase is nine points. Fixed line penetration in Malta, Germany, the Netherlands, Greece, the UK, and Spain has remained relatively stable since 2009.

Households with fixed telephone access



Base: All respondents (n = 27822)

Households in EU15 countries are much more likely to have fixed telephone access than those in the new Member States (NMS13) (73% vs. 33%).

The socio-demographic analysis shows that urbanisation has no impact on fixed line telephone access, with rural households (67%) just as likely to have access as households in small/mid (65%) and large towns (64%).

Focussing on single person households reveals the older the resident, the more likely they are to have fixed line telephone access. More than seven out of ten aged 60+ living in single households have a fixed line telephone (72%), compared to 41% of those aged 29 or younger.

The older the respondent, the more likely they are to live in a household with fixed line telephone access: 54% of those aged 15-24 do so, compared to 74% of those aged 55+. Amongst those aged 55+, the oldest respondents are the more likely to live in a household with fixed line access: 84% of those aged 75+ live in such a household, compared to 70% of those aged 55-64 and 71% of those aged 65-74.

Proportion of households having a fixed telephone access (%)

		Household composition				Subjective urbanisation			Single household by age		
	TOTAL	1	2	3	4+	Rural village	Small/ Mid-size town	Large town	-29	30-59	60+
EU28	65	64	73	62	59	67	65	64	41	57	72
EU15	73	68	79	72	71	76	71	72	43	61	78
NMS13	33	31	34	32	34	33	32	35	11	15	43

Proportion of elderly people having a fixed telephone access (%)

	The ageing society		
	55-64	65-74	75+
EU28	70	71	84
EU15	79	78	89
NMS13	36	47	59

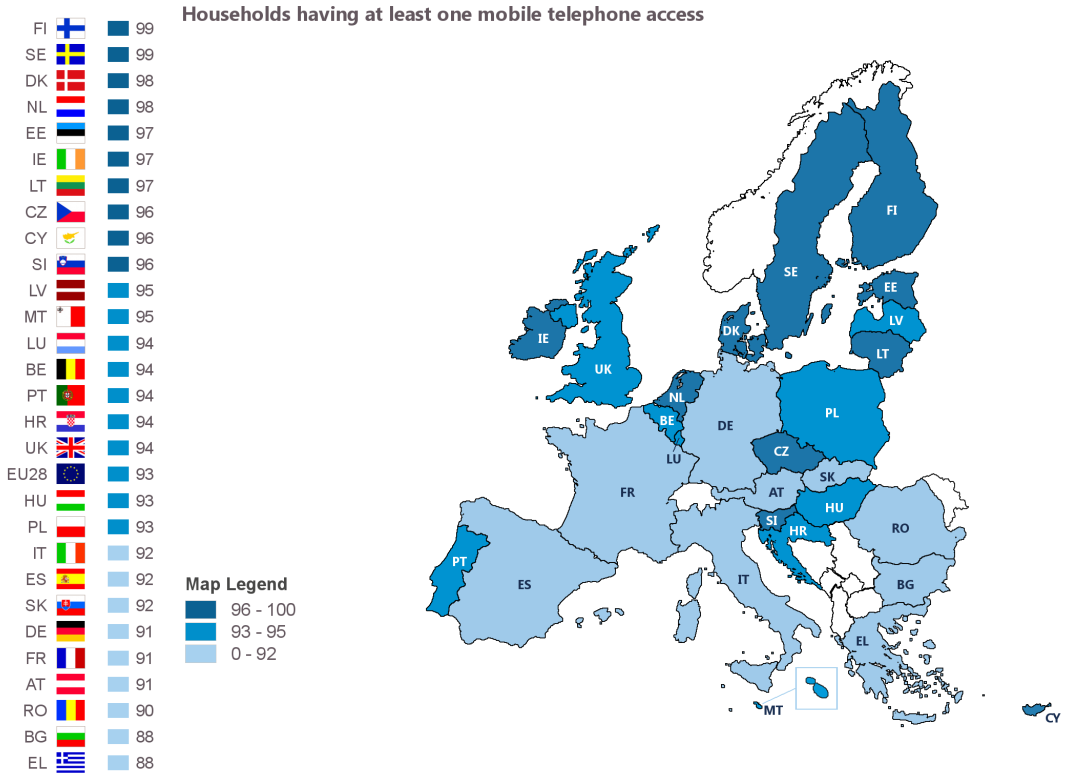
3 Mobile telephony

a. Access to mobile telephone

- More than nine in ten households have mobile phone access -

Mobile phone ownership is much higher than fixed line telephone access – 93% of households have access to a mobile phone. Mobile access is almost universal in Finland and Sweden (both 99%), Denmark and the Netherlands (both 98%). In all but two Member States at least nine in ten respondents live in households with mobile phone access. The exceptions are Bulgaria and Greece (88% for both), but even there the proportions are high.

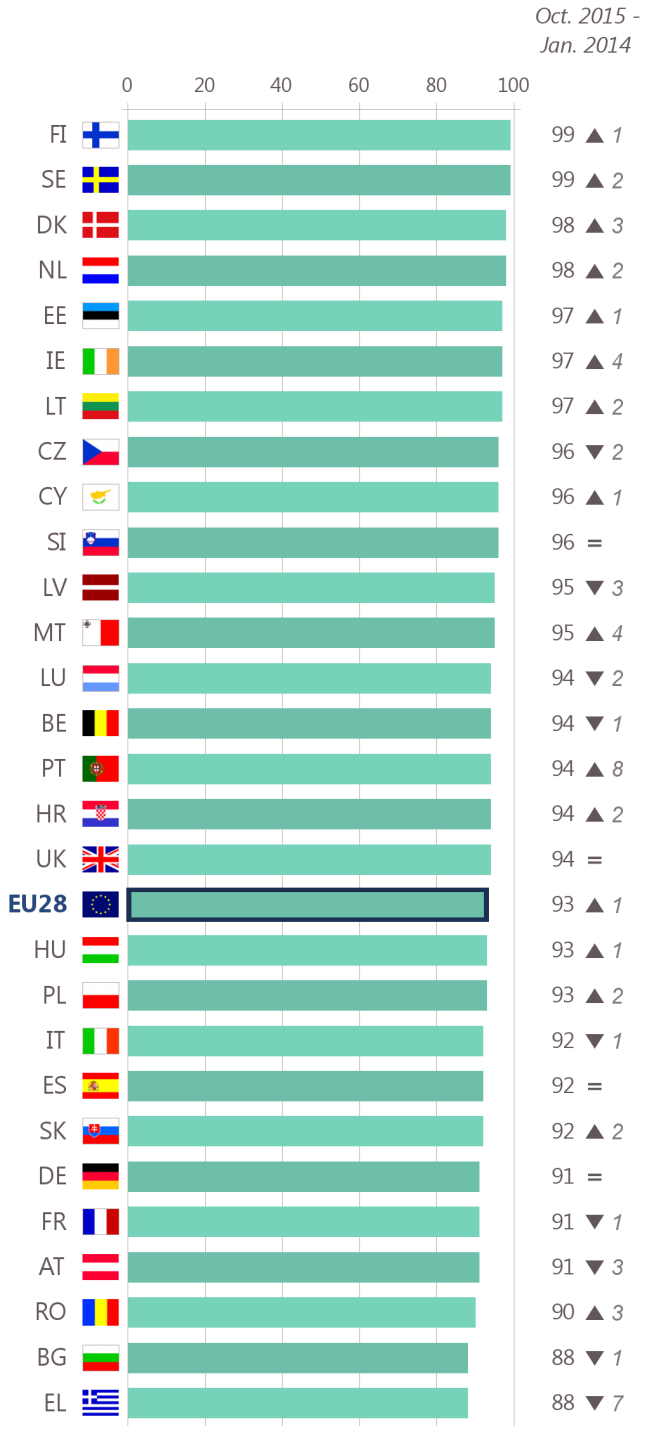
Mobile phone access is highest in Northern areas of Europe.



Base: All respondents (n = 27822)

At an overall EU level there has been relatively no change in mobile access in the household since the last survey in 2014 (+1 pp), and there are generally only small changes at a country level. The biggest change was an eight-percentage point increase in the proportion of households in Portugal with mobile phone access, and a seven-point decrease in Greece.

Households having at least one mobile telephone access (%)



Base: All respondents (n = 27822)

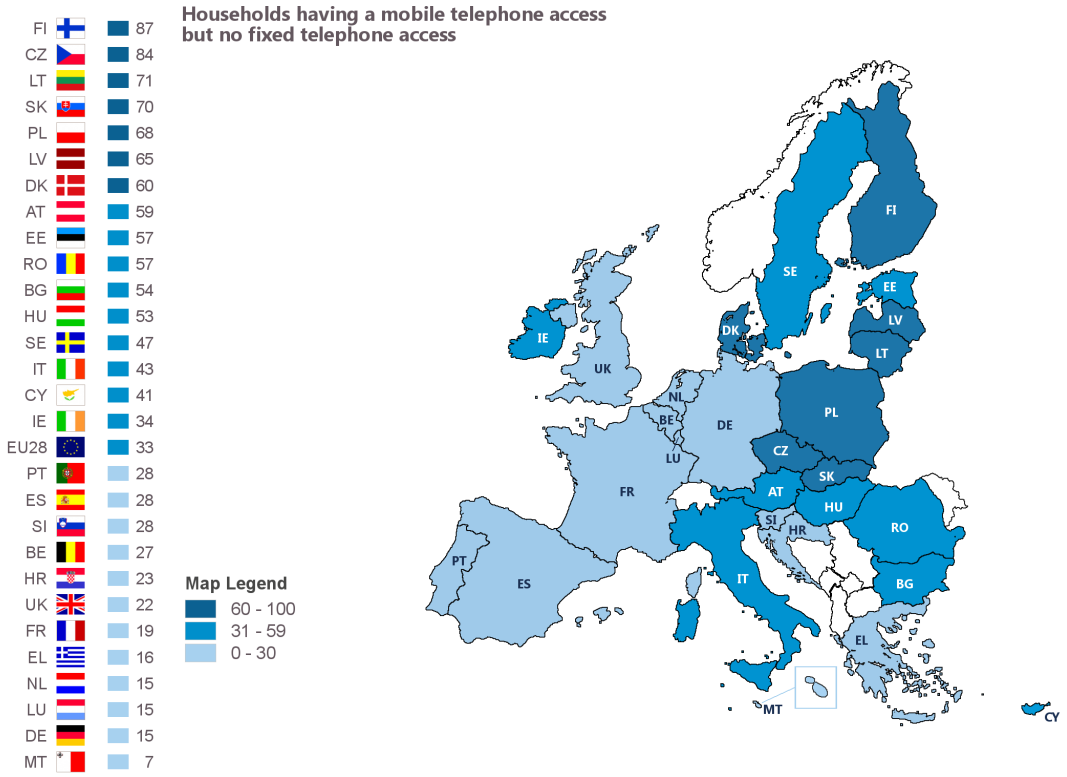
b. Household with only mobile telephone access

- One third of households only have mobile telephone access -

As noted in an earlier section, the proportion of respondents living in households with only mobile telephone access has grown by 15 percentage points since December 2005/January 2006, and now sits at 33%.

As is the case for landline access, the proportion of households with mobile only access varies widely between countries. At least eight out of ten households in Finland (87%) and the Czech Republic (84%) are mobile only, as are 71% in Lithuania and 70% in Slovakia. In contrast, 7% of households in Malta and 15% in Germany, Luxembourg, and the Netherlands only have mobile telephone access.

Mobile only households are most likely to be found in Northern and Eastern parts of the EU.



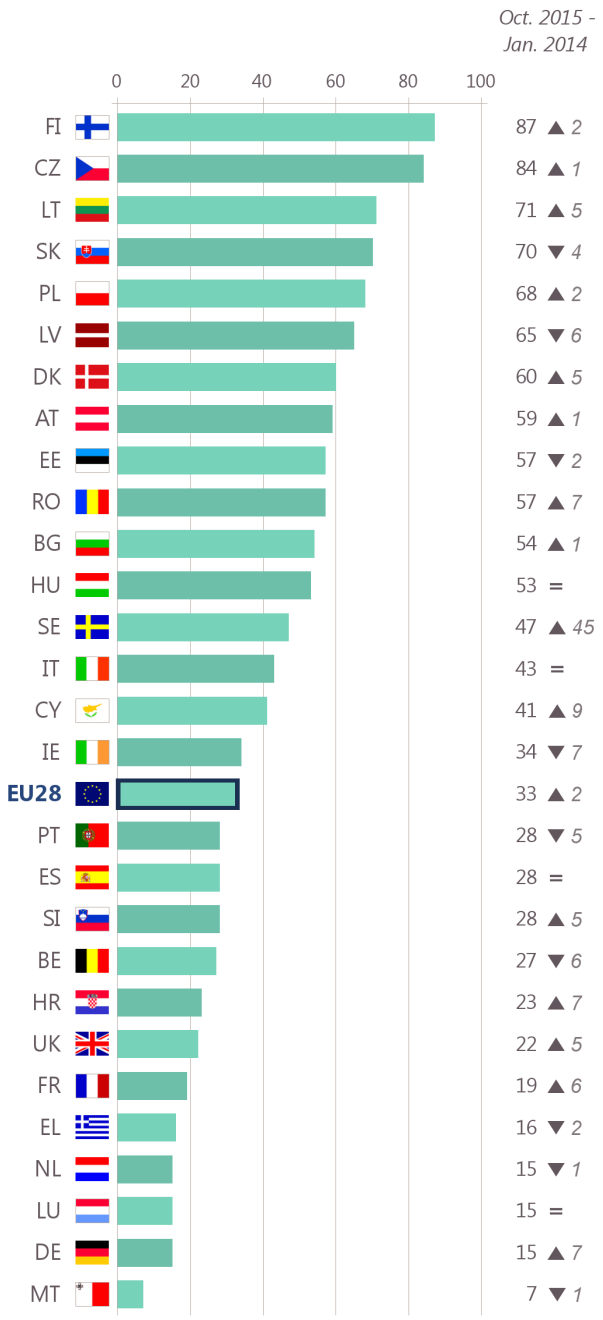
Base: All respondents (n = 27822)

Since 2014, the largest increase is observed amongst households in Cyprus (+9 pp), followed by a seven point increase for households in Germany, Croatia and Romania.

There is also a large increase observed in the proportion of households with mobile only in Sweden (47%, +45 points). This increase is explained by the methodological change in pre-recruitment of respondents in Sweden. As explained earlier in the report (p.39), the database for pre-recruitment in Sweden used to only contain fixed phone numbers and now includes mobile phone numbers also which ultimately increase the chance to interview households with mobile phone only.

Conversely, the proportion of mobile only households has fallen in Ireland (-7 pp), Latvia and Belgium (both -6 pp).

Households having a mobile telephone access but no fixed telephone access (%)



Base: All respondents (n = 27822)

Households in new Member States (NMS13) are much more likely to be mobile only compared to their EU15 counterparts (64% vs. 26%).

Respondents aged 15-39 (46%-47%) are much more likely to live in a household with only mobile phone access compared to older respondents – and in particular to those aged 55+ (24%). In addition, just 13% of respondents aged 75+ only have mobile phone access, compared to more than one quarter of those aged 55-74.

Respondents aged 29 or younger living in single person households (58%) are more likely than those aged 30-59 (42%) or 60+ (23%) to only have mobile phone access.

Proportion of households having a mobile telephone access but no fixed telephone access (%)

		Household composition				Subjective urbanisation			Single household by age		
	TOTAL	1	2	3	4+	Rural village	Small/ Mid-size town	Large town	-29	30-59	60+
EU28	33	33	26	37	40	31	34	35	58	42	23
EU15	26	30	20	28	29	23	28	27	56	38	19
NMS13	64	60	63	67	65	63	65	64	85	82	44

Proportion of elderly people having a mobile telephone access but no fixed telephone access (%)

	The ageing society		
	55-64	65-74	75+
EU28	29	26	13
EU15	20	21	10
NMS13	61	47	31

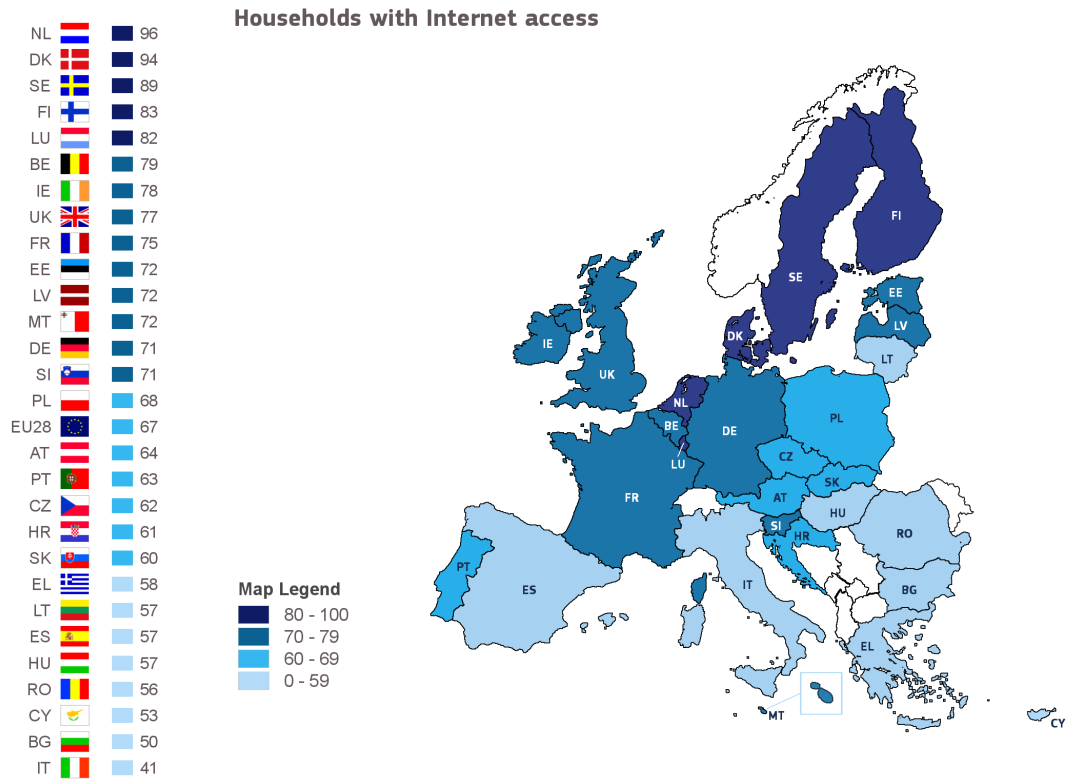
IV. INTERNET ACCESS

1 Internet access in households

– Just over two thirds of EU households have Internet access at home –

67% of European households have Internet access at home – a slight increase since 2014 (+2 percentage points)[21,22]. However, Internet access is not uniformly high across all Member States. It is almost universal amongst households in the Netherlands (96%) and Denmark (94%), and at least eight out of ten households in Sweden (89%), Finland (83%) and Luxembourg (82%) have Internet access. However, the proportion is much lower (41%) in Italy, the only European Member State where less than half of the households have Internet at home.

Households with home Internet access are most likely found in Northern and Central Western areas of the EU.

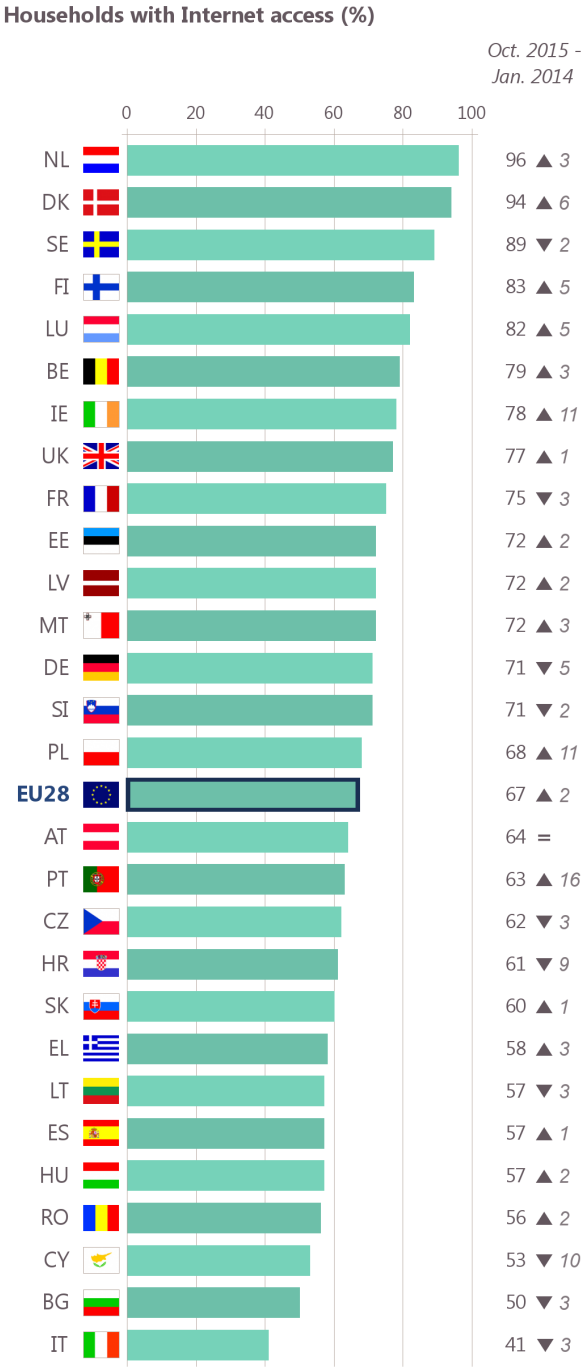


Base: All respondents (n = 27822)

[21] D46. Which of the following goods do you have? An Internet connection at home.

[22] It is important to note that given the recent growth of mobile Internet access, "an Internet connection at home" may refer to either fixed or mobile Internet connections.

Since 2014 the proportion of households with Internet access has grown the most in Portugal (+16 percentage points), Ireland and Poland (both +11pp). On the other hand, household access has declined notably in Cyprus (-10 pp), Croatia (-9 pp) and Germany (-5 pp).



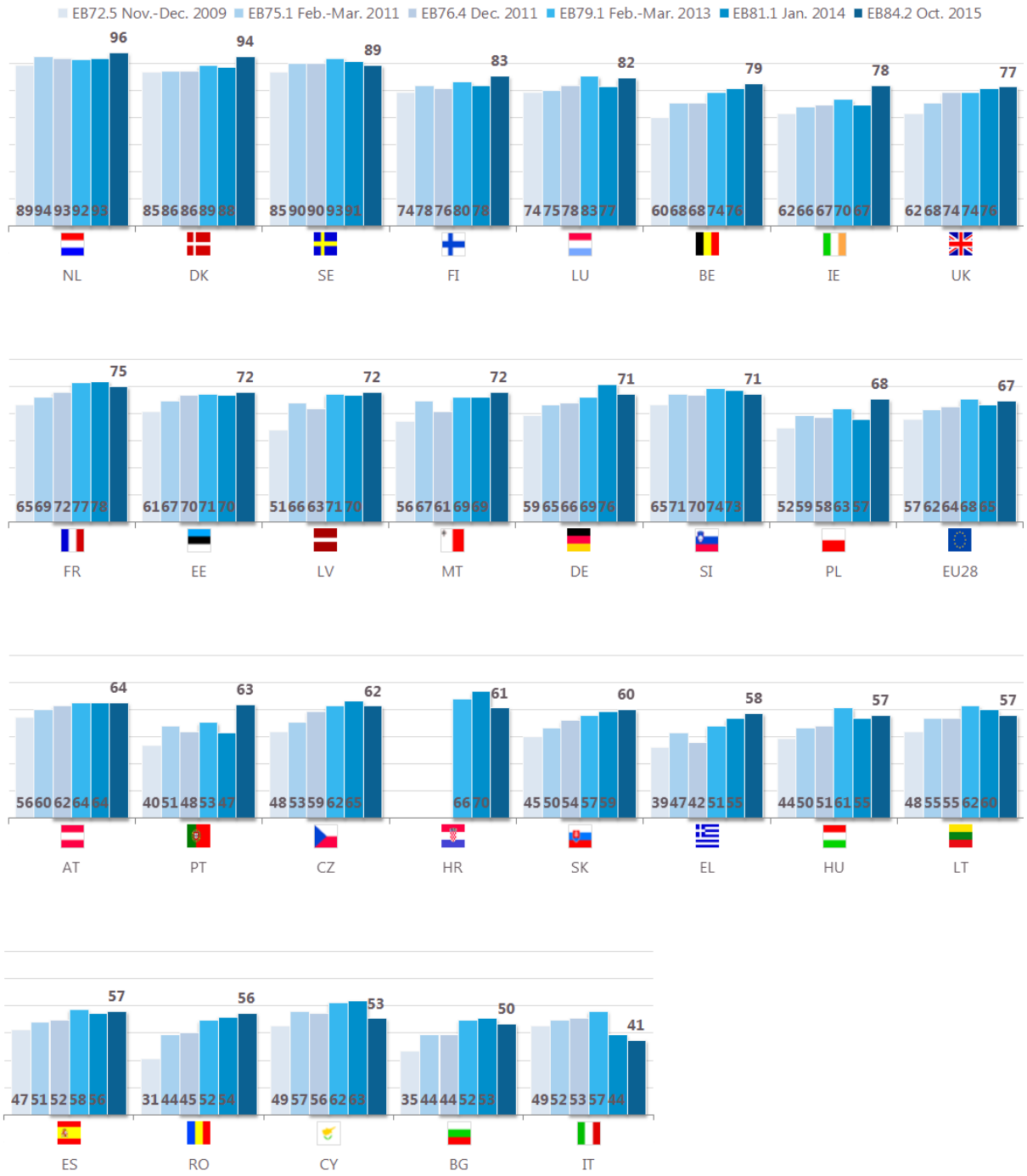
Base: All respondents (n = 27822)

The longer term trend shows that at EU level, household Internet penetration has increased by 10 percentage points since 2009. The largest increases in household Internet access during this period are observed in Romania (+25pp), Portugal (+23 pp), Latvia (+21 pp), Belgium (+19 pp) and Greece (+19 pp). In the case of Portugal, almost all of this increase occurred between 2013 and 2014.

Some Member States are showing declining household Internet access. In Lithuania household Internet access has declined since 2013 (-5 pp), while in Italy the proportion of households with Internet has continued to decline, after a large drop between 2013 and 2014.

It is worth noting a decline of Internet access at home observed in ten Member States since 2014: Cyprus (53%, -10 points), Croatia (61%, -9 points), Germany (71%, -5 points), France (75%, -3 points), The Czech Republic (62%, -3 points), Lithuania (57%, -3 points), Bulgaria (50%, -3 points), Italy (41%, -3 points), Sweden (89%, -2 points) and Slovenia (71%, -2 points). This decrease, although relatively small in most countries, can be explained partly by the overall rise of mobile Internet access analysed later in the report.

Households with Internet access



Base: All respondents (n = 27822)

The socio-demographic analysis shows respondents aged 54 or younger are much more likely to live in a household with Internet access than those aged 55+: 49% of those aged 55 or older live in a household with Internet access, compared to 83% of those aged 15-24.

Focussing just on those aged 55+ shows the older the respondent, the less likely they are to live in a household with Internet access: 69% of those aged 55-64 do so, compared to 24% of those aged 75+.

Larger households are more likely to have Internet access. Just over half (51%) of all one person households have access, compared to 66% of two person households, and 81-83% of those with three or more people. Focussing on single person households shows the younger the occupant, the more likely they are to have Internet access: 35% of those aged 60+ do, compared to 79% of those aged 29 or younger.

Urbanisation also has an impact. Those living in rural villages (64%) are the least likely to have household Internet access, followed by those in small/mid-sized towns (67%) and those in large towns (72%).

Respondents living in households that only have a landline (21%) are much less likely to have Internet at home than those living in mobile-only households (57%), or those in households with both mobile and landline access (81%).

Proportion of households having an Internet connection (%)

		Household composition				Subjective urbanisation			Single household by age		
	TOTAL	1	2	3	4+	Rural village	Small/ Mid-size town	Large town	-29	30-59	60+
EU28	67	51	66	81	83	64	67	72	79	70	35
EU15	68	55	69	81	83	66	68	73	79	71	39
NMS13	65	33	54	80	84	60	64	70	72	57	14

Proportion of elderly people having an Internet connection (%)

	The ageing society		
	55-64	65-74	75+
EU28	69	49	24
EU15	72	53	27
NMS13	54	35	13

2 Mobile Internet access in households

- Mobile Internet access continues to grow strongly -

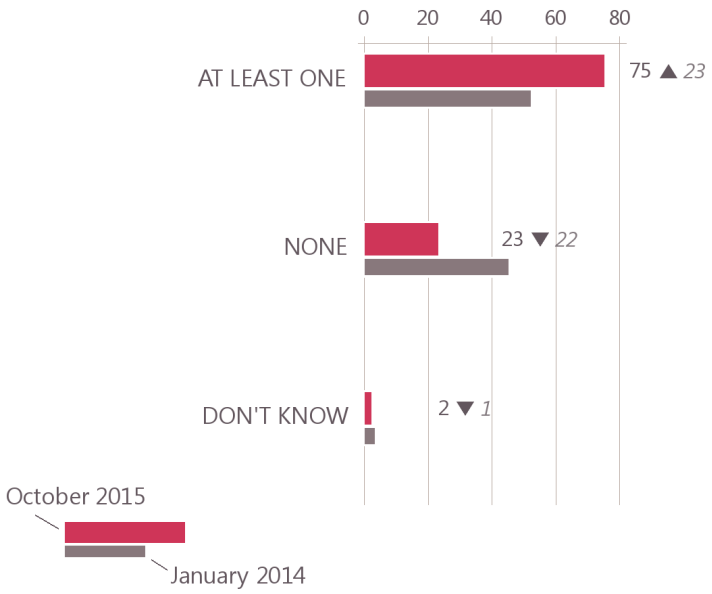
Three quarters of respondents with mobile phone access say at least one person in their household has a mobile subscription or pre-paid arrangement that included Internet access (75%)[23]. This is an increase of 23 percentage points since 2014, and 39 points since 2011.

Overall, 69% of the EU households have at least one mobile Internet access. This is an increase of 21 percentage points since 2014.

QA1.2 Thinking about all household members, including yourself, please indicate for each of the following how many of them are available in your household.

Mobile phone subscriptions or pre-paid arrangements giving access to the Internet, e.g. for playing or downloading audio or video content or sending and receiving e-mails

(% - EU)



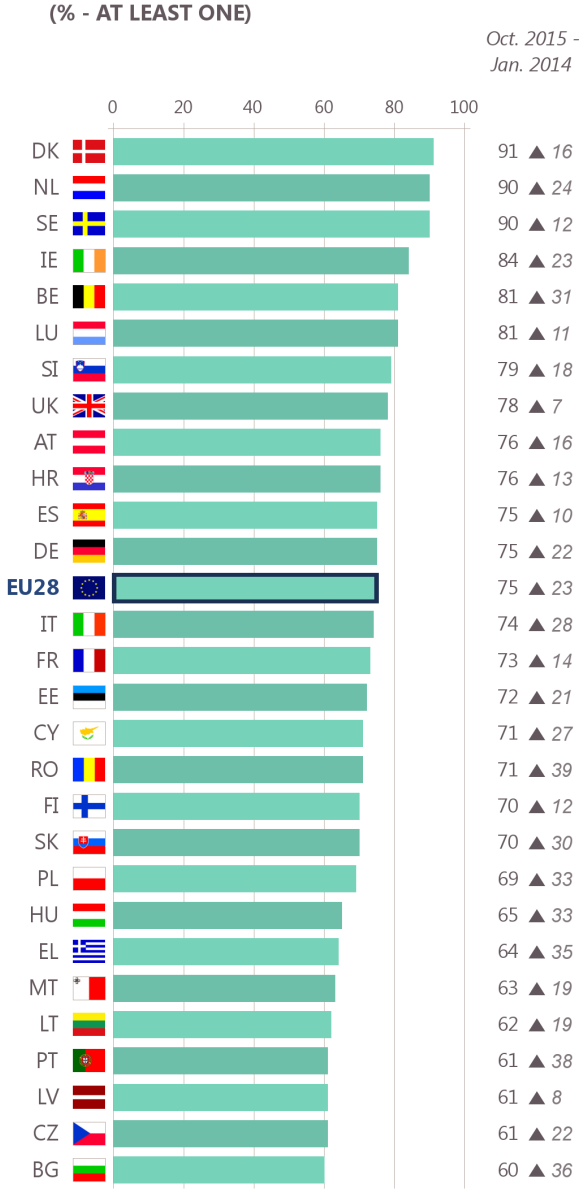
Base: Respondents who have at least one member in their household with mobile phone access (n = 25825)

[23] QA1.2 Thinking about all household members, including yourself, please indicate for each of the following how many of them are available in your household: Mobile phone subscriptions or pre-paid arrangements giving access to the Internet, e.g. for playing or downloading audio or video content or sending and receiving e-mails.

Mobile Internet access is present in at least nine out of ten households in Denmark (91%), the Netherlands and Sweden (both 90%). In fact, in all Member States at least six out of ten respondents live in this kind of household.

Since 2014, the proportion of households with a mobile phone subscription or pre-paid service that includes Internet access has increased in every Member State – sometimes dramatically. For example, there has been a 39-percentage point increase in households in Romania with mobile Internet, a 38 points increase in Portugal and 36 points increase in Bulgaria. At the other end of the scale, the proportion of households with Mobile Internet increased by seven points in the UK and 8 in Latvia.

QA1.2 Thinking about all household members, including yourself, please indicate for each of the following how many of them are available in your household.
Mobile phone subscriptions or pre-paid arrangements giving access to the Internet, e.g. for playing or downloading audio or video content or sending and receiving e-mails
(% - AT LEAST ONE)



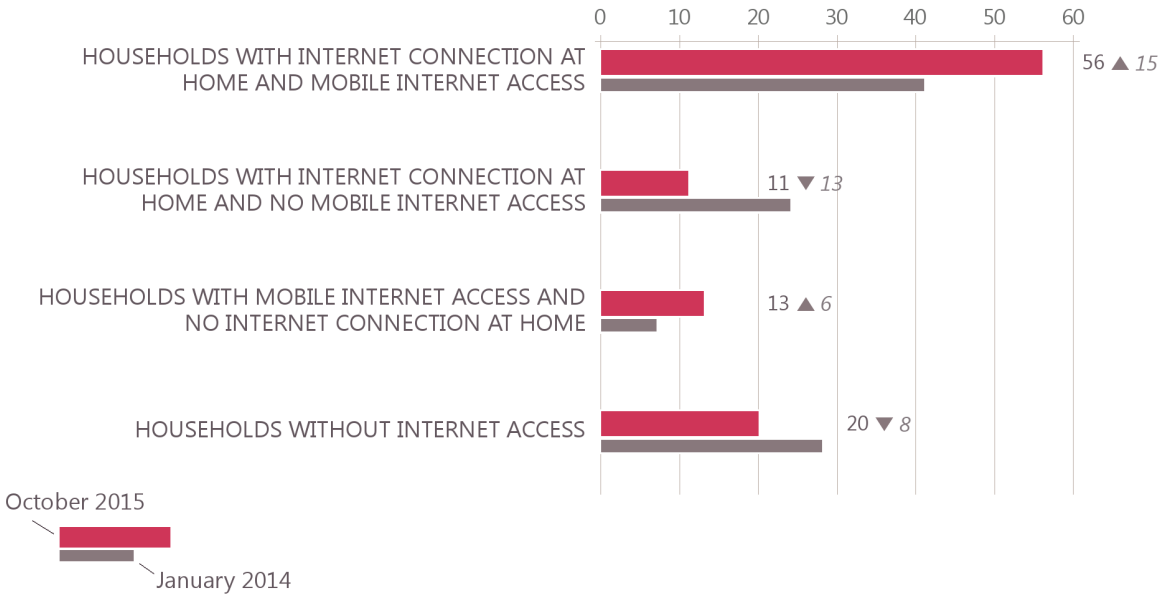
Base: Respondents who have at least a member in their household with mobile phone access (n = 25825)

The chart below clearly illustrates the rise of mobile Internet in European households since January 2014. Overall, almost seven in ten households now have mobile Internet access (69%) - an increase of 21 percentage points.

Looking in more detail, the proportion of households with a home Internet connection and mobile Internet has increased 15 points to 56%, while the proportion of mobile Internet only households has also increased (+6 pp, now 13%). During the same period, the proportion of households with home access but no mobile access declined 13 points and now sits at 11%.

Two in ten households have no Internet access (20%) – a decline of eight percentage points.

D46.1_QA1 Household Internet access
(% - EU)

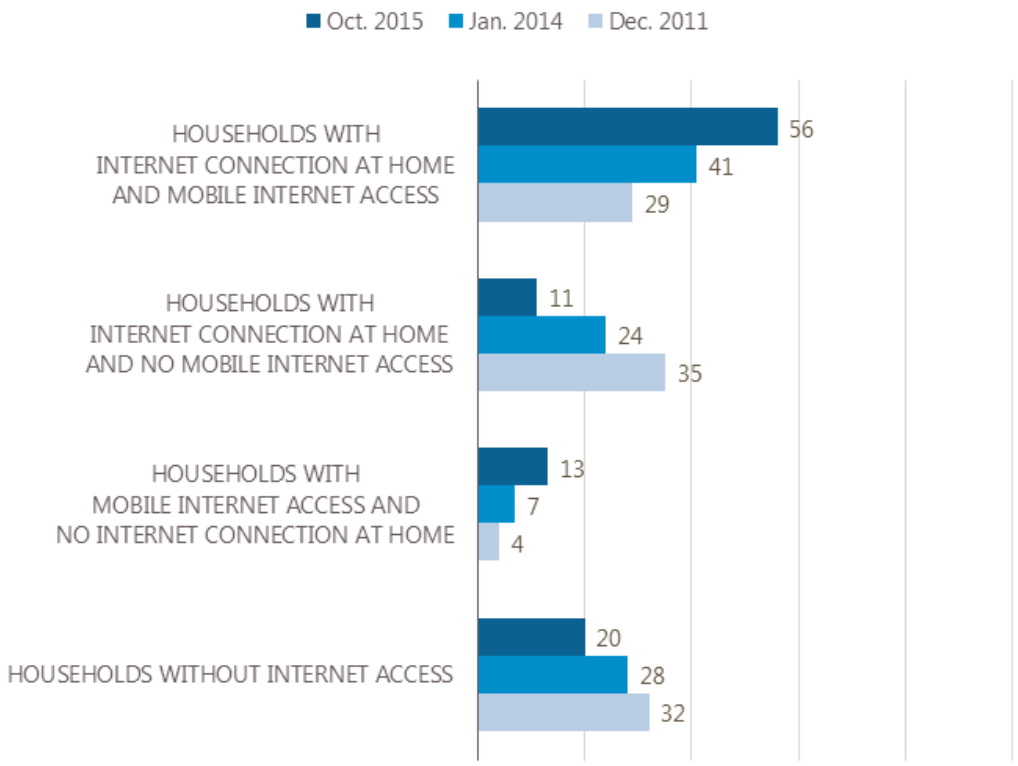


Base: All respondents (n = 27822)

European households are considerably more likely than in 2011 to have access to mobile Internet. The proportion of households with a mobile Internet connection has more than doubled in the last four years (69%, +36 pp).

This is more likely to be a consequence of increased access to mobile Internet in addition to fixed Internet, as households are less likely to have only fixed Internet (11%, - 24 pp). It is therefore less likely a result of increased overall Internet access (-12 pp in the proportion of households without any Internet access).

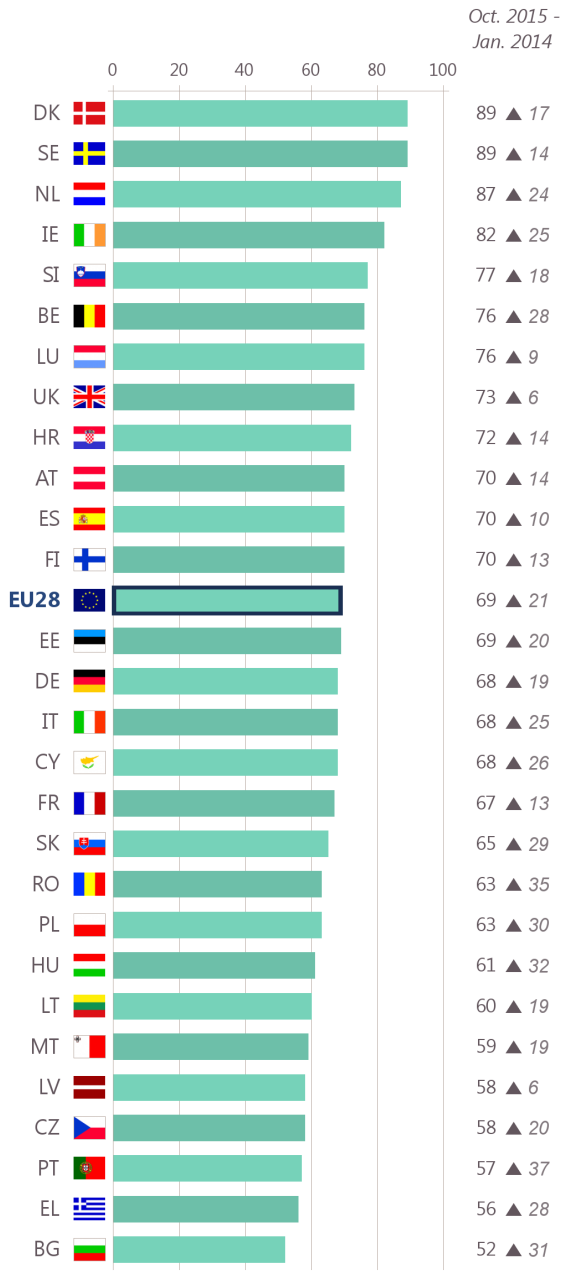
D46.1_ QA1 Household Internet access **(% - EU)**



Base: All respondents (n = 27822)

The EU level trend since 2014 is repeated across all Member States – increases in the proportion of households with mobile Internet access range from 6 percentage points in Latvia and the UK, to 37 points in Portugal, 35 points in Romania, 32 points in Hungary, and 31 points in Bulgaria.

Households with mobile Internet access (%)



Base: All respondents (n = 27822)

Taking a more detailed view on the trend since 2014, across all member States the proportion of households with household Internet access but no mobile access has decreased, while the proportion of households with home and mobile access has increased. For example, there has been a growth of 28 percentage points in the proportion of households in Portugal with home and mobile Internet access, and a 12 point decrease in the proportion of households with home but no mobile access.

Similarly, in Poland the proportion of households with home and mobile Internet access has increased (+27 pp) while the proportion with home access only has decreased (-16 pp). The changes are even more in line between the different types of access in the case of Hungary (+26 pp in combined Internet access, and -24 pp in fixed only Internet access).

In most countries, the proportion of households that only have mobile Internet access has also increased. This increase has been largest amongst households in Cyprus (+17 pp) and Italy (+14 pp). The exceptions are Luxembourg, where there has been a slight decrease (-2 pp) and the Netherlands and Malta, where there has been no change.

In all Member States the proportion of households with no Internet access has declined since 2014, most notably amongst those in Portugal (-25 pp).

D46.1_ Household Internet access **(%)**
QA1

	Households with Internet connection at home and mobile Internet access	2015 - 2014	Households with Internet connection at home and no mobile Internet access	2015 - 2014	Households with mobile Internet access and no Internet connection at home	2015 - 2014	Households without Internet access	2015 - 2014
EU28	56	▲15	11	▼13	13	▲6	20	▼8
BE	66	▲23	13	▼20	10	▲5	11	▼8
BG	40	▲20	10	▼23	12	▲11	38	▼8
CZ	45	▲13	17	▼16	13	▲7	25	▼4
DK	87	▲18	8	▼11	2	▼1	3	▼6
DE	57	▲11	14	▼16	11	▲8	18	▼3
EE	59	▲15	13	▼13	10	▲5	18	▼7
IE	71	▲23	7	▼12	11	▲2	11	▼13
EL	43	▲20	16	▼16	13	▲8	28	▼12
ES	52	▲5	5	▼3	18	▲5	25	▼7
FR	60	▲9	15	▼11	7	▲4	18	▼2
HR	54	▲3	7	▼12	18	▲11	21	▼2
IT	37	▲11	4	▼14	31	▲14	28	▼11
CY	48	▲9	5	▼19	20	▲17	27	▼7
LV	50	▲5	22	▼3	8	▲1	20	▼3
LT	47	▲12	10	▼15	13	▲7	30	▼4
LU	69	▲11	13	▼7	7	▼2	11	▼2
HU	49	▲26	8	▼24	12	▲6	31	▼8
MT	56	▲19	16	▼16	3	=	25	▼3
NL	86	▲24	10	▼21	1	=	3	▼3
AT	57	▲7	7	▼8	13	▲7	23	▼6
PL	54	▲27	14	▼16	9	▲3	23	▼14
PT	45	▲28	18	▼12	12	▲9	25	▼25
RO	47	▲24	9	▼22	16	▲11	28	▼13
SI	64	▲12	7	▼14	13	▲6	16	▼4
SK	51	▲18	9	▼17	14	▲11	26	▼12
FI	64	▲9	19	▼4	6	▲4	11	▼9
SE	82	▲8	7	▼11	7	▲6	4	▼3
UK	62	▲5	15	▼3	11	▲1	12	▼3

Base: All respondents (n = 27822)

V. TELEVISION ACCESS

1 Overall access to television

– Television access is almost universal –

Almost all EU households have access to a television (96%)[24]. This proportion is in line with that of 2014 (96%), 2013 (97%), 2011 (97%) and 2009 (98%).

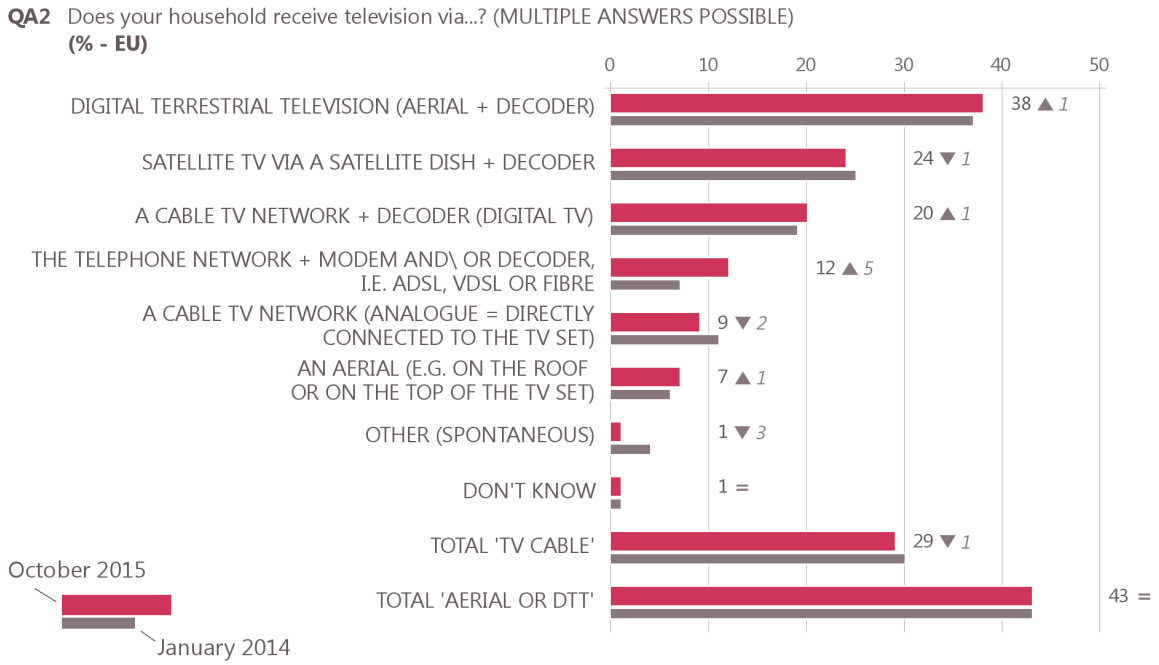
At a country level, television access ranges from 100% in Cyprus to 86% in Sweden. Sweden is the only country where fewer than nine out of ten have television access.

2 Means of reception

Respondents with a television in the household are most likely to receive their television via a digital terrestrial television (DTT) (38%), while 7% receive television via an aerial. Almost one quarter of households have satellite TV (24%). One in five (20%) receive their TV via digital cable ("a cable TV network + decoder"), while a further 9% receive analogue cable ("a cable TV network (analogue = directly connected to the TV set)"). Relatively few receive their television via the telephone network (12%).

Overall 43% of respondents live in households with aerial or DTT TV access[25], while 29% have cable.

There have been few changes since 2014. The most notable is a five percentage point increase in the proportion of respondents that receive television via the telephone network.

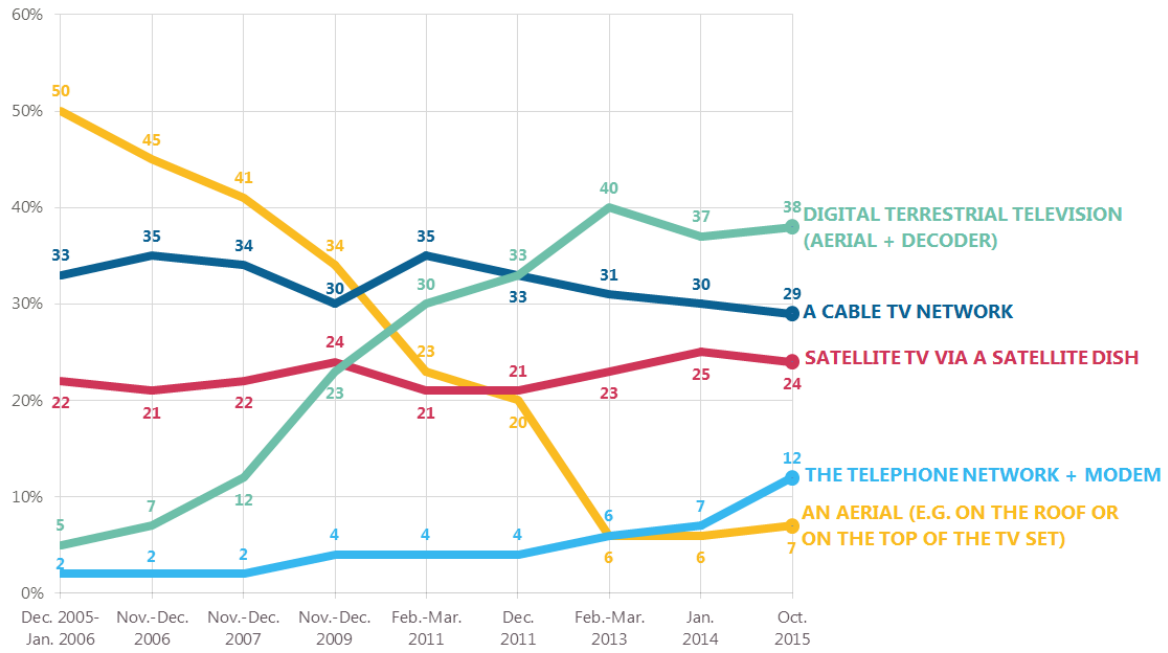


Base: Respondents who have television in the household (n = 26680)

[24] D46 Which of the following goods do you have? A television.
[25] "TV cable"= "A cable TV network (analogue = directly connected to the TV set)" + "A cable TV network + decoder (digital TV)" "Aerial or DTT"= "An aerial (e.g. on the roof or on the top of the TV set)" + "Digital Terrestrial Television (aerial + decoder)".

The longer term trends show that digital terrestrial television penetration has stabilised, after declining slightly between 2013 and 2014. Cable and satellite connections have remained stable. In fact, the only sector to show notable growth in the past two years is television access via the telephone network (+6 percentage points).

Means of receiving the television (% - EU)



Base: Respondents who have television in the household (n = 26680)

The means used to access television varies widely across Member States[26]. **Digital terrestrial television** is the most common means of access in nine countries, especially Spain (90%), Italy (87%) and Croatia (65%). On the other hand, just 5% of respondents in Slovenia and 7% in Germany and Belgium access television using this method.

Television access via **satellite** is the most common method of television access in six Member States: Ireland (55%), Germany (50%), Slovakia (44%), Austria (43%), Poland (39%) and the UK (36%). In contrast, no households in Lithuania and just 2% in the Netherlands access TV this way.

Digital cable TV is the most common means of access in eight Member States, particularly in Belgium (62%), the Netherlands (54%) and Finland (50%). This compares to just 9% of households in Cyprus, Italy, France and Spain.

Almost half of all TV owning households in France have television access TV via the **telephone network** (45%), as do 41% of households in Slovenia and 32% in Portugal. Access via the telephone network is also the most common form of TV access in Slovenia and Portugal. In contrast, no households in Romania and just 2% in Poland and Ireland access TV this way.

Analogue cable TV is the most common kind of connection in Romania (54%), and it is also widely used in Latvia (30%) and Hungary (28%). Although rare or non-existent in most Member States, television delivered via an **aerial** is the most access method in Cyprus (67%) and Lithuania (32%), and this method is also used by 45% of TV owning households in Greece.

[26] Some means of receiving television are not available in some countries, as follows:
• An aerial (for example on the roof or on the top of the TV set): Austria, Belgium, Bulgaria, Czech Republic, Germany, Denmark, Estonia, Spain, Finland, France, Croatia, Hungary, Italy, Luxembourg, Latvia, the Netherlands, Portugal and Sweden;
• A cable TV network (analogue = directly connected to the TV set): Spain, Finland, France, Croatia, Italy.

QA2 Does your household receive television via...? (MULTIPLE ANSWERS POSSIBLE) **(%)**

	Digital Terrestrial Television (aerial + decoder)	Satellite TV via a satellite dish + decoder	A cable TV network + decoder (digital TV)	The telephone network + modem and\ or decoder, i.e. ADSL, VDSL or fibre	A cable TV network (analogue = directly connected to the TV set)	An aerial (e.g. on the roof or on the top of the TV set)	Other (SPONTANEOUS)	Don't know	Total 'TV cable'	Total 'Aerial or DTT'
EU28	38	24	20	12	9	7	1	1	29	43
BE	7	4	**62**	15	17	*0*	1	0	78	7
BG	11	28	**36**	3	23	*0*	0	1	59	11
CZ	**60**	22	15	4	7	*0*	0	1	21	60
DK	13	5	**48**	19	13	*0*	4	3	60	13
DE	7	**50**	27	4	15	*0*	0	1	42	7
EE	23	11	**33**	26	9	*0*	2	2	41	23
IE	16	**55**	15	*2*	8	13	2	1	23	26
EL	**55**	*5*	21	11	6	45	0	0	26	82
ES	**90**	3	9	10	*0*	*0*	0	0	9	90
FR	**53**	9	9	45	*0*	*0*	1	1	9	53
HR	**65**	7	10	21	*0*	*0*	2	2	10	65
IT	**87**	14	9	6	*0*	*0*	1	0	9	87
CY	21	*3*	9	14	8	**67**	3	0	17	81
LV	**40**	11	10	7	30	*0*	2	2	40	40
LT	21	*0*	19	13	19	**32**	0	0	38	51
LU	15	22	**32**	14	25	*0*	1	1	56	15
HU	13	20	**37**	4	28	*0*	0	0	65	13
MT	**34**	9	33	*4*	17	8	7	0	49	42
NL	9	2	**54**	24	13	*0*	1	0	66	9
AT	11	**43**	33	5	13	*0*	1	3	43	11
PL	24	**39**	19	*2*	11	9	0	1	30	33
PT	22	5	29	**32**	14	*0*	1	1	41	22
RO	17	8	22	*0*	**54**	4	1	0	71	21
SI	5	*3*	28	**41**	16	9	1	3	43	14
SK	15	**44**	16	*3*	8	17	1	1	24	31
FI	43	3	**50**	7	*0*	*0*	1	2	50	43
SE	**29**	9	23	19	24	*0*	2	4	46	29
UK	26	**36**	12	5	*4*	34	1	1	16	55

Highest percentage per country *Lowest percentage per country*

Highest percentage per item | Lowest percentage per item

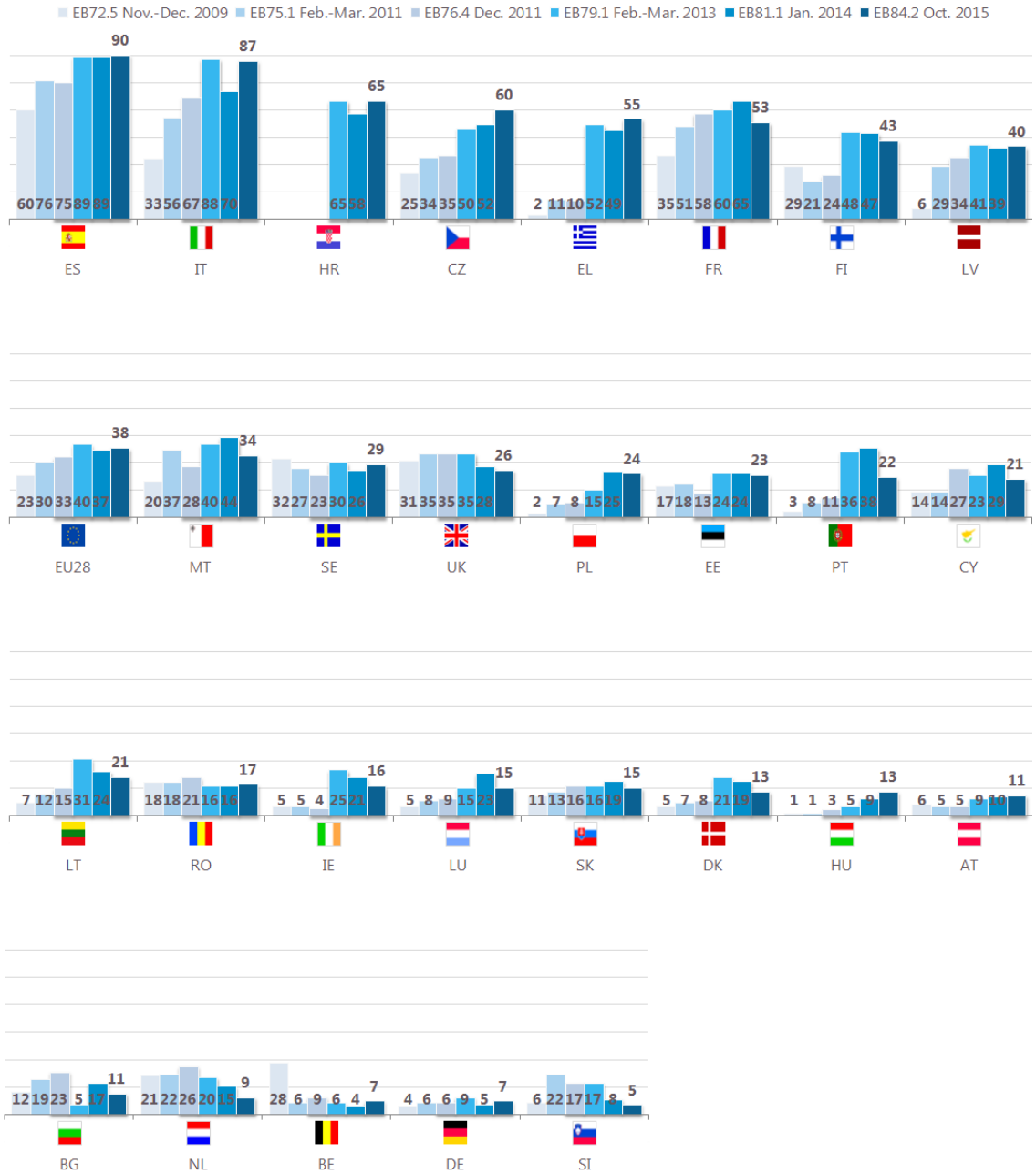
Base: Respondents who have television in the household (n = 26680)

The longer term trend shows that in most Member States the proportion of households with digital terrestrial television is the highest it has been since 2009. The largest increases in this period are observed amongst households in Italy (+54 percentage points), Greece (+53 pp), Latvia (+34 pp) and Spain (+30 pp).

However, some countries show a different pattern. For example, digital TV access in Ireland has been falling steadily since 2013 (-9 pp), and the same applies in the UK (-9 pp) and Lithuania (-10 pp).

In the shorter term - since 2014 - access via digital terrestrial television increased notably in Italy (+17 pp), The Czech Republic (+8 pp) and Croatia (+7 pp), but declined in Portugal (-16 pp), France (-12 pp), Malta (-10 pp) and Luxembourg and Cyprus (both -8 pp).

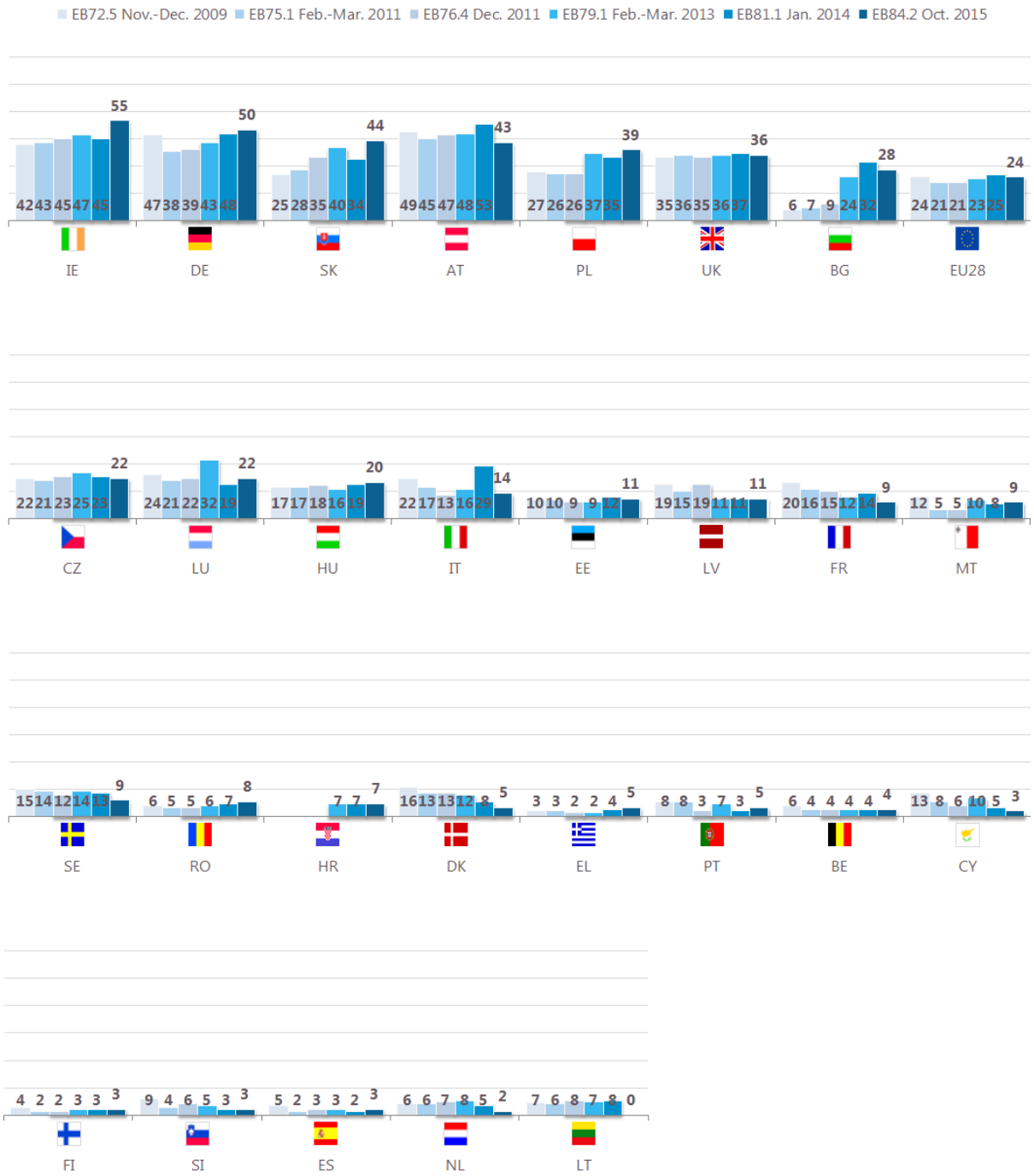
QA2 Does your household receive television via...? (MULTIPLE ANSWERS POSSIBLE)
(% - DIGITAL TERRESTRIAL TELEVISION (AERIAL + DECODER))



Base: Respondents who have television in the household (n = 26680)

In general, satellite TV access has remained relatively stable in most Member States in the period 2009 - 2015. The exceptions are increases amongst households in Bulgaria (+22 pp), Slovakia (+19 pp), Ireland (+13 pp) and Poland (+12 pp), and decreases amongst those in France, Denmark (both -11), Cyprus (-10 pp) and Italy (-8 pp).

QA2 Does your household receive television via...? (MULTIPLE ANSWERS POSSIBLE)
(% - SATELLITE TV VIA A SATELLITE DISH + DECODER)

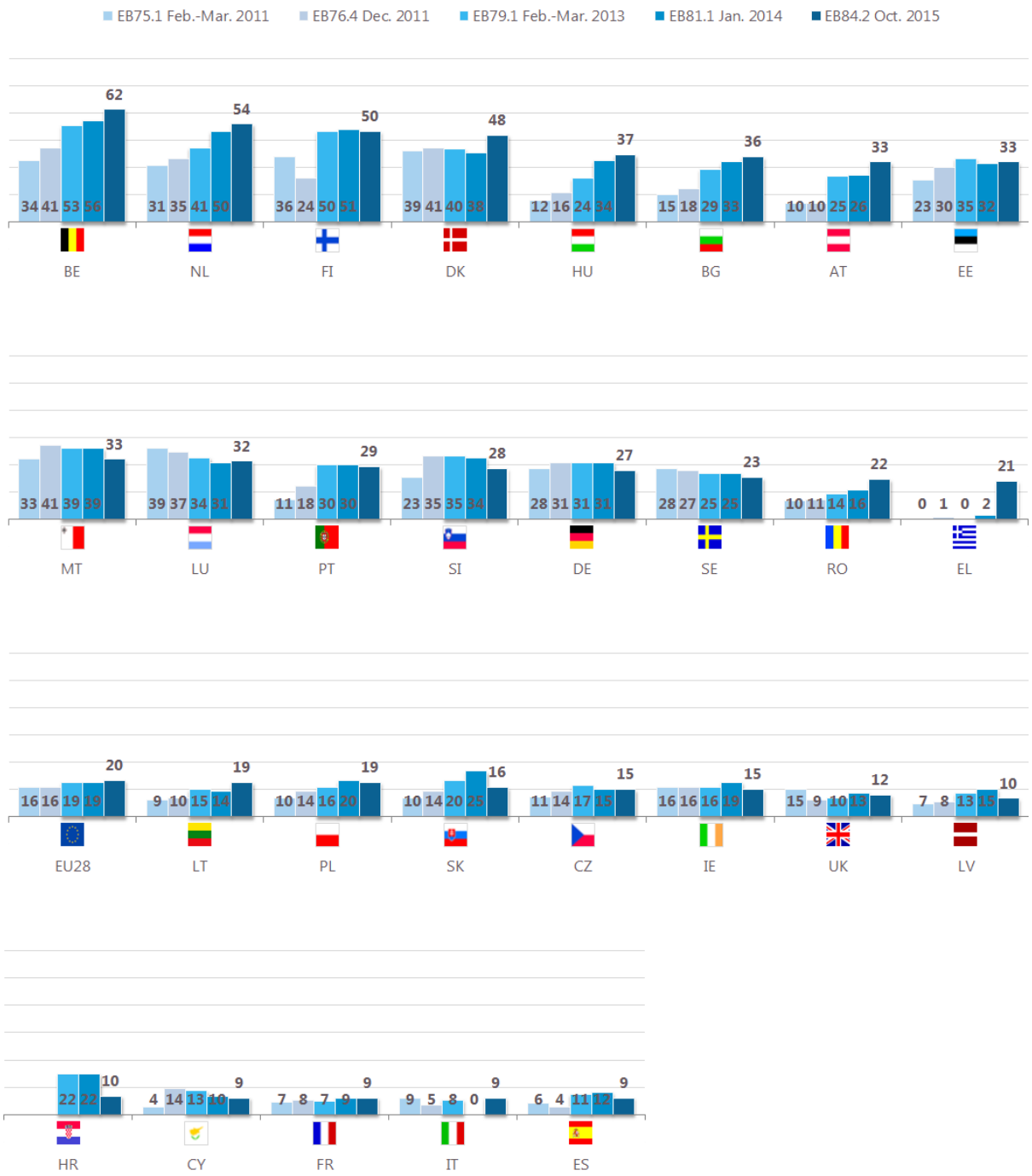


Base: Respondents who have television in the household (n = 26680)

Across the EU, digital cable TV has enjoyed only small growth since February/March 2011 (+4 percentage points). However, growth has been more substantial amongst households in Belgium (+28 pp), Hungary (+25 pp), the Netherlands, Austria (both +23 pp), Bulgaria and Greece (both +21 pp), and Portugal (+18 pp). However, during the same period the proportion of households with digital cable access has decreased 7 points in Luxembourg.

Since 2014 there have been notable decreases in the proportion of households in Slovakia (-9 pp), Malta and Slovenia both (-6 pp) with digital cable access.

QA2 Does your household receive television via...? (MULTIPLE ANSWERS POSSIBLE)
(% - A CABLE TV NETWORK + DECODER (DIGITAL TV))

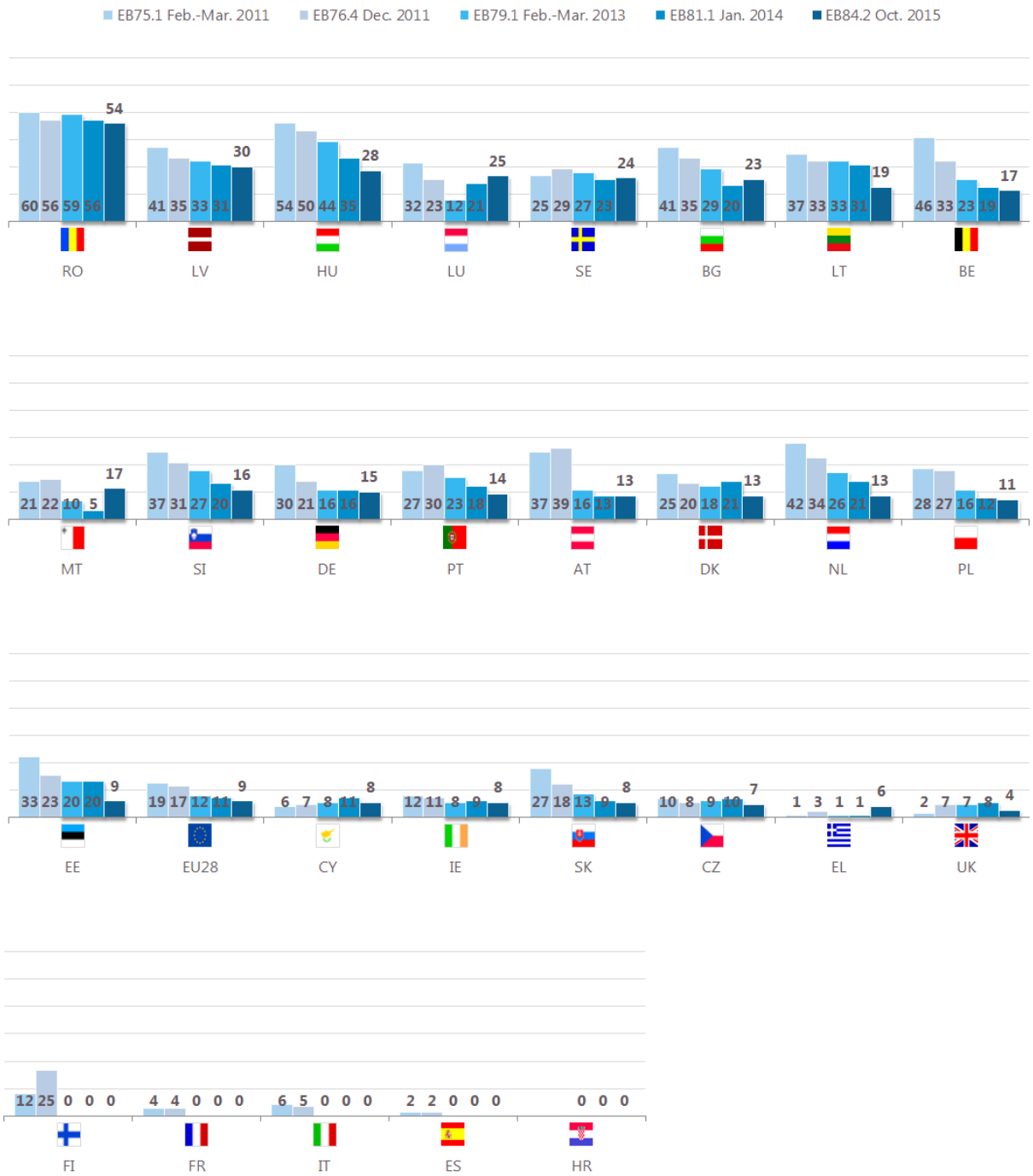


Base: Respondents who have television in the household (n = 26680)

The use of analogue cable TV continues to decline across the EU, and within almost all Member States. Since February/March 2011 the decline at EU level has been 10 percentage points, but it has been much larger amongst households in Belgium and the Netherlands (both -29 pp), Hungary (-26 pp), Austria and Estonia – (both -24 pp), Slovenia (-21 pp, Slovakia (-19 pp), Bulgaria and Lithuania (both -18 pp), Poland (-17 pp), and Germany (-15 pp).

Since the last survey in 2014 analogue cable access has increased in Malta by 12 points.

QA2 Does your household receive television via...? (MULTIPLE ANSWERS POSSIBLE)
(% - A CABLE TV NETWORK (ANALOGUE = DIRECTLY CONNECTED TO THE TV SET))



Base: Respondents who have television in the household (n = 26680)

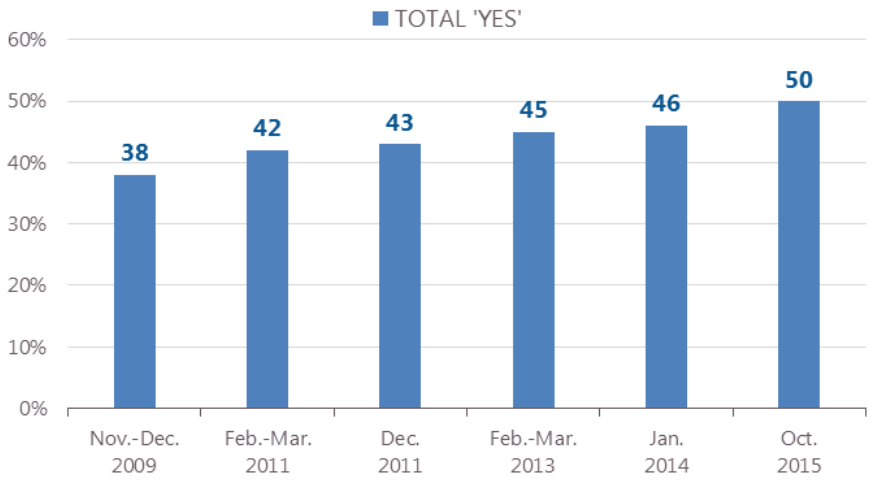
VI. SERVICE PACKAGES

1 Overall penetration of service packages

– The purchase of bundled communications services continues to increase –

Half of all EU households purchase bundled communication services – packages that combine two or more services for one overall price[27]. This is an increase of four percentage points since the survey in 2014, and a 12 point increase since 2009.

QA7 By bundle, we mean a package offering a combination of electronic communication services (or a combination with other services such as TV channels) from the same provider at an overall price. Has your household subscribed to two or more of the following services as part of a bundle?
(% - EU)



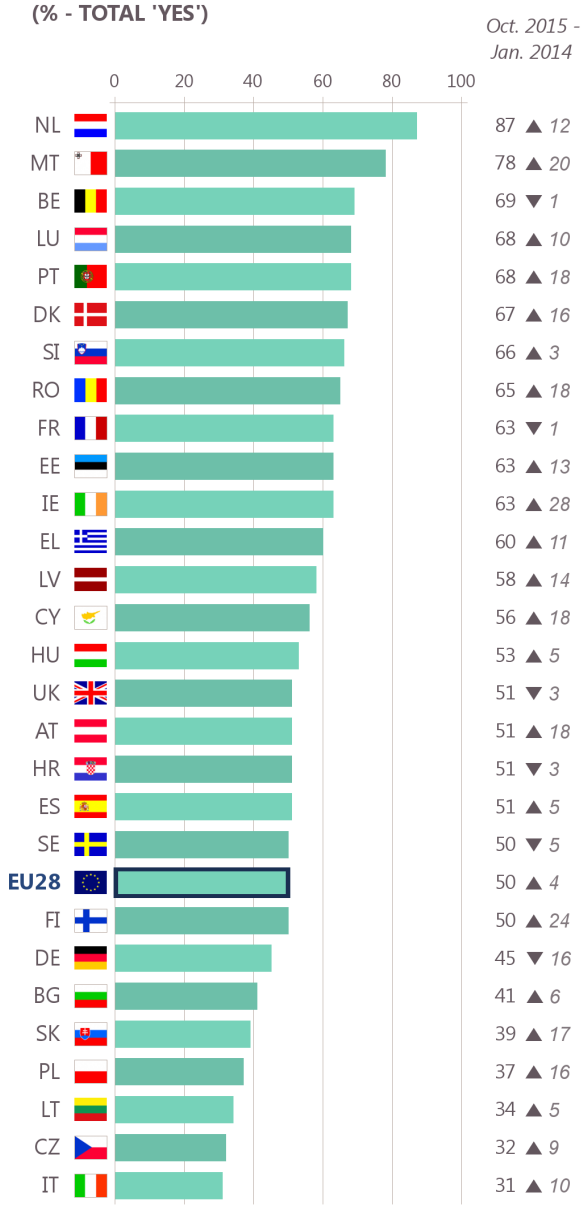
Base: All respondents (n = 27822)

[27] QA7 By bundle, we mean a package offering a combination of electronic communication services (or a combination with other services such as TV channels) from the same provider at an overall price. Has your household subscribed to two or more of the following services as part of a bundle? No, we have not bought services as part of a bundle; Yes, fixed line telephone; Yes, mobile telephone; Yes, fixed or mobile Internet access; Yes, television channels; Other (SPONTANEOUS); Don't know.

Households in the Netherlands (87%) and Malta (78%) are the most likely to have purchased bundled services, as have at least half of all households in 19 other Member States. At the other end of the scale, 31% of households in Italy, 32% in the Czech Republic and 34% in Lithuania have purchased bundled communications services.

Since 2014, household bundle subscriptions have increased most in Ireland (+28 percentage points), Finland (+24 pp) and Malta (+20 pp), and in most countries subscriptions to bundles have increased since the last survey. In contrast, bundle subscriptions have decreased in Germany by 16 points.

QA7 By bundle, we mean a package offering a combination of electronic communication services (or a combination with other services such as TV channels) from the same provider at an overall price. Has your household subscribed to two or more of the following services as part of a bundle?
(% - TOTAL 'YES')



Base: All respondents (n = 27822)

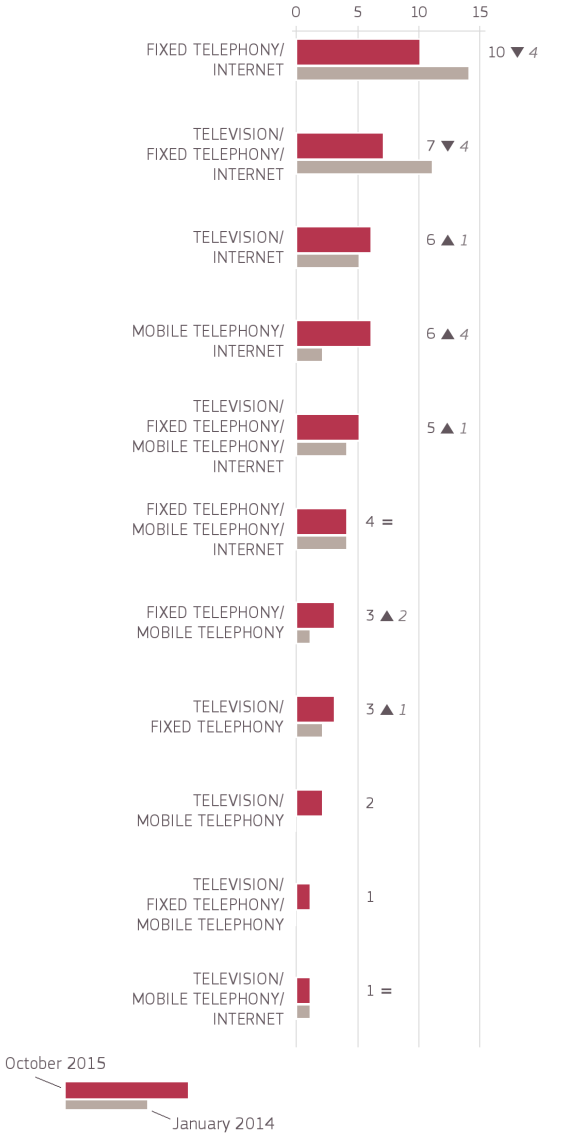
The chart below provides more detail about the proportion of households with various bundled service combinations. A bundle with fixed telephone and Internet is the most common (10%), followed by bundles with television, fixed telephone and Internet (7%). Almost as many have a bundle with television and Internet, or with mobile telephone and Internet (both 6%) while one in twenty have a bundle that covers television, fixed and mobile telephony and Internet (5%).

Other bundle combinations are less common, particularly television with fixed and mobile telephony, or television, mobile telephony and Internet (both 1%).

Overall, more than two in ten European households now have a bundle with mobile phone (22%). This represents an increase of ten percentage points since 2014 and reflects the gradual convergence of mobile telephony and fixed services in the market place.

Since 2014 the proportion with a bundle including mobile telephony and Internet has increased four percentage points, while the proportion bundling fixed telephony and Internet, or television, fixed telephony and Internet has decreased (both -4 pp).

QA7 By bundle, we mean a package offering a combination of electronic communication services (or a combination with other services such as TV channels) from the same provider at an overall price. Has your household subscribed to two or more of the following services as part of a bundle?
(% - EU)



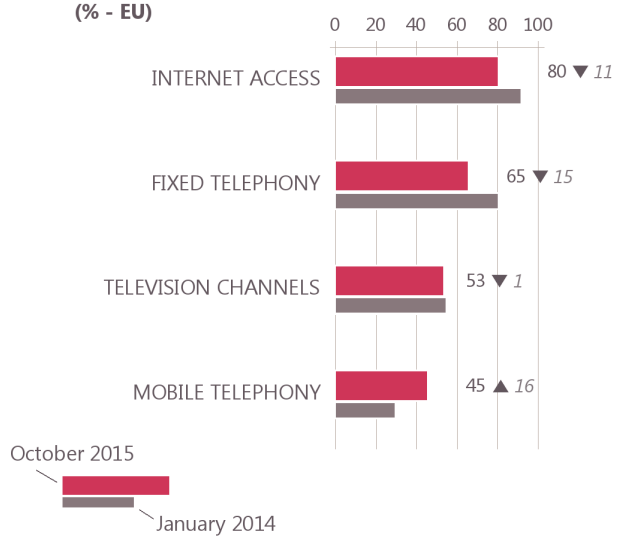
Base: All respondents (n = 27822)

For households with a bundle, their bundle is most likely to include Internet access (80%), followed by fixed telephony (65%) and television (53%). Mobile telephone is included in the bundle for 45% of the respondents' households (+16 points). This dramatic uptake of mobile in bundles is a good indicator of the fixed-mobile convergence trend in the market place.

Compared to 2014, households are much more likely to have a bundle that includes mobile telephony (+16 pp), but are less likely to have one that includes fixed telephony (-15 pp) or Internet access (-11 pp). This tends to show a certain substitution between fixed Internet subscription and mobile Internet.

QA7 By bundle, we mean a package offering a combination of electronic communication services (or a combination with other services such as TV channels) from the same provider at an overall price. Has your household subscribed to two or more of the following services as part of a bundle?

(% - EU)



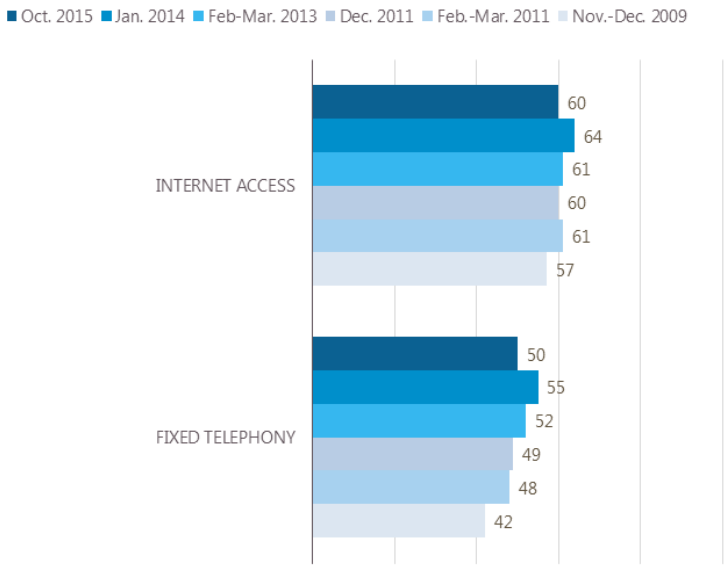
Base: Respondents who have a bundle (n = 14766)

In the period from 2009-2014 households with Internet access were increasingly likely to have included this access as part of a bundle. However, in the past year this trend has reversed. Between 2014 and 2015 there has been a four point drop in the proportion of households with Internet access who have a bundle that includes this access.

The same trend change applies for fixed telephone access. The proportion of households with fixed telephone access that bundle this service has declined by five points in the past year.

These results are supported by those in the previous section that show a decline in bundling of Internet or fixed line telephone services. This, combined with only a minor decline in fixed line access, and a small increase in Internet penetration suggests these changes are predominantly due to changes in the characteristics of bundles, rather than a decline in access to individual services.

Shares of services bought as part of a service package
(% - EU)

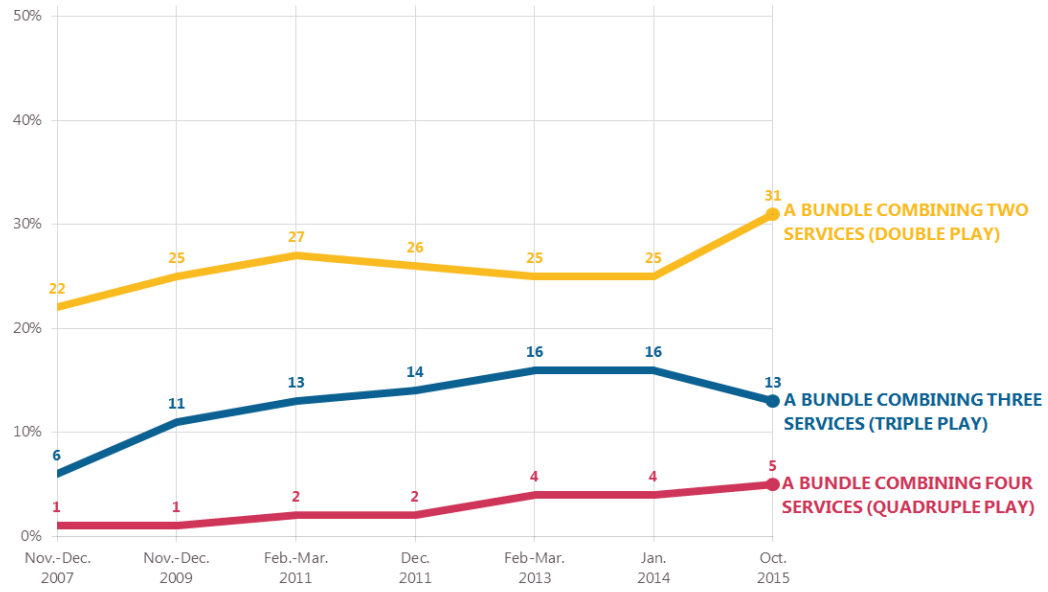


Base: Respondents who have Internet access (n = 18718)

Base: Respondents who have fixed telephony (n = 18182)

Since 2014 double play bundles have increased by six percentage points, while triple play bundles have decreased by three points.

Numbers of services included in the bundles (% - EU)



Base: All respondents (n = 27822)

In every Member State, households are more likely to have a bundle that includes a mobile phone than they were in 2014. The largest increases in the proportion of households with a bundle including mobile telephony are observed in Cyprus, Portugal (both +23 pp), Romania (+22 pp), Spain and Finland (both +19pp).

In the case of other services, trends are more variable between Member States. Households in Finland (+20 pp), Portugal (+17 pp), Poland (+13 pp), Malta and Austria (both +12 pp) are more likely than they were in 2014 to have a bundle including fixed or mobile Internet access. Conversely, those in Germany (-19 pp), Croatia (-17pp), Sweden and the UK (both -11 pp) are less likely to be bundling Internet access.

Households in Ireland are more likely than they were in 2014 to have a bundle including fixed telephony (+18 pp), as are those in Malta (+10 pp) and Portugal (+9 pp). In contrast, households in Germany (-21 pp), Sweden (-19 pp) and France (-12 pp) are less likely to do so.

The largest increases in the proportion of households who are bundling television channels are observed in Denmark, Portugal (both +15 pp), Romania (+14 pp), Ireland and Finland (both +12 pp). The largest decrease is observed in Germany (-5 pp).

There have been large decreases in the proportion of households in Ireland (-30 pp), Finland (-25 pp) and Cyprus (-20 pp) that say they are not bundling services. In contrast, the proportion in Germany (+14 pp) and Sweden (+7) has increased.

QA7 By bundle, we mean a package offering a combination of electronic communication services (or a combination with other services such as TV channels) from the same provider at an overall price. Has your household subscribed to two or more of the following services as part of a bundle? **(%)**

	Yes, fixed or mobile Internet access	2015 - 2014	Yes, fixed line telephone	2015 - 2014	Yes, television channels	2015 - 2014	Yes, mobile telephone	2015 - 2014	No, we have not bought services as part of a bundle	2015 - 2014	Other (SPONTANEOUS)	2015 - 2014	Don't know
EU28	40	▼ 2	32	▼ 5	27	▲ 2	23	▲10	45	▼ 6	2	▲ 2	4
BE	58	▼ 4	51	▲ 4	62	▼ 2	29	▲ 7	29	=	1	▲ 1	1
BG	33	▲ 2	8	=	32	▲ 2	19	▲13	55	▼ 9	0	=	4
CZ	23	▲ 2	5	▼ 1	18	▲ 3	19	▲13	64	▼ 9	3	▲ 3	4
DK	52	▲ 6	19	▼ 6	51	▲15	31	▲14	30	▼15	5	▲ 3	3
DE	38	▼19	35	▼21	10	▼ 5	14	▼ 1	49	▲14	1	▲ 1	7
EE	44	▼ 2	27	▲ 4	53	▲11	19	▲11	32	▼13	2	▲ 2	4
IE	43	▲11	44	▲18	33	▲12	19	▲16	33	▼30	4	▲ 4	5
EL	56	▲10	52	▲ 5	9	▲ 3	23	▲12	40	▼ 9	0	=	0
ES	43	▼ 1	40	▼ 1	13	▲ 3	43	▲19	48	▼ 5	1	▲ 1	1
FR	55	▼ 6	46	▼12	45	=	32	▲ 2	35	=	1	▲ 1	2
HR	31	▼17	38	▼ 6	32	▼ 2	16	▲ 6	45	▲ 2	2	▲ 1	4
IT	21	▲ 4	13	▼ 3	4	▲ 1	25	▲17	60	▼14	3	▲ 3	9
CY	41	▲ 8	27	▲ 2	27	▼ 2	33	▲23	42	▼20	3	▲ 2	2
LV	43	▲ 3	15	▲ 1	47	▲ 9	18	▲14	39	▼15	2	▲ 2	3
LT	20	▼ 7	10	▼ 1	23	▲ 1	12	▲ 9	59	▼ 9	6	▲ 5	7
LU	60	▲ 6	46	▼ 6	31	▲ 4	41	▲ 6	30	▼ 9	3	▲ 3	2
HU	37	▼ 4	30	▲ 1	48	▲ 4	12	▲ 7	46	▼ 5	1	▲ 1	1
MT	60	▲12	62	▲10	61	▲ 9	33	▲ 5	20	▼19	1	=	2
NL	70	▼ 1	64	▲ 2	70	▲ 7	22	▲11	12	▼ 9	2	▲ 2	1
AT	41	▲12	15	▼ 1	24	▲ 5	33	▲18	44	▼19	5	▲ 5	5
PL	30	▲13	10	=	22	▲ 8	19	▲14	61	▼15	0	▼ 1	2
PT	57	▲17	54	▲ 9	64	▲15	28	▲23	30	▼19	1	▲ 1	1
RO	40	▲ 7	25	▼ 1	56	▲14	30	▲22	32	▼17	4	▲ 1	4
SI	48	▼ 8	45	▼ 4	58	=	17	▲11	29	▼ 4	4	▲ 3	5
SK	22	▲ 3	8	▲ 4	23	▲ 9	25	▲15	56	▼19	7	▲ 7	5
FI	44	▲20	2	▲ 2	20	▲12	40	▲19	46	▼25	4	▲ 3	4
SE	40	▼11	26	▼19	33	=	20	▲ 8	48	▲ 7	1	=	2
UK	39	▼11	42	▼ 5	32	▼ 1	10	▲ 5	43	=	0	=	6

Base: All respondents (n = 27822)

Households in EU15 countries are slightly more likely to have a bundle, compared to those in the newer Member States (NMS13) (51% vs. 46%).

Socio-demographic analysis shows respondents aged 25-54 (59%-61%) are the most likely to have a bundle, particularly compared to those aged 55+ (39%). This pattern is also repeated within the oldest respondents: those aged 55-64 (52%) are more likely to have a bundle than those aged 65-74 (38%) and those aged 75+ (23%).

The largest households are also the most likely to have a bundle. At least six out of ten in households with three or more people say they have a bundle (61%-62%), compared to 49% of two person households and 38% of single person households. Amongst single person households, those aged 30-59 are the most likely to have a bundle (51%), followed by those aged 29 or younger (44%) and those aged 60+ (29%).

Urbanisation also has an impact, with those in rural villages less likely to bundle (46%) compared to those in small/mid-size (52%) and large towns (54%).

Finally, households with landline and mobile phone access are more likely to have a bundle (64%) than mobile only (36%) or landline only households (20%).

Proportion of households having a bundle (%)

		Household composition				Subjective urbanisation			Single household by age		
	TOTAL	1	2	3	4+	Rural village	Small/ Mid-size town	Large town	-29	30-59	60+
EU28	50	38	49	61	62	46	52	54	44	51	29
EU15	51	40	51	62	64	48	52	54	43	52	31
NMS13	46	32	39	54	57	38	48	55	56	41	22

Proportion of elderly people having a bundle (%)

	The ageing society		
	55-64	65-74	75+
EU28	52	38	23
EU15	55	40	22
NMS13	42	32	30

VII. PURCHASING AND SWITCHING SERVICES

1 Factors when subscribing to an Internet connection

– Cost-related criteria are the most important when subscribing to an Internet connection -

Respondents with an Internet connection in the household were asked the main factors they consider when subscribing to this kind of service[28].

Initially respondents were asked for their main factor: cost is clearly the most important (38%), followed by the maximum download or upload speed (17%). One in ten say the fact that the subscription is part of a bundle is the main factor they consider (10%) while 7% say the ability to use multiple connected devices at the same time without loss of quality or the maximum data they can download or upload is the main factor. Other factors are mentioned by 5% or less.

Overall 47% of respondents in Internet households give a cost related criteria as the main factor they consider when subscribing to an Internet service, while 31% give a quality related criteria and 16% nominate a service related criteria[29].

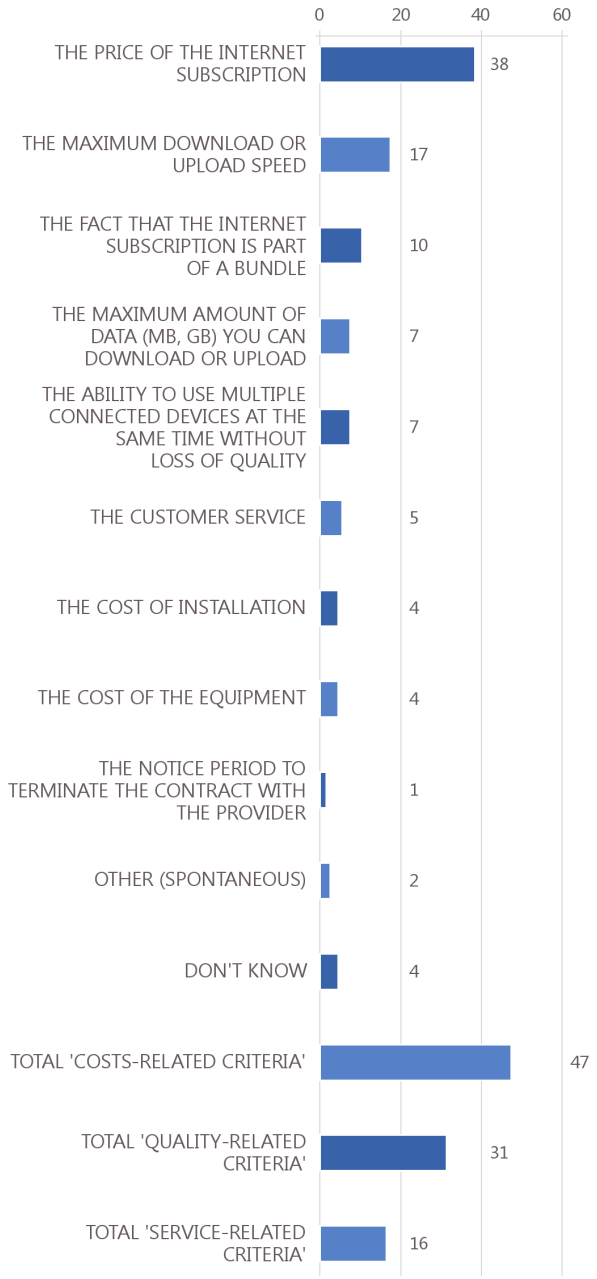
[28] QA3a When subscribing to an Internet connection what are the main factors you consider? Firstly? QA3b And then? The maximum download or upload speed; The maximum amount of data (MB, GB) you can download or upload; The price of the Internet subscription; The notice period to terminate the contract with the provider; The fact that the Internet subscription is part of a bundle; The customer service; The cost of the equipment; The cost of installation; The ability to use multiple connected devices at the same time without loss of quality; Other (SPONTANEOUS); Don't know.

[29] "Costs-related criteria"= "The price of the Internet subscription" + "The cost of the equipment" + "The cost of installation"

"Quality-related criteria"= "The maximum download or upload speed" + "The maximum amount of data (MB, GB) you can download or upload" + "The ability to use multiple connected devices at the same time without loss of quality"

"Service-related criteria"= "The notice period to terminate the contract with the provider" + "The fact that the Internet subscription is part of a bundle" + "The customer service"

QA3a When subscribing to an Internet connection what are the main factors you consider? Firstly?
(% - EU)

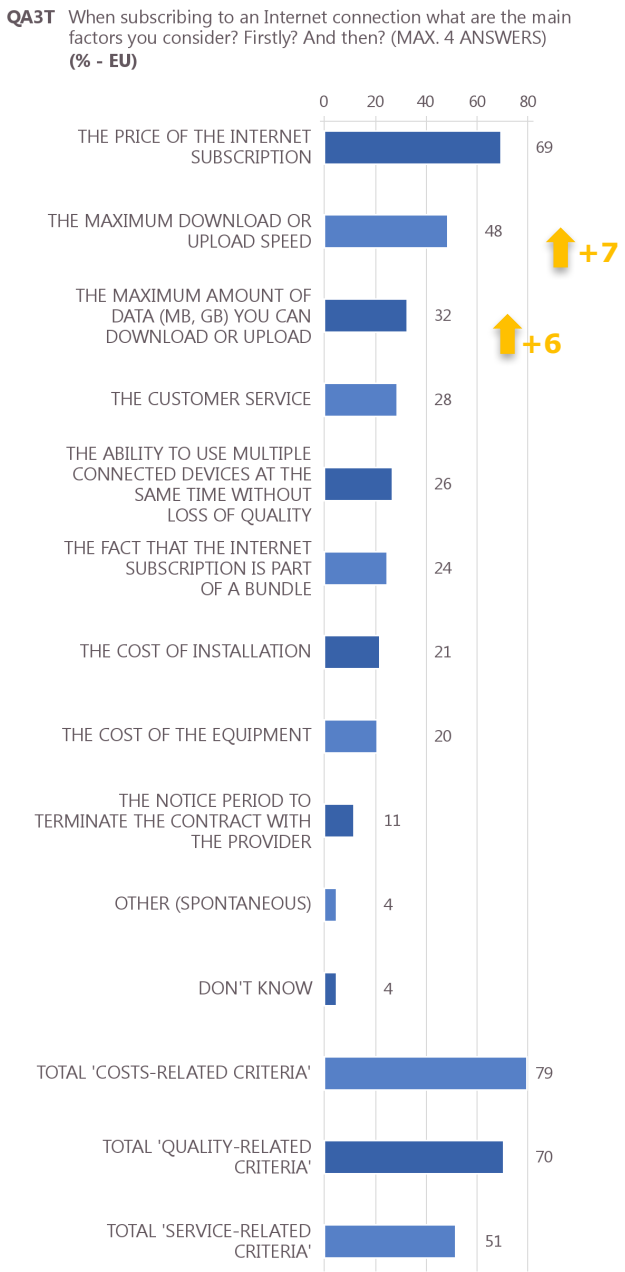


Base: Respondents with Internet connection in the household (n = 19642)

Respondents were also given the option to choose up to three additional main factors they considered when subscribing to an Internet service. Combining all the responses together further illustrates the importance of cost: 69% say this is a main factor when subscribing to an Internet connection, while 48% mention the maximum download or upload speed, and 32% the maximum amount of data that can be downloaded or uploaded.

Taking all the factors together, cost related criteria are the most important (79%), followed by quality related criteria (70%) and service related criteria (51%).

As this question has been modified since January 2014, a direct comparison of all answers cannot be made. However, looking at comparable individual items it shows respondents are more likely to consider quality criteria, such as maximum download or upload speed (+7 points), or maximum amount of data downloaded or uploaded (+6 points) than they were in 2014.



Base: Respondents with Internet connection in the household (n = 19642)

Moreover, it is worth noting that in 2014 price was also by far the most mentioned factor (71%), followed by the maximum download speed (41%) and the ability to have the connection as part of a bundle (29%).

In all but two Member States, **price** is the main factor respondents consider when subscribing to an Internet connection. Price is also mentioned by the majority in all but one country. Eight out of ten respondents in the Czech Republic nominate this as the main factor (80%), followed by 79% in Hungary and 78% in Belgium and the Netherlands. This compared to 48% of respondents in Malta.

Respondents in Malta are most likely to say the **maximum download or upload speed** is the main factor (53%), although this criterion is also widely mentioned by those in Greece (62%), Romania, Slovakia (59%) and Spain (58%). This factor is less likely to be a main consideration for those in France (31%) and Belgium (36%).

The **maximum amount of data that can be downloaded or uploaded** is most likely to be the main factor for respondents in Austria (51%), Slovakia (47%), Germany (42%) and Croatia (41%), and least likely to be a main factor for those in France (17%) and Cyprus (21%).

At least four out of ten respondents in Cyprus (47%), Belgium (45%) and France (43%) say **customer service** is the main factor when subscribing to an Internet connection, compared to 10% of those in Hungary and Croatia. The **ability to use multiple connected devices** at the same time without loss of quality is most likely to be the most important factor for respondents in Portugal (46%), Finland (41%) and Italy (38%), and least likely to be the most important factor for those in Slovenia (12%).

Having Internet access as part of a **bundle** is most likely to be an important factor for respondents in Portugal (60%), Greece (43%), Romania and Slovenia (both 36%). In fact, this is the most mentioned criteria by respondents in Portugal. It is much less likely to be the main factor for those in the Czech Republic (7%).

Respondents in Cyprus (34%), Greece (33%), Hungary and Italy (both 32%) are the most likely to say the **cost of installation** is the main factor when subscribing to an Internet connection, while those in Sweden are least likely to do so (8%). The **cost of the equipment** is most likely to be the main factor for respondents in the Czech Republic (39%), Lithuania and Slovakia (both 31%), while the **contract notice period** is the main factor for 22% of those in Austria, 19% in the Netherlands, and 18% in Germany.

Taking a broader view, in 23 Member States cost-related criteria[30] are the most important factors when subscribing to an Internet service. In Austria, Germany, Estonia and Malta quality-related criteria[31] are the most mentioned as the main factor. Portugal is the only country where service related criteria[32] are the most mentioned.

[30] Price, cost of equipment and cost of installation.
[31] Speed, data download/upload, the ability to use multiple devices without loss of quality.
[32] Notice period, ability to bundle, customer service.

QA3T When subscribing to an Internet connection what are the main factors you consider? Firstly? And then? (MAX. 4 ANSWERS) **(%)**

	The price of the Internet subscription	The maximum download or upload speed	The maximum amount of data (MB, GB) you can download or upload	The customer service	The ability to use multiple connected devices at the same time without loss of quality	The fact that the Internet subscription is part of a bundle	The cost of installation	The cost of the equipment	The notice period to terminate the contract with the provider	Other (SPONTANEOUS)	Don't know	Total 'Costs-related criteria'	Total 'Quality-related criteria'	Total 'Service-related criteria'
EU28	69	48	32	28	26	24	21	20	11	4	4	79	70	51
BE	**78**	36	27	45	23	23	31	21	*8*	3	1	87	58	62
BG	**68**	55	39	29	28	34	15	*13*	14	1	4	77	76	60
CZ	**80**	50	35	25	22	7	27	39	*5*	3	2	91	71	35
DK	**73**	47	30	24	29	20	22	14	*8*	9	5	81	68	45
DE	**59**	49	42	22	32	26	*15*	22	18	4	3	71	75	52
EE	**61**	51	34	13	28	32	13	17	*3*	4	6	69	72	43
IE	**62**	54	36	26	26	15	29	20	*9*	1	3	81	77	44
EL	**74**	62	30	35	19	43	33	27	*9*	3	3	85	75	66
ES	**62**	58	37	33	17	17	26	26	*7*	5	4	83	75	50
FR	**77**	31	17	43	20	31	15	16	*9*	3	4	84	50	65
HR	**71**	43	41	*10*	28	25	17	14	15	1	6	78	71	45
IT	**73**	43	37	23	38	25	32	19	*17*	2	2	83	74	51
CY	**67**	55	21	47	18	18	34	28	*2*	3	4	79	65	60
LV	**70**	49	31	20	25	17	18	20	*3*	4	5	80	70	37
LT	**70**	53	38	21	25	13	30	31	*5*	2	4	83	76	36
LU	**65**	37	25	33	28	26	24	18	*4*	11	5	73	60	53
HU	**79**	50	35	*10*	18	31	32	21	17	2	2	90	73	50
MT	48	**53**	32	35	20	23	19	18	*4*	7	6	64	68	55
NL	**78**	47	30	30	35	32	*11*	17	19	7	2	83	73	61
AT	**59**	50	51	*20*	34	23	29	23	22	3	2	74	80	53
PL	**76**	51	31	13	21	15	19	17	*11*	1	6	84	72	33
PT	57	39	28	27	46	**60**	21	*15*	16	1	2	74	76	78
RO	**74**	59	29	16	21	36	23	19	*4*	2	4	81	77	51
SI	**67**	47	26	11	12	36	16	13	*5*	10	3	75	65	44
SK	**73**	59	47	16	24	14	27	31	*7*	1	2	83	77	33
FI	**76**	55	27	29	41	12	14	28	*11*	6	4	85	74	46
SE	**69**	49	35	15	29	15	*8*	17	15	13	6	75	73	39
UK	**62**	52	27	32	21	15	22	17	*6*	6	8	75	69	45

Highest percentage per country *Lowest percentage per country*

Highest percentage per item Lowest percentage per item

Base: Respondents with Internet connection in the household (n = 19642)

The socio-demographic analysis reveals a number of interesting differences:

- Men are more likely than women to say quality related criteria are a main factor when choosing an Internet connection (73% vs 67%).
- Older respondents are more likely to mention service related criteria, and are less likely to mention quality related criteria. For example, 55% of those aged 40-54, and 56% of those aged 55+ mention service related criteria, compared to 40% of those aged 15-24.
- The longer a respondent remained in education, the more likely they are to mention quality related criteria: 52% with the lowest education levels do so, compared to 73% of those with the highest levels. In addition, those with the lowest education levels are the least likely to mention cost related criteria.
- Respondents living in larger households are more likely to consider quality-related criteria (76% of households with at least three members vs. 59% of single households), and in particular the maximum download or upload speed (52% vs. 41%), the maximum amount of data downloaded or uploaded (36% vs. 27%), and the ability to use multiple connected devices at the same time without loss of quality (31% vs. 17%).
- Respondents in large towns are the most likely to mention quality and cost criteria, particularly compared to those in rural villages. For example, 74% of those in large towns mention quality related criteria, compared to 67% in rural villages.
- Respondents that use the Internet every day are much more likely than less frequent users to mention quality related criteria as important factors (75% vs 53%) whereas there is little difference between these groups in terms of price related factors.

QA3T When subscribing to an Internet connection what are the main factors you consider? Firstly? And then? (MAX. 4 ANSWERS) **(%)**

	The price of the Internet subscription	The maximum download or upload	The maximum amount of data (MB, GB) you	The customer service	The ability to use multiple connected	The fact that the Internet subscription is	The cost of installation	The cost of the equipment	The notice period to terminate the contract	Other (SPONTANEOUS)	Don't know	Total 'Costs-related criteria'	Total 'Quality-related criteria'	Total 'Service-related criteria'
EU28	69	48	32	28	26	24	21	20	11	4	4	79	70	51
Gender														
Man	68	52	34	28	25	23	20	20	11	4	3	79	73	52
Woman	69	43	30	27	26	24	22	20	11	3	5	79	67	51
Age														
15-24	68	56	45	18	32	19	19	18	9	2	4	78	81	40
25-39	74	56	38	24	26	23	21	21	12	3	1	85	79	48
40-54	70	49	31	29	29	26	20	19	12	4	3	81	73	55
55 +	62	34	20	35	19	25	22	20	12	6	8	73	51	56
Education (End of)														
15-	61	35	22	29	16	24	25	25	9	5	10	74	52	51
16-19	69	46	30	28	25	24	23	21	12	4	4	81	68	52
20+	70	51	31	30	27	25	18	18	12	4	3	80	73	54
Still studying	67	55	49	19	32	19	17	18	11	2	4	78	81	41
Household composition														
1	69	41	27	33	17	23	18	19	11	7	4	78	59	54
2	66	43	28	32	22	23	21	21	13	4	5	77	63	55
3	70	51	34	24	29	24	21	20	11	3	4	81	76	49
4+	70	52	36	24	31	24	21	19	11	3	4	80	76	49
Subjective urbanisation														
Rural village	66	44	31	27	25	23	18	21	11	5	5	76	67	50
Small/ mid size town	69	47	31	29	26	25	22	19	12	4	4	80	69	53
Large town	70	52	35	25	27	23	22	20	12	4	3	82	74	50
Use of the Internet														
Every day	70	52	35	27	28	24	19	18	11	4	3	80	75	51
Often/ Sometimes	68	31	23	31	17	24	28	27	15	3	5	81	53	56
Never	50	21	9	25	8	15	27	20	6	4	27	61	30	40

Base: Respondents with Internet connection in the household (n = 19642)

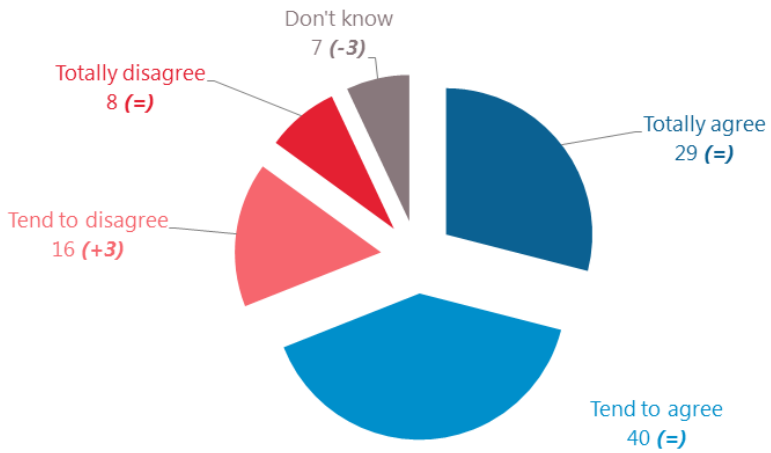
2 Ease of price comparisons of bundled offers

- The majority in all but one Member State agree it is easy to compare bundle offers -

Respondents living in a household with a bundle were asked if it was easy to compare their current bundle with other offers[33]. More than two thirds (69%) agree that it is easy to make these comparisons – in fact 29% totally agree. Almost one quarter disagree (24%), although they are more likely to tend to disagree (16%) than totally disagree (8%).

There has been no notable change since the last survey in 2014.

QA8 Please tell me whether you agree or disagree with the following statement: You can easily compare the services and prices offered by your current bundle with other bundled offers.
(% - EU)



(October 2015 - January 2014)

Base: Respondents who have a bundle (n = 14766)

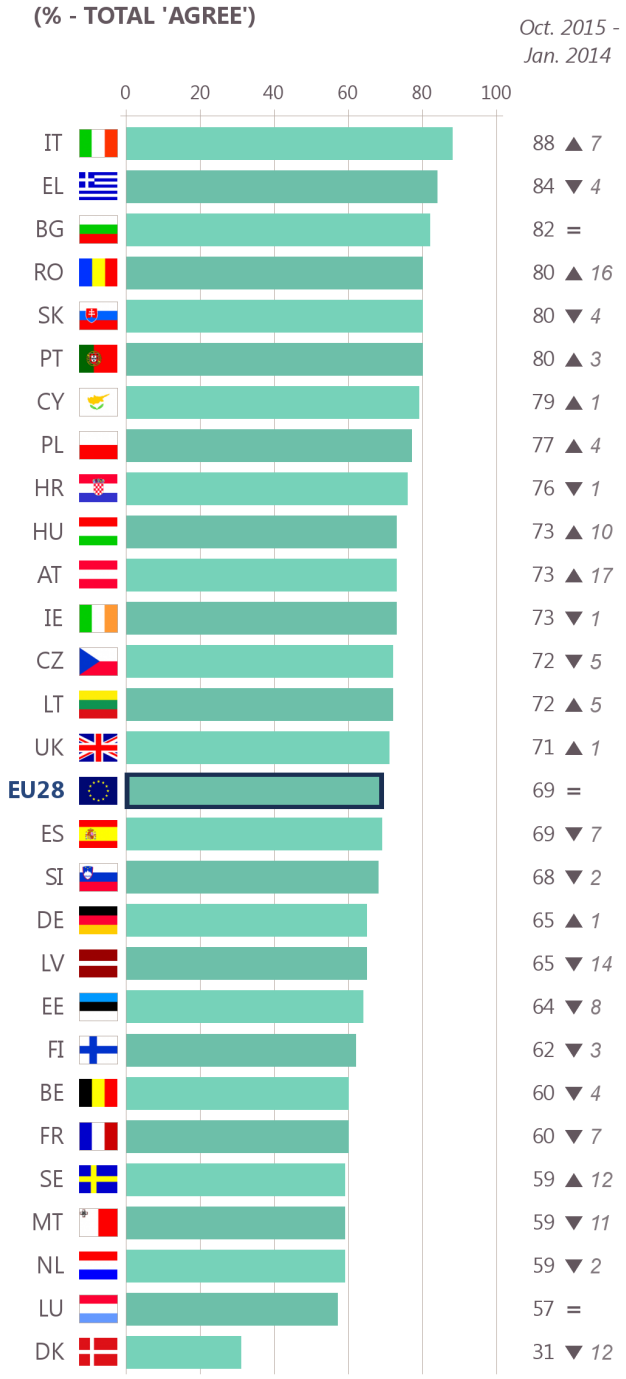
At least half of this group of respondents in all but one Member State agree it is easy to compare the services and prices of their current bundle with other bundled offers. Respondents in Italy (88%), Greece (84%) and Bulgaria (82%) are the most likely to agree. The exception is Denmark, where far fewer (31%) agree this comparison is easy. In fact, 33% of those in Denmark totally disagree with this statement.

Although results at the EU level have virtually not changed since January 2014, at the country level there have been some notable trend changes. More specifically, respondents in Austria (+17 pp) and Romania (+ 16 pp) are more likely to say they can easily compare their bundle offer with other offers. On the other hand, respondents in Latvia (-14 pp), Denmark (-12 pp) and Malta (-11 pp) are less likely to say this.

[33] QA8 Please tell me whether you agree or disagree with the following statement: You can easily compare the services and prices offered by your current bundle with other bundled offers. Totally agree; Tend to agree; Tend to disagree; Totally disagree; Don't know.

QA8 Please tell me whether you agree or disagree with the following statement: You can easily compare the services and prices offered by your current bundle with other bundled offers.

(% - TOTAL 'AGREE')



Base: Respondents who have a bundle (n = 14766)

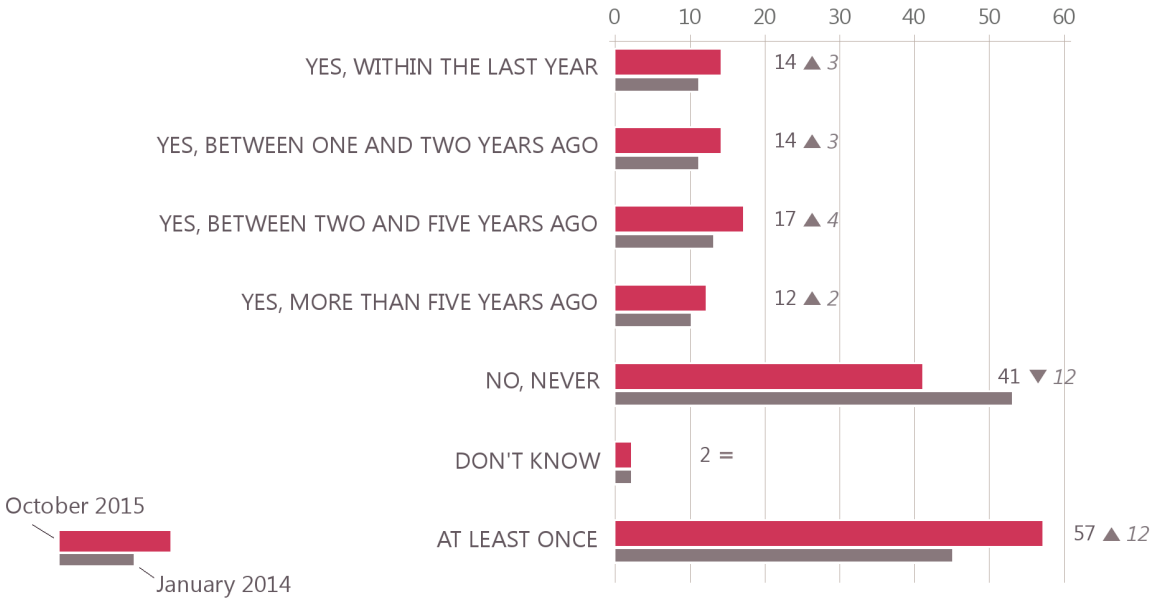
3 Switching bundle provider

- The majority live in households where someone has changed bundle provider -

Amongst respondents living in households with bundled services, more than half live in households where someone has changed bundle providers at least once (57%)[34]. In fact, 28% have done so in the last two years.

This is a notable increase since 2014 when 45% (+12 pp) had changed bundle providers at least once.

QA9 Have you or someone in your household changed bundle service provider?
(% - EU)



Base: Respondents who have a bundle (n = 14766)

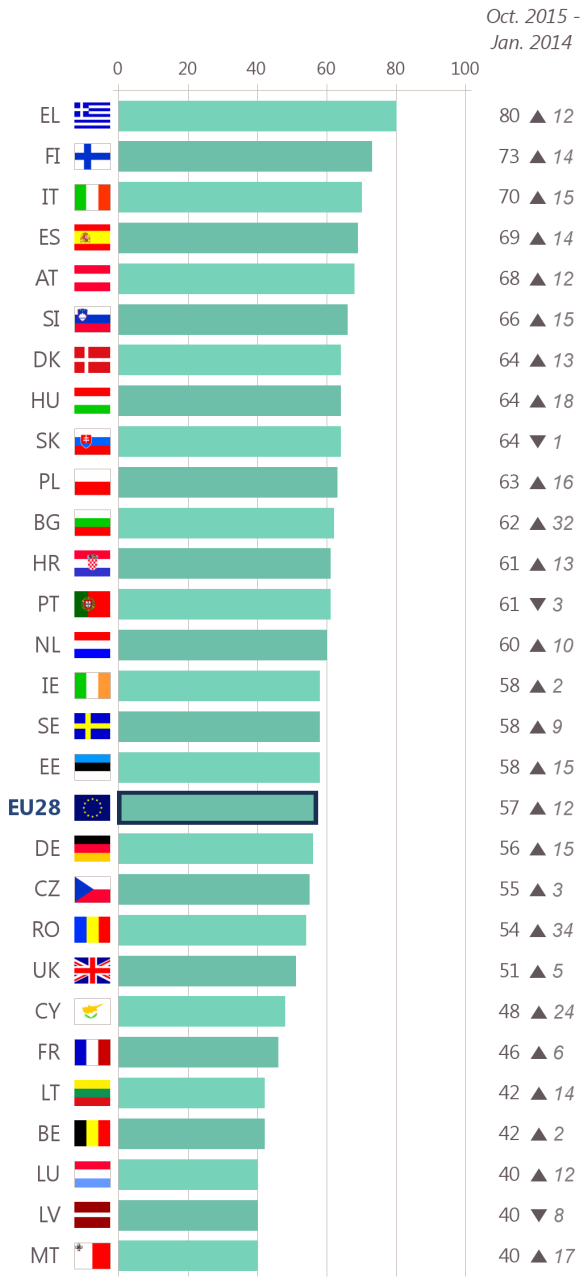
Amongst those with bundled services, households in Greece are the most likely to have changed bundle at least once (80%), followed by those in Finland (73%), Italy (70%), Spain (69%) and Austria (68%). In fact, in 21 Member States the majority has changed bundle provider at least once.

At the other end of the scale, 40% of those with bundles in Malta, Luxembourg and Latvia have changed bundle provider.

[34] QA9 Have you or someone in your household changed bundle service provider? Yes, within the last year: Yes, between one and two years ago; Yes, between two and five years ago; Yes, more than five years ago; No, never; Don't know.

Respondents in Romania (+34 percentage points), Bulgaria (+32 pp) and Cyprus (+24 pp) are now much more likely to say they live in a household where someone has changed bundle provider at least once. In fact, in almost all Member States respondents are more likely to say this than they were in 2014. The exceptions are Latvia (-8 pp), Portugal (-3 pp) and Slovakia (-1 pp).

QA9 Have you or someone in your household changed bundle service provider?
(% - AT LEAST ONCE)



Base: Respondents who have a bundle (n = 14766)

Socio-demographic analysis highlights the following:

- Those aged 55+ are least likely to have changed bundle provider at least once, particularly compared to those aged 25-39 (51% vs. 63%).
- Households with at least three people are the most likely to have changed bundle provider at least once (62%-64%), particularly compared to single person households (52%).
- Those living in rural villages are the least likely to have changed bundle provider (54%), particularly compared to those in small/mid-sized towns (57%) and large towns (62%).
- Daily Internet users are the most likely to have changed bundle provider (59%), compared to 52% of less frequent users, and 50% of those that never use the Internet.
- Respondents living in households with mobile access are the most likely to have changed provider: 60% in mobile only households have done this, as have 58% in households with landline and mobile access, compared to 43% of those in households that only have landline access.
- 61% of those that agree it is easy to compare bundles have changed provider at least once, compared to 54% of those who disagree.

QA9 Have you or someone in your household changed bundle service provider?
(% - EU)

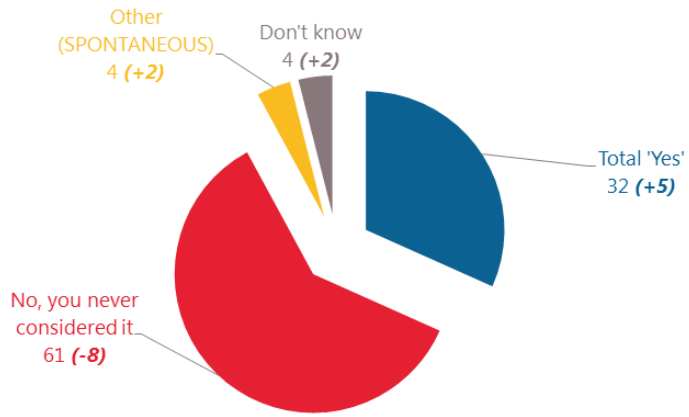
	Yes, within the last year	Yes, between one and two years ago	Yes, between two and five years ago	Yes, more than five years ago	No, never	Don't know	At least once
EU28	14	14	17	12	41	2	57
Age							
15-24	22	16	14	7	38	3	59
25-39	16	15	20	12	35	2	63
40-54	14	17	16	13	39	1	60
55 +	11	11	15	14	47	2	51
Household composition							
1	13	12	14	13	47	1	52
2	12	12	16	13	46	1	53
3	15	16	19	12	36	2	62
4+	17	17	18	12	34	2	64
Subjective urbanisation							
Rural village	12	14	15	13	44	2	54
Small/ mid size town	15	14	17	11	41	2	57
Large town	14	15	19	14	37	1	62
Use of the Internet							
Every day	15	15	17	12	39	2	59
Often/ Sometimes	10	15	15	12	47	1	52
Never	10	11	14	15	47	3	50
Landline/ mobile							
Mobile only	17	18	15	10	38	2	60
Landline only	7	6	15	15	53	4	43
Landline & mobile	14	14	17	13	41	1	58
No telephone	15	10	14	19	41	1	58
Easiness to compare bundle offers							
Total 'Agree'	16	16	17	12	38	1	61
Total 'Disagree'	12	12	17	13	45	1	54

Base: Respondents who have a bundle (n = 14766)

Most respondents that live in households where no one has ever changed bundle providers say they have never considered doing so (61%)[35]. Almost one third (32%) have considered changing bundle providers, although they have never actually done so.

Compared to 2014, respondents are more likely to say they, or someone in their household, has considered changing bundle provider (+5 percentage points).

QA10 Have you or someone in your household ever considered changing your bundle provider? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)



(October 2015 - January 2014)

Base: Respondents who have never changed their bundle provider (n =5722)

Amongst those who have considered changing bundle provider, being satisfied with the service is the most common reason given for not switching (12%). There is little difference at EU level between the other reasons, which are mentioned by no more than 6% of respondents.

In all but one Member State, respondents are most likely to say they have **never considered changing** bundle provider[36]. Respondents in Malta (75%), Luxembourg (72%), Belgium and Germany (both 71%) are most likely to say this. Those in Croatia and Ireland are least likely to say they have never considered changing (both 28%).

Ireland is the only country where respondents are most likely to say they considered switching, but they were **satisfied with the service** they were getting (29%). This is also widely mentioned by respondents in Greece (35%), Finland (23%), Italy and Croatia (both 22%), but least mentioned by those in Malta and Luxembourg (both 3%).

Respondents in Ireland and the Netherlands are the most likely to say **changing would take too much time and effort** (both 14%), and respondents in the Netherlands are also the most likely to say they **did not want to lose their current email address(es) or web page(s)** (8%).

[35] QA10. Have you or someone in your household ever considered changing your bundle provider? No, you never considered it; Yes, but you are satisfied with the service you currently get; Yes, but there are no other bundle providers in the area where you live; Yes, but there are no other bundle providers which would provide good value for money; Yes, but you are currently bound by your contract with your current provider; Yes, but eventually your provider offered you better conditions and you decided not to switch; Yes, but you don't want to take the risk of a temporary loss of service during the switching process; Yes, but you don't want to take the risk of having to pay two providers during the switching process; Yes, but it is not clear what steps you would need to take to switch; Yes, but you do not want to lose your current e-mail address(es) or web page(s) hosted on the provider's server; Yes, but it takes too much effort and time to do it; Yes, but some services of the bundle could not be cancelled at the same time; Other (SPONTANEOUS); Don't know.

[36] Due to low base sizes, results from the following countries should be considered with caution: BG (143), CZ (141), CY (141), FI (137), SK (131), PL (119), EL (110), IT (86).

Respondents in Greece, the Czech Republic and Slovakia are the most likely to say their **provider offered them better conditions** so they decided not to switch (12%). Those in the Czech Republic are also the most likely to say they **did not want to risk having to pay two providers**, along with respondents in Italy and Ireland (all 6%). Respondents in Cyprus are the most likely to say they considered changing, but are **bound by their current contract** (17%).

Respondents in Croatia are the most likely to say there were **no other providers that would give good value for money** (14%), or that there are **no other providers in their area** (10%). Respondents in Italy are the most likely to say they **did not want to risk a temporary loss of service** (6%).

QA10 Have you or someone in your household ever considered changing your bundle provider? (MULTIPLE ANSWERS POSSIBLE) **(%)**

	No, you never considered it	Yes, but you are satisfied with the service you currently get	Yes, but it takes too much effort and time to do it	Yes, but eventually your provider offered you better conditions and you decided not to switch	Yes, but you are currently bound by your contract with your current provider	Yes, but there are no other bundle providers which would provide good value for money	Yes, but you don't want to take the risk of a temporary loss of service during the switching process	Yes, but there are no other bundle providers in the area where you live	Yes, but you don't want to take the risk of having to pay two providers during the switching process	Yes, but you do not want to lose your current e-mail address(es) or web page(s) hosted on the provider's server	Yes, but it is not clear what steps you would need to take to switch	Yes, but some services of the bundle could not be cancelled at the same time	Other (SPONTANEOUS)	Don't know	Total 'Yes'
EU28	61	12	6	5	5	4	2	2	2	2	2	1	4	4	32
BE	71	16	3	2	1	3	1	1	1	1	2	0	2	1	27
BG	61	10	2	6	11	3	1	2	2	2	1	2	1	5	33
CZ	47	16	6	12	10	2	4	2	6	2	7	2	6	3	46
DK	46	11	9	5	1	7	5	5	1	6	2	1	14	3	38
DE	71	11	7	3	4	2	2	2	2	0	1	1	0	3	26
EE	64	16	2	4	4	7	1	5	0	1	0	0	1	2	33
IE	28	29	14	7	8	6	5	4	6	4	6	3	6	6	61
EL	42	35	4	12	4	10	3	3	2	0	3	2	9	3	52
ES	64	9	6	4	4	6	1	3	2	1	0	2	8	4	26
FR	68	6	7	3	4	3	3	1	2	2	2	1	4	7	21
HR	28	22	8	10	13	14	5	10	3	4	4	3	3	7	62
IT	41	22	1	10	9	9	6	5	6	2	2	3	5	2	51
CY	46	10	6	3	17	2	3	7	5	0	0	3	15	2	38
LV	59	9	2	6	6	4	1	3	2	0	1	0	7	4	30
LT	55	18	1	4	3	3	2	4	2	0	1	1	10	3	32
LU	72	3	3	3	3	5	3	2	2	1	2	2	6	3	20
HU	54	18	2	6	7	7	2	1	4	1	3	3	5	3	38
MT	75	3	2	2	6	2	1	1	2	0	2	1	4	3	19
NL	47	16	14	8	2	3	5	3	1	8	2	1	9	2	44
AT	54	14	13	10	6	9	1	6	5	3	5	2	4	2	40
PL	61	5	4	5	9	2	3	1	2	1	1	6	3	7	30
PT	58	7	4	6	6	6	1	2	3	1	10	1	1	3	38
RO	41	15	2	5	9	5	2	4	1	0	1	1	8	11	40
SI	60	8	6	3	5	2	0	4	1	1	2	0	12	1	29
SK	41	19	9	12	2	5	2	2	1	2	1	4	9	4	46
FI	40	23	6	5	10	4	1	2	5	6	2	1	4	4	52
SE	59	9	11	2	6	2	1	5	2	2	3	1	7	0	34
UK	63	16	6	4	3	1	2	3	1	1	0	1	2	1	33

Highest percentage per country *Lowest percentage per country*

Highest percentage per item Lowest percentage per item

Base: Respondents who have never changed their bundle provider (n =5722)

Sweden is the only Member State where respondents living in a household where no one has changed bundle provider are more likely to say they have never considered this, compared to 2014 (+17 percentage points). In contrast, large decreases are observed in the proportion that have never considered changing in Ireland (-35 pp), Slovakia (-34 pp) and Cyprus (-32 pp).

Respondents in Greece (+23 pp), Slovakia, Hungary and Lithuania (all +14 pp) are more likely than they were in 2014 to say they considered changing but were satisfied with the service they currently get. Those in Sweden (-16 pp) and Bulgaria (-11 pp) are now less likely to say this.

For the other reason for not changing bundles, most country-level changes are relatively small. The most notable being:

- A 13 points increase in the proportion of respondents in Ireland that say changing takes too much time and effort, and a 6 points increase in the proportion that say they didn't want to risk paying two providers.
- A 10 points increase in the proportion of respondents in Slovakia that say their provider offered them a better deal so they decided not to switch.
- A 15 points increase in the proportion of respondents in Cyprus that say they are bound by their current contract.
- A 9 points increase in the proportion of respondents in Croatia that say there are no other providers that over good value for money, and a 5 points increase in the proportion that say there are no other providers in their area.
- A 10 points increase in the proportion of respondents in Portugal that say they were not clear on the steps needed to switch.

QA10 Have you or someone in your household ever considered changing your bundle provider? (MULTIPLE ANSWERS POSSIBLE) **(%)**

	No, you never considered it	2015 - 2014	Yes, but you are satisfied with the service you currently get	2015 - 2014	Yes, but it takes too much effort and time to do it	2015 - 2014	Yes, but eventually your provider offered you better conditions and you decided not to switch	2015 - 2014	Yes, but you are currently bound by your contract with your current provider	2015 - 2014	Yes, but there are no other bundle providers which would provide good value for money	2015 - 2014	Yes, but you don't want to take the risk of a temporary loss of service during the switching process	2015 - 2014	Yes, but there are no other bundle providers in the area where you live	2015 - 2014	Yes, but you don't want to take the risk of having to pay two providers during the switching process	2015 - 2014	Yes, but you do not want to lose your current e-mail address(es) or web page(s) hosted on the provider's server	2015 - 2014	Yes, but it is not clear what steps you would need to take to switch	2015 - 2014	Yes, but some services of the bundle could not be cancelled at the same time	2015 - 2014	Other (SPONTANEOUS)	2015 - 2014	Don't know	Total 'Yes'	2015 - 2014
EU28	61	▼ 8	12	▲ 3	6	=	5	▲ 1	5	=	4	▲ 1	2	▼ 1	2	=	2	=	2	=	2	=	1	=	4	▲ 2	4	32	▲ 5
BE	71	▼ 5	16	▲ 5	3	▼ 2	2	▼ 1	1	▼ 1	3	=	1	=	1	=	1	=	1	=	2	=	0	▼ 2	2	=	1	27	▲ 5
BG	61	▼ 3	10	▼11	2	▼ 1	6	▲ 4	11	▲ 7	3	▲ 1	1	=	2	▼ 2	2	▲ 1	2	▲ 2	1	▲ 1	2	▲ 1	1	▲ 1	5	33	▲ 4
CZ	47	▼17	16	▲ 6	6	▼ 5	12	▼ 4	10	▲ 3	2	▼ 2	4	▼ 1	2	▲ 2	6	▲ 3	2	▲ 2	7	▲ 6	2	▲ 2	6	▲ 6	3	46	▲10
DK	46	▼25	11	▲ 4	9	▲ 5	5	▲ 1	1	▼ 2	7	▲ 1	5	=	5	▲ 2	1	=	6	▲ 6	2	=	1	▼ 1	14	▲ 9	3	38	▲12
DE	71	▼ 2	11	▲ 5	7	=	3	▲ 1	4	▼ 1	2	▼ 2	2	▼ 4	2	=	2	▼ 2	0	▼ 3	1	▼ 1	1	=	0	▼ 1	3	26	▲ 2
EE	64	▼ 3	16	▲ 2	2	▼ 1	4	▲ 1	4	▲ 1	7	▲ 3	1	=	5	=	0	=	1	=	0	▼ 1	0	▼ 1	1	=	2	33	▲ 1
IE	28	▼35	29	▲ 6	14	▲13	7	▲ 6	8	▲ 4	6	▲ 2	5	▲ 4	4	▲ 3	6	▲ 6	4	▲ 4	6	▲ 6	3	▲ 2	6	▲ 6	6	61	▲26
EL	42	▼31	35	▲23	4	▲ 4	12	▲ 9	4	▲ 2	10	▲ 7	3	▲ 2	3	▲ 3	2	▼ 1	0	▼ 2	3	▲ 2	2	=	9	▲ 6	3	52	▲28
ES	64	▼12	9	▲ 1	6	▲ 5	4	▼ 1	4	▲ 1	6	▲ 3	1	▲ 1	3	▲ 2	2	▲ 1	1	▲ 1	0	=	2	▲ 1	8	▲ 4	4	26	▲ 8
FR	68	▼ 3	6	▼ 2	7	▲ 3	3	▲ 1	4	▼ 1	3	▼ 1	3	▼ 1	1	=	2	▼ 1	2	=	2	▼ 1	1	=	4	▲ 2	7	21	▼ 5
HR	28	▼22	22	▲11	8	=	10	▲ 6	13	▼ 4	14	▲ 9	5	▲ 2	10	▲ 5	3	▲ 1	4	▲ 2	4	▲ 2	3	▲ 1	3	▲ 1	7	62	▲15
IT	41	▼25	22	▲12	1	▼ 1	10	▲ 2	9	▲ 5	9	▲ 4	6	▲ 1	5	▲ 4	6	▲ 4	2	▲ 1	2	▲ 2	3	▲ 3	5	▲ 3	2	51	▲20
CY	46	▼32	10	=	6	▲ 6	3	▲ 2	17	▲15	2	=	3	▲ 2	7	▲ 4	5	▲ 5	0	=	0	=	3	▲ 3	15	▲15	2	38	▲21
LV	59	▼13	9	▲ 3	2	=	6	▲ 3	6	▲ 1	4	▼ 4	1	=	3	▲ 1	2	▲ 1	0	=	1	=	0	▼ 1	7	▲ 6	4	30	▲ 5
LT	55	▼23	18	▲14	1	▼ 2	4	▲ 2	3	▼ 1	3	▲ 2	2	▲ 2	4	=	2	▲ 2	0	=	1	▲ 1	1	=	10	▲ 8	3	32	▲15
LU	72	▼ 8	3	▲ 2	3	=	3	=	3	▼ 1	5	▲ 1	3	=	2	▲ 1	2	▲ 1	1	▲ 1	2	▼ 1	2	▼ 1	6	▲ 4	3	20	▲ 3
HU	54	▼30	18	▲14	2	▲ 1	6	▲ 3	7	▲ 4	7	▲ 3	2	=	1	=	4	▲ 3	1	=	3	▲ 3	3	▲ 2	5	▲ 4	3	38	▲22
MT	75	▼ 4	3	▼ 9	2	▼ 1	2	▲ 1	6	▲ 2	2	=	1	▼ 1	1	=	2	▲ 1	0	▼ 1	2	▲ 1	1	▼ 1	4	▲ 4	3	19	=
NL	47	▼15	16	▲ 5	14	▲ 4	8	▲ 3	2	▼ 1	3	▲ 1	5	▲ 2	3	▲ 1	1	=	8	▲ 2	2	=	1	=	9	▲ 5	2	44	▲10
AT	54	▼10	14	=	13	▲ 5	10	▲ 8	6	▼ 2	9	▲ 6	1	▼ 1	6	▲ 4	5	▲ 2	3	▼ 2	5	▲ 5	2	=	4	▲ 4	2	40	▲ 4
PL	61	▼ 4	5	▼ 1	4	▲ 1	5	▲ 1	9	▲ 3	2	=	3	▲ 2	1	=	2	▲ 2	1	▲ 1	1	▲ 1	6	▲ 6	3	=	7	30	▲ 9
PT	58	▼17	7	▲ 1	4	▲ 2	6	▲ 2	6	▲ 2	6	▲ 1	1	▲ 1	2	▼ 1	3	▲ 1	1	▲ 1	10	▲10	1	▲ 1	1	▼ 1	3	38	▲17
RO	41	▼21	15	=	2	=	5	▲ 4	9	▲ 2	5	▼ 4	2	▲ 1	4	▲ 1	1	▲ 1	0	=	1	▲ 1	1	▼ 1	8	▲ 7	11	40	▲10
SI	60	▼ 3	8	▼ 2	6	▲ 2	3	▲ 2	5	▼ 2	2	=	0	▼ 1	4	▼ 3	1	=	1	=	2	▲ 1	0	▼ 2	12	▲ 7	1	29	▼ 4
SK	41	▼34	19	▲14	9	▲ 8	12	▲10	2	=	5	=	2	=	2	▲ 2	1	▼ 2	2	▲ 2	1	▼ 1	4	▲ 3	9	▲ 8	4	46	▲23
FI	40	▼15	23	▲ 7	6	▲ 3	5	▼ 6	10	▲ 4	4	▲ 1	1	=	2	▼ 1	5	▲ 3	6	▲ 2	2	▲ 1	1	▼ 3	4	▼ 1	4	52	▲13
SE	59	▲17	9	▼16	11	▼ 5	2	▼ 3	6	▼ 2	2	▼ 3	1	▲ 1	5	▼ 5	2	=	2	▼ 1	3	=	1	▼ 1	7	▲ 3	0	34	▼20
UK	63	▼ 3	16	▲ 7	6	=	4	▼ 3	3	▼ 1	1	▼ 1	2	▲ 1	3	▲ 1	1	=	1	▼ 2	0	▼ 1	1	▲ 1	2	▲ 1	1	33	▲ 3

Base: Respondents who have never changed their bundle provider (n = 5722)

Respondents who have never changed bundle provider can be categorised into two groups based on their responses:

- Households with inertial consumers are those where respondents say they never considered switching, they considered switching but are satisfied with the service they currently get, they considered switching but their provider eventually gave them better conditions so they decided not to change, or they considered switching but it takes too much time and effort to change. These respondents may also have selected other options (multiple answers to the question were possible).
- Households with hindered switchers are those where respondents considered switching but there are no other bundle providers in the area where they live, there are no other bundle providers which would provide good value for money, they are currently bound by a contract with their current provider, they didn't want to take the risk of a temporary loss of service during the switching process, they didn't want to take the risk of having to pay two providers during the switching process, it was not clear what steps they would need to take to switch, they did not want to lose their current e-mail address(es) or webpage(s) hosted on the provider's server, or that some services of the bundle could not be cancelled at the same time. These respondents may also have selected other options (multiple answers to the question were possible).

The table below shows the proportion of respondents in each of these groups, both across the EU, and in each Member State. Inertial consumers can be found in 82% of EU households and hindered switchers are found in 15% of households. The proportion of inertial consumers has decreased by four percentage points since 2014.

At least six out of ten respondents in each country are inertial consumers. At least nine out of ten in Belgium (92%) and Germany (90%) are inertial, as are 89% in the UK and 88% in Greece. This compares to 62% in Cyprus and Romania. Hindered consumers, on the other hand, are most likely to be found in Croatia (39%), Italy (31%) and Cyprus (30%), and least likely to be found in Belgium (8%), the UK and Germany (both 10%).

In almost all Member States, respondents who have never changed bundle provider are less likely to be inertial consumers than they were in 2014. The proportion of inertial consumers has declined most in Cyprus (-26 percentage points), the Czech Republic and Italy (both -17pp). Inertial consumers have increased in Germany (+4 pp) and the UK (+3 pp).

The proportion of hindered consumers has increased most notably in Cyprus (+22 pp), Ireland (+18 pp) and Italy (+16 pp). In fact, in 17 Member States the proportion of hindered consumers has increased by at least three percentage points. The largest declines in the proportion of hindered consumers are observed amongst respondents in Sweden (-11 pp), Slovenia and Germany (both -6 pp).

QA10 Have you or someone in your household ever considered changing your bundle provider? **(%)**

	Inertial consumers	2015 - 2014	Hindered switchers consumers	2015 - 2014
EU28	82	▼ 4	15	=
DE	90	▲ 4	10	▼ 6
UK	89	▲ 3	10	▼ 3
BE	92	=	8	▼ 2
EL	88	=	19	▲ 10
SE	80	=	18	▼ 11
EE	84	▼ 2	16	▲ 2
FR	82	▼ 2	12	▼ 4
PL	76	▼ 2	20	▲ 12
SI	76	▼ 2	13	▼ 6
LV	76	▼ 4	17	▼ 2
NL	80	▼ 4	20	▲ 4
AT	83	▼ 4	22	▲ 3
LU	79	▼ 6	14	=
SK	77	▼ 6	16	▲ 1
HR	66	▼ 7	39	▲ 10
BG	79	▼ 8	19	▲ 8
ES	81	▼ 8	14	▲ 5
LT	77	▼ 10	13	▲ 4
MT	83	▼ 10	13	▲ 5
PT	74	▼ 11	24	▲ 11
HU	78	▼ 13	23	▲ 12
FI	71	▼ 14	27	▲ 9
DK	69	▼ 15	21	▲ 3
IE	72	▼ 16	29	▲ 18
RO	62	▼ 16	21	▲ 2
CZ	76	▼ 17	25	▲ 12
IT	68	▼ 17	31	▲ 16
CY	62	▼ 26	30	▲ 22

Base: Respondents who have never changed their bundle provider (n = 5722)

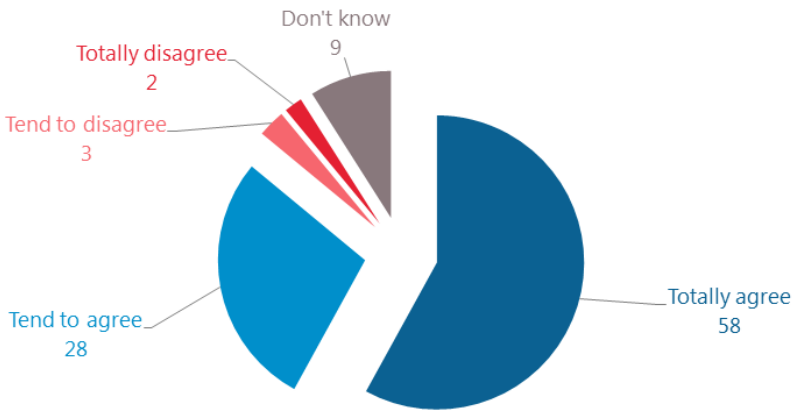
VIII. CONSUMER PROTECTION AND COMMUNICATION SERVICES

1 Consumer protection when using digital services

- Almost nine in ten agree the same consumer protection should apply to both digital and traditional communication services -

A large majority of respondents agree the same level of consumer protection that applies for traditional communication services should be applied to digital services as well[37] (86%). In fact, more than half (58%) totally agrees. Just 5% disagree.

QA11 Please tell me whether you agree or disagree with the following statement: The same level of consumer protection, including data protection and security, should be applied when using messaging services, e-mail services or phone service applications via the Internet as when using traditional communications services (such as phones or SMS).
(% - EU)



Base: All respondents (n = 27822)

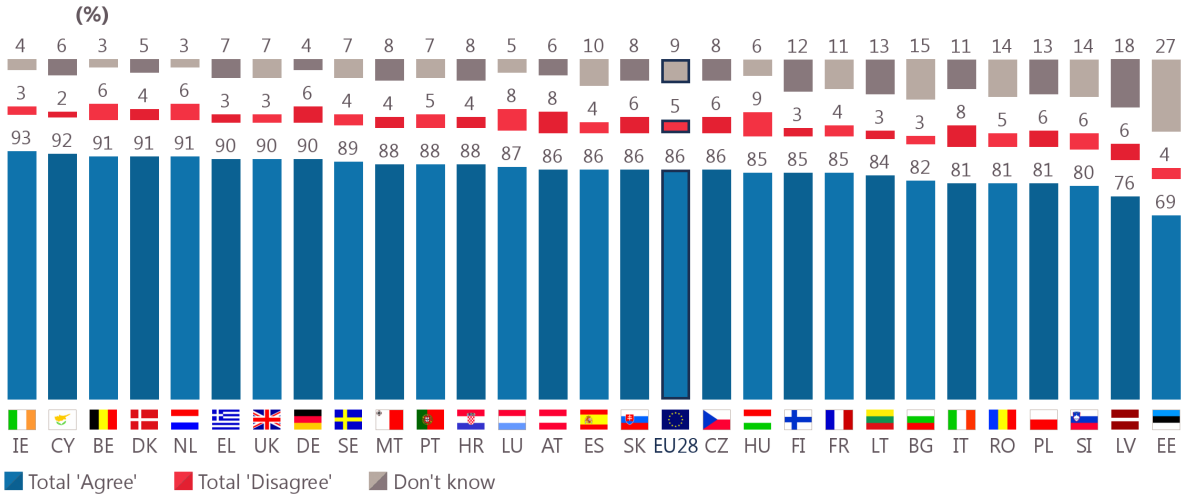
[37] QA11 Please tell me whether you agree or disagree with the following statement: The same level of consumer protection, including data protection and security, should be applied when using messaging services, e-mail services or phone service applications via the Internet as when using traditional communications services (such as phones or SMS). Totally agree; Tend to agree; Tend to disagree; Totally disagree; Don't know.

More than six out of ten respondents in each country agree the same level of consumer protection, including data protection and security, should be applied when using messaging services, e-mail services or phone service applications via the Internet as when using traditional communications services (such as phones or SMS). The proportions are highest amongst respondents in Ireland (93%), Cyprus (92%), Belgium, Denmark, and the Netherlands (all 91%), and lowest in Estonia (69%) and Latvia (76%).

It is worth noting that in seven Member states at least seven out of ten respondents totally agrees: Cyprus, Denmark, Ireland, Germany, Sweden and the Netherlands.

Furthermore, no more than 9% of respondents in any Member State disagree with this statement.

QA11 Please tell me whether you agree or disagree with the following statement: The same level of consumer protection, including data protection and security, should be applied when using messaging services, e-mail services or phone service applications via the Internet as when using traditional communications services (such as phones or SMS).



Base: All respondents (n = 27822)

Socio-demographic analysis reveals oldest respondents are the least likely to agree the same level of consumer protection should apply to these Internet services as to traditional communication services. More than nine out of ten respondents aged 54 or younger agree, compared to 77% of those aged 55+. Furthermore, this pattern also repeats within the group of oldest respondents: 87% of those aged 55-64 agree the same level of consumer protection should apply, compared to 77% of those aged 65-74 and 62% of those aged 75+.

The longer a respondent remained in education, the more likely they are to agree: 72% of those with the lowest education level agree the same protection should apply, compared to 92% of those with the highest education level.

Respondents living in households with mobile access are more likely to agree the same level of consumer protection should apply to these Internet services as to traditional communication services. For example, 90% of those living in households with mobile and landline access, and 85% of those living in mobile only households agree, compared to 61% of respondents that live in households that only have landline telephone access.

Finally, it is perhaps not surprising that respondents who use messaging, email or phone services on the Internet are more likely to agree the same level of consumer protection should apply, compared to those that never use these services. For example, 93% of respondents that use an instant messaging service at least occasionally say the same level or protection should apply, compared to 79% of those that never use this kind of service.

QA11 Please tell me whether you agree or disagree with the following statement: The same level of consumer protection, including data protection and security, should be applied when using messaging services, e-mail services or phone service applications via the Internet as when using traditional communications services (such as phones or SMS). **(% - EU)**

	Total 'Agree'	Total 'Disagree'	Don't know
EU28	86	5	9
Age			
15-24	91	4	5
25-39	93	4	3
40-54	92	4	4
55 +	77	7	16
Education (End of)			
15-	72	8	20
16-19	88	5	7
20+	92	4	4
Still studying	90	5	5
Landline/ mobile			
Mobile only	85	7	8
Landline only	61	7	32
Landline & mobile	90	4	6
No telephone	50	12	38
Use an instant messaging service on the Internet			
Daily usage	93	4	3
Regular usage	93	4	3
Occasional usage	93	4	3
Never	79	6	15
Make phone calls via Internet applications, including video calls			
Daily usage	91	6	3
Regular usage	93	4	3
Occasional usage	93	4	3
Never	83	5	12
Send e-mails			
Daily usage	93	4	3
Regular usage	93	4	3
Occasional usage	91	5	4
Never	71	8	21
Post content on online social media			
Daily usage	93	4	3
Regular usage	94	4	2
Occasional usage	92	5	3
Never	80	6	14

Base: All respondents (n = 27822)

2 Keeping telephone numbers and e-mail addresses when switching provider

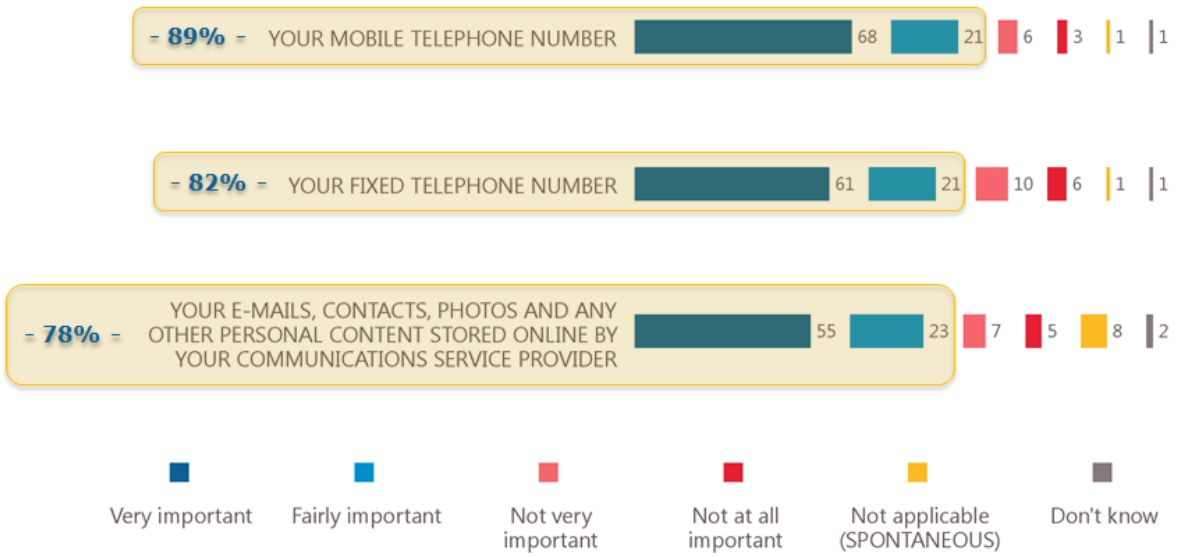
– At least three quarters say it would be important to keep phone numbers, email and online content when switching providers -

Respondents were asked how important it would be to keep phone numbers, email and other online content if they switched providers[38]. Almost nine out of ten respondents with a mobile phone (89%) say it would be important to keep their mobile phone number, with 68% saying this would be very important.

More than eight out of ten with a fixed line say it would be important to keep their number (82%), with 61% saying this would be very important.

More than three quarters of those with a home Internet connection say being able to keep their e-mails, contacts, photos and any other personal content stored online by their communications service provider when switching would be important (78%), with 55% saying this would be very important.

QA12 If you were to switch your communications service provider, how important would it be to keep each of the following? **(% - EU)**



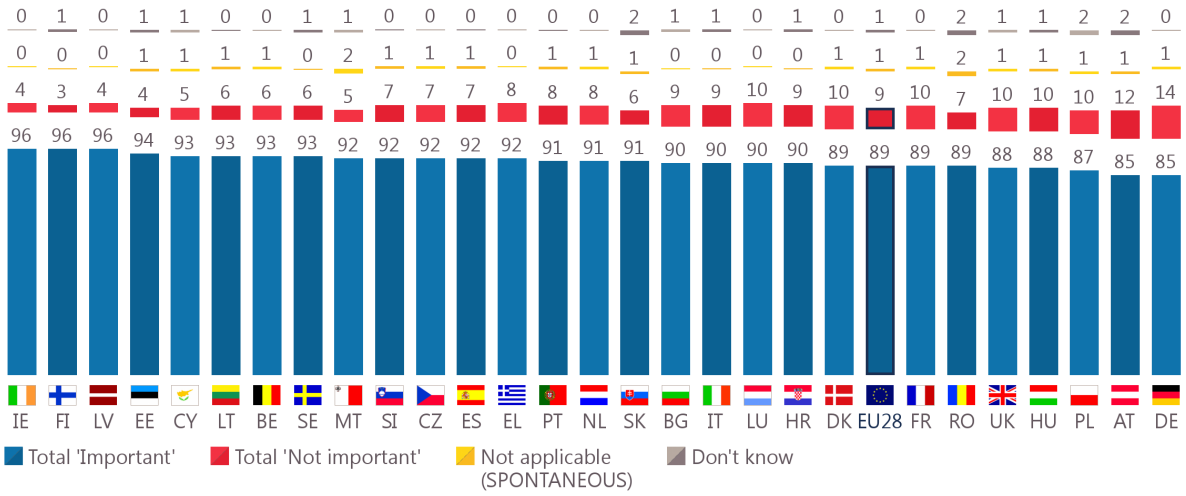
Base: Respondents with access to the respective communications service

[38] QA12 If you were to switch your communications service provider, how important would it be to keep each of the following? 12a.1 Your fixed telephone number; 12a.2 Your mobile telephone number; 12a.3 Your e-mails, contacts, photos and any other personal content stored online by your communications service provider.

More than eight out of ten respondents with access to a mobile telephone say it would be important to keep their phone number if they switched provider. Almost all respondents in Ireland, Finland and Latvia say this (all 96%), compared to 85% of those in Austria and Germany.

QA12.2 If you were to switch your communications service provider, how important would it be to keep each of the following?

Your mobile telephone number (%)

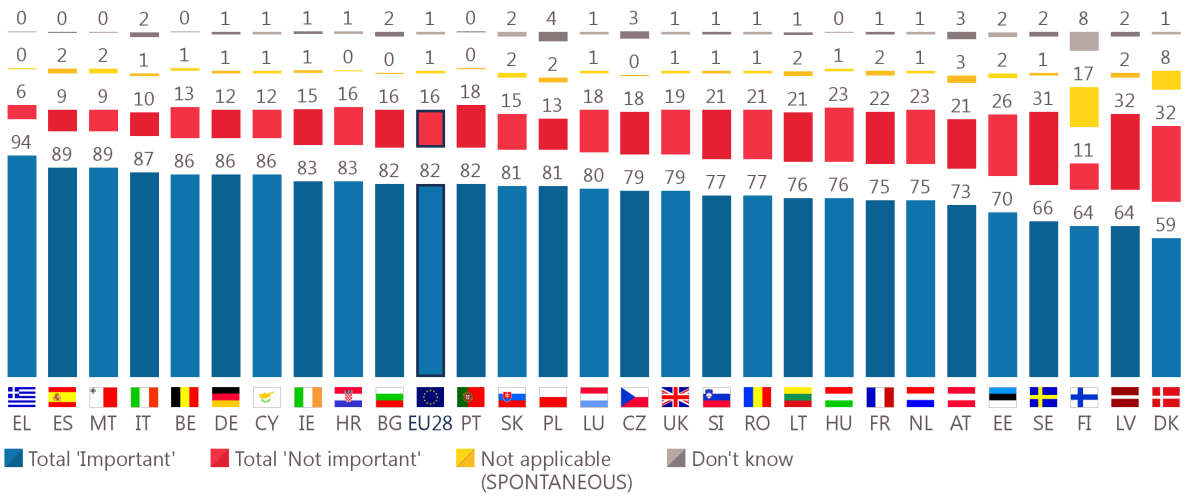


Base: Respondents who have a mobile phone (n = 25684)

At least half of all respondents with access to a fixed line telephone say it would be important to keep their phone number if they switched provider. Those in Greece (94%), Spain, Malta (both 89%) and Italy (87%) are the most likely to say this, compared to 59% in Denmark and 64% in Finland and Latvia[39].

QA12.1 If you were to switch your communications service provider, how important would it be to keep each of the following?

Your fixed telephone number (%)



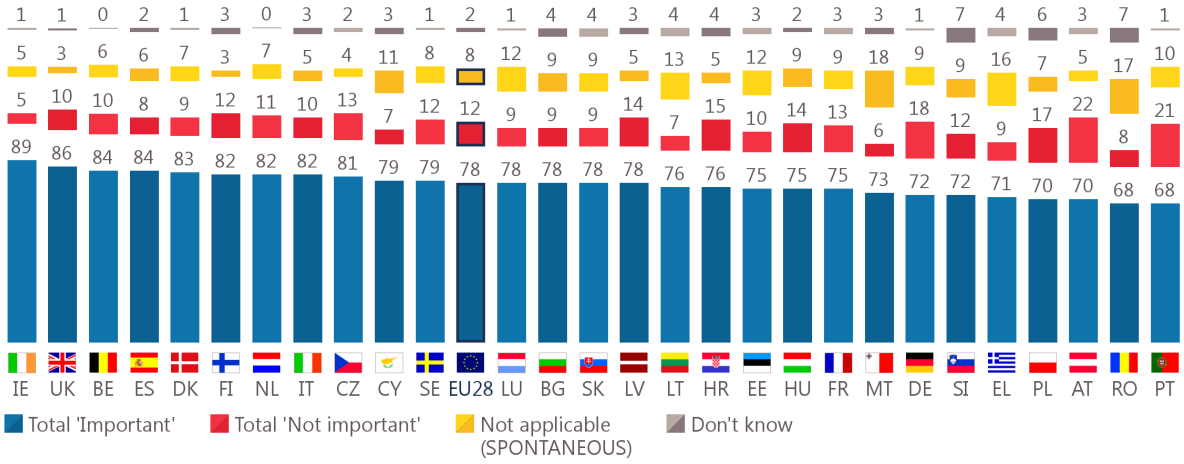
Base: Respondents who have a fixed phone (n = 18290)

[39] Results from Finland should be interpreted with caution, due to low base size (125).

At least half of all respondents with home or mobile Internet say they would want to keep emails, contacts, photos and other online content if they changed provider. Almost nine out of ten respondents in Ireland say this (89%), as do 86% in the UK, and 84% in Belgium and Spain. Romania and Portugal are the only countries where less than seven out of ten say this would be important (68%).

QA12.3 If you were to switch your communications service provider, how important would it be to keep each of the following?

Your e-mails, contacts, photos and any other personal content stored online by your communications service provider (%)



Base: Respondents who have Internet access (n = 23395)

The main socio-demographic differences are age related:

- Respondents aged 25-54 are the most likely to say it would be important to keep their mobile phone number (92%), compared to both the oldest (86%) and the youngest respondents (87%).
- The older the respondent, the more likely they are to say keeping their fixed line number would be important: 89% of those aged 55+ say this, compared to 70% of those aged 15-24.
- Those aged 55+ are also the least likely to say it would be important to keep emails or other content stored online if they switched providers. For example, 64% of those aged 55+ say this would be important, compared to 86% of those aged 15-24.

In addition, those that make or receive landline calls regularly or daily are more likely to say it would be important to keep their mobile or landline numbers, compared to those who only use a landline occasionally. For example, 89% of respondents that make or receive landline calls daily say it would be important to keep their landline number, compared to 62% of those who make or receive landline calls occasionally.

If a respondent says keeping one of these is important, they are more likely to also say this about the other numbers or online content. For example: 84% of respondents that think it is important to keep their mobile number also think it would be important to keep their fixed line number, compared to 57% of those that say keeping their mobile number is not important.

Not surprisingly, respondents that use online service such as email, social media, instant messaging or calling are more likely to say that keeping emails and other online content would be important if switching providers. For instance, 88% of those that use email daily say keeping this kind of online content would be important, compared to 47% that never use email.

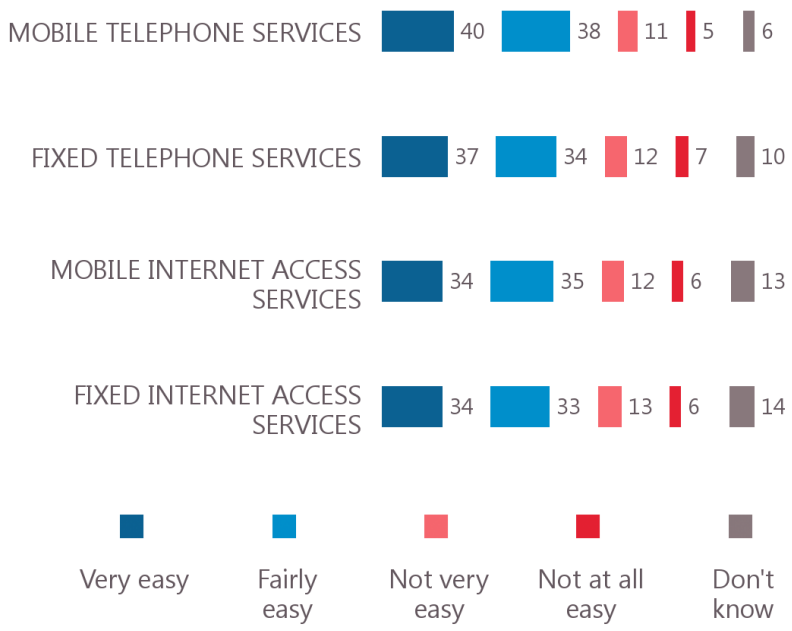
3 Ease of controlling and monitoring communication services

- At least two thirds think it is easy to monitor and control their use of communications services -

The majority of respondents say it is easy to monitor and control their use of a range of communication services[40].

More than three quarters of mobile users say it is easy to monitor and control their mobile phone consumption (78%), with 40% saying this is "very easy". Just over seven in ten (71%) say it is easy to monitor and control their fixed line telephone usage, with 37% saying this is "very easy". Almost as many say it is easy to monitor their mobile Internet (69%), while 67% say this about fixed line Internet. For both of these Internet services 34% say it is "very easy" to monitor and control their consumption.

QA16 For each of the following services, please tell me whether you consider it is easy or not to monitor and control your consumption.
(% - EU)



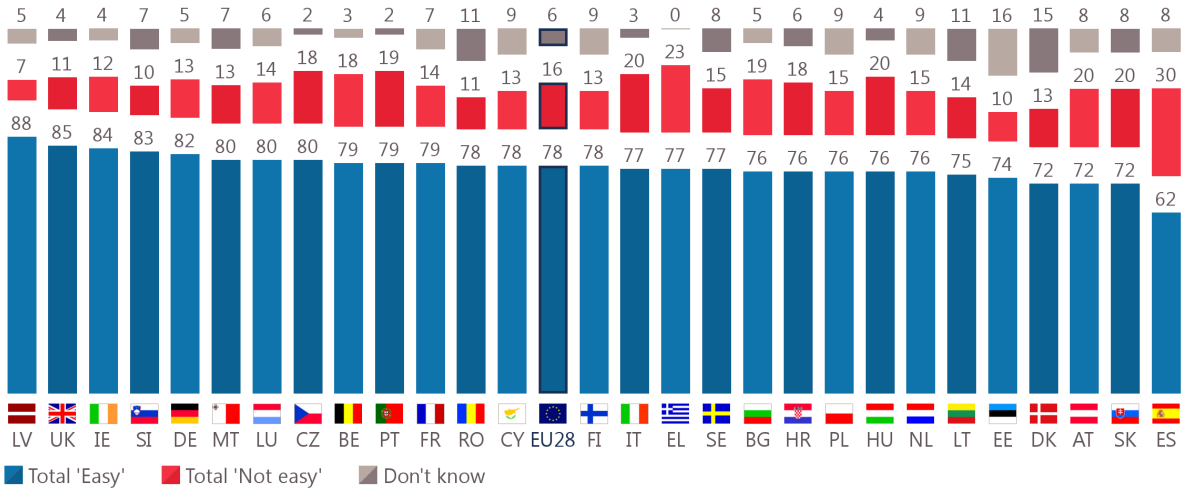
Base: Respondents with access to the respective communications service

[40] QA16 For each of the following services, please tell me whether you consider it is easy or not to monitor and control your consumption: 16.1 Fixed telephone services; 16.2 mobile telephone services; 16.3 Fixed Internet access services; 16.4 Mobile Internet access services.

At least six out of ten respondents in each Member State say monitoring and controlling mobile phone consumption is easy. Those in Latvia (88%), the UK (85%), Ireland (84%) and Slovenia (83%) are the most likely to say this, while those in Spain (62%) are the least likely.

QA16.2 For each of the following services, please tell me whether you consider it is easy or not to monitor and control your consumption.

Mobile telephone services (%)



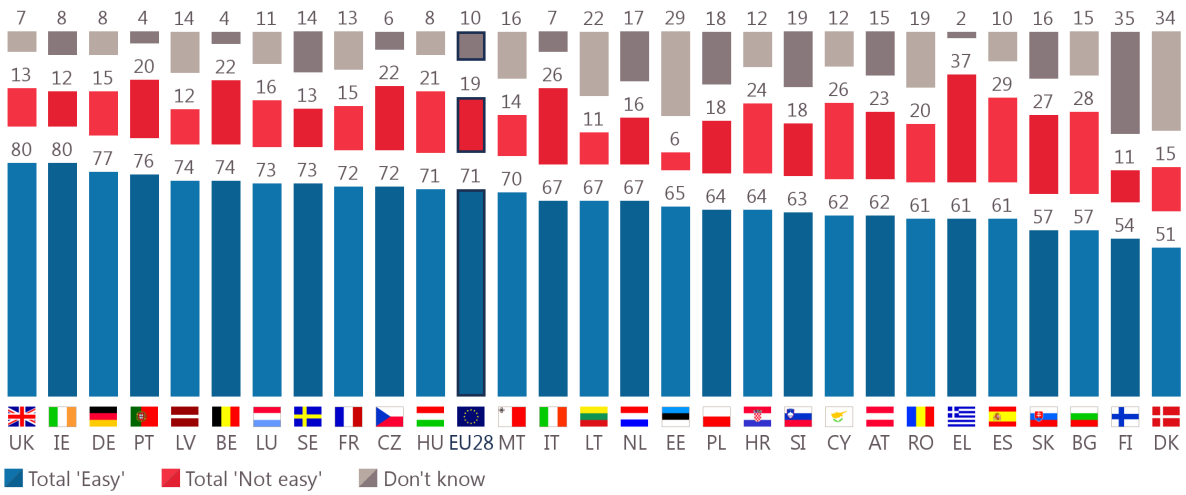
Base: Respondents who have a mobile phone (n = 25684)

Respondents in the UK and Ireland (both 80%) are the most likely to say it is easy to monitor and control their fixed telephone consumption, followed by those in Germany (77%) and Portugal (76%). At the other end of the scale, 51% in Denmark and 54% in Finland say the same[41]. It is worth noting that at least one third of respondents in these two countries are unable to answer.

Respondents in Greece are the most likely to say it is not easy to monitor and control their fixed telephone consumption (37%).

QA16.1 For each of the following services, please tell me whether you consider it is easy or not to monitor and control your consumption.

Fixed telephone services (%)



Base: Respondents who have a fixed phone (n = 18290)

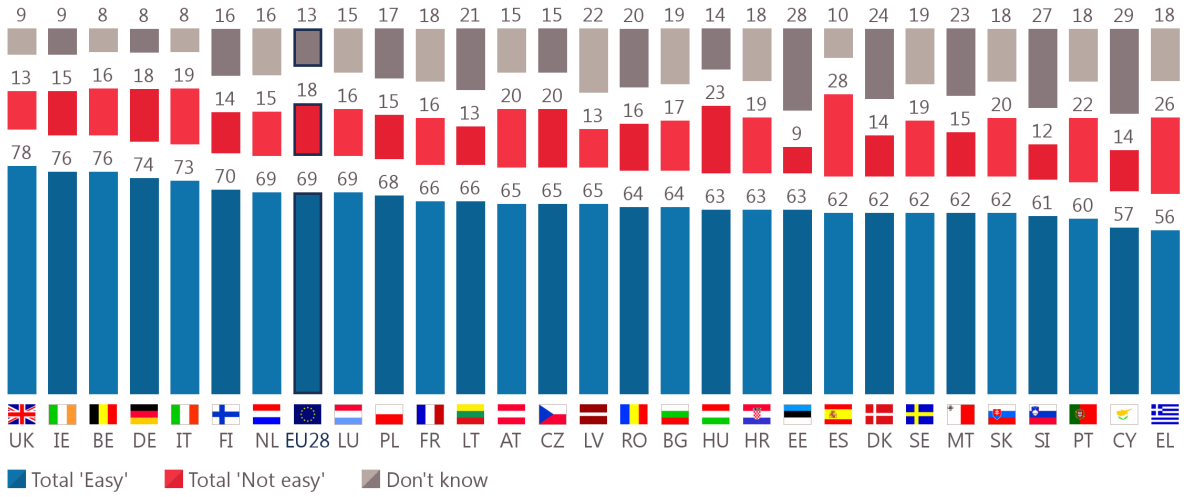
[41] Care should be taken when interpreting the result for Finland, due to low base size (125).

The majority of respondents in all countries say it is easy to monitor and control their mobile Internet consumption, with those in the UK (78%), Ireland and Belgium (both 76%) the most likely to say this. The least likely to say this are respondents in Greece (56%) and Cyprus (57%).

There is a particularly high level of uncertainty amongst respondents in Cyprus (29% 'Don't know'), Estonia (28%) and Slovenia (27%).

QA16.4 For each of the following services, please tell me whether you consider it is easy or not to monitor and control your consumption.

Mobile Internet access services (%)

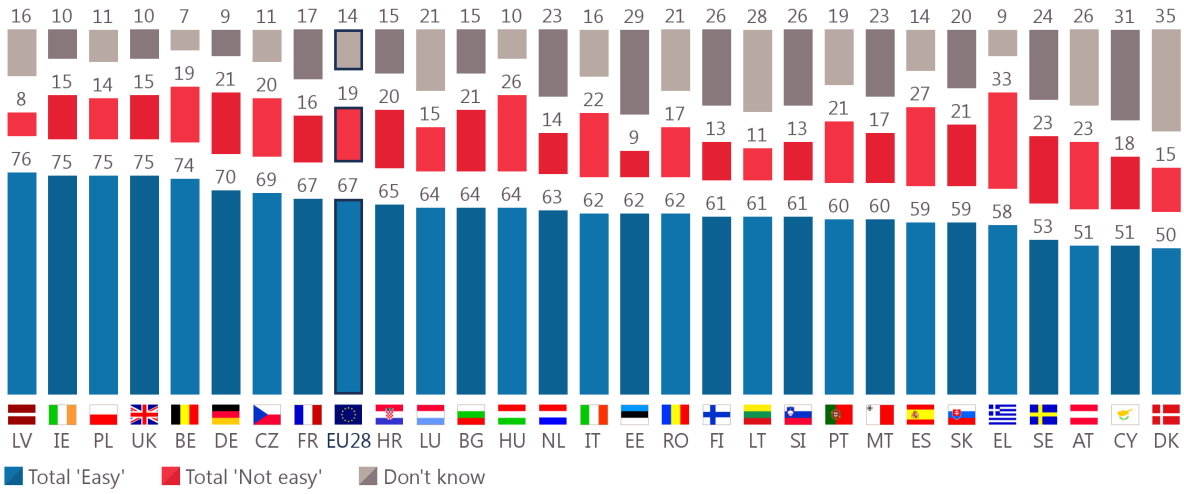


Base: Respondents who have access to Internet on their mobile (n = 20469)

Amongst respondents with fixed Internet, those in Latvia are the most likely to say monitoring and controlling consumption is easy (76%), followed by those in Ireland, Poland and the UK (75%), and in Belgium (74%). Respondents in Denmark (50%), Cyprus and Austria (both 51%) are the least likely to say this is easy.

QA16.3 For each of the following services, please tell me whether you consider it is easy or not to monitor and control your consumption.

Fixed Internet access services (%)



Base: Respondents who have Internet access at home (n = 19642)

The socio-demographic analysis illustrates a range of differences:

- Men are more likely than women to say monitoring and controlling fixed telephone (74% vs. 69%), fixed Internet (69% vs. 64%) or mobile Internet consumption (72% vs. 67%) is easy.
- Those aged 15-39 are the most likely to say it is easy to monitor and control mobile phone and fixed Internet consumption. For example, 85% of 15-24 year olds say it is easy to monitor and control mobile phone consumption, compared to 69% of those aged 55+. Those aged 55+ are the least likely to say it is easy to monitor mobile Internet (52%), particularly compared to the youngest respondents (81%).

In addition, the most frequent service users are the most likely to say it is easy to monitor and control consumption:

- The more often a respondent uses the Internet, the more likely they are to say it is easy to monitor and control consumption of each of these services. For example, 76% of respondents that use the Internet every day say it is easy to monitor and control mobile internet consumption, compared to 59% of those that use it often/sometimes.
- Daily mobile phone users (80%) are more likely than less regular users (67%-70%) to say it is easy to monitor and control mobile consumption.
- Respondents that use Internet communications services such as messaging, email, social media or phone applications are more likely than those that do not use these services to say it is easy to monitor and control fixed or mobile Internet. For example, 77% of those that send emails daily say it is easy to monitor and control mobile Internet, compared to 43% of those that never send emails.

IX. COMMUNICATION SERVICE CONTRACTS

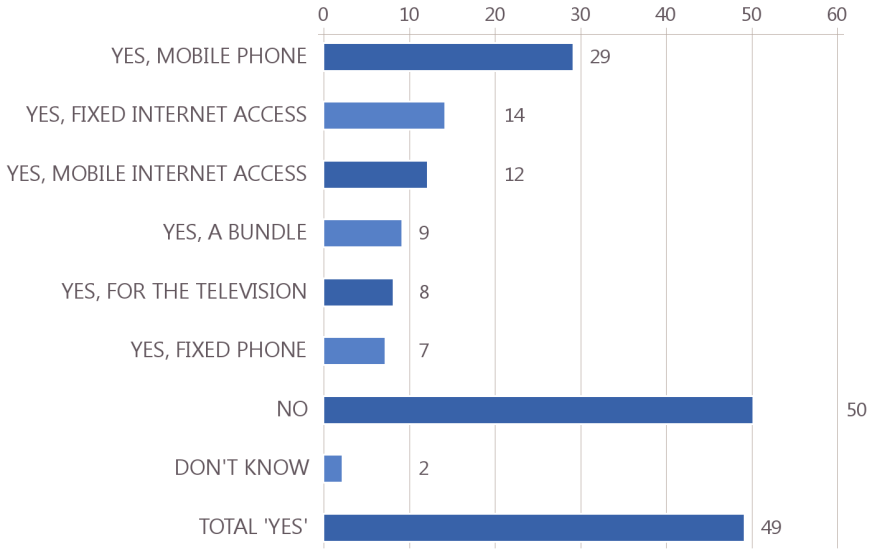
1 Experience of signing a contract in the last three years

– In the last three years, almost half of the respondents have signed communications service contract –

Respondents were asked about their experience signing contracts for a range of communication or entertainment services in the last three years[42]. Almost three in ten have signed a new, renewed or amended contract mobile phone in the last three years (29%), while 14% have done so for fixed Internet access and 12% for mobile Internet.

Almost one in ten have signed a contract for a bundle (9%), while 8% have done so for television and 7% for a fixed phone. Overall 49% have signed a new, renewed or amended contract in the last three years, while 50% have not.

QA13 In the last three years, have you personally signed a new, renewed, or amended contract for any of the following services? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)



Base: All respondents (n = 27822)

[42] QA13 In the last three years, have you personally signed a new, renewed, or amended contract for any of the following services? Yes, fixed Internet access; Yes, mobile Internet access; Yes, mobile phone; Yes, fixed phone; Yes, for the television; Yes, a bundle; No; Don't know.

In all but two Member States, respondents are most likely to say they have signed a new, renewed or amended **mobile phone** contract in the last three years. Just over half of all respondents in Sweden have done this (51%), as have 48% in Denmark, 46% in Finland and 43% in Poland. In contrast, 12% in Portugal, 17% in Belgium and Greece, and 18% in Hungary say the same.

Respondents in Greece are most likely to say they signed a new, renewed or amended **fixed Internet** contract (18%), although respondents in Sweden, Ireland (both 26%), Denmark (25%) and Finland (24%) are more likely to say they have done this. At the other end of the scale, 5% of respondents in Austria and 6% in Italy have signed a new, renewed or amended fixed Internet contract.

Just over one third of respondents in Finland have signed a new, renewed or amended **mobile Internet** contract (34%), followed by 26% in Sweden and 23% in Denmark. This compares to 5% in Slovenia and 7% of respondents in Lithuania, Portugal and Hungary.

One quarter of respondents in Portugal have a signed new, renewed or amended contract for a **bundle**, as have 20% in the Netherlands. In contrast, just 3% in Lithuania and Italy have also done this. Respondents in Denmark are the most likely to have signed a contract for television (19%), followed by 16% in Poland, Sweden and Hungary.

Finally, respondents in Greece (14%) and Malta (13%) are the most likely to have signed a contract for a **fixed phone** service, compared to just 2% in Latvia, Lithuania, the Czech Republic and Finland.

QA13 In the last three years, have you personally signed a new, renewed, or amended contract for any of the following services? (MULTIPLE ANSWERS POSSIBLE) **(%)**

	Yes, mobile phone	Yes, fixed Internet access	Yes, mobile Internet access	Yes, a bundle	Yes, for the television	Yes, fixed phone	No	Don't know	Total 'Yes'
EU28	29	14	12	9	8	7	50	2	49
SE	**51**	26	26	*8*	16	12	26	1	73
DK	**48**	25	23	14	19	*7*	31	1	68
FI	**46**	24	34	10	9	*2*	32	1	67
PL	**43**	17	13	*5*	16	8	33	4	63
BG	**41**	9	14	7	15	*5*	37	2	61
IE	**29**	26	16	*9*	14	11	38	3	59
NL	**35**	15	11	20	10	*8*	41	2	58
SK	**38**	13	11	8	10	*4*	35	7	58
SI	**40**	9	*5*	13	10	6	43	2	56
AT	**36**	5	18	7	6	*3*	44	2	54
UK	**35**	22	10	10	10	*9*	44	2	54
MT	**20**	17	*12*	19	*12*	13	46	1	53
RO	**24**	10	9	10	14	*6*	45	4	51
CZ	**34**	10	8	5	7	*2*	44	7	49
LU	**30**	14	14	11	8	*7*	50	1	49
EE	**22**	12	16	7	13	*3*	49	4	47
FR	**25**	16	11	14	*8*	*8*	52	1	47
HR	**20**	15	12	*11*	*11*	12	50	3	47
LV	**23**	11	8	5	11	*2*	55	1	44
LT	**26**	10	7	3	10	*2*	54	2	44
PT	12	*7*	*7*	**25**	8	*7*	55	1	44
HU	**18**	11	*7*	*7*	16	*7*	56	1	43
EL	17	**18**	8	10	*3*	14	58	0	42
ES	**21**	11	18	12	*2*	8	58	0	42
IT	**25**	6	13	3	*2*	6	57	1	42
DE	**26**	12	9	5	*3*	7	58	1	41
CY	**23**	11	10	4	4	*3*	59	0	41
BE	**17**	9	8	14	7	*6*	61	0	39

Highest percentage per country *Lowest percentage per country*

Highest percentage per item | Lowest percentage per item

Base: All respondents (n = 27822)

The socio-demographic analysis shows that those aged 55+ are the most likely to say they have not signed a new, renewed or amended contract for any of these services (64%), particularly compared to those aged 25-39 (36%).

Those in the 25-39 age bracket are the most likely to have signed a contract for fixed or mobile Internet, a mobile phone, television or a bundle in the last three years. For example, 20% have signed a contract for mobile Internet access, compared to 15% of those aged 15-24, 14% of those aged 40-54, and 5% of those aged 55+.

Respondents that use the Internet every day are more likely than less frequent users or non-users to have signed a contract in the last three years. For instance, 36% of daily users have signed a new, renewed or amended mobile phone contract in the last three years, compared to 23% of less frequent users, and 11% of respondents that never use the Internet.

QA13 In the last three years, have you personally signed a new, renewed, or amended contract for any of the following services? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)

	Yes, mobile phone	Yes, fixed Internet access	Yes, mobile Internet access	Yes, a bundle	Yes, for the television	Yes, fixed phone	No	Don't know	Total 'Yes'
EU28	29	14	12	9	8	7	50	2	49
Age									
15-24	33	13	15	6	5	3	46	2	52
25-39	39	19	20	12	11	7	36	1	62
40-54	35	17	14	11	9	10	42	1	57
55 +	17	8	5	7	5	7	64	2	34
Use of the Internet									
Every day	36	18	16	11	9	8	39	1	60
Often/ Sometimes	23	10	9	7	6	6	55	2	42
Never	11	2	1	3	5	5	76	2	22

Base: All respondents (n = 27822)

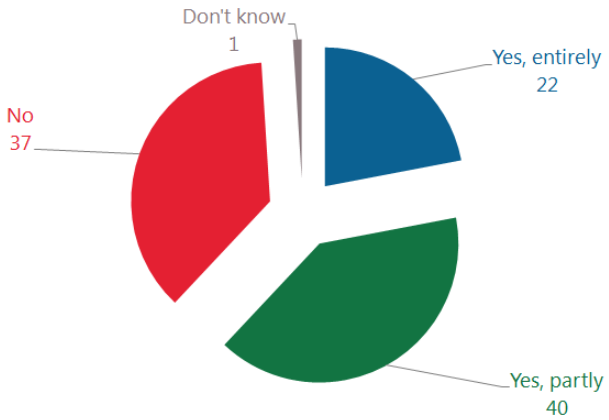
2 Experience of reading the terms and conditions

– Only 22% read the terms about user rights in communication services contracts entirely –

Respondents who had signed a new, renewed of amended contract in the last three years were asked if they had read the terms about user rights[43]. Overall 62% say they read these, although just 22% had read them entirely, while 40% reading them in part.

More than one third (37%) did not read these terms.

QA14 The last time you signed a contract for a communications service, did you read the terms of the contract about user rights?
(% - EU)



Base: Respondents who have signed a communications contract (n = 13545)

At least one third of respondents in Lithuania, Latvia (both 35%), the Czech Republic, and Cyprus (both 34%) say they read the user rights terms in the contract entirely. Respondents in Sweden and France (both 10%) are the least likely to say they read the terms of the contract entirely.

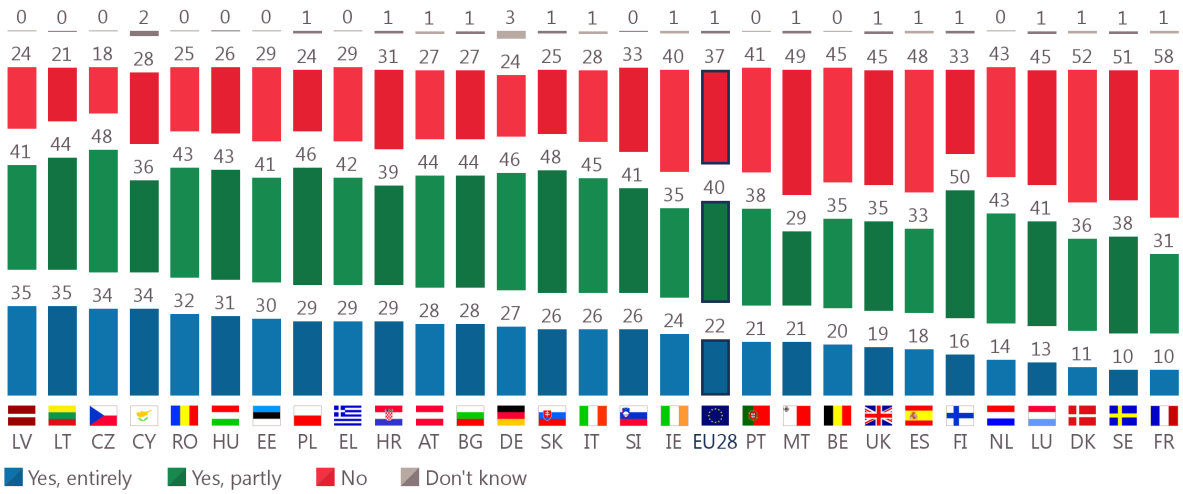
Overall, at least half of all respondents in 25 Member States at least partly read the terms in their communications contract about user rights. Respondents in the Czech Republic (82%), Lithuania (79%), Latvia (76%) are the most likely to have read these terms. While those in France (41%), Denmark (47%) and Sweden (48%) are least likely to have done so.

It is important to note that respondents who say they partly read the contract may have read only a very limited part of the content (e.g. the cover and the end page of the contract).

[43] QA14 The last time you signed a contract for a communications service, did you read the terms of the contract about user rights? Yes, entirely; Yes, partly; No; Don't know.

QA14 The last time you signed a contract for a communications service, did you read the terms of the contract about user rights?

(%)



Base: Respondents who have signed a communications contract (n = 13545)

The socio-demographic analysis reveals few notable differences.

- Those with the lowest education levels are the least likely to have read the user rights terms of their contract to any extent (54%). In particular, they are less likely to have read these terms in full (16% vs. 23-24% of those with higher education levels).

Respondents who say they read the contract terms last time they signed a contract for a communications service are more likely to say they can easily compare their current bundle offer with other offers (83% of those who read entirely and 75% of those who read in part vs. 64% of those who did not read).

Moreover, respondents who read the contract are more likely to say they or someone in their household have changed bundle service provider at least once (76% of those who read entirely and 73% of those who read in part vs. 63% of those who did not read).

Bundle owners who have never changed bundle provider, and who read the last communications contract they signed, are less likely to be inertial consumers (18% of those who read entirely and 21% of those who read in part vs. 28% of those who did not read) and more likely to be active consumers (76% of those who read entirely and 73% of those who read in part vs. 63% of those who did not read) when it comes to reasons for not changing their bundle provider.

Respondents who read the last communications contract they signed entirely are more likely than those who only partly read it to agree it provided sufficient and clear information on the quality of services (88% vs. 79%), termination conditions (87% vs. 75%), and duration and renewal conditions (91% vs. 81%).

QA14 The last time you signed a contract for a communications service, did you read the terms of the contract about user rights?

	Yes, entirely	Yes, partly	No	Don't know	Total 'Yes'
EU28	22	40	37	1	62
Education (End of)					
15-	16	38	45	1	54
16-19	23	41	35	1	64
20+	24	41	34	1	65
Still studying	20	40	39	1	60
Subjective urbanisation					
Rural village	22	38	39	1	60
Small/ mid size town	20	41	38	1	61
Large town	26	42	31	1	68

Base: Respondents who have signed a communications contract (n = 13545)

3 The quality of the information

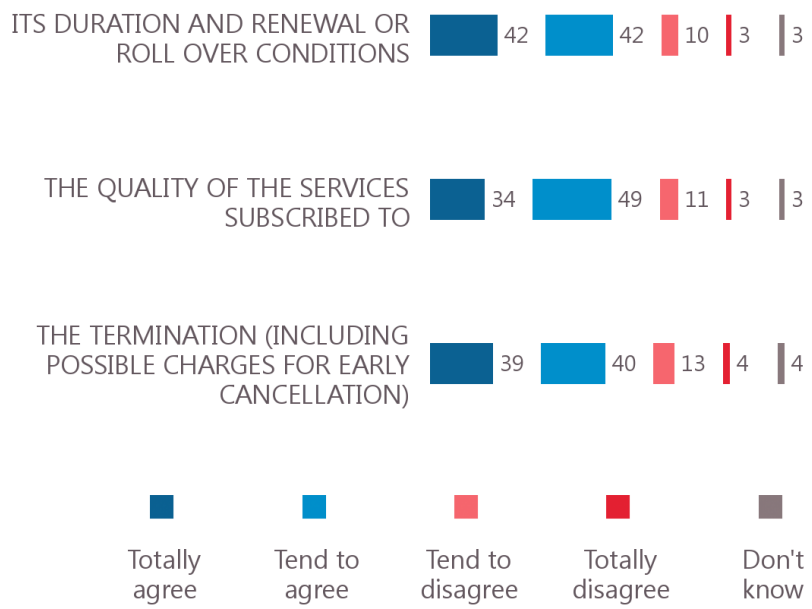
- Most have a high level of satisfaction with the information provided in telecommunications contracts -

Respondents that had read their communications contract before signing it were asked the extent to which they agree with a three statements about the information it contained[44].

More than eight in ten agree the contract had sufficient and clear information about the duration and renewal or roll over conditions (84%), while almost as many (83%) agree there was sufficient and clear information about the quality of services subscribed to. More than three quarters (79%) agree there was sufficient and clear information about the termination of the contract.

In most cases there is a fairly even split between those that totally agree, and those that tend to agree. However, respondents are more likely to "tend to agree" (49%) the contract had sufficient and clear information about the quality of the services subscribed to, than they are to "totally agree" (34%).

QA15 Please tell me whether you agree or disagree with each of the following statements. The contract you signed provided sufficient and clear information on...
(% - EU)



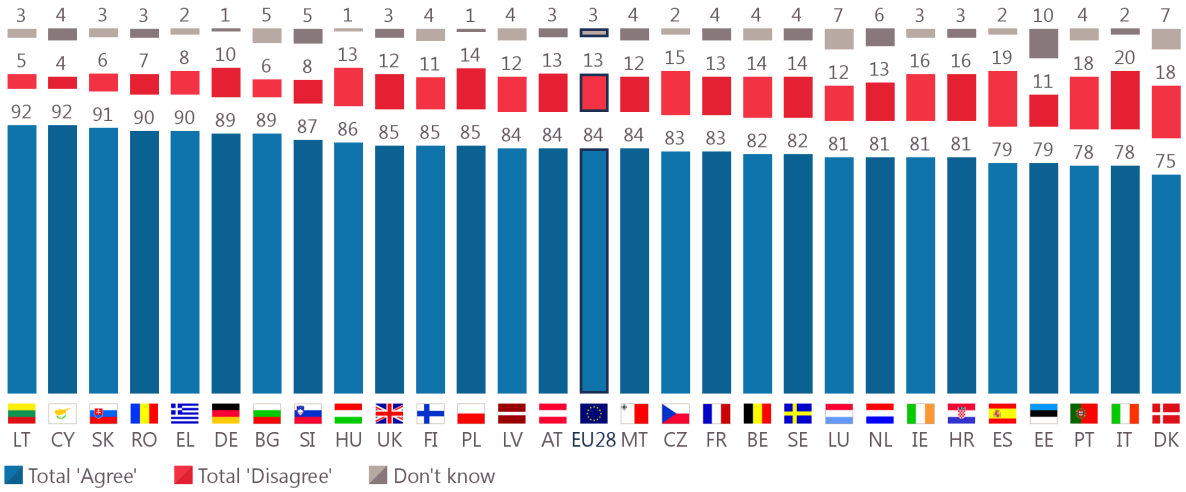
Base: Respondents who read the last communications contract they signed (n = 8486)

[44] QA15 "Please tell me whether you agree or disagree with each of the following statements. The contract you signed provided sufficient and clear information on...QA15.1 The quality of the services subscribed to (%); QA15.2The termination (including possible charges for early cancellation); QA15.3 Its duration and renewal or roll over conditions.

In each Member State, at least three quarters of respondents who had read their communications contract before signing it agree that the contract had sufficient and clear information about the duration and renewal or roll over conditions[45]. Respondents in Cyprus, Lithuania (both 92%), Slovakia (91%), Romania and Greece (both 90%) are the most likely to agree, while those in Denmark are the least likely to do so (75%).

QA15.3 Please tell me whether you agree or disagree with each of the following statements. The contract you signed provided sufficient and clear information on...

Its duration and renewal or roll over conditions (%)

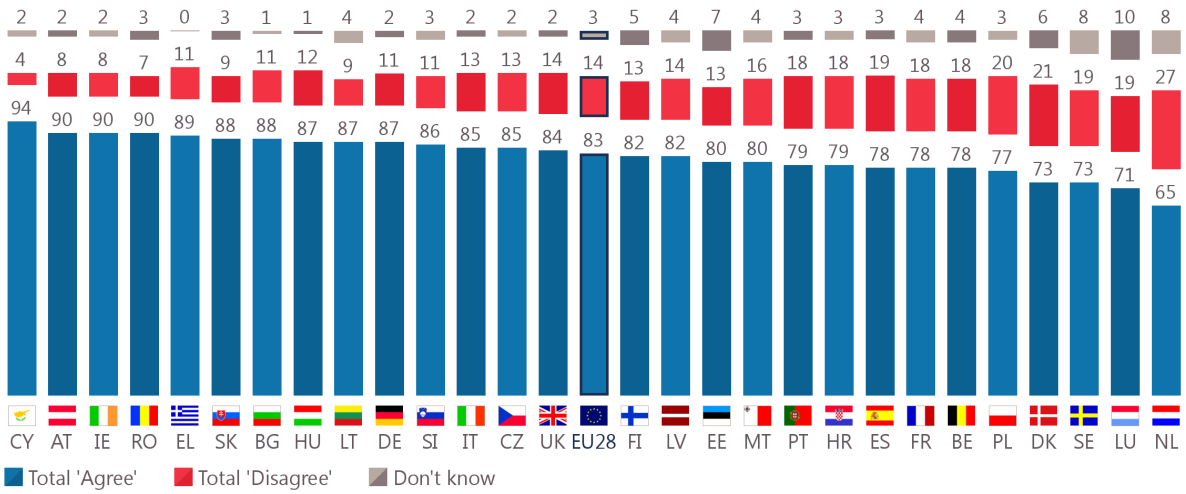


Base: Respondents who read the last communications contract they signed (n = 8486)

In each Member State, a large majority of respondents also agree the contract had sufficient and clear information about the quality of services subscribed to. In fact, in 18 Member States at least eight in ten agree[46]. Those in Cyprus (94%), Ireland, Austria and Romania (all 90%) are the most likely to agree, compared to 65% in the Netherlands.

QA15.1 Please tell me whether you agree or disagree with each of the following statements. The contract you signed provided sufficient and clear information on...

The quality of the services subscribed to (%)



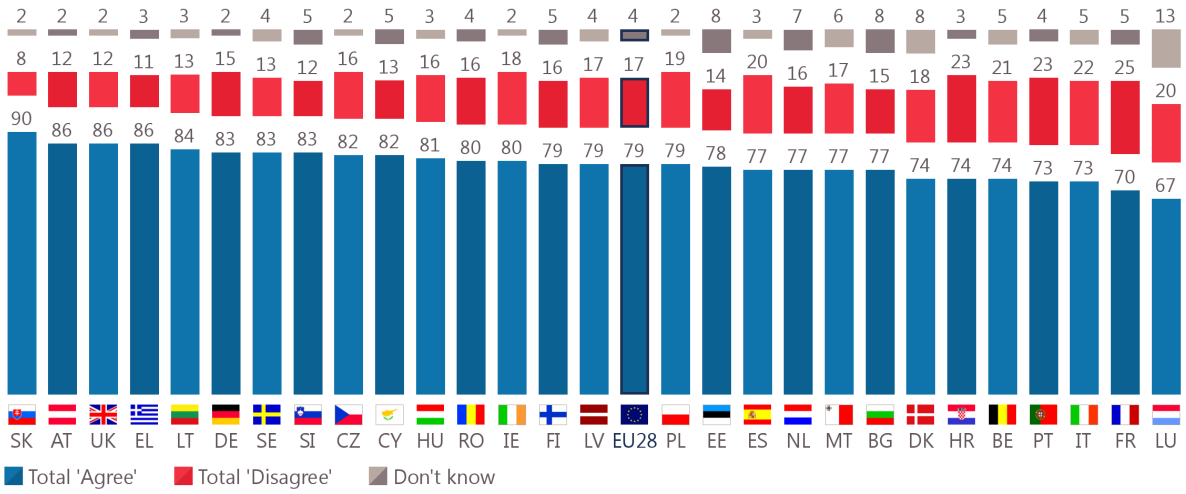
Base: Respondents who read the last communications contract they signed (n = 8486)

[45] Due to low base sizes, care should be taken when interpreting the results from Cyprus (143), Malta (133) and Luxembourg (132).
[46] Due to low base sizes, care should be taken when interpreting the results from Cyprus (143), Malta (133) and Luxembourg (132).

At least nine out of ten respondents in Slovakia (90%) agree the contract had sufficient and clear information about the termination of the contract, followed by 86% of those in Greece, the UK and Austria. This compares to 67% in Luxembourg and 70% in France.

QA15.2 Please tell me whether you agree or disagree with each of the following statements. The contract you signed provided sufficient and clear information on...

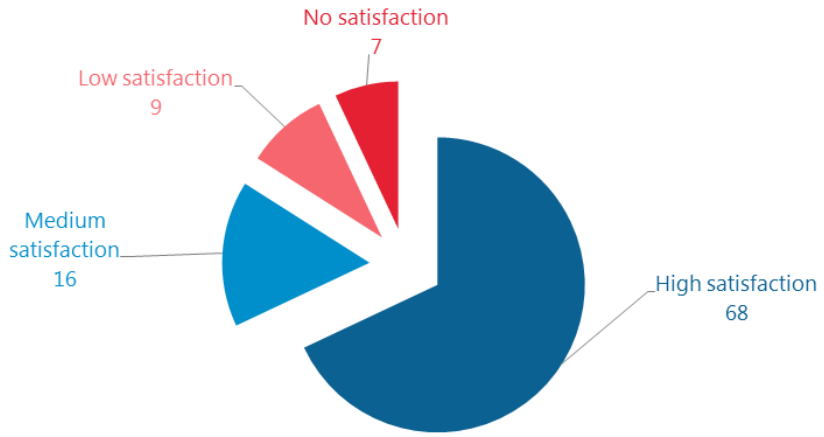
The termination (including possible charges for early cancellation) (%)



Base: Respondents who read the last communications contract they signed (n = 8486)

Overall, most of the respondents who had read their last communications contract had a high level of satisfaction[47] with the information it contained (68%), 16% had a medium level of satisfaction, while 9% had low satisfaction. A small proportion (7%) was not satisfied at all.

QA15R The level of satisfaction with the contract information
(% - EU)

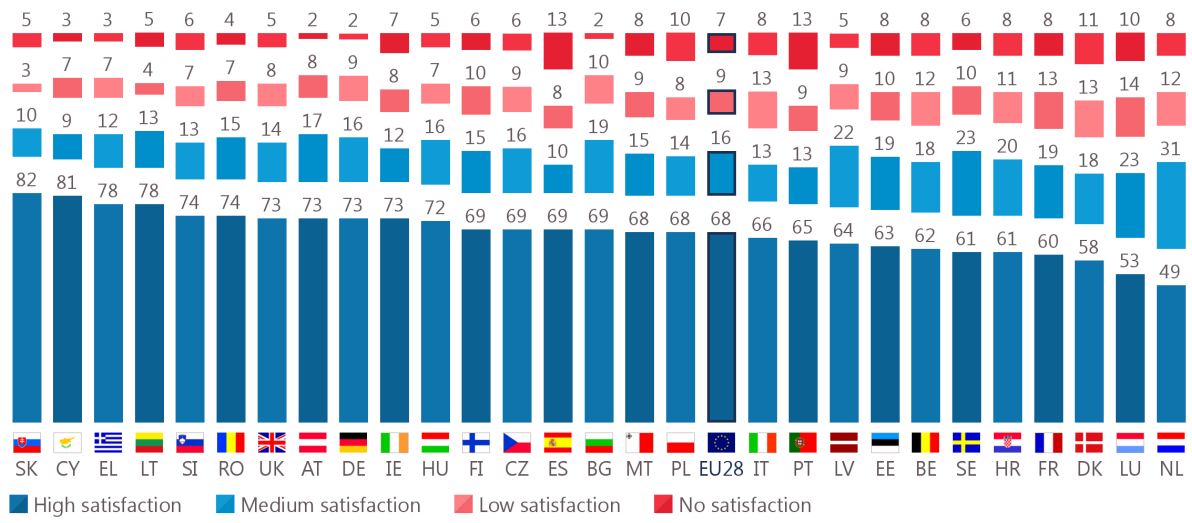


Base: Respondents who read the last communications contract they signed (n = 8486)

In all but one Member State, the majority of respondents who read the last communications contract they signed have a high level of satisfaction with the information it contained. Respondents in Slovakia (82%), Cyprus (81%), Greece and Lithuania (both 78%) are the most likely to be highly satisfied, compared to 49% of those in the Netherlands.

At least one in ten respondents in Spain, Portugal (both 13%), Denmark (11%), Poland and Luxembourg (both 10%) express no satisfaction with the information in their communications contract.

QA15R The level of satisfaction with the contract information
(%)



Base: Respondents who read the last communications contract they signed (n = 8486)

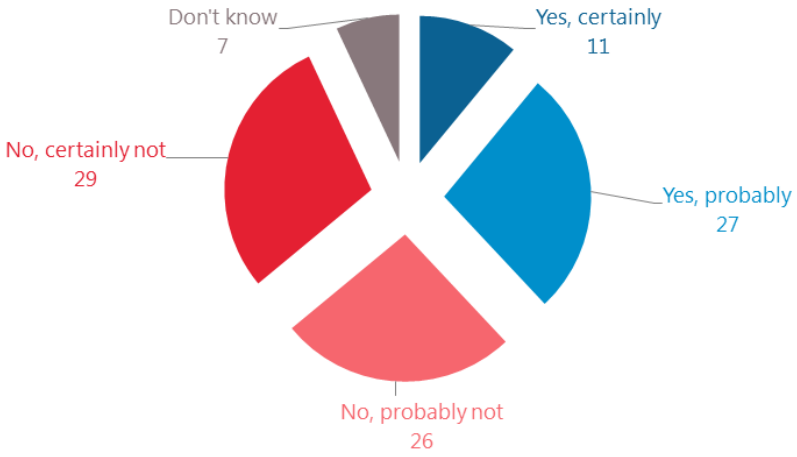
[47] High satisfaction = total 'agree' with all 3 items; Medium satisfaction= total 'agree' with 2 items; Low satisfaction = total 'agree' with one item; No satisfaction = total 'agree' with no item or don't know in any of the 3 items.

4 Longer Internet contract in exchange for much higher speed and enhanced quality

- Most would not sign a longer communications service contract in exchange for faster speeds or improved quality -

Respondents with an Internet connection in the household were asked whether they would be prepared to sign a contract for a period of more than two years in exchange for much higher speed and enhanced service quality[48]. Almost four in ten (38%) say they would, although just 11% would certainly do this. A slight majority (55%) would not sign a longer contract under these conditions – in fact, 29% say they certainly would not.

QA17 The maximum duration of a communication services contract is currently two years. Would you be prepared to sign a contract with a provider for a longer period in exchange for a much higher speed and enhanced quality of service?
(% - EU)



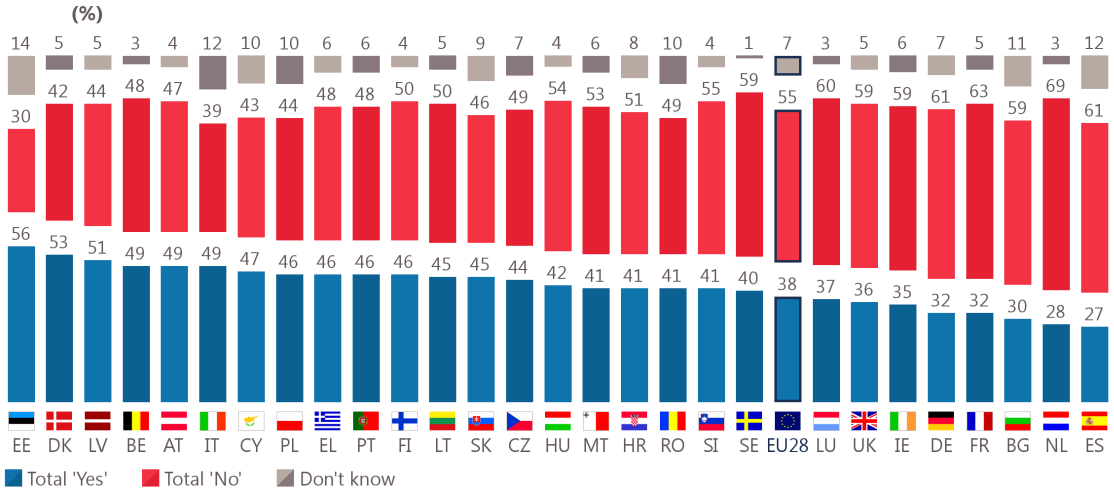
Base: Respondents with Internet connection in the household (n = 19642)

[48] QA17. The maximum duration of a communication services contract is currently two years. Would you be prepared to sign a contract with a provider for a longer period in exchange for a much higher speed and enhanced quality of service? Yes, certainly; Yes, probably; No, probably not; No, certainly not; Don't know.

In three Member States, at least half of all respondents would sign a longer contract in return for faster speeds and enhanced service: Estonia (56%), Denmark (53%) and Latvia (51%). In contrast, 27% of respondents in Spain and 28% in the Netherlands say the same.

Cyprus (22%), Malta (21%) and Estonia (20%) are the only countries where at least one in five would "certainly" sign a contract for a period of more than two years in exchange for much higher speed and enhanced service quality.

QA17 The maximum duration of a communication services contract is currently two years. Would you be prepared to sign a contract with a provider for a longer period in exchange for a much higher speed and enhanced quality of service?



Base: Respondents with Internet connection in the household (n = 19642)

The socio-demographic analysis highlights the following:

- The older the respondent, the less likely they are to be prepared to sign a contract for a period of more than two years in exchange for much higher speed and enhanced service quality: 46% of 15-24 year olds would do this, compared to 29% of those aged 55+.
- The larger the household a respondent lives in, the more likely they are to be prepared to do this: 33% of respondents in one person households would do this, compared to 41% of those in households with four or more people.
- Respondents aged 60+ living in single person households (23%) are less likely than younger respondents living in single households (38% - 41%) to be prepared to do this.
- Respondents who say they have read the last communications contract they signed are more likely to be prepared to sign a longer contract than those who say they have not read it at all: almost half (46%) of those who read the contract entirely and 41% of those who read the contract partly would do this, compared to 35% who have not read it at all.

Perhaps not surprisingly, the most regular users of the Internet are also the most likely to be prepared to sign a contract for a period of more than two years in exchange for these improvements. Four in ten daily users would be prepared to do this (40%), compared to 31% of occasional users and just 19% of those that never use the Internet.

- Furthermore, respondents that never undertake a range of communications activities such as using Internet instant messaging, or sending emails are less likely to be willing to sign a longer contract, compared to those that do these things at least occasionally. For example, 26% of respondents that never send emails would be prepared to sign a contract for a period of more than two years in exchange for much higher speed and enhanced service quality, compared to 39% of those who send emails daily.

QA17 The maximum duration of a communication services contract is currently two years. Would you be prepared to sign a contract with a provider for a longer period in exchange for a much higher speed and enhanced quality of service?
(% - EU)

	Total 'Yes'	Total 'No'	Don't know
EU28	38	55	7
Age			
15-24	46	47	7
25-39	41	54	5
40-54	38	55	7
55 +	29	62	9
Household composition			
1	33	62	5
2	35	58	7
3	38	55	7
4+	41	51	8
Use of the Internet			
Every day	40	54	6
Often/ Sometimes	31	59	10
Never	19	63	18
Single household			
29 -	41	56	3
30 - 59	38	57	5
60 +	23	71	6
Read the communications contract			
Yes, entirely	46	49	5
Yes, partly	41	53	6
No	35	61	4
Use an instant messaging service on the Internet			
Daily usage	42	52	6
Regular usage	42	51	7
Occasional usage	40	52	8
Never	29	63	8
Make phone calls via Internet applications, including vide			
Daily usage	47	48	5
Regular usage	46	49	5
Occasional usage	40	54	6
Never	32	60	8
Send e-mails			
Daily usage	39	56	5
Regular usage	40	52	8
Occasional usage	38	55	7
Never	26	62	12
Post content on online social media			
Daily usage	43	52	5
Regular usage	44	49	7
Occasional usage	41	53	6
Never	31	61	8

Base: Respondents with Internet connection in the household (n = 19642)

X. KNOWLEDGE OF THE EUROPEAN EMERGENCY NUMBER 112

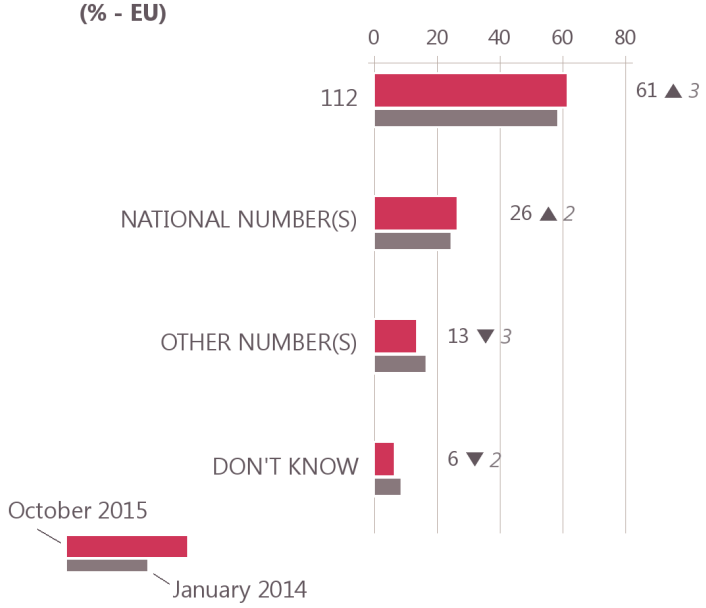
1 Calling the emergency number in one's own country

– More than six in ten would call 112 in an emergency within their country –

Respondents were asked the number they would call if they had an emergency in their country[49]. Most (61%) would call 112, while 26% would call the national emergency number. Just over one in ten (13%) would call another number, while 6% do not know what number they would call.

The proportion that would call 112 has increased slightly since 2014 (+3 percentage points), as has the proportion that would call the national number (+2 pp). The proportion mentioning other numbers has decreased by three points.

QA18 Can you tell me what telephone number you would call in the event of an emergency in (OUR COUNTRY); for example, if someone needs urgent medical assistance or if you need to contact the police or the fire brigade? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)



Base: All respondents (n = 27822)

The majority of respondents in 23 Member States would call 112 in the event of an emergency in their country. In fact, almost all respondents in Finland (99%), the Netherlands (98%), Portugal, and Sweden (both 97%) would do this. On the other hand, 6% of respondents in Greece, 9% in the UK and 19% in France would call 112.

The majority of respondents in France (79%), Austria (55%), the UK and Greece (both 54%) would call their national number in the event of an emergency in their country. Respondents in Ireland (42%), the UK (36%) and Greece (31%) are the most likely to say they would call another number.

More than one in five respondents in Cyprus (21%), as well as 17% in Malta, 12% in Spain, 11% in Greece and Hungary and 10% in Italy say they do not know what number they would call in an emergency in their country.

[49] QA18 Can you tell me what telephone number you would call in the event of an emergency in (OUR COUNTRY); for example, if someone needs urgent medical assistance or if you need to contact the police or the fire brigade?

QA18 Can you tell me what telephone number you would call in the event of an emergency in (OUR COUNTRY); for example, if someone needs urgent medical assistance or if you need to contact the police or the fire brigade? (MULTIPLE ANSWERS POSSIBLE) **(%)**

	112	National number(s)	Other number(s)	Don't know
EU28	61	26	13	6
FI	**99**	*1*	*1*	1
NL	**98**	*1*	2	1
PT	**97**	3	*1*	2
SE	**97**	*5*	*5*	1
LU	**96**	*5*	6	1
EE	**96**	*1*	2	2
DK	**94**	*4*	10	1
RO	**93**	*1*	*1*	6
LT	**90**	*4*	5	4
DE	**89**	*6*	9	3
BG	**89**	3	*1*	8
SI	**87**	*3*	10	4
PL	**81**	23	*3*	2
SK	**80**	18	*6*	3
LV	**80**	*4*	21	4
HR	**74**	15	*12*	8
MT	**72**	*0*	11	17
ES	**72**	*2*	17	12
BE	**71**	*11*	15	6
IT	**63**	*17*	19	10
CY	**57**	*5*	21	21
HU	**56**	21	*15*	11
CZ	**53**	38	*12*	5
AT	35	**55**	*12*	5
IE	32	*28*	**42**	4
FR	19	**79**	*4*	6
UK	*9*	**54**	36	4
EL	*6*	**54**	31	11

Highest percentage per country *Lowest percentage per country*

Highest percentage per item Lowest percentage per item

Base: All respondents (n = 27822)

Since 2014, the proportion of respondents that would call 112 has increased by at least 3 points in eleven Member States. The increase has been particularly dramatic amongst respondents in Cyprus (+20 pp), followed by the increases observed in Malta (+9 pp), Hungary and Poland (both +7 pp). On the other hand, the proportion that would call 112 in the Czech Republic and Croatia has decreased by six points.

Respondents in Austria, the Czech Republic (both +13 pp) and Greece (+10 pp) are more likely to say they would call their national number than they were in 2014. The reverse is true in Cyprus (-12 pp) and Bulgaria (-10 pp).

Respondents in the UK are less likely to mention other numbers than they were in 2014 (-11 pp), while those in Cyprus are more likely to do so (+9 pp).

QA18 Can you tell me what telephone number you would call in the event of an emergency in (OUR COUNTRY); for example, if someone needs urgent medical assistance or if you need to contact the police or the fire brigade? (MULTIPLE ANSWERS POSSIBLE) **(%)**

	112	2015 - 2014	National number(s)	2015 - 2014	Other number(s)	2015 - 2014	Don't know
EU28	61	▲ 3	26	▲ 2	13	▼ 3	6
CY	57	▲ 20	5	▼ 12	21	▲ 9	21
MT	72	▲ 9	0	▼ 1	11	▼ 4	17
HU	56	▲ 7	21	▲ 4	15	▲ 2	11
PL	81	▲ 7	23	▼ 3	3	▼ 2	2
BE	71	▲ 6	11	▼ 5	15	▼ 2	6
DE	89	▲ 5	6	▼ 4	9	▼ 4	3
IT	63	▲ 5	17	▲ 2	19	=	10
LT	90	▲ 5	4	▼ 1	5	▼ 3	4
PT	97	▲ 5	3	▲ 2	1	=	2
FR	19	▲ 3	79	=	4	▼ 3	6
LU	96	▲ 3	5	▼ 6	6	▼ 4	1
EE	96	▲ 2	1	▼ 4	2	▼ 4	2
ES	72	▲ 2	2	▼ 1	17	=	12
FI	99	▲ 2	1	▲ 1	1	=	1
UK	9	▲ 2	54	▲ 9	36	▼ 11	4
BG	89	▲ 1	3	▼ 10	1	▲ 1	8
DK	94	▲ 1	4	▲ 1	10	▼ 2	1
IE	32	▲ 1	28	▲ 6	42	▼ 1	4
EL	6	▲ 1	54	▲ 10	31	▲ 2	11
NL	98	▲ 1	1	=	2	▼ 1	1
SI	87	▲ 1	3	▼ 3	10	▼ 2	4
AT	35	=	55	▲ 13	12	▼ 1	5
SE	97	=	5	▲ 5	5	▲ 2	1
SK	80	▼ 1	18	▲ 1	6	▼ 2	3
LV	80	▼ 2	4	▼ 1	21	▲ 6	4
RO	93	▼ 2	1	▲ 1	1	=	6
CZ	53	▼ 6	38	▲ 13	12	▼ 7	5
HR	74	▼ 6	15	▲ 6	12	▲ 5	8

Base: All respondents (n = 27822)

The socio-demographic analysis shows the oldest respondents are the least likely to say they would call 112: 56% gave this number, compared to 63% of 40-54 year olds, 65% of 25-39 year olds, and 62% of 15-24 year olds. In addition, the higher the respondent's education level, the more likely they are to say they would call 112. For example, 53% with the lowest education levels would call 112, compared to 66% of those who completed education aged 20+.

Interestingly, respondents who only have access to a mobile phone (67%) are more likely than those who only have a landline (43%), or those that have landline and mobile access (59%) to say they would call 112.

QA18 Can you tell me what telephone number you would call in the event of an emergency in (OUR COUNTRY); for example, if someone needs urgent medical assistance or if you need to contact the police or the fire brigade? (MULTIPLE ANSWERS POSSIBLE) **(%)**

	112	National number(s)	Other number(s)	Don't know
EU28	61	26	13	6
Age				
15-24	62	27	12	5
25-39	65	25	12	4
40-54	63	26	13	4
55 +	56	27	15	8
Education (End of)				
15-	53	23	17	11
16-19	60	28	14	4
20+	66	28	11	3
Still studying	64	23	12	6
Landline/ mobile				
Mobile only	67	21	12	6
Landline only	43	30	18	14
Landline & mobile	59	29	13	4
No telephone	44	20	12	25

Base: All respondents (n = 27822)

2 Calling the emergency number anywhere in the EU

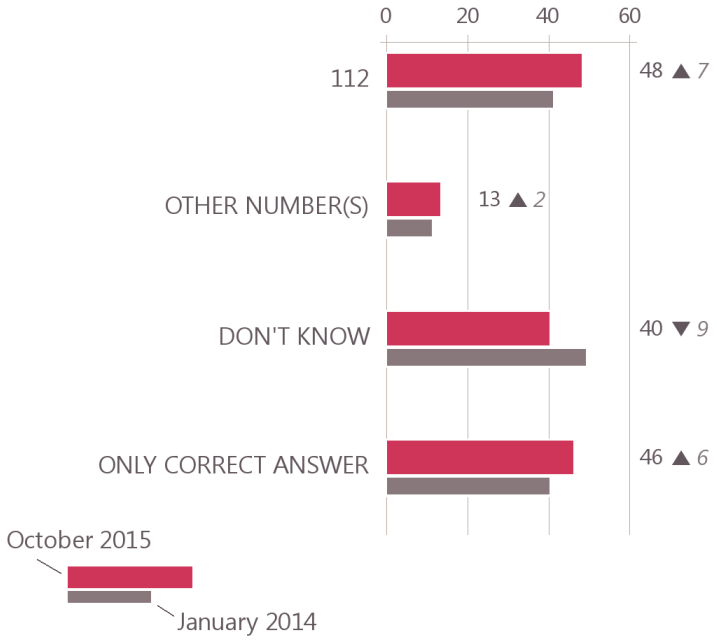
– Almost half correctly identify 112 as the single European emergency call number for anywhere in the Union –

Respondents were asked the telephone number that allows them to call emergency services anywhere in the EU[50]. Almost half (46%) correctly identified 112 as the single number to call throughout the EU.

Overall (48%) mentioned 112 (either alone, or along with another number), while 13% mentioned other numbers. Four in ten (40%) could not say what number to call.

Awareness of 112 as the single number to call has increased by six percentage points since 2014, and mentions of 112 along with another number have increased by seven points.

QA19 Can you tell me what telephone number enables you to call emergency services anywhere in the EU? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)



Base: All respondents (n = 27822)

[50] QA19 Can you tell me what telephone number enables you to call emergency services anywhere in the EU?

In 16 Member States at least half of all respondents identify 112 as the single number to call anywhere in the EU in the event of an emergency. Respondents in Poland (82%), Luxembourg (78%) and Slovakia (70%) are the most likely to only identify 112, while those in Greece (13%) and the UK (22%) are the least likely to do so.

Respondents in Ireland (30%), Italy (26%) and Austria (25%) are the most likely to mention other numbers to call, compared to 5% in Bulgaria and 6% in Estonia.

More than six in ten respondents in Spain (64%), Greece (63%) and the UK (61%) say they do not know the number to call emergency services anywhere in Europe.

Since 2014, the proportion of respondents in Cyprus that only give 112 as their answer has increased by 20 percentage points. There have also been considerable increases in awareness that 112 is the single number to call amongst respondents in Germany (+18 pp), Hungary, Portugal and Estonia (all +17 pp).

In contrast, the proportion of respondents in Romania (-9 pp) and Bulgaria (-9 pp) that only give 112 as their answer has decreased.

QA19 Can you tell me what telephone number enables you to call emergency services anywhere in the EU? (MULTIPLE ANSWERS POSSIBLE) **(%)**

	112	2015 - 2014	Other number(s)	2015 - 2014	Don't know	Only correct answer	2015 - 2014
EU28	48	▲ 7	13	▲ 2	40	46	▲ 6
CY	58	▲21	10	▲ 3	32	57	▲20
DE	61	▲19	8	▼ 1	33	59	▲18
EE	65	▲16	6	▼ 2	29	65	▲17
HU	63	▲18	11	▲ 9	27	62	▲17
PT	51	▲17	10	▲ 5	39	50	▲17
PL	83	▲13	7	=	12	82	▲13
IE	44	▲11	30	▲10	28	42	▲10
MT	43	▲ 9	14	▲ 7	43	43	▲ 9
SE	57	▲ 9	11	▲ 3	32	56	▲ 8
FR	40	▲ 7	11	▼ 2	49	40	▲ 7
DK	49	▲ 8	20	▲ 6	34	46	▲ 6
ES	29	▲ 6	7	=	64	29	▲ 6
SI	50	▲ 4	15	▼ 1	36	48	▲ 6
BE	65	▲ 4	14	▲ 3	23	64	▲ 4
NL	61	▲ 4	9	▼ 2	31	60	▲ 4
UK	22	▲ 4	18	▲ 6	61	22	▲ 4
EL	13	▲ 3	24	▲20	63	13	▲ 3
SK	72	▲ 3	14	▲ 9	16	70	▲ 2
FI	64	▲ 3	9	▲ 3	28	63	▲ 2
HR	64	▼ 1	12	▲ 2	26	63	=
IT	36	▲ 3	26	▲ 1	41	32	=
LU	80	=	10	▲ 1	12	78	=
AT	50	▼ 2	25	▲11	27	49	▼ 1
CZ	60	▼ 1	16	▲15	26	59	▼ 2
LV	44	▼ 3	14	▲ 6	43	43	▼ 3
LT	38	▼ 3	23	▲ 7	41	36	▼ 4
BG	61	▼ 9	5	▲ 3	34	60	▼ 9
RO	61	▼10	9	▲ 6	31	61	▼ 9

Base: All respondents (n = 27822)

Socio-demographic analysis highlights that men are more likely than women to give only the correct answer (112) (50% vs 43%). Those aged 55+ are least likely to give only the correct answer, particularly compared to those aged 25-39 (39% vs 53%).

The longer a respondent remained in education, the more likely they are to give 112 as their only answer: 31% of those with the lowest levels say this, compared to 55% who completed education aged 20+.

Respondents that only have mobile phone access in their household are the most likely to correctly give 112 as their only answer (52%), compared to those with landline and mobile access (45%) and landline only access (26%).

More than six in ten respondents who would call 112 in an emergency in their own country also know that 112 is the single European emergency number that can be used in any Member State (63%). Furthermore, only 32% of those that would call their national emergency number in their own country know that 112 is the single European emergency number.

QA19 Can you tell me what telephone number enables you to call emergency services anywhere in the EU? (MULTIPLE ANSWERS POSSIBLE) **(%)**

	112	Other number(s)	Don't know	Only correct answer
EU28	48	13	40	46
Gender				
Man	51	13	37	50
Woman	44	13	44	43
Age				
15-24	50	15	37	49
25-39	54	13	34	53
40-54	53	14	35	51
55 +	40	13	49	39
Education (End of)				
15-	32	12	58	31
16-19	49	14	39	47
20+	56	13	32	55
Still studying	49	15	38	48
Landline/ mobile				
Mobile only	54	14	34	52
Landline only	28	12	62	26
Landline & mobile	47	13	41	45
No telephone	34	7	60	33
Emergency number called in one's own country				
112	64	10	27	63
National number(s)	34	18	50	32
Other number(s)	19	28	55	17
DK	8	2	90	8

Base: All respondents (n = 27822)

TECHNICAL SPECIFICATIONS

Between the 17th and the 26th of October 2015, TNS opinion & social, a consortium created between TNS political & social, TNS UK and TNS opinion, carried out the wave 84.2 of the EUROBAROMETER survey, on request of the EUROPEAN COMMISSION, Directorate-General for Communication, "Strategy, Corporate Communication Actions and Eurobarometer" Unit.

The SPECIAL EUROBAROMETER 438 is part of wave 84.2 and covers the population of the respective nationalities of the European Union Member States, resident in each of the 28 Member States and aged 15 years and over.

	COUNTRIES	INSTITUTES	N° INTERVIEWS	DATES FIELDWORK		POPULATION 15+	PROPORTION EU28
BE	Belgium	TNS Dimarso	1.001	17/10/2015	26/10/2015	9.263.570	2,18%
BG	Bulgaria	TNS BBSS	1.021	17/10/2015	26/10/2015	6.294.563	1,48%
CZ	Czech Rep.	TNS Aisa	1.002	17/10/2015	26/10/2015	8.955.829	2,11%
DK	Denmark	TNS Gallup DK	1.036	17/10/2015	26/10/2015	4.625.032	1,09%
DE	Germany	TNS Infratest	1.585	17/10/2015	26/10/2015	71.283.580	16,79%
EE	Estonia	TNS Emor	1.000	17/10/2015	26/10/2015	1.113.355	0,26%
IE	Ireland	Behaviour & Attitudes	1.002	17/10/2015	26/10/2015	3.586.829	0,84%
EL	Greece	TNS ICAP	1.007	17/10/2015	26/10/2015	8.791.499	2,07%
ES	Spain	TNS Spain	1.015	17/10/2015	26/10/2015	39.506.853	9,31%
FR	France	TNS Sofres	1.028	17/10/2015	26/10/2015	51.668.700	12,17%
HR	Croatia	HENDAL	1.004	17/10/2015	26/10/2015	3.625.601	0,85%
IT	Italy	TNS Italia	1.015	17/10/2015	26/10/2015	51.336.889	12,09%
CY	Rep. Of Cyprus	CYMAR	501	17/10/2015	26/10/2015	724.084	0,17%
LV	Latvia	TNS Latvia	1.013	17/10/2015	26/10/2015	1.731.509	0,41%
LT	Lithuania	TNS LT	1.010	17/10/2015	26/10/2015	2.535.329	0,60%
LU	Luxembourg	TNS ILReS	505	17/10/2015	26/10/2015	445.806	0,11%
HU	Hungary	TNS Hoffmann	1.047	17/10/2015	26/10/2015	8.477.933	2,00%
MT	Malta	MISCO	501	17/10/2015	26/10/2015	360.045	0,08%
NL	Netherlands	TNS NIPO	1.044	17/10/2015	26/10/2015	13.901.653	3,27%
AT	Austria	ipr Umfrageforschung	1.009	17/10/2015	26/10/2015	7.232.497	1,70%
PL	Poland	TNS Polska	1.002	17/10/2015	26/10/2015	32.736.685	7,71%
PT	Portugal	TNS Portugal	1.051	17/10/2015	26/10/2015	8.512.269	2,01%
RO	Romania	TNS CSOP	1.017	17/10/2015	26/10/2015	16.880.465	3,98%
SI	Slovenia	RM PLUS	1.000	17/10/2015	26/10/2015	1.760.726	0,41%
SK	Slovakia	TNS Slovakia	1.028	17/10/2015	26/10/2015	4.580.260	1,08%
FI	Finland	TNS Gallup Oy	1.011	17/10/2015	26/10/2015	4.511.446	1,06%
SE	Sweden	TNS Sifo	1.041	17/10/2015	26/10/2015	7.944.034	1,87%
UK	United Kingdom	TNS UK	1.326	17/10/2015	26/10/2015	52.104.731	12,27%
		TOTAL EU28	27.822	17/10/15	26/10/15	424.491.772	100%*

* It should be noted that the total percentage shown in this table may exceed 100% due to rounding

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[1] (or equivalent) and according to the distribution of the resident population of the respective nationalities in terms of metropolitan, urban and rural areas.

In each of the selected sampling points, a starting address was drawn, at random. Further addresses (every Nth address) were selected by standard "random route" procedures, from the initial address. In each household, the respondent was drawn, at random (following the "closest birthday rule"). All interviews were conducted face-to-face in people's homes and in the appropriate national language. As far as the data capture is concerned, CAPI (*Computer Assisted Personal Interview)* was used in those countries where this technique was available.

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 here.

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:

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	6,0	8,3	9,9	11,1	12,0	12,7	13,2	13,6	13,8	13,9	N=50
N=500	1,9	2,6	3,1	3,5	3,8	4,0	4,2	4,3	4,4	4,4	N=500
N=1000	**1,4**	**1,9**	**2,2**	**2,5**	**2,7**	**2,8**	**3,0**	**3,0**	**3,1**	**3,1**	**N=1000**
N=1500	1,1	1,5	1,8	2,0	2,2	2,3	2,4	2,5	2,5	2,5	N=1500
N=2000	1,0	1,3	1,6	1,8	1,9	2,0	2,1	2,1	2,2	2,2	N=2000
N=3000	0,8	1,1	1,3	1,4	1,5	1,6	1,7	1,8	1,8	1,8	N=3000
N=4000	0,7	0,9	1,1	1,2	1,3	1,4	1,5	1,5	1,5	1,5	N=4000
N=5000	0,6	0,8	1,0	1,1	1,2	1,3	1,3	1,4	1,4	1,4	N=5000
N=6000	0,6	0,8	0,9	1,0	1,1	1,2	1,2	1,2	1,3	1,3	N=6000
N=7000	0,5	0,7	0,8	0,9	1,0	1,1	1,1	1,1	1,2	1,2	N=7000
N=7500	0,5	0,7	0,8	0,9	1,0	1,0	1,1	1,1	1,1	1,1	N=7500
N=8000	0,5	0,7	0,8	0,9	0,9	1,0	1,0	1,1	1,1	1,1	N=8000
N=9000	0,5	0,6	0,7	0,8	0,9	0,9	1,0	1,0	1,0	1,0	N=9000
N=10000	0,4	0,6	0,7	0,8	0,8	0,9	0,9	1,0	1,0	1,0	N=10000
N=11000	0,4	0,6	0,7	0,7	0,8	0,9	0,9	0,9	0,9	0,9	N=11000
N=12000	0,4	0,5	0,6	0,7	0,8	0,8	0,9	0,9	0,9	0,9	N=12000
N=13000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,9	0,9	N=13000
N=14000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,8	0,8	N=14000
N=15000	0,3	0,5	0,6	0,6	0,7	0,7	0,8	0,8	0,8	0,8	N=15000
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	

[1] Figures updated in August 2015

QUESTIONNAIRE

D43a&b: "NO ANSWER" NOT ALLOWED

D43a **Do you own a fixed telephone in your household?**

D43b **Do you own a personal mobile telephone?**

(ONE ANSWER PER COLUMN)

	D43a	**D43b**
	Fixed	Mobile
Yes	1	1
No	2	2

EB84.1 D43a&b

D46: CODE "NO ANSWER" IN CODE 13
D46: CODES 12 AND 13 ARE EXCLUSIVE

D46 **Which of the following goods do you have?**

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

Television	1,
DVD player	2,
Music CD player	3,
Desk computer	4,
Laptop	5,
Tablet	6,
Smartphone	7,
An Internet connection at home	8,
A car	9,
An apartment/ a house which you have finished paying for	10,
An apartment/ a house which you are paying for	11,
None (SP.)	12
DK	13

EB84.1 D46

QA1.2: ASK IF "MOBILE PHONE ACCESS", CODE 1 TO 9 IN QA1.1 – OTHERS GO TO QA2

QA1 **Thinking about all household members, including yourself, please indicate for each of the following how many of them are available in your household. (M)**

(SHOW SCREEN – READ OUT – ONE ANSWER PER LINE)

		1	2	3	4	5	6	7	8	9+	0	DK
1	Mobile phone accesses (M)	1	2	3	4	5	6	7	8	9	10	11
2	Mobile phone subscriptions or pre-paid arrangements giving access to the Internet, e.g. for playing or downloading audio or video content or sending and receiving e-mails (M)	1	2	3	4	5	6	7	8	9	10	11

EB81.1 QB1 TREND MODIFIED

ASK QA2 IF "TELEVISION IN THE HOUSEHOLD", CODE 1 IN D46 – OTHERS GO TO QA3

QA2: CODE 8 IS EXCLUSIVE

QA2 Does your household receive television via...?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

An aerial (e.g. on the roof or on the top of the TV set)	1,
Digital Terrestrial Television (aerial + decoder) *(USE APPROPRIATE EXAMPLE)*	2,
A cable TV network (analogue = directly connected to the TV set)	3,
A cable TV network + decoder (digital TV)	4,
Satellite TV via a satellite dish + decoder	5,
The telephone network + modem and/ or decoder, i.e. ADSL, VDSL or fibre (M)	6,
Other (SP.) (N)	7,
DK	8

EB81.1 QB5 TREND MODIFIED

ASK QA3a&b IF "INTERNET CONNECTION IN THE HOUSEHOLD", CODE 8 IN D46 – OTHERS GO TO QA4

QA3a: ROTATE ANSWERS 1 TO 9

QA3a When subscribing to an Internet connection what are the main factors you consider? Firstly?

(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

QA3b: DO NOT ASK IF CODE 11 IN QA3a

QA3b: EXCLUDE ANSWER GIVEN IN QA3a FROM LIST OF ANSWERS FOR QA3b, EXCEPT FOR ANSWER 10

QA3b: ROTATE ANSWERS 1 TO 9

QA3b: MAX. 3 ANSWERS

QA3b: CODE 11 IS EXCLUSIVE

QA3b And then?

(SHOW SCREEN – READ OUT – MAX. 3 ANSWERS)

	QA3a	**QA3b**
	Firstly	And then
The maximum download or upload speed (M)	1	1,
The maximum amount of data (MB, GB) you can download or upload	2	2,
The price of the Internet subscription	3	3,
The notice period to terminate the contract with the provider (N)	4	4,
The fact that the Internet subscription is part of a bundle *(INT.: IF NEEDED: By bundle, we mean a combined package offering more than one communication service from the same provider at an overall price)*	5	5,
The customer service (M)	6	6,
The cost of the equipment	7	7,
The cost of installation	8	8,
The ability to use multiple connected devices at the same time without loss of quality (N)	9	9,
Other (SP.)	10	10,
DK	11	11

NEW (BASED ON EB81.1 QB7a&b)

ASK ALL

QA4 How often do you do any of the following?

(SHOW SCREEN – READ OUT – ONE ANSWER PER LINE)

		Several times a day	Once a day	Several times a week	Once a week	Once a month	Less than once a month	Never	DK
1	Make or receive phone calls over a landline phone	1	2	3	4	5	6	7	8
2	Make or receive phone calls over a mobile phone	1	2	3	4	5	6	7	8
3	Send or receive SMS	1	2	3	4	5	6	7	8
4	Use an instant messaging service on the Internet	1	2	3	4	5	6	7	8
5	Make phone calls via Internet applications, including video calls	1	2	3	4	5	6	7	8
6	Send e-mails	1	2	3	4	5	6	7	8
7	Post content on online social media	1	2	3	4	5	6	7	8

NEW

QA5a: ROTATE ANSWERS 1 TO 9

QA5a Which of the following services and applications do you consider the most important in your daily life? Firstly?

(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

QA5b: DO NOT ASK IF CODE 11 OR 12 IN QA5a

QA5b: EXCLUDE ANSWER GIVEN IN QA5a FROM LIST OF ANSWERS FOR QA5b, EXCEPT FOR ANSWER 10

QA5b: ROTATE ANSWERS 1 TO 9

QA5b: MAX. 3 ANSWERS

QA5b: CODES 11 AND 12 ARE EXCLUSIVE

QA5b And then?

(SHOW SCREEN – READ OUT – MAX. 3 ANSWERS)

	QA5a	**QA5b**
	Firstly	And then
Landline telephone	1	1,
Mobile telephone	2	2,
SMS	3	3,
Instant messaging service on the Internet	4	4,
Free phone or video call service	5	5,
Fixed line Internet	6	6,
Mobile Internet	7	7,
E-mail service	8	8,
Online social media service	6	9,
Other (SP.)	10	10,
None (SP.)	11	11
DK	12	12

NEW

ASK QA6 IF "INTERNET CONNECTION IN THE HOUSEHOLD", CODE 8 IN D46 OR IF "INTERNET MOBILE ACCESS IN THE HOUSEHOLD", CODE 1 TO 9 IN QA1.2 – OTHERS GO TO QA7

QA6: ROTATE ANSWERS 1 TO 6
QA6: CODES 8 AND 9 ARE EXCLUSIVE

QA6 Which of the following paid services that you can access via the Internet, have you used?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

A paid service for accessing music	1,
A paid service for accessing movies or documentaries	2,
A paid service for accessing digital books or newspapers	3,
A paid service for watching sports events	4,
A paid service for making phone calls over the Internet	5,
A cloud service for storing content from your computer	6,
Other (SP.)	7,
None (SP.)	8
DK	9

NEW

ASK ALL

QA7: MIN. 2 ANSWERS
QA7: CODES 1 AND 7 ARE EXCLUSIVE

QA7 By bundle, we mean a package offering a combination of electronic communication services (or a combination with other services such as TV channels) from the same provider at an overall price. Has your household subscribed to two or more of the following services as part of a bundle? (M)

(SHOW SCREEN – READ OUT – MIN. 2 ANSWERS)

No, we have not bought services as part of a bundle	1,
Yes, fixed line telephone	2,
Yes, mobile telephone	3,
Yes, fixed or mobile Internet access (M)	4,
Yes, television channels (M)	5,
Other (SP.)	6,
DK	7,

EB81.1 QB19 TREND MODIFIED

ASK QA8 TO QA10 IF "HAS A BUNDLE", CODES 2 TO 5 IN QA7 – OTHERS GO TO QA11

QA8 Please tell me whether you agree or disagree with the following statement: You can easily compare the services and prices offered by your current bundle with other bundled offers.

(READ OUT – ONE ANSWER ONLY)

Totally agree	1
Tend to agree	2
Tend to disagree	3
Totally disagree	4
DK	5

EB81.1 QB20.1

QA9 Have you or someone in your household changed bundle service provider?

(READ OUT – ONE ANSWER ONLY)

Yes, within the last year	1
Yes, between one and two years ago (M)	2
Yes, between two and five years ago (M)	3
Yes, more than five years ago	4
No, never	5
DK	6

EB81.1 QB21.5

ASK QA10 IF "DID NOT CHANGE BUNDLE PROVIDER", CODE 5 IN QA9 – OTHERS GO TO QA11

QA10: ROTATE ANSWERS 2 TO 12

QA10: CODES 1 AND 14 ARE EXCLUSIVE

QA10 Have you or someone in your household ever considered changing your bundle provider?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

No, you never considered it	1
Yes, but you are satisfied with the service you currently get	2,
Yes, but there are no other bundle providers in the area where you live	3,
Yes, but there are no other bundle providers which would provide good value for money	4,
Yes, but you are currently bound by your contract with your current provider	5,
Yes, but eventually your provider offered you better conditions and you decided not to switch	6,
Yes, but you don't want to take the risk of a temporary loss of service during the switching process	7,
Yes, but you don't want to take the risk of having to pay two providers during the switching process (M)	8,
Yes, but it is not clear what steps you would need to take to switch	9,
Yes, but you do not want to lose your current e-mail address(es) or web page(s) hosted on the provider's server	10,
Yes, but it takes too much effort and time to do it	11,
Yes, but some services of the bundle could not be cancelled at the same time	12,
Other (SP.)	13,
DK	14

EB81.1 QB23

ASK ALL

QA11 Please tell me whether you agree or disagree with the following statement: The same level of consumer protection, including data protection and security, should be applied when using messaging services, e-mail services or phone service applications via the Internet as when using traditional communications services (such as phones or SMS).

(READ OUT – ONE ANSWER ONLY)

Totally agree	1
Tend to agree	2
Tend to disagree	3
Totally disagree	4
DK	5

NEW

QA12.1: ASK IF "FIXED PHONE IN THE HOUSEHOLD", CODE 1 IN D43a
QA12.2: ASK IF "PERSONAL MOBILE PHONE", CODE 1 IN D43b
QA12.3: ASK IF "INTERNET CONNECTION IN THE HOUSEHOLD", CODE 8 IN D46 OR IF "INTERNET MOBILE ACCESS IN THE HOUSEHOLD", CODE 1 TO 9 IN QA1.2

QA12 If you were to switch your communications service provider, how important would it be to keep each of the following?

(SHOW SCREEN – READ OUT – ONE ANSWER PER LINE)

		Very important	Fairly important	Not very important	Not at all important	Not applicable (SP.)	DK
1	Your fixed telephone number	1	2	3	4	5	6
2	Your mobile telephone number	1	2	3	4	5	6
3	Your e-mails, contacts, photos and any other personal content stored online by your communications service provider	1	2	3	4	5	6

NEW

QA13: CODES 7 AND 8 ARE EXCLUSIVE

QA13 In the last three years, have you personally signed a new, renewed, or amended contract for any of the following services?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

Yes, fixed Internet access	1,
Yes, mobile Internet access	2,
Yes, mobile phone	3,
Yes, fixed phone	4,
Yes, television	5,
Yes, a bundle	6,
No	7
DK	8

NEW

ASK QA14 AND QA15 IF "HAS SIGNED A COMMUNICATIONS CONTRACT", CODE 1 TO 6 IN QA13 – OTHERS GO TO QA16

QA14 The last time you signed a contract for a communications service, did you read the terms of the contract about user rights?

(READ OUT – ONE ANSWER ONLY)

Yes, entirely	1
Yes, partly	2
No	3
DK	4

NEW

ASK QA15 IF "HAS READ TELECOMMUNICATIONS CONTRACTS BEFORE SIGNING THEM", CODES 1 OR 2 IN QA14 – OTHERS GO TO QA16

QA15 Please tell me whether you agree or disagree with each of the following statements. The contract you signed provided sufficient and clear information on...

(SHOW SCREEN – READ OUT – ONE ANSWER PER LINE)

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
1	The quality of the services subscribed to	1	2	3	4	5
2	The termination (including possible charges for early cancellation)	1	2	3	4	5
3	Its duration and renewal or roll over conditions	1	2	3	4	5

NEW

ASK ALL

QA16.1: ASK IF "FIXED PHONE IN THE HOUSEHOLD", CODE 1 IN D43a
QA16.2: ASK IF "PERSONAL MOBILE PHONE", CODE 1 IN D43b
QA16.3: ASK IF "INTERNET CONNECTION N THE HOUSEHOLD", CODE 8 IN D46
QA16.4: ASK IF "ACCESS TO MOBILE INTERNET", CODE 1 TO 9 IN QA1.2

QA16: ROTATE ITEMS 1 TO 4

QA16 For each of the following services, please tell me whether you consider it is easy or not to monitor and control your consumption.

(SHOW SCREEN – READ OUT – ONE ANSWER PER LINE)

		Very easy	Fairly easy	Not very easy	Not at all easy	DK
1	Fixed telephone services	1	2	3	4	5
2	Mobile telephone services	1	2	3	4	5
3	Fixed Internet access services	1	2	3	4	5
4	Mobile Internet access services	1	2	3	4	5

NEW

ASK QA17 IF "INTERNET CONNECTION IN THE HOUSEHOLD", CODE 8 IN D46 – OTHERS GO TO QA18

QA17 The maximum duration of a communication services contract is currently two years. Would you be prepared to sign a contract with a provider for a longer period in exchange for a much higher speed and enhanced quality of service?

(READ OUT – ONE ANSWER ONLY)

Yes, definitely	1
Yes, probably	2
No, probably not	3
No, not at all	4
DK	5

NEW

ASK ALL

QA18: CODE 4 IS EXCLUSIVE

QA18 Can you tell me what telephone number you would call in the event of an emergency in (OUR COUNTRY); for example, if someone needs urgent medical assistance or if you need to contact the police or the fire brigade?

(DO NOT SHOW SCREEN – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

112	1,
National number(s)	2,
Other number(s)	3,
DK	4

EB81.1 QB26

QA19: CODE 3 IS EXCLUSIVE

QA19 Can you tell me what telephone number enables you to call emergency services anywhere in the EU?

(DO NOT SHOW SCREEN – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

112	1,
Other number(s)	2,
DK	3

EB81.1 QB27

D43a Do you own a fixed telephone in your household? **(%)**

Population 15+ weighted

	Yes		No	
	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*
EU28	65	*-3*	35	*3*
BE	73	*7*	27	*-7*
BG	43	*0*	57	*0*
CZ	14	*-1*	86	*1*
DK	40	*-4*	60	*4*
DE	85	*-6*	15	*6*
EE	42	*3*	58	*-3*
IE	65	*8*	35	*-8*
EL	83	*1*	17	*-1*
ES	71	*1*	29	*-1*
FR	81	*-5*	19	*5*
HR	75	*-8*	25	*8*
IT	54	*-1*	46	*1*
CY	59	*-9*	41	*9*
LV	31	*3*	69	*-3*
LT	28	*-4*	72	*-4*
LU	85	*0*	15	*0*
HU	45	*1*	55	*-1*
MT	93	*1*	7	*-1*
NL	85	*1*	15	*-1*
AT	40	*-1*	60	*1*
PL	29	*-1*	71	*1*
PT	71	*10*	29	*-10*
RO	37	*-7*	63	*7*
SI	72	*-4*	28	*4*
SK	26	*6*	74	*-6*
FI	13	*-2*	87	*2*
SE	53	*-45*	47	*45*
UK	78	*-4*	22	*4*

D43b Do you own a personal mobile telephone?
(%)

Population 15+ weighted

	Yes		No	
	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*
EU28	92	*0*	8	*0*
BE	94	*0*	6	*0*
BG	88	*-1*	12	*1*
CZ	97	*0*	3	*0*
DK	97	*0*	3	*0*
DE	92	*0*	8	*0*
EE	96	*1*	4	*-1*
IE	96	*1*	4	*-1*
EL	90	*0*	10	*0*
ES	92	*0*	8	*0*
FR	90	*-1*	10	*1*
HR	91	*-1*	9	*1*
IT	91	*-3*	9	*3*
CY	96	*1*	4	*-1*
LV	98	*1*	2	*-1*
LT	96	*2*	4	*-2*
LU	97	*0*	3	*0*
HU	91	*0*	9	*0*
MT	94	*0*	6	*0*
NL	97	*2*	3	*-2*
AT	90	*-5*	10	*5*
PL	92	*4*	8	*-4*
PT	93	*4*	7	*-4*
RO	91	*3*	9	*-3*
SI	95	*1*	5	*-1*
SK	92	*-2*	8	*2*
FI	99	*1*	1	*-1*
SE	98	*1*	2	*-1*
UK	93	*0*	7	*0*

D43T Landline/ Mobile

(%)

Population 15+ weighted

	Mobile only		Landline only		Landline and mobile		No phone	
	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*
EU28	33	*2*	6	*0*	60	*-1*	1	*-1*
BE	29	*0*	6	*1*	65	*0*	0	*-1*
BG	57	*2*	8	*2*	31	*-3*	4	*-1*
CZ	86	*3*	1	*1*	11	*-4*	2	*0*
DK	62	*13*	2	*-1*	35	*-13*	1	*1*
DE	10	*1*	8	*0*	82	*-1*	0	*0*
EE	59	*-1*	3	*0*	37	*2*	1	*-1*
IE	37	*-2*	3	*0*	59	*3*	1	*-1*
EL	17	*1*	9	*0*	73	*-1*	1	*0*
ES	27	*2*	7	*1*	65	*-2*	1	*-1*
FR	15	*3*	9	*0*	75	*-4*	1	*1*
HR	25	*7*	8	*0*	66	*-7*	1	*0*
IT	43	*1*	6	*2*	48	*-4*	3	*1*
CY	36	*6*	4	*-1*	59	*-6*	1	*1*
LV	69	*-2*	1	*0*	29	*2*	1	*0*
LT	68	*0*	2	*-1*	28	*2*	2	*-1*
LU	15	*2*	3	*1*	82	*-2*	0	*-1*
HU	53	*0*	5	*0*	39	*1*	3	*-1*
MT	4	*-1*	6	*0*	90	*1*	0	*0*
NL	14	*0*	3	*-2*	83	*2*	0	*0*
AT	60	*0*	9	*5*	30	*-5*	1	*0*
PL	69	*3*	4	*-3*	23	*1*	4	*-1*
PT	29	*-2*	5	*-1*	64	*6*	2	*-3*
RO	56	*5*	4	*-3*	35	*-2*	5	*0*
SI	27	*4*	4	*-1*	68	*-3*	1	*0*
SK	73	*-3*	4	*2*	19	*1*	4	*0*
FI	87	*2*	1	*-1*	12	*-1*	0	*0*
SE	38	*36*	1	*-2*	61	*-34*	0	*0*
UK	20	*2*	7	*1*	73	*-3*	0	*0*

D46 Which of the following goods do you have?
(MULTIPLE ANSWERS POSSIBLE) (%)

Household weighted

	Television		DVD player		Music CD player		Desk computer		Laptop	
	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*
EU28	96	*0*	55	*-10*	46	*-9*	37	*-5*	54	*1*
BE	96	*0*	68	*-3*	65	*3*	42	*-8*	67	*4*
BG	98	*-1*	21	*-5*	13	*0*	36	*-5*	34	*7*
CZ	98	*-1*	61	*-12*	49	*-10*	37	*-12*	44	*0*
DK	98	*1*	78	*-4*	72	*-5*	45	*5*	84	*4*
DE	95	*0*	62	*-11*	57	*-14*	43	*-9*	58	*-3*
EE	98	*2*	45	*-4*	39	*-8*	42	*3*	58	*0*
IE	98	*2*	75	*3*	57	*1*	28	*6*	70	*1*
EL	99	*1*	59	*-6*	50	*-8*	30	*-6*	47	*0*
ES	99	*1*	42	*-22*	30	*-18*	39	*-6*	43	*-3*
FR	95	*-1*	57	*-14*	48	*-10*	38	*-10*	54	*-4*
HR	98	*1*	41	*-21*	34	*-19*	41	*-14*	41	*-10*
IT	95	*-1*	42	*-13*	32	*-11*	25	*-3*	42	*-3*
CY	100	*0*	43	*-12*	42	*-8*	23	*-10*	50	*-10*
LV	93	*-2*	32	*-9*	31	*-5*	46	*-1*	51	*3*
LT	96	*0*	22	*-11*	18	*-9*	28	*-11*	46	*6*
LU	97	*1*	74	*-3*	64	*-6*	44	*-3*	64	*-7*
HU	98	*-1*	48	*-16*	31	*-7*	49	*-5*	35	*13*
MT	99	*1*	58	*-6*	41	*-8*	47	*-4*	60	*6*
NL	97	*1*	80	*-6*	74	*-5*	54	*-12*	80	*2*
AT	98	*-1*	69	*-8*	67	*-15*	36	*-3*	47	*-5*
PL	97	*0*	42	*-6*	24	*-6*	38	*-2*	55	*7*
PT	97	*0*	46	*-8*	39	*1*	20	*-4*	57	*11*
RO	98	*-1*	18	*-8*	9	*-8*	40	*-9*	32	*6*
SI	98	*3*	45	*-11*	45	*-7*	49	*-1*	52	*0*
SK	96	*-3*	45	*-14*	32	*-14*	43	*3*	36	*-1*
FI	97	*3*	67	*4*	72	*-1*	38	*0*	73	*8*
SE	86	*-12*	63	*-23*	66	*-19*	40	*-17*	78	*2*
UK	93	*-1*	70	*-10*	54	*-13*	31	*-11*	65	*-3*

D46 Which of the following goods do you have?
(MULTIPLE ANSWERS POSSIBLE) (%)

Household weighted

	Tablet		Smartphone		An Internet connection at home		A car		An apartment/ a house which you have finished paying for	
	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*
EU28	32	*9*	56	*14*	67	*2*	70	*1*	42	*0*
BE	42	*10*	54	*16*	79	*3*	77	*-3*	40	*3*
BG	16	*10*	35	*21*	50	*-3*	55	*7*	86	*2*
CZ	24	*8*	40	*12*	62	*-3*	66	*-3*	58	*-2*
DK	66	*26*	80	*14*	94	*6*	81	*10*	15	*2*
DE	25	*5*	59	*10*	71	*-5*	71	*-8*	29	*-3*
EE	31	*12*	51	*10*	72	*2*	56	*1*	70	*3*
IE	53	*25*	68	*17*	78	*11*	82	*7*	35	*1*
EL	23	*13*	50	*19*	58	*3*	72	*-3*	64	*1*
ES	28	*8*	61	*12*	57	*1*	69	*0*	54	*5*
FR	33	*5*	48	*7*	75	*-3*	79	*-2*	32	*-2*
HR	17	*-2*	60	*11*	61	*-9*	73	*2*	76	*6*
IT	24	*9*	60	*19*	41	*-3*	79	*0*	50	*-2*
CY	38	*1*	36	*-8*	53	*-10*	83	*-9*	43	*-13*
LV	28	*13*	46	*18*	72	*2*	51	*5*	53	*0*
LT	14	*6*	40	*8*	57	*-3*	52	*-2*	65	*5*
LU	44	*5*	71	*12*	82	*5*	87	*3*	39	*4*
HU	14	*9*	49	*18*	57	*2*	52	*10*	68	*2*
MT	43	*9*	55	*12*	72	*3*	79	*4*	62	*8*
NL	71	*19*	83	*18*	96	*3*	82	*3*	8	*-4*
AT	21	*4*	62	*12*	64	*0*	78	*-3*	34	*-2*
PL	21	*8*	48	*26*	68	*11*	57	*7*	57	*-3*
PT	25	*14*	44	*29*	63	*16*	67	*6*	29	*-9*
RO	28	*17*	34	*18*	56	*2*	42	*4*	84	*2*
SI	31	*12*	52	*15*	71	*-2*	83	*2*	77	*3*
SK	23	*10*	42	*15*	60	*1*	61	*2*	70	*0*
FI	51	*29*	68	*12*	83	*5*	81	*11*	46	*11*
SE	52	*3*	84	*9*	89	*-2*	68	*-10*	27	*1*
UK	50	*5*	61	*4*	77	*1*	67	*1*	31	*4*

D46 Which of the following goods do you have?
(MULTIPLE ANSWERS POSSIBLE) (%)

Household weighted

	An apartment/ a house which you are paying for		None (SP.)		Don't know	Total 'Computing device'	
	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	Don't know	EB84.2	*Diff. EB84.2 - EB81.1*
EU28	24	*-1*	1	*0*	0	77	*3*
BE	32	*3*	0	*0*	0	83	*3*
BG	3	*0*	1	*1*	0	58	*4*
CZ	18	*-3*	0	*0*	1	70	*-2*
DK	64	*4*	0	*0*	0	96	*4*
DE	14	*-3*	0	*0*	1	82	*2*
EE	21	*2*	0	*0*	0	77	*2*
IE	49	*4*	0	*0*	0	86	*8*
EL	9	*-2*	0	*0*	0	69	*2*
ES	31	*-8*	0	*0*	0	72	*3*
FR	18	*-2*	0	*0*	0	79	*-3*
HR	8	*-8*	0	*0*	0	74	*-5*
IT	28	*5*	1	*0*	0	69	*4*
CY	28	*-3*	0	*0*	0	63	*-10*
LV	12	*-4*	1	*1*	1	79	*4*
LT	7	*0*	0	*0*	0	65	*-2*
LU	37	*0*	0	*0*	0	86	*1*
HU	14	*-3*	0	*0*	1	68	*4*
MT	19	*-5*	0	*0*	0	74	*1*
NL	67	*13*	0	*0*	0	97	*3*
AT	53	*0*	0	*0*	0	75	*2*
PL	13	*0*	0	*0*	0	75	*8*
PT	39	*4*	0	*0*	1	69	*14*
RO	3	*-1*	0	*0*	0	62	*1*
SI	10	*-1*	0	*0*	0	76	*-1*
SK	19	*0*	0	*0*	1	64	*1*
FI	36	*4*	0	*0*	0	88	*7*
SE	42	*-14*	0	*0*	0	95	*1*
UK	30	*-10*	2	*-1*	0	83	*-1*

D46R Computer and Internet

(MULTIPLE ANSWERS POSSIBLE) (%)

Household weighted

	Households with PC having Internet access		Proportion of households with PC having Internet access		Households with a computing device having Internet access		Proportion of households with a computing device haveing Internet access	
	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*
EU28	63	*0*	90	*0*	67	*2*	86	*-1*
BE	76	*2*	95	*1*	78	*3*	94	*1*
BG	48	*-4*	88	*-9*	49	*-4*	85	*-12*
CZ	59	*-5*	92	*0*	62	*-3*	88	*-2*
DK	93	*5*	98	*0*	94	*6*	98	*2*
DE	68	*-5*	90	*-4*	70	*-5*	86	*-7*
EE	70	*1*	94	*0*	71	*1*	92	*-1*
IE	69	*4*	92	*5*	77	*10*	90	*5*
EL	55	*1*	87	*4*	57	*3*	83	*2*
ES	53	*-1*	87	*2*	56	*1*	79	*-1*
FR	69	*-6*	95	*0*	74	*-3*	94	*0*
HR	57	*-12*	88	*-2*	59	*-10*	80	*-8*
IT	40	*-3*	68	*-4*	41	*-3*	59	*-9*
CY	48	*-12*	88	*-1*	52	*-10*	83	*-2*
LV	68	*1*	92	*0*	71	*2*	90	*-1*
LT	54	*-5*	89	*-2*	56	*-4*	86	*-3*
LU	75	*0*	97	*5*	79	*2*	91	*1*
HU	55	*1*	88	*2*	56	*1*	83	*-2*
MT	71	*4*	98	*1*	72	*3*	97	*2*
NL	93	*1*	98	*-1*	95	*3*	98	*0*
AT	61	*-2*	92	*1*	64	*0*	85	*-3*
PL	66	*10*	92	*7*	67	*11*	90	*6*
PT	59	*14*	93	*10*	62	*17*	90	*7*
RO	52	*1*	90	*4*	55	*3*	89	*3*
SI	67	*-2*	94	*1*	70	*-1*	92	*0*
SK	57	*1*	95	*2*	59	*1*	92	*0*
FI	79	*4*	94	*-2*	83	*6*	93	*-3*
SE	87	*-3*	96	*-2*	89	*-2*	94	*-3*
UK	68	*-4*	93	*1*	76	*1*	91	*2*

QA Snapshots

(%)

Household weighted

	Households having a television		Households having a fixed telephone access		Households having a computer		Households having a computing device		Households having at least one telephone access (fixed and/ or mobile)	
	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*
EU28	96	*0*	65	*-3*	37	*-5*	77	*3*	99	*1*
BE	96	*0*	73	*7*	42	*-8*	83	*3*	99	*0*
BG	98	*-1*	43	*0*	36	*-5*	58	*4*	97	*1*
CZ	98	*-1*	14	*-1*	37	*-12*	70	*-2*	97	*-2*
DK	98	*1*	40	*-4*	45	*5*	96	*4*	100	*1*
DE	95	*0*	85	*-6*	43	*-9*	82	*2*	99	*-1*
EE	98	*2*	42	*3*	42	*3*	77	*2*	99	*1*
IE	98	*2*	65	*8*	28	*6*	86	*8*	99	*1*
EL	99	*1*	83	*1*	30	*-6*	69	*2*	99	*-2*
ES	99	*1*	71	*1*	39	*-6*	72	*3*	99	*2*
FR	95	*-1*	81	*-5*	38	*-10*	79	*-3*	99	*-1*
HR	98	*1*	75	*-8*	41	*-14*	74	*-5*	99	*-1*
IT	95	*-1*	54	*-1*	25	*-3*	69	*4*	98	*0*
CY	100	*0*	59	*-9*	23	*-10*	63	*-10*	100	*0*
LV	93	*-2*	31	*3*	46	*-1*	79	*4*	97	*-2*
LT	96	*0*	28	*-4*	28	*-11*	65	*-2*	99	*1*
LU	97	*1*	85	*0*	44	*-3*	86	*1*	100	*0*
HU	98	*-1*	45	*1*	49	*-5*	68	*4*	98	*1*
MT	99	*1*	93	*1*	47	*-4*	74	*1*	100	*0*
NL	97	*1*	85	*1*	54	*-12*	97	*3*	100	*0*
AT	98	*-1*	40	*-1*	36	*-3*	75	*2*	99	*0*
PL	97	*0*	29	*-1*	38	*-2*	75	*8*	96	*0*
PT	97	*0*	71	*10*	20	*-4*	69	*14*	99	*5*
RO	98	*-1*	37	*-7*	40	*-9*	62	*1*	94	*0*
SI	98	*3*	72	*-4*	49	*-1*	76	*-1*	100	*1*
SK	96	*-3*	26	*6*	43	*3*	64	*1*	96	*2*
FI	97	*3*	13	*-2*	38	*0*	88	*7*	100	*0*
SE	86	*-12*	53	*-45*	40	*-17*	95	*1*	100	*0*
UK	93	*-1*	78	*-4*	31	*-11*	83	*-1*	99	*0*

QA Snapshots

(%)

Household weighted

	Households having at least one mobile telephone access		Households combining a fixed telephone access and mobile telephone access		Households having a fixed telephone access but no mobile telephone access		Households having a mobile telephone access but no fixed telephone access		Households not having a fixed telephone access nor mobile telephone access	
	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*
EU28	93	*1*	59	*-2*	6	*-1*	33	*2*	1	*-1*
BE	94	*-1*	67	*5*	6	*2*	27	*-6*	1	*0*
BG	88	*-1*	34	*-2*	9	*2*	54	*1*	3	*-1*
CZ	96	*-2*	12	*-3*	2	*1*	84	*1*	3	*2*
DK	98	*3*	38	*-2*	2	*-2*	60	*5*	0	*-1*
DE	91	*0*	76	*-7*	8	*-1*	15	*7*	1	*1*
EE	97	*1*	40	*3*	3	*0*	57	*-2*	1	*-1*
IE	97	*4*	63	*11*	3	*-2*	34	*-7*	1	*-1*
EL	88	*-7*	72	*-5*	11	*6*	16	*-2*	1	*1*
ES	92	*0*	65	*1*	6	*0*	28	*0*	1	*-2*
FR	91	*-1*	73	*-6*	8	*1*	19	*6*	1	*1*
HR	94	*2*	71	*-5*	5	*-2*	23	*7*	1	*1*
IT	92	*-1*	48	*-2*	6	*1*	43	*0*	2	*0*
CY	96	*1*	55	*-8*	4	*-1*	41	*9*	0	*0*
LV	95	*-3*	30	*3*	1	*0*	65	*-6*	3	*2*
LT	97	*2*	26	*-3*	2	*-1*	71	*5*	1	*-1*
LU	94	*-2*	79	*-2*	6	*2*	15	*0*	0	*0*
HU	93	*1*	41	*2*	5	*0*	53	*0*	2	*-1*
MT	95	*4*	88	*6*	5	*-4*	7	*-1*	0	*0*
NL	98	*2*	82	*2*	2	*-2*	15	*-1*	0	*0*
AT	91	*-3*	32	*-4*	8	*3*	59	*1*	1	*0*
PL	93	*2*	25	*0*	4	*-1*	68	*2*	4	*0*
PT	94	*8*	66	*13*	5	*-3*	28	*-5*	1	*-5*
RO	90	*3*	33	*-4*	4	*-4*	57	*7*	6	*0*
SI	96	*0*	68	*-5*	3	*0*	28	*5*	0	*-1*
SK	92	*2*	22	*6*	4	*0*	70	*-4*	4	*-2*
FI	99	*1*	12	*-2*	1	*0*	87	*2*	0	*0*
SE	99	*2*	52	*-43*	1	*-2*	47	*45*	0	*0*
UK	94	*0*	72	*-5*	6	*1*	22	*5*	1	*0*

QAB Overall telephone access

(%)

Household weighted

	Households combining a fixed and mobile telephone access		Households having a fixed telephone access but no mobile telephone access		Households having a mobile telephone access but no fixed telephone access		Households not having fixed telephone access nor mobile telephone access	
	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*
EU28	59	*-2*	6	*0*	33	*2*	2	*0*
BE	67	*5*	6	*2*	27	*-6*	1	*0*
BG	34	*-2*	9	*2*	54	*1*	3	*-1*
CZ	12	*-3*	2	*1*	84	*1*	3	*2*
DK	38	*-2*	2	*-2*	60	*5*	0	*-1*
DE	76	*-7*	8	*-1*	15	*7*	1	*1*
EE	40	*3*	3	*0*	57	*-2*	1	*-1*
IE	63	*11*	3	*-2*	34	*-7*	1	*-1*
EL	72	*-5*	11	*6*	16	*-3*	1	*1*
ES	65	*1*	6	*0*	28	*0*	1	*-2*
FR	73	*-6*	8	*1*	19	*6*	1	*1*
HR	71	*-5*	5	*-2*	23	*7*	1	*1*
IT	48	*-2*	6	*1*	43	*0*	2	*0*
CY	55	*-8*	4	*-1*	41	*9*	0	*0*
LV	30	*3*	1	*0*	65	*-6*	3	*2*
LT	26	*-3*	2	*-1*	71	*5*	1	*-1*
LU	79	*-2*	6	*2*	15	*0*	0	*0*
HU	41	*2*	5	*0*	53	*0*	2	*-1*
MT	88	*6*	5	*-4*	7	*-1*	0	*0*
NL	82	*2*	2	*-2*	15	*-1*	0	*0*
AT	32	*-4*	8	*3*	59	*1*	1	*0*
PL	25	*0*	4	*-1*	68	*2*	4	*0*
PT	66	*13*	5	*-3*	28	*-5*	1	*-5*
RO	33	*-4*	4	*-4*	57	*7*	6	*0*
SI	68	*-5*	3	*0*	28	*5*	0	*-1*
SK	22	*6*	4	*0*	70	*-4*	4	*-2*
FI	12	*-2*	1	*0*	87	*2*	0	*0*
SE	52	*-43*	1	*-2*	47	*45*	0	*0*
UK	72	*-5*	6	*1*	22	*5*	1	*0*

QA1.1 Thinking about all household members, including yourself, please indicate for each of the following how many of them are available in your household.

Mobile phone accesses

(%)

Household weighted

	None		1		2		3		4 and more		Don't know	At least one	
	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	EB84.2	*Diff. EB84.2 - EB81.1*
EU28	7	*0*	35	*-1*	33	*-1*	13	*0*	11	*1*	1	93	*1*
BE	6	*1*	33	*1*	37	*-1*	13	*1*	10	*-3*	0	94	*-1*
BG	12	*1*	18	*-5*	29	*-2*	24	*5*	18	*2*	0	88	*-1*
CZ	4	*2*	24	*-6*	35	*-1*	18	*-1*	19	*6*	0	96	*-2*
DK	2	*-2*	31	*-19*	38	*8*	13	*4*	16	*10*	0	98	*3*
DE	8	*-1*	45	*16*	32	*-2*	9	*-3*	5	*-10*	1	91	*0*
EE	3	*-1*	30	*-9*	30	*2*	20	*8*	16	*0*	0	97	*1*
IE	3	*-4*	21	*-18*	39	*4*	18	*8*	20	*11*	0	97	*4*
EL	12	*7*	26	*-3*	36	*0*	15	*0*	10	*-4*	1	88	*-7*
ES	8	*2*	33	*-4*	35	*2*	12	*0*	12	*3*	0	92	*0*
FR	8	*1*	50	*8*	27	*-5*	9	*-2*	6	*-2*	0	91	*-1*
HR	6	*-1*	19	*-2*	31	*2*	18	*0*	26	*2*	0	94	*2*
IT	7	*1*	22	*-5*	34	*0*	19	*1*	17	*3*	1	92	*-1*
CY	3	*-2*	27	*8*	37	*4*	15	*-4*	16	*-8*	1	96	*1*
LV	4	*2*	28	*1*	32	*0*	20	*1*	15	*-5*	1	95	*-3*
LT	3	*-2*	43	*16*	27	*-5*	15	*-1*	12	*-8*	0	97	*2*
LU	4	*1*	28	*-12*	36	*1*	16	*6*	14	*3*	2	94	*-2*
HU	6	*-1*	28	*-3*	31	*-2*	19	*5*	15	*2*	0	93	*1*
MT	5	*-4*	37	*2*	28	*-4*	11	*-2*	19	*7*	0	95	*4*
NL	2	*-1*	29	*-6*	38	*0*	15	*2*	16	*6*	0	98	*2*
AT	9	*3*	31	*-4*	34	*2*	16	*1*	10	*-3*	0	91	*-3*
PL	6	*-3*	22	*-6*	27	*-7*	19	*3*	25	*13*	1	93	*2*
PT	6	*-7*	19	*-19*	34	*4*	24	*12*	18	*13*	0	94	*8*
RO	10	*-2*	25	*-6*	29	*0*	21	*6*	15	*4*	0	90	*3*
SI	3	*-1*	21	*-5*	30	*-1*	19	*0*	27	*8*	0	96	*0*
SK	7	*-2*	25	*-3*	28	*1*	16	*-1*	23	*4*	1	92	*2*
FI	1	*-1*	28	*-12*	36	*3*	16	*5*	19	*6*	0	99	*1*
SE	1	*-2*	57	*19*	26	*-6*	10	*-6*	6	*-5*	0	99	*2*
UK	6	*1*	38	*9*	43	*5*	9	*-6*	4	*-9*	0	94	*0*

QA1.2 Thinking about all household members, including yourself, please indicate for each of the following how many of them are available in your household.

Mobile phone subscriptions or pre-paid arrangements giving access to the Internet, e.g. for playing or downloading audio or video content or sending and receiving e-mails

(%)

ASK IF 'MOBILE PHONE ACCESS'

Household weighted

	None		1		2		3		4 and more		Don't know	At least one	
	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	EB84.2	*Diff. EB84.2 - EB81.1*
EU28	24	*-21*	31	*2*	26	*9*	9	*5*	7	*5*	2	75	*23*
BE	19	*-29*	32	*3*	31	*18*	10	*6*	8	*5*	0	81	*31*
BG	37	*-38*	17	*4*	21	*12*	13	*12*	9	*9*	3	60	*36*
CZ	38	*-22*	19	*-3*	24	*11*	11	*8*	8	*6*	1	61	*22*
DK	7	*-17*	34	*-7*	33	*9*	11	*4*	13	*9*	2	91	*16*
DE	23	*-22*	40	*15*	23	*5*	8	*2*	4	*0*	2	75	*22*
EE	25	*-18*	30	*4*	22	*6*	13	*7*	7	*4*	4	72	*21*
IE	14	*-24*	19	*-11*	37	*16*	14	*8*	14	*10*	1	84	*23*
EL	36	*-33*	32	*10*	24	*18*	6	*5*	2	*1*	0	64	*35*
ES	24	*-2*	30	*-1*	27	*2*	9	*3*	9	*6*	1	75	*10*
FR	26	*-14*	43	*8*	21	*4*	6	*2*	3	*1*	1	73	*14*
HR	20	*-13*	19	*-2*	31	*6*	12	*3*	14	*7*	4	76	*13*
IT	24	*-27*	20	*-4*	31	*16*	14	*10*	10	*7*	2	74	*28*
CY	27	*-28*	26	*3*	24	*12*	9	*2*	11	*9*	2	71	*27*
LV	36	*-6*	22	*-2*	22	*4*	11	*5*	5	*0*	3	61	*8*
LT	32	*-23*	29	*8*	19	*4*	9	*4*	5	*2*	6	62	*19*
LU	18	*-10*	34	*-9*	29	*11*	9	*4*	8	*5*	1	81	*11*
HU	34	*-34*	29	*8*	20	*12*	10	*9*	7	*6*	1	65	*33*
MT	34	*-19*	29	*7*	18	*3*	8	*4*	8	*5*	3	63	*19*
NL	10	*-22*	32	*-1*	34	*11*	12	*6*	13	*10*	0	90	*24*
AT	22	*-17*	27	*2*	28	*4*	13	*6*	8	*4*	2	76	*16*
PL	27	*-33*	22	*1*	19	*8*	10	*7*	17	*16*	5	69	*33*
PT	38	*-34*	17	*2*	24	*18*	14	*13*	6	*6*	1	61	*38*
RO	26	*-13*	23	*2*	24	*15*	15	*13*	9	*8*	3	71	*39*
SI	20	*-16*	17	*-11*	31	*10*	15	*9*	17	*11*	0	79	*18*
SK	27	*-31*	21	*0*	27	*13*	11	*9*	12	*9*	2	70	*30*
FI	28	*-14*	20	*-5*	26	*5*	12	*6*	13	*7*	1	70	*12*
SE	10	*-11*	47	*12*	27	*0*	9	*-1*	7	*1*	0	90	*12*
UK	20	*-8*	34	*5*	33	*6*	7	*-2*	3	*-4*	2	78	*7*

QA1R Mobile telephony

(%)

Household weighted

	Households having mobile phone access		Households without mobile phone access		Average number of obile phones per household	
	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*
EU28	93	*1*	7	*-1*	1,9	*0,0*
BE	94	*-1*	6	*1*	1,9	*-0,2*
BG	88	*-1*	12	*1*	2,2	*0,1*
CZ	96	*-2*	4	*2*	2,3	*0,2*
DK	98	*3*	2	*-3*	2,2	*0,6*
DE	91	*0*	9	*0*	1,6	*-0,4*
EE	97	*1*	3	*-1*	2,2	*0,1*
IE	97	*4*	3	*-4*	2,4	*0,6*
EL	88	*-7*	12	*7*	1,9	*-0,2*
ES	92	*0*	8	*0*	1,9	*0,1*
FR	91	*-1*	9	*1*	1,6	*-0,2*
HR	94	*2*	6	*-2*	2,5	*0,1*
IT	92	*-1*	8	*1*	2,2	*0,0*
CY	96	*1*	4	*-1*	2,3	*-0,2*
LV	95	*-3*	5	*3*	2,2	*-0,2*
LT	97	*2*	3	*-2*	1,9	*-0,4*
LU	94	*-2*	6	*2*	2,1	*0,2*
HU	93	*1*	7	*-1*	2,2	*0,2*
MT	95	*4*	5	*-4*	2,3	*0,4*
NL	98	*2*	2	*-2*	2,3	*0,3*
AT	91	*-3*	9	*3*	1,9	*-0,1*
PL	93	*2*	7	*-2*	2,7	*0,7*
PT	94	*8*	6	*-8*	2,4	*0,8*
RO	90	*3*	10	*-3*	2,1	*0,3*
SI	96	*0*	4	*0*	2,5	*0,2*
SK	92	*2*	8	*-2*	2,4	*0,2*
FI	99	*1*	1	*-1*	2,4	*0,4*
SE	99	*2*	1	*-2*	1,7	*-0,3*
UK	94	*0*	6	*0*	1,7	*-0,3*

D46_QA1 Household Internet access
(%)
Household weighted

	Households with mobile Internet access		Households with Internet connection at home and mobile Internet access		Households with Internet connection at home and no mobile Internet access		Households with mobile Internet access and no Internet connection at home		Households without Internet access	
	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*
EU28	69	*21*	56	*15*	11	*-13*	13	*6*	20	*-8*
BE	76	*29*	66	*23*	13	*-20*	10	*5*	11	*-8*
BG	53	*32*	40	*20*	10	*-23*	12	*11*	38	*-8*
CZ	59	*21*	45	*13*	17	*-16*	13	*7*	25	*-4*
DK	89	*18*	87	*18*	8	*-11*	2	*-1*	3	*-6*
DE	68	*20*	57	*11*	14	*-16*	11	*8*	18	*-3*
EE	69	*20*	59	*15*	13	*-13*	10	*5*	18	*-7*
IE	81	*24*	71	*23*	7	*-12*	11	*2*	11	*-13*
EL	56	*18*	43	*14*	16	*-11*	13	*3*	28	*-6*
ES	69	*9*	52	*5*	5	*-3*	18	*5*	25	*-7*
FR	67	*13*	60	*9*	15	*-11*	7	*4*	18	*-2*
HR	72	*14*	54	*3*	7	*-12*	18	*11*	21	*-2*
IT	68	*25*	37	*11*	4	*-14*	31	*14*	28	*-11*
CY	68	*26*	48	*9*	5	*-19*	20	*17*	27	*-7*
LV	58	*6*	50	*5*	22	*-3*	8	*1*	20	*-3*
LT	60	*19*	47	*12*	10	*-15*	13	*7*	30	*-4*
LU	76	*9*	69	*11*	13	*-7*	7	*-2*	11	*-2*
HU	61	*32*	49	*26*	8	*-24*	12	*6*	31	*-8*
MT	60	*20*	56	*19*	16	*-16*	3	*0*	25	*-3*
NL	88	*25*	86	*24*	10	*-21*	1	*0*	3	*-3*
AT	70	*14*	57	*7*	7	*-8*	13	*7*	23	*-6*
PL	63	*30*	54	*27*	14	*-16*	9	*3*	23	*-14*
PT	57	*37*	45	*28*	18	*-12*	12	*9*	25	*-25*
RO	63	*35*	47	*24*	9	*-22*	16	*11*	28	*-13*
SI	77	*18*	64	*12*	7	*-14*	13	*6*	16	*-4*
SK	64	*28*	51	*18*	9	*-17*	14	*11*	26	*-12*
FI	70	*13*	64	*9*	19	*-4*	6	*4*	11	*-9*
SE	89	*14*	82	*8*	7	*-11*	7	*6*	4	*-3*
UK	73	*6*	62	*5*	15	*-3*	11	*1*	12	*-3*

QA2 Does your household receive television via...?
(MULTIPLE ANSWERS POSSIBLE) (%)

ASK IF 'TELEVISION IN THE HOUSEHOLD'

Household weighted

	An aerial (e.g. on the roof or on the top of the TV set)		Digital Terrestrial Television (aerial + decoder)		A cable TV network (analogue = directly connected to the TV set)		A cable TV network + decoder (digital TV)		Satellite TV via a satellite dish + decoder	
	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*
EU28	7	*1*	38	*1*	9	*-2*	20	*1*	24	*-1*
BE	0	*0*	7	*3*	17	*-2*	62	*6*	4	*0*
BG	0	*0*	11	*-6*	23	*3*	36	*3*	28	*-4*
CZ	0	*0*	60	*8*	7	*-3*	15	*0*	22	*-1*
DK	0	*0*	13	*-6*	13	*-8*	48	*10*	5	*-3*
DE	0	*0*	7	*2*	15	*-1*	27	*-4*	50	*2*
EE	0	*0*	23	*-1*	9	*-11*	33	*1*	11	*-1*
IE	13	*2*	16	*-5*	8	*-1*	15	*-4*	55	*10*
EL	45	*-12*	55	*6*	6	*5*	21	*19*	5	*1*
ES	0	*0*	90	*1*	0	*0*	9	*-3*	3	*1*
FR	0	*0*	53	*-12*	0	*0*	9	*0*	9	*-5*
HR	0	*0*	65	*7*	0	*0*	10	*-12*	7	*0*
IT	0	*0*	87	*17*	0	*0*	9	*9*	14	*-15*
CY	67	*5*	21	*-8*	8	*-3*	9	*-1*	3	*-2*
LV	0	*0*	40	*1*	30	*-1*	10	*-5*	11	*0*
LT	32	*10*	21	*-3*	19	*-12*	19	*5*	0	*-8*
LU	0	*0*	15	*-8*	25	*4*	32	*1*	22	*3*
HU	0	*0*	13	*4*	28	*-7*	37	*3*	20	*1*
MT	8	*2*	34	*-10*	17	*12*	33	*-6*	9	*1*
NL	0	*0*	9	*-6*	13	*-8*	54	*4*	2	*-3*
AT	0	*0*	11	*1*	13	*0*	33	*7*	43	*-10*
PL	9	*-4*	24	*-1*	11	*-1*	19	*-1*	39	*4*
PT	0	*0*	22	*-16*	14	*-4*	29	*-1*	5	*2*
RO	4	*-2*	17	*1*	54	*-2*	22	*6*	8	*1*
SI	9	*-1*	5	*-3*	16	*-4*	28	*-6*	3	*0*
SK	17	*4*	15	*-4*	8	*-1*	16	*-9*	44	*10*
FI	0	*0*	43	*-4*	0	*0*	50	*-1*	3	*0*
SE	0	*0*	29	*3*	24	*1*	23	*-2*	9	*-4*
UK	34	*8*	26	*-2*	4	*-4*	12	*-1*	36	*-1*

QA2 Does your household receive television via...?
(MULTIPLE ANSWERS POSSIBLE) (%)

ASK IF 'TELEVISION IN THE HOUSEHOLD'

Household weighted

	The telephone network + modem and\ or decoder, i.e. ADSL, VDSL or fibre		Other (SP.)		Don't know	Total 'TV cable'		Total 'Aerial or DTT'	
	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*
EU28	12	*5*	1	*-3*	1	29	*-1*	43	*0*
BE	15	*-8*	1	*-1*	0	78	*5*	7	*3*
BG	3	*3*	0	*-1*	1	59	*7*	11	*-6*
CZ	4	*2*	0	*-1*	1	21	*-4*	60	*8*
DK	19	*13*	4	*-3*	3	60	*3*	13	*-6*
DE	4	*2*	0	*-3*	1	42	*-4*	7	*2*
EE	26	*12*	2	*-1*	2	41	*-10*	23	*-1*
IE	2	*1*	2	*-1*	1	23	*-5*	26	*-2*
EL	11	*11*	0	*0*	0	26	*24*	82	*-15*
ES	10	*7*	0	*-2*	0	9	*-3*	90	*1*
FR	45	*9*	1	*-10*	1	9	*0*	53	*-12*
HR	21	*1*	2	*-4*	2	10	*-12*	65	*7*
IT	6	*3*	1	*-1*	0	9	*9*	87	*17*
CY	14	*4*	3	*-3*	0	17	*-3*	81	*0*
LV	7	*4*	2	*-2*	2	40	*-6*	40	*1*
LT	13	*13*	0	*-5*	0	38	*-7*	51	*6*
LU	14	*4*	1	*-3*	1	56	*4*	15	*-8*
HU	4	*2*	0	*-1*	0	65	*-4*	13	*4*
MT	4	*3*	7	*5*	0	49	*5*	42	*-7*
NL	24	*16*	1	*-5*	0	66	*-4*	9	*-6*
AT	5	*3*	1	*-2*	3	43	*4*	11	*1*
PL	2	*2*	0	*0*	1	30	*-1*	33	*-4*
PT	32	*22*	1	*1*	1	41	*-7*	22	*-16*
RO	0	*-1*	1	*-1*	0	71	*0*	21	*-1*
SI	41	*19*	1	*-3*	3	43	*-11*	14	*-4*
SK	3	*2*	1	*-1*	1	24	*-10*	31	*-1*
FI	7	*6*	1	*-8*	2	50	*-1*	43	*-4*
SE	19	*8*	2	*-16*	4	46	*0*	29	*3*
UK	5	*4*	1	*-4*	1	16	*-4*	55	*6*

QA3a When subscribing to an Internet connection what are the main factors you consider? Firstly?

(ROTATE) (%)

ASK IF 'INTERNET CONNECTION IN THE HOUSEHOLD'

Population 15+ weighted

	The maximum download or upload speed	The maximum amount of data (MB, GB) you can download or upload	The price of the Internet subscription	The notice period to terminate the contract with the provider	The fact that the Internet subscription is part of a bundle	The customer service	The cost of the equipment	The cost of installation	The ability to use multiple connected devices at the same time without loss of quality
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	17	7	38	1	10	5	4	4	7
BE	12	5	46	1	10	9	3	5	5
BG	18	11	33	2	19	5	2	1	4
CZ	19	9	42	0	4	3	10	4	6
DK	15	6	41	0	10	3	4	4	7
DE	19	11	28	3	12	3	5	2	11
EE	19	8	29	1	20	3	3	2	9
IE	26	11	27	1	5	5	6	8	8
EL	15	5	44	1	17	3	4	5	3
ES	18	7	33	1	7	8	7	9	3
FR	6	4	52	1	11	9	3	4	5
HR	11	10	45	3	11	1	3	3	7
IT	8	6	46	2	9	4	4	8	11
CY	17	2	30	0	10	15	7	11	3
LV	17	9	37	0	8	4	7	4	8
LT	19	9	36	1	6	3	7	7	6
LU	11	5	37	1	12	12	3	3	8
HU	17	10	41	2	13	2	2	7	4
MT	26	10	19	0	15	7	5	4	3
NL	14	5	41	1	13	5	3	0	11
AT	15	10	30	3	15	3	5	7	9
PL	19	9	46	1	4	2	3	3	7
PT	7	3	37	3	27	2	4	7	8
RO	26	7	34	0	16	1	2	4	5
SI	17	7	36	1	23	1	2	3	4
SK	21	12	39	1	7	3	4	4	6
FI	18	4	40	1	6	4	5	2	12
SE	21	9	32	2	7	3	3	0	10
UK	25	6	32	0	6	5	4	5	5

QA3a When subscribing to an Internet connection what are the main factors you consider? Firstly?

(ROTATE) (%)

ASK IF 'INTERNET CONNECTION IN THE HOUSEHOLD'

Population 15+ weighted

	Other (SP.)	Don't know	Total 'Costs-related criteria'	Total 'Quality-related criteria'	Total 'Service-related criteria'
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	2	4	47	31	16
BE	2	1	54	23	20
BG	0	4	37	33	26
CZ	1	2	56	34	7
DK	4	5	50	29	13
DE	2	3	35	41	18
EE	1	6	34	36	23
IE	0	3	41	44	11
EL	1	3	53	23	21
ES	2	4	50	28	16
FR	2	4	60	15	20
HR	0	6	51	27	15
IT	0	2	58	25	15
CY	1	4	48	23	24
LV	2	5	48	33	12
LT	1	4	50	34	11
LU	4	5	43	24	25
HU	0	2	50	31	17
MT	4	6	29	39	23
NL	3	2	45	31	19
AT	1	2	41	34	21
PL	0	6	52	35	8
PT	1	2	48	17	32
RO	1	4	39	38	18
SI	3	3	42	27	25
SK	1	2	47	39	11
FI	2	4	48	35	11
SE	7	6	36	39	12
UK	4	8	41	36	11

QA3b When subscribing to an Internet connection what are the main factors you consider? And then?

(ROTATE – MAX. 3 ANSWERS) (%)

ASK IF 'INTERNET CONNECTION IN THE HOUSEHOLD'

Population 15+ weighted

	The maximum download or upload speed	The maximum amount of data (MB, GB) you can download or upload	The price of the Internet subscription	The notice period to terminate the contract with the provider	The fact that the Internet subscription is part of a bundle	The customer service	The cost of the equipment	The cost of installation	The ability to use multiple connected devices at the same time without loss of quality
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	32	26	32	11	15	24	16	17	20
BE	24	22	33	7	13	36	18	26	17
BG	38	29	36	12	15	25	11	14	24
CZ	32	27	38	5	4	22	29	23	17
DK	34	26	34	8	10	22	11	19	23
DE	31	32	32	15	15	20	17	13	22
EE	34	28	34	2	13	11	15	12	21
IE	29	27	36	9	10	21	14	22	19
EL	48	25	31	8	27	33	24	29	17
ES	42	32	30	6	11	26	19	18	14
FR	25	14	26	9	21	36	13	11	16
HR	35	34	27	13	15	9	11	15	22
IT	35	31	28	15	16	20	15	25	28
CY	39	19	38	2	8	33	23	23	15
LV	34	24	35	3	10	17	14	15	18
LT	35	31	36	4	7	19	25	24	19
LU	28	21	30	4	15	22	16	22	21
HU	34	26	39	15	18	8	19	26	14
MT	29	23	31	4	8	30	13	17	17
NL	34	25	37	18	19	25	14	11	25
AT	36	42	30	20	8	18	19	23	26
PL	33	23	32	10	11	11	15	17	15
PT	33	25	20	13	33	26	11	14	39
RO	35	23	41	4	21	15	17	20	17
SI	32	19	32	5	13	11	11	13	9
SK	39	36	35	6	7	13	28	24	18
FI	38	24	37	10	6	26	23	12	29
SE	31	27	39	14	8	13	15	8	21
UK	29	22	33	6	9	30	14	18	17

QA3b When subscribing to an Internet connection what are the main factors you consider? And then?

(ROTATE - MAX. 3 ANSWERS) (%)

ASK IF 'INTERNET CONNECTION IN THE HOUSEHOLD'

Population 15+ weighted

	Other (SP.)	Don't know	Total 'Costs-related criteria'	Total 'Quality-related criteria'	Total 'Service-related criteria'
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	3	4	52	58	42
BE	2	2	61	47	50
BG	1	3	52	66	46
CZ	2	3	68	57	29
DK	6	5	50	59	37
DE	2	2	51	63	41
EE	3	11	48	63	24
IE	1	1	59	58	37
EL	2	2	60	67	59
ES	4	3	54	64	39
FR	2	7	43	44	54
HR	1	2	46	66	35
IT	2	1	56	66	43
CY	3	3	60	57	40
LV	3	8	51	57	28
LT	2	2	62	62	29
LU	10	3	52	53	36
HU	2	1	67	59	37
MT	7	5	49	51	39
NL	5	3	53	62	52
AT	3	1	57	74	40
PL	1	5	53	57	30
PT	1	3	40	69	58
RO	1	4	63	58	37
SI	8	3	50	51	24
SK	1	2	65	66	25
FI	4	4	60	64	39
SE	10	5	53	58	31
UK	3	7	50	52	40

QA3T When subscribing to an Internet connection what are the main factors you consider? Firstly? And then?

(MAX. 4 ANSWERS) (%)

ASK IF 'INTERNET CONNECTION IN THE HOUSEHOLD'

Population 15+ weighted

	The maximum download or upload speed	The maximum amount of data (MB, GB) you can download or upload	The price of the Internet subscription	The notice period to terminate the contract with the provider	The fact that the Internet subscription is part of a bundle	The customer service	The cost of the equipment	The cost of installation	The ability to use multiple connected devices at the same time without loss of quality
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	48	32	69	11	24	28	20	21	26
BE	36	27	78	8	23	45	21	31	23
BG	55	39	68	14	34	29	13	15	28
CZ	50	35	80	5	7	25	39	27	22
DK	47	30	73	8	20	24	14	22	29
DE	49	42	59	18	26	22	22	15	32
EE	51	34	61	3	32	13	17	13	28
IE	54	36	62	9	15	26	20	29	26
EL	62	30	74	9	43	35	27	33	19
ES	58	37	62	7	17	33	26	26	17
FR	31	17	77	9	31	43	16	15	20
HR	43	41	71	15	25	10	14	17	28
IT	43	37	73	17	25	23	19	32	38
CY	55	21	67	2	18	47	28	34	18
LV	49	31	70	3	17	20	20	18	25
LT	53	38	70	5	13	21	31	30	25
LU	37	25	65	4	26	33	18	24	28
HU	50	35	79	17	31	10	21	32	18
MT	53	32	48	4	23	35	18	19	20
NL	47	30	78	19	32	30	17	11	35
AT	50	51	59	22	23	20	23	29	34
PL	51	31	76	11	15	13	17	19	21
PT	39	28	57	16	60	27	15	21	46
RO	59	29	74	4	36	16	19	23	21
SI	47	26	67	5	36	11	13	16	12
SK	59	47	73	7	14	16	31	27	24
FI	55	27	76	11	12	29	28	14	41
SE	49	35	69	15	15	15	17	8	29
UK	52	27	62	6	15	32	17	22	21

QA3T When subscribing to an Internet connection what are the main factors you consider? Firstly? And then?

(MAX. 4 ANSWERS) (%)

ASK IF 'INTERNET CONNECTION IN THE HOUSEHOLD'

Population 15+ weighted

	Other (SP.)	Don't know	Total 'Costs-related criteria'	Total 'Quality-related criteria'	Total 'Service-related criteria'
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	4	4	79	70	51
BE	3	1	87	58	62
BG	1	4	77	76	60
CZ	3	2	91	71	35
DK	9	5	81	68	45
DE	4	3	71	75	52
EE	4	6	69	72	43
IE	1	3	81	77	44
EL	3	3	85	75	66
ES	5	4	83	75	50
FR	3	4	84	50	65
HR	1	6	78	71	45
IT	2	2	83	74	51
CY	3	4	79	65	60
LV	4	5	80	70	37
LT	2	4	83	76	36
LU	11	5	73	60	53
HU	2	2	90	73	50
MT	7	6	64	68	55
NL	7	2	83	73	61
AT	3	2	74	80	53
PL	1	6	84	72	33
PT	1	2	74	76	78
RO	2	4	81	77	51
SI	10	3	75	65	44
SK	1	2	83	77	33
FI	6	4	85	74	46
SE	13	6	75	73	39
UK	6	8	75	69	45

QA4.1 How often do you do any of the following?
Make or receive phone calls over a landline phone
(%)

Population 15+ weighted

	Several times a day	Once a day	Several times a week	Once a week	Once a month	Less than monthly	Never	Don't know	Daily usage	Regular usage	Occasional usage
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	27	10	16	7	3	4	32	1	37	23	7
BE	23	14	22	8	3	4	26	0	37	30	7
BG	10	8	15	6	2	6	52	1	18	21	8
CZ	4	2	7	3	1	4	79	0	6	10	5
DK	7	5	8	8	4	5	63	0	12	16	9
DE	51	13	20	3	1	1	10	1	64	23	2
EE	7	5	9	10	6	5	57	1	12	19	11
IE	21	12	12	9	3	5	37	1	33	21	8
EL	59	10	12	2	1	4	12	0	69	14	5
ES	22	11	22	10	4	6	25	0	33	32	10
FR	24	12	19	10	6	5	24	0	36	29	11
HR	26	14	20	8	4	4	24	0	40	28	8
IT	39	8	11	4	1	3	34	0	47	15	4
CY	24	6	12	9	7	6	36	0	30	21	13
LV	5	3	6	4	6	7	68	1	8	10	13
LT	8	3	6	5	3	3	69	3	11	11	6
LU	20	10	22	11	9	6	22	0	30	33	15
HU	13	6	14	7	5	5	49	1	19	21	10
MT	35	22	17	10	4	4	8	0	57	27	8
NL	23	13	26	13	6	4	15	0	36	39	10
AT	17	7	13	5	4	7	46	1	24	18	11
PL	10	5	11	5	2	5	61	1	15	16	7
PT	16	10	25	11	4	6	27	1	26	36	10
RO	9	6	12	6	3	6	56	2	15	18	9
SI	17	12	14	10	5	9	32	1	29	24	14
SK	10	4	9	4	4	8	60	1	14	13	12
FI	2	2	3	2	2	6	82	1	4	5	8
SE	15	8	22	11	6	4	34	0	23	33	10
UK	22	11	17	11	5	6	27	1	33	28	11

QA4.2 How often do you do any of the following?
Make or receive phone calls over a mobile phone
(%)

Population 15+ weighted

	Several times a day	Once a day	Several times a week	Once a week	Once a month	Less than monthly	Never	Don't know	Daily usage	Regular usage	Occasional usage
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	62	10	13	4	2	2	7	0	72	17	4
BE	53	13	21	4	2	1	5	1	66	25	3
BG	70	10	7	2	1	0	10	0	80	9	1
CZ	71	14	10	1	1	0	3	0	85	11	1
DK	65	15	13	3	2	0	2	0	80	16	2
DE	51	11	16	7	3	4	8	0	62	23	7
EE	75	10	8	2	1	0	4	0	85	10	1
IE	73	10	8	3	1	1	4	0	83	11	2
EL	70	8	9	2	1	1	9	0	78	11	2
ES	55	14	16	4	2	2	7	0	69	20	4
FR	60	9	13	5	2	2	9	0	69	18	4
HR	71	9	8	2	1	0	9	0	80	10	1
IT	76	8	6	2	1	0	7	0	84	8	1
CY	83	5	6	1	1	0	4	0	88	7	1
LV	85	6	6	1	1	0	1	0	91	7	1
LT	76	10	8	2	0	1	3	0	86	10	1
LU	64	10	14	5	2	1	4	0	74	19	3
HU	60	10	15	4	2	1	8	0	70	19	3
MT	61	15	11	5	2	0	6	0	76	16	2
NL	49	11	19	9	5	3	4	0	60	28	8
AT	67	11	12	2	1	0	7	0	78	14	1
PL	68	11	11	1	2	0	7	0	79	12	2
PT	68	8	14	2	0	1	7	0	76	16	1
RO	75	7	6	1	1	0	9	1	82	7	1
SI	75	10	8	2	0	1	4	0	85	10	1
SK	73	6	12	1	1	1	6	0	79	13	2
FI	69	15	11	3	0	0	2	0	84	14	0
SE	67	11	16	3	1	1	1	0	78	19	2
UK	56	12	12	5	3	4	8	0	68	17	7

QA4.3 How often do you do any of the following?
Send or receive SMS
(%)
Population 15+ weighted

	Several times a day	Once a day	Several times a week	Once a week	Once a month	Less than monthly	Never	Don't know	Daily usage	Regular usage	Occasional usage
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	38	7	14	7	4	5	24	1	45	21	9
BE	54	10	16	3	2	2	12	1	64	19	4
BG	11	10	17	10	9	12	30	1	21	27	21
CZ	52	11	15	7	3	2	10	0	63	22	5
DK	67	8	12	3	2	2	6	0	75	15	4
DE	19	7	21	10	5	11	27	0	26	31	16
EE	13	10	17	16	15	7	22	0	23	33	22
IE	66	9	9	2	1	2	11	0	75	11	3
EL	22	9	16	9	4	8	32	0	31	25	12
ES	4	2	7	6	8	10	62	1	6	13	18
FR	57	5	9	4	3	2	20	0	62	13	5
HR	48	12	12	4	2	3	19	0	60	16	5
IT	46	8	14	6	1	3	21	1	54	20	4
CY	53	5	9	4	3	3	21	2	58	13	6
LV	45	10	15	10	5	3	12	0	55	25	8
LT	41	9	14	8	3	3	22	0	50	22	6
LU	60	7	14	4	3	2	10	0	67	18	5
HU	20	9	20	11	7	6	26	1	29	31	13
MT	52	9	11	7	1	1	19	0	61	18	2
NL	19	6	16	17	11	10	21	0	25	33	21
AT	37	11	16	6	5	6	19	0	48	22	11
PL	44	10	17	5	4	2	18	0	54	22	6
PT	43	7	15	6	2	3	24	0	50	21	5
RO	32	9	9	6	3	3	36	2	41	15	6
SI	51	6	11	5	2	4	21	0	57	16	6
SK	27	9	24	7	6	6	20	1	36	31	12
FI	42	14	21	11	4	2	6	0	56	32	6
SE	59	9	17	4	3	2	6	0	68	21	5
UK	61	7	9	4	1	2	15	1	68	13	3

QA4.4 How often do you do any of the following?
Use an instant messaging service on the Internet
(%)

Population 15+ weighted

	Several times a day	Once a day	Several times a week	Once a week	Once a month	Less than monthly	Never	Don't know	Daily usage	Regular usage	Occasional usage
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	30	6	8	4	2	3	45	2	36	12	5
BE	26	6	8	5	2	2	48	3	32	13	4
BG	12	7	7	5	3	5	59	2	19	12	8
CZ	8	3	5	2	1	3	73	5	11	7	4
DK	31	7	11	6	3	6	35	1	38	17	9
DE	24	6	9	3	1	5	50	2	30	12	6
EE	19	6	4	3	2	4	60	2	25	7	6
IE	32	5	9	4	2	5	41	2	37	13	7
EL	12	4	9	4	1	5	63	2	16	13	6
ES	52	5	6	1	1	1	33	1	57	7	2
FR	28	6	7	6	2	3	46	2	34	13	5
HR	28	5	8	3	3	5	48	0	33	11	8
IT	43	7	8	3	0	1	36	2	50	11	1
CY	32	3	7	3	2	3	46	4	35	10	5
LV	22	7	7	6	4	3	50	1	29	13	7
LT	11	5	5	3	1	2	65	8	16	8	3
LU	37	7	10	3	1	2	39	1	44	13	3
HU	17	5	9	4	4	5	55	1	22	13	9
MT	37	5	4	3	1	1	48	1	42	7	2
NL	47	3	7	2	3	1	33	4	50	9	4
AT	22	8	13	6	2	6	42	1	30	19	8
PL	19	6	12	6	3	5	48	1	25	18	8
PT	14	5	19	6	2	3	50	1	19	25	5
RO	17	6	9	3	2	2	58	3	23	12	4
SI	25	9	6	2	2	2	53	1	34	8	4
SK	17	3	12	3	4	8	50	3	20	15	12
FI	39	5	7	3	1	4	40	1	44	10	5
SE	35	7	10	6	4	3	34	1	42	16	7
UK	39	5	6	3	2	3	41	1	44	9	5

QA4.5 How often do you do any of the following?
Make phone calls via Internet applications, including video calls
(%)

Population 15+ weighted

	Several times a day	Once a day	Several times a week	Once a week	Once a month	Less than monthly	Never	Don't know	Daily usage	Regular usage	Occasional usage
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	7	4	6	6	6	8	62	1	11	12	14
BE	7	6	8	7	8	9	53	2	13	15	17
BG	11	7	10	7	4	4	57	0	18	17	8
CZ	4	3	7	4	5	6	69	2	7	11	11
DK	7	3	7	7	12	15	48	1	10	14	27
DE	4	3	7	3	4	9	69	1	7	10	13
EE	3	5	9	11	9	8	54	1	8	20	17
IE	15	5	9	9	7	7	47	1	20	18	14
EL	3	4	8	6	4	7	67	1	7	14	11
ES	4	3	4	4	5	5	74	1	7	8	10
FR	6	2	5	5	7	7	67	1	8	10	14
HR	14	6	9	8	5	8	50	0	20	17	13
IT	13	4	6	5	3	7	60	2	17	11	10
CY	16	5	9	5	5	6	50	4	21	14	11
LV	8	5	9	9	9	6	54	0	13	18	15
LT	10	7	13	8	6	4	49	3	17	21	10
LU	10	3	9	7	8	10	52	1	13	16	18
HU	6	5	8	4	3	6	67	1	11	12	9
MT	9	4	5	5	5	9	63	0	13	10	14
NL	4	3	7	10	9	12	55	0	7	17	21
AT	10	6	7	6	7	11	52	1	16	13	18
PL	6	2	7	7	7	9	60	2	8	14	16
PT	3	3	5	4	4	8	72	1	6	9	12
RO	8	4	7	6	3	2	68	2	12	13	5
SI	8	4	5	5	7	9	61	1	12	10	16
SK	7	4	8	6	8	13	51	3	11	14	21
FI	5	2	4	6	10	14	57	2	7	10	24
SE	5	2	9	10	14	16	44	0	7	19	30
UK	12	5	7	8	8	9	50	1	17	15	17

QA4.6 How often do you do any of the following?
Send e-mails
(%)
Population 15+ weighted

	Several times a day	Once a day	Several times a week	Once a week	Once a month	Less than monthly	Never	Don't know	Daily usage	Regular usage	Occasional usage
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	27	8	17	8	5	4	30	1	35	25	9
BE	40	10	14	7	4	2	22	1	50	21	6
BG	7	6	10	8	8	9	51	1	13	18	17
CZ	26	12	18	7	3	3	30	1	38	25	6
DK	43	9	21	9	6	3	8	1	52	30	9
DE	23	9	27	10	4	5	22	0	32	37	9
EE	26	7	15	11	5	5	30	1	33	26	10
IE	34	10	13	8	6	5	23	1	44	21	11
EL	7	5	15	8	3	9	52	1	12	23	12
ES	17	8	18	6	5	4	41	1	25	24	9
FR	34	7	13	8	5	4	29	0	41	21	9
HR	18	8	12	8	7	7	40	0	26	20	14
IT	29	7	13	7	3	5	34	2	36	20	8
CY	22	4	10	5	3	5	48	3	26	15	8
LV	21	7	12	9	6	5	40	0	28	21	11
LT	18	7	11	6	4	4	48	2	25	17	8
LU	37	9	16	9	5	3	21	0	46	25	8
HU	18	9	14	7	5	5	41	1	27	21	10
MT	35	7	8	5	4	2	38	1	42	13	6
NL	57	9	16	6	3	2	7	0	66	22	5
AT	30	11	19	5	4	4	27	0	41	24	8
PL	19	8	17	8	6	6	35	1	27	25	12
PT	13	7	14	6	4	6	49	1	20	20	10
RO	13	7	11	5	2	3	57	2	20	16	5
SI	29	8	15	5	3	4	36	0	37	20	7
SK	20	8	20	5	3	5	37	2	28	25	8
FI	34	11	17	11	8	3	16	0	45	28	11
SE	42	12	23	7	6	2	8	0	54	30	8
UK	38	9	14	9	6	3	21	0	47	23	9

QA4.7 How often do you do any of the following?
Post content on online social media
(%)

Population 15+ weighted

	Several times a day	Once a day	Several times a week	Once a week	Once a month	Less than monthly	Never	Don't know	Daily usage	Regular usage	Occasional usage
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	13	6	10	7	5	5	53	1	19	17	10
BE	17	7	12	6	5	5	47	1	24	18	10
BG	9	7	12	5	4	5	57	1	16	17	9
CZ	9	5	10	5	4	4	62	1	14	15	8
DK	32	11	12	8	8	6	23	0	43	20	14
DE	5	4	9	6	4	7	64	1	9	15	11
EE	9	5	6	10	9	7	53	1	14	16	16
IE	24	7	8	7	5	5	43	1	31	15	10
EL	11	7	11	4	2	4	60	1	18	15	6
ES	11	4	12	7	5	4	55	2	15	19	9
FR	16	4	8	5	3	3	60	1	20	13	6
HR	13	7	10	5	5	6	54	0	20	15	11
IT	19	8	12	5	3	4	46	3	27	17	7
CY	18	2	11	5	2	6	52	4	20	16	8
LV	7	4	7	5	5	10	61	1	11	12	15
LT	8	5	7	8	7	6	56	3	13	15	13
LU	17	7	8	6	6	4	50	2	24	14	10
HU	10	7	10	7	6	7	52	1	17	17	13
MT	16	7	8	8	7	2	51	1	23	16	9
NL	16	5	10	9	10	10	40	0	21	19	20
AT	14	9	13	7	5	7	44	1	23	20	12
PL	8	5	10	9	7	6	53	2	13	19	13
PT	13	6	18	6	3	4	49	1	19	24	7
RO	9	6	7	6	3	3	62	4	15	13	6
SI	9	2	8	7	6	8	60	0	11	15	14
SK	8	4	12	6	5	8	53	4	12	18	13
FI	15	5	11	8	8	11	41	1	20	19	19
SE	9	6	10	15	16	10	34	0	15	25	26
UK	21	9	9	8	5	5	42	1	30	17	10

QA5a Which of the following services and applications do you consider the most important in your daily life? Firstly?

(ROTATE) (%)

Population 15+ weighted

	Fixed telephony	Mobile telephony	SMS	Instant messaging service on the Internet	Free phone or video call service	Fixed line Internet	Mobile Internet	E-mail service	Online social media service	Other (SP.)	None (SP.)	Don't know
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	17	46	4	3	2	7	10	4	2	1	3	1
BE	18	40	10	1	3	11	8	6	2	0	1	0
BG	11	66	1	1	2	3	8	0	1	0	6	1
CZ	2	73	3	1	1	5	7	1	1	1	4	1
DK	5	44	12	2	2	8	9	11	5	1	0	1
DE	34	29	2	3	2	9	12	4	1	0	3	1
EE	6	62	0	1	2	6	14	4	1	1	2	1
IE	11	52	7	2	1	6	11	5	3	0	1	1
EL	30	46	1	1	1	7	5	1	3	1	4	0
ES	17	45	0	11	1	5	14	1	1	1	4	0
FR	21	38	13	2	2	9	6	5	2	0	2	0
HR	16	48	4	2	3	7	11	1	3	1	3	1
IT	16	47	2	5	3	4	12	2	2	1	5	1
CY	9	66	4	2	3	3	8	1	2	1	1	0
LV	2	72	2	2	4	6	6	3	1	0	1	1
LT	5	67	3	1	4	6	6	2	3	0	2	1
LU	12	45	9	2	3	8	12	5	2	1	1	0
HU	12	64	0	1	1	8	6	1	2	1	4	0
MT	20	46	4	2	1	7	12	5	2	0	1	0
NL	13	29	1	9	3	12	15	13	3	1	1	0
AT	12	54	2	4	1	3	10	5	4	2	2	1
PL	6	58	5	1	2	8	6	4	1	1	6	2
PT	12	74	2	0	1	2	2	1	1	0	5	0
RO	7	71	1	1	0	2	8	0	0	2	7	1
SI	9	63	3	2	1	8	7	3	0	2	2	0
SK	6	62	1	1	3	2	10	1	1	2	10	1
FI	2	70	2	3	1	6	9	5	2	0	0	0
SE	7	59	6	1	1	10	8	7	1	0	0	0
UK	17	42	5	3	1	9	11	6	2	0	3	1

QA5b Which of the following services and applications do you consider the most important in your daily life? And then?

(ROTATE - MAX. 3 ANSWERS) (%)

Population 15+ weighted

	Fixed telephony	Mobile telephony	SMS	Instant messaging service on the Internet	Free phone or video call service	Fixed line Internet	Mobile Internet	E-mail service	Online social media service	Other (SP.)	None (SP.)	Don't know
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	15	29	23	11	7	21	25	22	10	2	11	2
BE	12	33	35	6	9	27	23	25	11	0	8	0
BG	13	16	15	7	13	24	28	6	12	1	22	4
CZ	4	15	45	3	4	30	24	27	9	2	13	2
DK	5	33	50	8	5	17	30	45	22	1	3	1
DE	21	38	14	11	7	21	22	25	8	2	10	1
EE	10	24	12	6	9	22	26	33	10	1	16	3
IE	13	26	31	7	8	19	27	23	14	2	6	2
EL	30	37	16	7	10	26	22	11	12	3	13	1
ES	15	32	2	24	6	18	33	16	8	1	15	1
FR	16	32	33	7	6	20	19	18	6	1	11	3
HR	16	25	25	7	11	18	25	10	10	2	9	2
IT	16	28	19	18	10	16	31	18	13	2	11	3
CY	20	21	25	7	9	5	18	6	8	1	14	1
LV	6	18	32	7	9	27	21	21	7	1	10	4
LT	6	17	34	8	14	18	22	20	11	2	13	4
LU	17	27	43	10	8	22	34	20	8	4	5	1
HU	15	20	20	8	8	31	20	18	9	3	15	1
MT	24	31	29	9	4	19	15	22	11	3	8	1
NL	17	38	10	19	11	28	30	44	16	2	3	0
AT	10	23	36	12	11	11	34	28	16	6	10	1
PL	6	22	31	8	6	24	14	18	7	2	15	2
PT	24	12	31	8	5	22	26	12	19	0	15	1
RO	16	13	24	4	4	23	28	6	10	5	16	6
SI	14	20	30	6	5	21	19	20	3	4	10	1
SK	7	16	36	10	8	8	25	27	15	4	13	2
FI	4	22	44	22	4	32	30	44	16	1	4	1
SE	10	27	45	11	5	25	36	40	8	2	3	0
UK	12	29	23	9	7	22	26	30	11	0	11	1

QA5T Which of the following services and applications do you consider the most important in your daily life? Firstly? And then?

(ROTATE - MAX. 4 ANSWERS) (%)

Population 15+ weighted

	Fixed telephony	Mobile telephony	SMS	Instant messaging service on the Internet	Free phone or video call service	Fixed line Internet	Mobile Internet	E-mail service	Online social media service	Other (SP.)	None (SP.)
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	32	74	26	14	9	27	34	25	11	2	14
BE	30	73	45	7	11	38	31	30	13	1	9
BG	23	81	15	8	14	25	34	6	12	1	26
CZ	6	88	45	3	5	33	30	27	9	3	17
DK	10	76	62	9	7	25	38	55	27	2	4
DE	54	66	16	13	8	29	33	28	9	2	12
EE	16	86	12	7	11	28	39	36	11	1	18
IE	23	78	38	9	9	24	37	28	17	2	8
EL	59	82	16	8	11	31	26	11	14	4	16
ES	31	76	2	34	7	22	45	17	8	2	18
FR	36	69	46	8	8	28	25	22	7	1	13
HR	32	72	28	9	14	24	35	10	13	2	12
IT	31	73	20	22	12	19	41	19	14	3	16
CY	29	87	29	9	11	9	25	8	10	2	14
LV	7	89	34	8	12	33	27	23	8	1	11
LT	11	83	36	8	17	23	28	22	14	2	15
LU	28	72	51	11	10	30	46	25	10	4	5
HU	26	84	19	9	9	38	24	18	11	3	19
MT	44	76	33	12	4	26	27	26	13	3	9
NL	30	67	11	27	14	39	45	56	19	2	4
AT	22	77	37	15	12	14	43	33	19	6	12
PL	11	78	33	9	8	30	19	21	7	2	20
PT	34	86	31	8	6	23	27	13	19	1	20
RO	22	82	23	4	4	23	33	5	9	6	22
SI	22	82	32	8	6	28	25	22	3	5	12
SK	12	77	33	9	10	9	32	25	14	5	21
FI	6	92	46	25	5	38	40	49	18	1	4
SE	17	86	51	12	6	35	44	47	9	2	4
UK	29	70	28	11	8	30	36	36	13	0	13

QA5T Which of the following services and applications do you consider the most important in your daily life? Firstly? And then?

(ROTATE - MAX. 4 ANSWERS) (%)

Population 15+ weighted

	Don't know	Fixed or mobile telephony	Fixed or mobile Internet	Online communication services
	EB84.2	EB84.2	EB84.2	EB84.2
EU28	1	89	52	46
BE	0	94	58	50
BG	1	91	47	28
CZ	1	92	53	38
DK	1	92	56	75
DE	1	87	53	48
EE	1	90	57	51
IE	0	91	53	48
EL	0	92	47	34
ES	0	86	53	47
FR	0	93	48	39
HR	1	89	50	36
IT	1	86	51	48
CY	0	94	32	30
LV	1	94	53	41
LT	1	92	45	45
LU	1	91	66	46
HU	0	92	53	35
MT	0	91	45	42
NL	0	84	71	79
AT	1	89	52	57
PL	2	87	46	36
PT	0	94	44	37
RO	1	88	46	19
SI	0	91	46	32
SK	1	83	39	43
FI	0	96	66	73
SE	0	96	67	61
UK	1	88	56	54

QA6 Which of the following paid services that you can access via the Internet, have you used?
(ROTATE - MULTIPLE ANSWERS POSSIBLE) (%)

ASK IF 'INTERNET CONNECTION IN THE HOUSEHOLD OR INTERNET MOBILE ACCESS IN THE HOUSEHOLD'

Population 15+ weighted

	A paid service for accessing music	A paid service for accessing movies or documentaries	A paid service for accessing digital books or newspapers	A paid service for watching sports events	A paid service for making phone calls over the Internet	A cloud service for storing content from your computer	Other (SP.)	None (SP.)	Don't know	At least one paid service
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	14	12	7	7	6	8	3	62	3	32
BE	13	14	8	8	7	10	1	62	0	36
BG	5	5	3	4	6	5	1	78	3	18
CZ	6	11	4	5	6	5	5	69	4	23
DK	32	36	16	8	9	19	7	35	1	60
DE	11	6	5	3	4	5	2	74	1	24
EE	7	7	7	4	4	8	3	70	3	25
IE	18	20	10	13	12	14	4	41	7	49
EL	5	7	2	2	5	4	3	79	4	15
ES	9	8	8	6	4	4	2	72	3	23
FR	13	12	4	6	6	6	2	62	7	29
HR	9	6	6	8	6	4	5	63	7	25
IT	7	5	3	8	6	5	6	66	3	25
CY	10	14	7	12	15	8	8	51	3	40
LV	9	5	4	2	5	7	7	68	4	22
LT	3	5	2	2	3	4	7	64	14	14
LU	17	17	12	4	7	8	4	59	1	37
HU	7	6	4	3	7	7	2	76	1	22
MT	11	11	16	9	7	10	7	53	2	40
NL	22	24	13	8	8	15	5	44	3	50
AT	17	18	12	11	12	11	4	47	3	47
PL	7	7	5	5	5	6	3	69	3	25
PT	9	7	6	7	8	7	1	74	2	24
RO	9	9	6	6	8	6	5	60	9	26
SI	7	8	8	6	6	5	9	68	2	22
SK	6	8	4	4	5	5	9	66	4	22
FI	20	30	12	15	1	10	2	48	1	49
SE	47	37	20	12	6	23	4	28	1	69
UK	27	24	15	14	10	17	3	41	2	55

QA6R Number of online paid services used

(ROTATE - MULTIPLE ANSWERS POSSIBLE) (%)

ASK IF 'INTERNET CONNECTION IN THE HOUSEHOLD OR INTERNET MOBILE ACCESS IN THE HOUSEHOLD'

Population 15+ weighted

	1 service	2 services	3 services	4 services and more	Other (SP.)	None (SP.)	Don't know
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	18	8	6	1	3	62	3
BE	20	10	6	1	1	62	0
BG	12	3	3	0	1	78	3
CZ	14	5	4	0	5	69	4
DK	24	14	20	2	7	35	1
DE	16	5	3	0	2	74	1
EE	17	5	3	0	3	70	3
IE	24	12	12	1	4	41	7
EL	8	4	3	0	3	79	4
ES	13	5	4	1	2	72	3
FR	18	6	5	0	2	62	7
HR	14	7	3	0	5	63	7
IT	17	5	2	0	6	66	3
CY	23	9	8	1	8	51	3
LV	15	4	4	0	7	68	4
LT	11	2	1	0	7	64	15
LU	19	9	7	1	4	59	1
HU	13	4	4	0	2	76	1
MT	22	12	6	0	7	53	2
NL	23	15	10	2	5	44	3
AT	24	13	10	0	4	47	3
PL	17	6	1	0	3	69	3
PT	11	6	7	0	1	74	2
RO	14	6	6	0	5	60	9
SI	13	4	4	2	9	68	2
SK	15	5	2	0	9	66	4
FI	22	16	11	0	2	48	1
SE	20	21	28	0	4	28	1
UK	25	15	11	4	3	41	2

QA7 By bundle, we mean a package offering a combination of electronic communication services (or a combination with other services such as TV channels) from the same provider at an overall price.
Has your household subscribed to two or more of the following services as part of a bundle?
(MIN. 2 ANSWERS) (%)

Household weighted

	No, we have not bought services as part of a bundle		Yes, fixed line telephone		Yes, mobile telephone		Yes, fixed or mobile Internet access		Yes, television channels	
	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*
EU28	45	*-6*	32	*-5*	23	*10*	40	*-2*	27	*2*
BE	29	*0*	51	*4*	29	*7*	58	*-4*	62	*-2*
BG	55	*-9*	8	*0*	19	*13*	33	*2*	32	*2*
CZ	64	*-9*	5	*-1*	19	*13*	23	*2*	18	*3*
DK	30	*-15*	19	*-6*	31	*14*	52	*6*	51	*15*
DE	49	*14*	35	*-21*	14	*-1*	38	*-19*	10	*-5*
EE	32	*-13*	27	*4*	19	*11*	44	*-2*	53	*11*
IE	33	*-30*	44	*18*	19	*16*	43	*11*	33	*12*
EL	40	*-9*	52	*5*	23	*12*	56	*10*	9	*3*
ES	48	*-5*	40	*-1*	43	*19*	43	*-1*	13	*3*
FR	35	*0*	46	*-12*	32	*2*	55	*-6*	45	*0*
HR	45	*2*	38	*-6*	16	*6*	31	*-17*	32	*-2*
IT	60	*-14*	13	*-3*	25	*17*	21	*4*	4	*1*
CY	42	*-20*	27	*2*	33	*23*	41	*8*	27	*-2*
LV	39	*-15*	15	*1*	18	*14*	43	*3*	47	*9*
LT	59	*-9*	10	*-1*	12	*9*	20	*-7*	23	*1*
LU	30	*-9*	46	*-6*	41	*6*	60	*6*	31	*4*
HU	46	*-5*	30	*1*	12	*7*	37	*-4*	48	*4*
MT	20	*-19*	62	*10*	33	*5*	60	*12*	61	*9*
NL	12	*-9*	64	*2*	22	*11*	70	*-1*	70	*7*
AT	44	*-19*	15	*-1*	33	*18*	41	*12*	24	*5*
PL	61	*-15*	10	*0*	19	*14*	30	*13*	22	*8*
PT	30	*-19*	54	*9*	28	*23*	57	*17*	64	*15*
RO	32	*-17*	25	*-1*	30	*22*	40	*7*	56	*14*
SI	29	*-4*	45	*-4*	17	*11*	48	*-8*	58	*0*
SK	56	*-19*	8	*4*	25	*15*	22	*3*	23	*9*
FI	46	*-25*	2	*2*	40	*19*	44	*20*	20	*12*
SE	48	*7*	26	*-19*	20	*8*	40	*-11*	33	*0*
UK	43	*0*	42	*-5*	10	*5*	39	*-11*	32	*-1*

QA7 By bundle, we mean a package offering a combination of electronic communication services (or a combination with other services such as TV channels) from the same provider at an overall price.
Has your household subscribed to two or more of the following services as part of a bundle?
(MIN. 2 ANSWERS) (%)
Household weighted

	Other (SP.)		Don't know	Total 'Yes'	
	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	EB84.2	*Diff. EB84.2 - EB81.1*
EU28	2	*2*	4	50	*4*
BE	1	*1*	1	69	*-1*
BG	0	*0*	4	41	*6*
CZ	3	*3*	4	32	*9*
DK	5	*3*	3	67	*16*
DE	1	*1*	7	45	*-16*
EE	2	*2*	4	63	*13*
IE	4	*4*	5	63	*28*
EL	0	*0*	0	60	*11*
ES	1	*1*	1	51	*5*
FR	1	*1*	2	63	*-1*
HR	2	*1*	4	51	*-3*
IT	3	*3*	9	31	*10*
CY	3	*2*	2	56	*18*
LV	2	*2*	3	58	*14*
LT	6	*5*	7	34	*5*
LU	3	*3*	2	68	*10*
HU	1	*1*	1	53	*5*
MT	1	*0*	2	78	*20*
NL	2	*2*	1	87	*12*
AT	5	*5*	5	51	*18*
PL	0	*-1*	2	37	*16*
PT	1	*1*	1	68	*18*
RO	4	*1*	4	65	*18*
SI	4	*3*	5	66	*3*
SK	7	*7*	5	39	*17*
FI	4	*3*	4	50	*24*
SE	1	*0*	2	50	*-5*
UK	0	*0*	6	51	*-3*

QA7R1 By bundle, we mean a package offering a combination of electronic communication services (or a combination with other services such as TV channels) from the same provider at an overall price. Has your household subscribed to two or more of the following services as part of a bundle? **(MIN. 2 ANSWERS) (%)**

Household weighted

	Internet access		Fixed telephony		Television channels		Mobile telephony	
	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*
EU28	80	*-11*	65	*-15*	53	*-1*	45	*16*
BE	83	*-5*	73	*7*	89	*-2*	42	*10*
BG	80	*-11*	20	*-2*	78	*-10*	48	*30*
CZ	72	*-23*	16	*-13*	55	*-9*	58	*32*
DK	78	*-12*	28	*-20*	77	*6*	46	*13*
DE	86	*-8*	79	*-13*	22	*-3*	32	*7*
EE	70	*-23*	43	*-3*	84	*0*	31	*14*
IE	69	*-23*	70	*-5*	52	*-7*	31	*21*
EL	94	*1*	87	*-9*	14	*2*	39	*16*
ES	84	*-11*	79	*-11*	26	*5*	85	*32*
FR	87	*-8*	72	*-18*	71	*1*	51	*4*
HR	61	*-28*	74	*-8*	63	*0*	32	*13*
IT	67	*-16*	41	*-35*	12	*-2*	80	*40*
CY	74	*-13*	48	*-20*	49	*-28*	58	*31*
LV	74	*-17*	26	*-7*	81	*-6*	31	*21*
LT	58	*-34*	29	*-8*	69	*-8*	34	*25*
LU	88	*-5*	68	*-21*	46	*-1*	60	*1*
HU	68	*-17*	56	*-4*	90	*-2*	22	*12*
MT	77	*-5*	80	*-9*	79	*-10*	42	*-6*
NL	81	*-13*	74	*-9*	81	*-2*	25	*11*
AT	79	*-6*	29	*-18*	47	*-10*	64	*20*
PL	80	*1*	28	*-19*	58	*-8*	52	*28*
PT	84	*4*	79	*-10*	94	*-3*	41	*30*
RO	61	*-11*	39	*-16*	86	*-5*	46	*29*
SI	73	*-16*	69	*-9*	88	*-6*	25	*15*
SK	57	*-30*	21	*4*	59	*-6*	63	*16*
FI	87	*-8*	4	*2*	40	*9*	80	*-1*
SE	80	*-12*	52	*-30*	66	*6*	40	*18*
UK	77	*-15*	83	*-4*	63	*1*	19	*10*

QA7R2 By bundle, we mean a package offering a combination of electronic communication services (or a combination with other services such as TV channels) from the same provider at an overall price.
Has your household subscribed to two or more of the following services as part of a bundle?
(MIN. 2 ANSWERS) (%)
Household weighted

	Television/ Fixed telephony/ Mobile telephony/ Internet		Fixed telephony/ Mobile telephony/ Internet		Television/ Fixed telephony/ Mobile telephony		Television/ Fixed telephony/ Internet		Television/ Mobile telephony/ Internet	
	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*
EU28	5	*1*	4	*0*	1	*1*	7	*-4*	1	*0*
BE	16	*4*	1	*0*	1	*-1*	20	*-2*	5	*-1*
BG	2	*1*	1	*1*	0	*0*	2	*-1*	4	*3*
CZ	0	*0*	0	*0*	0	*0*	2	*0*	1	*1*
DK	4	*-1*	2	*-1*	1	*1*	5	*-4*	9	*7*
DE	1	*-2*	4	*-3*	0	*-1*	3	*-5*	0	*0*
EE	1	*0*	0	*0*	1	*1*	13	*-4*	3	*2*
IE	0	*-1*	2	*1*	1	*1*	12	*3*	1	*1*
EL	3	*2*	11	*5*	0	*0*	3	*-1*	0	*0*
ES	8	*4*	21	*6*	1	*1*	1	*-2*	0	*-1*
FR	17	*-3*	4	*-2*	1	*1*	10	*-8*	2	*1*
HR	2	*-2*	1	*0*	1	*1*	11	*-8*	0	*0*
IT	0	*0*	2	*0*	0	*0*	0	*0*	0	*0*
CY	4	*-1*	2	*1*	1	*1*	6	*-4*	3	*2*
LV	0	*0*	0	*0*	0	*0*	7	*-1*	2	*2*
LT	0	*0*	0	*0*	0	*0*	3	*-1*	0	*0*
LU	10	*-1*	13	*-5*	0	*-2*	10	*0*	2	*1*
HU	1	*0*	0	*0*	1	*0*	16	*-2*	1	*0*
MT	17	*-2*	4	*2*	2	*-2*	19	*2*	1	*-1*
NL	9	*4*	1	*0*	2	*1*	32	*-11*	1	*0*
AT	1	*-1*	3	*1*	1	*1*	3	*0*	5	*3*
PL	1	*1*	1	*1*	0	*0*	3	*1*	2	*1*
PT	20	*16*	0	*0*	1	*0*	23	*-7*	2	*2*
RO	4	*1*	0	*0*	2	*1*	8	*-3*	5	*4*
SI	5	*3*	0	*-1*	2	*1*	27	*-10*	2	*1*
SK	1	*1*	0	*-1*	0	*0*	1	*0*	3	*1*
FI	0	*0*	1	*1*	0	*0*	0	*0*	8	*5*
SE	3	*-1*	3	*0*	1	*1*	7	*-14*	3	*2*
UK	2	*0*	1	*0*	1	*1*	15	*-7*	1	*1*

QA7R2 By bundle, we mean a package offering a combination of electronic communication services (or a combination with other services such as TV channels) from the same provider at an overall price.
Has your household subscribed to two or more of the following services as part of a bundle?
(MIN. 2 ANSWERS) (%)
Household weighted

	Fixed telephony/ Mobile telephony		Fixed telephony/ Internet		Television/ Fixed telephony		Mobile telephony/ Internet		Television/ Mobile telephony		Television/ Internet	
	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*
EU28	3	*2*	10	*-4*	3	*1*	6	*4*	2	*2*	6	*1*
BE	1	*1*	4	*0*	6	*1*	1	*0*	2	*1*	10	*-6*
BG	2	*1*	1	*0*	1	*0*	6	*4*	5	*4*	17	*-6*
CZ	0	*0*	2	*-1*	1	*0*	11	*6*	5	*5*	7	*-4*
DK	1	*0*	4	*-1*	2	*0*	6	*2*	7	*7*	22	*6*
DE	3	*2*	23	*-11*	2	*1*	5	*3*	1	*1*	2	*0*
EE	2	*2*	1	*-1*	9	*7*	6	*1*	7	*6*	20	*1*
IE	5	*5*	16	*4*	7	*5*	6	*5*	4	*4*	7	*-1*
EL	3	*0*	31	*-2*	0	*0*	6	*5*	0	*0*	2	*2*
ES	5	*4*	4	*-13*	0	*-1*	7	*4*	1	*1*	1	*1*
FR	2	*1*	7	*-4*	3	*1*	4	*2*	1	*0*	10	*8*
HR	5	*4*	8	*-6*	9	*5*	4	*1*	3	*2*	5	*0*
IT	6	*5*	4	*-6*	0	*-1*	13	*9*	1	*1*	1	*0*
CY	4	*3*	8	*2*	2	*0*	12	*11*	5	*4*	7	*-2*
LV	1	*1*	2	*-2*	5	*3*	6	*4*	7	*5*	25	*0*
LT	1	*1*	4	*-1*	2	*1*	3	*2*	5	*4*	10	*-6*
LU	2	*1*	8	*-2*	2	*1*	10	*8*	1	*1*	5	*2*
HU	1	*1*	2	*-1*	9	*4*	2	*1*	6	*5*	14	*-2*
MT	1	*1*	7	*3*	11	*5*	4	*3*	3	*2*	8	*5*
NL	2	*2*	9	*-1*	9	*6*	3	*1*	3	*3*	14	*5*
AT	1	*0*	4	*-1*	1	*-2*	15	*8*	4	*3*	8	*0*
PL	1	*0*	3	*-1*	1	*-1*	10	*8*	4	*3*	10	*3*
PT	1	*1*	1	*0*	7	*-2*	2	*2*	2	*2*	8	*4*
RO	1	*1*	1	*-1*	7	*0*	4	*3*	11	*9*	16	*0*
SI	1	*1*	3	*0*	7	*2*	1	*0*	5	*4*	11	*0*
SK	2	*2*	1	*0*	1	*1*	8	*2*	7	*5*	7	*-2*
FI	1	*1*	0	*0*	0	*0*	26	*10*	3	*2*	7	*3*
SE	2	*1*	6	*-9*	4	*2*	5	*2*	3	*2*	13	*8*
UK	1	*1*	14	*-5*	7	*4*	2	*1*	2	*2*	4	*-2*

QA8 Please tell me whether you agree or disagree with the following statement:
You can easily compare the services and prices offered by your current bundle with other bundled offers.
(%)

ASK IF 'HAS A BUNDLE'

Population 15+ weighted

	Totally agree		Tend to agree		Tend to disagree		Totally disagree		Don't know	Total 'Agree'		Total 'Disagree'	
	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*
EU28	29	*0*	40	*0*	16	*3*	8	*0*	7	69	*0*	24	*3*
BE	23	*3*	37	*-7*	21	*5*	12	*0*	7	60	*-4*	33	*5*
BG	48	*12*	34	*-12*	8	*0*	4	*1*	6	82	*0*	12	*1*
CZ	26	*2*	46	*-7*	18	*3*	4	*2*	6	72	*-5*	22	*5*
DK	14	*-7*	17	*-5*	26	*10*	33	*4*	10	31	*-12*	59	*14*
DE	26	*1*	39	*0*	22	*5*	7	*-5*	6	65	*1*	29	*0*
EE	27	*-8*	37	*0*	8	*-2*	4	*-1*	24	64	*-8*	12	*-3*
IE	36	*-5*	37	*4*	12	*2*	10	*-4*	5	73	*-1*	22	*-2*
EL	36	*-2*	48	*-2*	11	*2*	3	*1*	2	84	*-4*	14	*3*
ES	28	*-9*	41	*2*	17	*5*	9	*6*	5	69	*-7*	26	*11*
FR	28	*-4*	32	*-3*	18	*4*	12	*3*	10	60	*-7*	30	*7*
HR	32	*0*	44	*-1*	15	*4*	6	*1*	3	76	*-1*	21	*5*
IT	36	*14*	52	*-7*	8	*-2*	2	*0*	2	88	*7*	10	*-2*
CY	42	*-11*	37	*12*	7	*0*	8	*0*	6	79	*1*	15	*0*
LV	31	*-4*	34	*-10*	14	*7*	6	*2*	15	65	*-14*	20	*9*
LT	24	*-9*	48	*14*	12	*1*	6	*-3*	10	72	*5*	18	*-2*
LU	16	*-5*	41	*5*	17	*3*	12	*0*	14	57	*0*	29	*3*
HU	33	*9*	40	*1*	14	*-3*	9	*-2*	4	73	*10*	23	*-5*
MT	32	*-6*	27	*-5*	18	*11*	10	*4*	13	59	*-11*	28	*15*
NL	28	*-6*	31	*4*	19	*7*	12	*2*	10	59	*-2*	31	*9*
AT	30	*19*	43	*-2*	17	*-13*	5	*-1*	5	73	*17*	22	*-14*
PL	16	*-2*	61	*6*	10	*-1*	3	*-1*	10	77	*4*	13	*-2*
PT	24	*0*	56	*3*	14	*1*	4	*-1*	2	80	*3*	18	*0*
RO	47	*21*	33	*-5*	10	*-4*	5	*-4*	5	80	*16*	15	*-8*
SI	37	*3*	31	*-5*	15	*5*	4	*-4*	13	68	*-2*	19	*1*
SK	30	*7*	50	*-11*	12	*-1*	3	*2*	5	80	*-4*	15	*1*
FI	21	*-8*	41	*5*	18	*-4*	9	*-1*	11	62	*-3*	27	*-5*
SE	26	*5*	33	*7*	17	*-1*	17	*-8*	7	59	*12*	34	*-9*
UK	31	*-3*	40	*4*	13	*3*	7	*1*	9	71	*1*	20	*4*

QA9 Have you or someone in your household changed bundle service provider?
(%)

ASK IF 'HAS A BUNDLE'

Household weighted

	Yes, within the last year		Yes, between one and two years ago		Yes, between two and five years ago		Yes, more than five years ago		No, never		Don't know	At least once	
	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	EB84.2	*Diff. EB84.2 - EB81.1*
EU28	14	*3*	14	*3*	17	*4*	12	*2*	41	*-12*	2	57	*12*
BE	9	*0*	9	*-1*	12	*0*	12	*3*	57	*-3*	1	42	*2*
BG	9	*5*	22	*16*	19	*6*	12	*5*	34	*-33*	4	62	*32*
CZ	13	*0*	13	*-2*	13	*0*	16	*5*	43	*-4*	2	55	*3*
DK	22	*7*	14	*3*	15	*-1*	13	*4*	34	*-15*	2	64	*13*
DE	8	*2*	11	*3*	21	*8*	16	*2*	43	*-15*	1	56	*15*
EE	12	*0*	12	*3*	14	*0*	20	*12*	38	*-17*	4	58	*15*
IE	17	*1*	20	*11*	14	*-8*	7	*-2*	41	*-3*	1	58	*2*
EL	15	*3*	23	*6*	25	*-3*	17	*6*	18	*-13*	2	80	*12*
ES	18	*1*	17	*2*	24	*10*	10	*1*	30	*-14*	1	69	*14*
FR	15	*5*	8	*0*	13	*0*	10	*1*	53	*-6*	1	46	*6*
HR	14	*3*	18	*7*	16	*-1*	13	*4*	37	*-11*	2	61	*13*
IT	20	*4*	26	*7*	16	*3*	8	*1*	27	*-15*	3	70	*15*
CY	21	*15*	11	*4*	8	*1*	8	*4*	50	*-26*	2	48	*24*
LV	11	*1*	9	*-4*	14	*-1*	6	*-4*	58	*7*	2	40	*-8*
LT	6	*1*	11	*6*	13	*3*	12	*4*	57	*-11*	1	42	*14*
LU	10	*4*	7	*2*	13	*6*	10	*0*	59	*-13*	1	40	*12*
HU	10	*6*	17	*3*	16	*-3*	21	*12*	34	*-18*	2	64	*18*
MT	9	*8*	5	*-5*	13	*7*	13	*7*	59	*-12*	1	40	*17*
NL	17	*3*	16	*5*	15	*0*	12	*2*	40	*-9*	0	60	*10*
AT	14	*8*	20	*7*	19	*0*	15	*-3*	31	*-10*	1	68	*12*
PL	15	*7*	20	*2*	15	*0*	13	*7*	32	*-20*	5	63	*16*
PT	10	*-3*	19	*4*	16	*-4*	16	*0*	38	*3*	1	61	*-3*
RO	10	*7*	11	*8*	19	*12*	14	*7*	43	*-24*	3	54	*34*
SI	14	*5*	17	*7*	16	*-1*	19	*4*	32	*-14*	2	66	*15*
SK	11	*-3*	22	*3*	19	*-2*	12	*1*	33	*1*	3	64	*-1*
FI	29	*6*	15	*0*	18	*5*	11	*3*	27	*-14*	0	73	*14*
SE	13	*2*	15	*6*	17	*-2*	13	*3*	42	*-8*	0	58	*9*
UK	16	*4*	12	*0*	11	*1*	12	*0*	47	*-4*	2	51	*5*

QA9R Have you or someone in your household changed bundle service provider? **(%)**

ASK IF 'HAS A BUNDLE'

Household weighted

	Inertial consumers		Active switchers consumers		Hindered switchers consumers	
	EB84.2	*Diff: EB84.2 - EB81.1*	EB84.2	*Diff: EB84.2 - EB81.1*	EB84.2	*Diff: EB84.2 - EB81.1*
EU28	33	*-13*	58	*13*	6	*-2*
BE	53	*-2*	42	*2*	4	*-2*
BG	27	*-31*	62	*32*	7	*0*
CZ	33	*-10*	54	*2*	11	*5*
DK	23	*-18*	65	*14*	7	*-2*
DE	38	*-11*	56	*15*	4	*-5*
EE	31	*-17*	59	*16*	6	*-2*
IE	30	*-9*	57	*1*	12	*7*
EL	16	*-11*	80	*12*	4	*1*
ES	24	*-15*	69	*14*	4	*0*
FR	44	*-6*	46	*6*	7	*-3*
HR	24	*-11*	61	*13*	14	*0*
IT	18	*-18*	70	*15*	8	*2*
CY	31	*-36*	48	*24*	15	*9*
LV	44	*3*	40	*-8*	10	*0*
LT	44	*-15*	43	*15*	8	*2*
LU	47	*-14*	40	*12*	9	*-1*
HU	26	*-21*	64	*18*	8	*2*
MT	48	*-18*	40	*17*	7	*1*
NL	32	*-9*	60	*10*	8	*0*
AT	26	*-9*	68	*12*	7	*-1*
PL	24	*-17*	63	*17*	6	*2*
PT	28	*-2*	61	*-2*	9	*4*
RO	27	*-26*	54	*35*	9	*-4*
SI	24	*-12*	67	*16*	4	*-5*
SK	26	*0*	64	*-1*	5	*0*
FI	19	*-15*	72	*13*	7	*0*
SE	34	*-6*	58	*9*	8	*-6*
UK	42	*-1*	51	*4*	5	*-2*

QA10 Have you or someone in your household ever considered changing your bundle provider?
(ROTATE - MULTIPLE ANSWERS POSSIBLE) (%)

ASK IF 'DID NOT CHANGE BUNDLE PROVIDER'

Household weighted

	No, you never considered it		Yes, but you are satisfied with the service you currently get		Yes, but there are no other bundle providers in the area where you live		Yes, but there are no other bundle providers which would provide good value for money		Yes, but you are currently bound by your contract with your current provider	
	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*
EU28	61	*-8*	12	*3*	2	*0*	4	*1*	5	*0*
BE	71	*-5*	16	*5*	1	*0*	3	*0*	1	*-1*
BG	61	*-3*	10	*-11*	2	*-2*	3	*1*	11	*7*
CZ	47	*-17*	16	*6*	2	*2*	2	*-2*	10	*3*
DK	46	*-25*	11	*4*	5	*2*	7	*1*	1	*-2*
DE	71	*-2*	11	*5*	2	*0*	2	*-2*	4	*-1*
EE	64	*-3*	16	*2*	5	*0*	7	*3*	4	*1*
IE	28	*-35*	29	*6*	4	*3*	6	*2*	8	*4*
EL	42	*-31*	35	*23*	3	*3*	10	*7*	4	*2*
ES	64	*-12*	9	*1*	3	*2*	6	*3*	4	*1*
FR	68	*-3*	6	*-2*	1	*0*	3	*-1*	4	*-1*
HR	28	*-22*	22	*11*	10	*5*	14	*9*	13	*-4*
IT	41	*-25*	22	*12*	5	*4*	9	*4*	9	*5*
CY	46	*-32*	10	*0*	7	*4*	2	*0*	17	*15*
LV	59	*-13*	9	*3*	3	*1*	4	*-4*	6	*1*
LT	55	*-23*	18	*14*	4	*0*	3	*2*	3	*-1*
LU	72	*-8*	3	*2*	2	*1*	5	*1*	3	*-1*
HU	54	*-30*	18	*14*	1	*0*	7	*3*	7	*4*
MT	75	*-4*	3	*-9*	1	*0*	2	*0*	6	*2*
NL	47	*-15*	16	*5*	3	*1*	3	*1*	2	*-1*
AT	54	*-10*	14	*0*	6	*4*	9	*6*	6	*-2*
PL	61	*-4*	5	*-1*	1	*0*	2	*0*	9	*3*
PT	58	*-17*	7	*1*	2	*-1*	6	*1*	6	*2*
RO	41	*-21*	15	*0*	4	*1*	5	*-4*	9	*2*
SI	60	*-3*	8	*-2*	4	*-3*	2	*0*	5	*-2*
SK	41	*-34*	19	*14*	2	*2*	5	*0*	2	*0*
FI	40	*-15*	23	*7*	2	*-1*	4	*1*	10	*4*
SE	59	*17*	9	*-16*	5	*-5*	2	*-3*	6	*-2*
UK	63	*-3*	16	*7*	3	*1*	1	*-1*	3	*-1*

QA10 Have you or someone in your household ever considered changing your bundle provider?
(ROTATE - MULTIPLE ANSWERS POSSIBLE) (%)

ASK IF 'DID NOT CHANGE BUNDLE PROVIDER'

Household weighted

	Yes, but eventually your provider offered you better conditions and you decided not to switch		Yes, but you don't want to take the risk of a temporary loss of service during the switching process		Yes, but you don't want to take the risk of having to pay two providers during the switching process		Yes, but it is not clear what steps you would need to take to switch		Yes, but you do not want to lose your current e-mail address(es) or web page(s) hosted on the provider's server	
	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*
EU28	5	*1*	2	*-1*	2	*0*	2	*0*	2	*0*
BE	2	*-1*	1	*0*	1	*0*	2	*0*	1	*0*
BG	6	*4*	1	*0*	2	*1*	1	*1*	2	*2*
CZ	12	*-4*	4	*-1*	6	*3*	7	*6*	2	*2*
DK	5	*1*	5	*0*	1	*0*	2	*0*	6	*6*
DE	3	*1*	2	*-4*	2	*-2*	1	*-1*	0	*-3*
EE	4	*1*	1	*0*	0	*0*	0	*-1*	1	*0*
IE	7	*6*	5	*4*	6	*6*	6	*6*	4	*4*
EL	12	*9*	3	*2*	2	*-1*	3	*2*	0	*-2*
ES	4	*-1*	1	*1*	2	*1*	0	*0*	1	*1*
FR	3	*1*	3	*-1*	2	*-1*	2	*-1*	2	*0*
HR	10	*6*	5	*2*	3	*1*	4	*2*	4	*2*
IT	10	*2*	6	*1*	6	*4*	2	*2*	2	*1*
CY	3	*2*	3	*2*	5	*5*	0	*0*	0	*0*
LV	6	*3*	1	*0*	2	*1*	1	*0*	0	*0*
LT	4	*2*	2	*2*	2	*2*	1	*1*	0	*0*
LU	3	*0*	3	*0*	2	*1*	2	*-1*	1	*1*
HU	6	*3*	2	*0*	4	*3*	3	*3*	1	*0*
MT	2	*1*	1	*-1*	2	*1*	2	*1*	0	*-1*
NL	8	*3*	5	*2*	1	*0*	2	*0*	8	*2*
AT	10	*8*	1	*-1*	5	*2*	5	*5*	3	*-2*
PL	5	*1*	3	*2*	2	*2*	1	*1*	1	*1*
PT	6	*2*	1	*1*	3	*1*	10	*10*	1	*1*
RO	5	*4*	2	*1*	1	*1*	1	*1*	0	*0*
SI	3	*2*	0	*-1*	1	*0*	2	*1*	1	*0*
SK	12	*10*	2	*0*	1	*-2*	1	*-1*	2	*2*
FI	5	*-6*	1	*0*	5	*3*	2	*1*	6	*2*
SE	2	*-3*	1	*1*	2	*0*	3	*0*	2	*-1*
UK	4	*-3*	2	*1*	1	*0*	0	*-1*	1	*-2*

QA10 Have you or someone in your household ever considered changing your bundle provider?
(ROTATE - MULTIPLE ANSWERS POSSIBLE) (%)

ASK IF 'DID NOT CHANGE BUNDLE PROVIDER'

Household weighted

	Yes, but it takes too much effort and time to do it		Yes, but some services of the bundle could not be cancelled at the same time		Other (SP.)		Don't know	Total 'Yes'	
	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	EB84.2	*Diff. EB84.2 - EB81.1*
EU28	6	*0*	1	*0*	4	*2*	4	32	*5*
BE	3	*-2*	0	*-2*	2	*0*	1	27	*5*
BG	2	*-1*	2	*1*	1	*1*	5	33	*4*
CZ	6	*-5*	2	*2*	6	*6*	3	46	*10*
DK	9	*5*	1	*-1*	14	*9*	3	38	*12*
DE	7	*0*	1	*0*	0	*-1*	3	26	*2*
EE	2	*-1*	0	*-1*	1	*0*	2	33	*1*
IE	14	*13*	3	*2*	6	*6*	6	61	*26*
EL	4	*4*	2	*0*	9	*6*	3	52	*28*
ES	6	*5*	2	*1*	8	*4*	4	26	*8*
FR	7	*3*	1	*0*	4	*2*	7	21	*-5*
HR	8	*0*	3	*1*	3	*1*	7	62	*15*
IT	1	*-1*	3	*3*	5	*3*	2	51	*20*
CY	6	*6*	3	*3*	15	*15*	2	38	*21*
LV	2	*0*	0	*-1*	7	*6*	4	30	*5*
LT	1	*-2*	1	*0*	10	*8*	3	32	*15*
LU	3	*0*	2	*-1*	6	*4*	3	20	*3*
HU	2	*1*	3	*2*	5	*4*	3	38	*22*
MT	2	*-1*	1	*-1*	4	*4*	3	19	*0*
NL	14	*4*	1	*0*	9	*5*	2	44	*10*
AT	13	*5*	2	*0*	4	*4*	2	40	*4*
PL	4	*1*	6	*6*	3	*0*	7	30	*9*
PT	4	*2*	1	*1*	1	*-1*	3	38	*17*
RO	2	*0*	1	*-1*	8	*7*	11	40	*10*
SI	6	*2*	0	*-2*	12	*7*	1	29	*-4*
SK	9	*8*	4	*3*	9	*8*	4	46	*23*
FI	6	*3*	1	*-3*	4	*-1*	4	52	*13*
SE	11	*-5*	1	*-1*	7	*3*	0	34	*-20*
UK	6	*0*	1	*1*	2	*1*	1	33	*3*

QA10R Have you or someone in your household ever considered changing your bundle provider? **(ROTATE - MULTIPLE ANSWERS POSSIBLE) (%)**

ASK IF 'DID NOT CHANGE BUNDLE PROVIDER'

Household weighted

	Inertial consumers		Hindered switchers consumers		Inertial consumers only		Hindered switchers consumers only	
	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*
EU28	82	*-4*	15	*0*	77	*-5*	11	*1*
BE	92	*0*	8	*-2*	90	*2*	6	*0*
BG	79	*-8*	19	*8*	76	*-6*	16	*10*
CZ	76	*-17*	25	*12*	67	*-20*	16	*9*
DK	69	*-15*	21	*3*	63	*-16*	16	*3*
DE	90	*4*	10	*-6*	87	*7*	6	*-5*
EE	84	*-2*	16	*2*	80	*-4*	13	*1*
IE	72	*-16*	29	*18*	59	*-28*	17	*7*
EL	88	*0*	19	*10*	75	*-12*	6	*-3*
ES	81	*-8*	14	*5*	77	*-9*	9	*3*
FR	82	*-2*	12	*-4*	77	*-3*	7	*-6*
HR	66	*-7*	39	*10*	52	*-16*	24	*0*
IT	68	*-17*	31	*16*	62	*-21*	25	*12*
CY	62	*-26*	30	*22*	55	*-32*	23	*16*
LV	76	*-4*	17	*-2*	73	*-5*	13	*-4*
LT	77	*-10*	13	*4*	74	*-13*	10	*1*
LU	79	*-6*	14	*0*	77	*-6*	12	*0*
HU	78	*-13*	23	*12*	69	*-19*	14	*5*
MT	83	*-10*	13	*5*	82	*-8*	12	*7*
NL	80	*-4*	20	*4*	71	*-9*	11	*-1*
AT	83	*-4*	22	*3*	71	*-10*	10	*-3*
PL	76	*-2*	20	*12*	71	*-7*	15	*7*
PT	74	*-11*	24	*11*	72	*-11*	22	*11*
RO	62	*-16*	21	*2*	60	*-12*	19	*6*
SI	76	*-2*	13	*-6*	75	*-1*	12	*-5*
SK	77	*-6*	16	*1*	71	*-12*	10	*-5*
FI	71	*-14*	27	*9*	64	*-13*	21	*12*
SE	80	*0*	18	*-11*	76	*8*	14	*-2*
UK	89	*3*	10	*-3*	87	*5*	8	*-2*

QA9_QA10 Consumer types

ASK IF 'HAS A BUNDLE'

Household weighted

	Inertial consumers		Active switchers consumers		Hindered switchers consumers	
	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*
EU28	33	*-13*	58	*13*	6	*-2*
BE	53	*-2*	42	*2*	4	*-2*
BG	27	*-31*	62	*32*	7	*0*
CZ	33	*-10*	54	*2*	11	*5*
DK	23	*-18*	65	*14*	7	*-2*
DE	38	*-11*	56	*15*	4	*-5*
EE	31	*-17*	59	*16*	6	*-2*
IE	30	*-9*	57	*1*	12	*7*
EL	16	*-11*	80	*12*	4	*1*
ES	24	*-15*	69	*14*	4	*0*
FR	44	*-6*	46	*6*	7	*-3*
HR	24	*-11*	61	*13*	14	*0*
IT	18	*-18*	70	*15*	8	*2*
CY	31	*-36*	48	*24*	15	*9*
LV	44	*3*	40	*-8*	10	*0*
LT	44	*-15*	43	*15*	8	*2*
LU	47	*-14*	40	*12*	9	*-1*
HU	26	*-21*	64	*18*	8	*2*
MT	48	*-18*	40	*17*	7	*1*
NL	32	*-9*	60	*10*	8	*0*
AT	26	*-9*	68	*12*	7	*-1*
PL	24	*-17*	63	*17*	6	*2*
PT	28	*-2*	61	*-2*	9	*4*
RO	27	*-26*	54	*35*	9	*-4*
SI	24	*-12*	67	*16*	4	*-5*
SK	26	*0*	64	*-1*	5	*0*
FI	19	*-15*	72	*13*	7	*0*
SE	34	*-6*	58	*9*	8	*-6*
UK	42	*-1*	51	*4*	5	*-2*

QA11 Please tell me whether you agree or disagree with the following statement:
The same level of consumer protection, including data protection and security, should be applied when using messaging services, e-mail services or phone service applications via the Internet as when using traditional communications services (such as phones or SMS).

(%)

Population 15+ weighted

	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know	Total 'Agree'	Total 'Disagree'
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	58	28	3	2	9	86	5
BE	63	28	4	2	3	91	6
BG	59	23	2	1	15	82	3
CZ	56	30	4	2	8	86	6
DK	77	14	3	1	5	91	4
DE	71	19	3	3	4	90	6
EE	38	31	2	2	27	69	4
IE	71	22	2	1	4	93	3
EL	59	31	2	1	7	90	3
ES	59	27	3	1	10	86	4
FR	58	27	2	2	11	85	4
HR	60	28	3	1	8	88	4
IT	45	36	6	2	11	81	8
CY	79	13	1	1	6	92	2
LV	45	31	4	2	18	76	6
LT	47	37	2	1	13	84	3
LU	61	26	5	3	5	87	8
HU	44	41	7	2	6	85	9
MT	68	20	3	1	8	88	4
NL	70	21	5	1	3	91	6
AT	53	33	4	4	6	86	8
PL	35	46	5	1	13	81	6
PT	46	42	4	1	7	88	5
RO	57	24	3	2	14	81	5
SI	54	26	4	2	14	80	6
SK	50	36	4	2	8	86	6
FI	53	32	2	1	12	85	3
SE	71	18	2	2	7	89	4
UK	69	21	2	1	7	90	3

QA12.1 If you were to switch your communications service provider, how important would it be to keep each of the following?

Your fixed telephone number

(%)

ASK IF 'FIXED PHONE IN THE HOUSEHOLD'

Population 15+ weighted

	Very important	Fairly important	Not very important	Not at all important	Not applicable (SP.)	Don't know	Total 'Important'	Total 'Not important'
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	61	21	10	6	1	1	82	16
BE	69	17	9	4	1	0	86	13
BG	64	18	7	9	0	2	82	16
CZ	58	21	13	5	0	3	79	18
DK	44	15	20	12	8	1	59	32
DE	67	19	9	3	1	1	86	12
EE	53	17	15	11	2	2	70	26
IE	67	16	9	6	1	1	83	15
EL	74	20	4	2	0	0	94	6
ES	65	24	5	4	2	0	89	9
FR	57	18	10	12	2	1	75	22
HR	57	26	11	5	0	1	83	16
IT	56	31	7	3	1	2	87	10
CY	75	11	9	3	1	1	86	12
LV	43	21	17	15	2	2	64	32
LT	57	19	9	12	2	1	76	21
LU	60	20	10	8	1	1	80	18
HU	53	23	16	7	1	0	76	23
MT	76	13	5	4	2	0	89	9
NL	58	17	17	6	1	1	75	23
AT	51	22	13	8	3	3	73	21
PL	48	33	7	6	2	4	81	13
PT	45	37	16	2	0	0	82	18
RO	59	18	14	7	1	1	77	21
SI	64	13	10	11	1	1	77	21
SK	52	29	9	6	2	2	81	15
FI	48	16	7	4	17	8	64	11
SE	45	21	18	13	1	2	66	31
UK	62	17	11	8	1	1	79	19

QA12.2 If you were to switch your communications service provider, how important would it be to keep each of the following?

Your mobile telephone number

(%)

ASK IF 'PERSONAL MOBILE PHONE'

Population 15+ weighted

	Very important	Fairly important	Not very important	Not at all important	Not applicable (SP.)	Don't know	Total 'Important'	Total 'Not important'
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	68	21	6	3	1	1	89	9
BE	79	14	5	1	1	0	93	6
BG	69	21	6	3	0	1	90	9
CZ	69	23	4	3	1	0	92	7
DK	73	16	8	2	1	0	89	10
DE	65	20	10	4	1	0	85	14
EE	81	13	2	2	1	1	94	4
IE	85	11	3	1	0	0	96	4
EL	70	22	6	2	0	0	92	8
ES	74	18	5	2	1	0	92	7
FR	71	18	5	5	1	0	89	10
HR	67	23	6	3	0	1	90	9
IT	63	27	7	2	0	1	90	9
CY	83	10	2	3	1	1	93	5
LV	82	14	3	1	0	0	96	4
LT	77	16	4	2	1	0	93	6
LU	76	14	6	4	0	0	90	10
HU	65	23	8	2	1	1	88	10
MT	84	8	3	2	2	1	92	5
NL	74	17	6	2	1	0	91	8
AT	59	26	9	3	1	2	85	12
PL	50	37	7	3	1	2	87	10
PT	56	35	7	1	1	0	91	8
RO	72	17	5	2	2	2	89	7
SI	81	11	4	3	1	0	92	7
SK	66	25	4	2	1	2	91	6
FI	80	16	3	0	0	1	96	3
SE	72	21	5	1	0	1	93	6
UK	75	13	7	3	1	1	88	10

QA12.3 If you were to switch your communications service provider, how important would it be to keep each of the following?

Your e-mails, contacts, photos and any other personal content stored online by your communications service provider

(%)

ASK IF 'INTERNET CONNECTION IN THE HOUSEHOLD OR INTERNET MOBILE ACCESS IN THE HOUSEHOLD'

Population 15+ weighted

	Very important	Fairly important	Not very important	Not at all important	Not applicable (SP.)	Don't know	Total 'Important'	Total 'Not important'
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	55	23	7	5	8	2	78	12
BE	65	19	8	2	6	0	84	10
BG	61	17	5	4	9	4	78	9
CZ	57	24	8	5	4	2	81	13
DK	69	14	7	2	7	1	83	9
DE	50	22	11	7	9	1	72	18
EE	59	16	7	3	12	3	75	10
IE	77	12	3	2	5	1	89	5
EL	46	25	6	3	16	4	71	9
ES	62	22	4	4	6	2	84	8
FR	56	19	6	7	9	3	75	13
HR	51	25	10	5	5	4	76	15
IT	46	36	8	2	5	3	82	10
CY	71	8	5	2	11	3	79	7
LV	61	17	9	5	5	3	78	14
LT	59	17	4	3	13	4	76	7
LU	61	17	6	3	12	1	78	9
HU	43	32	8	6	9	2	75	14
MT	66	7	3	3	18	3	73	6
NL	67	15	8	3	7	0	82	11
AT	43	27	12	10	5	3	70	22
PL	33	37	11	6	7	6	70	17
PT	34	34	16	5	10	1	68	21
RO	49	19	4	4	17	7	68	8
SI	56	16	7	5	9	7	72	12
SK	53	25	5	4	9	4	78	9
FI	60	22	8	4	3	3	82	12
SE	63	16	7	5	8	1	79	12
UK	71	15	4	6	3	1	86	10

QA13 In the last three years, have you personally signed a new, renewed, or amended contract for any of the following services?

(MULTIPLE ANSWERS POSSIBLE) (%)

Population 15+ weighted

	Yes, fixed Internet access	Yes, mobile Internet access	Yes, mobile phone	Yes, fixed phone	Yes, for the television	Yes, a bundle	No	Don't know	Total 'Yes'
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	14	12	29	7	8	9	50	2	49
BE	9	8	17	6	7	14	61	0	39
BG	9	14	41	5	15	7	37	2	61
CZ	10	8	34	2	7	5	44	7	49
DK	25	23	48	7	19	14	31	1	68
DE	12	9	26	7	3	5	58	1	41
EE	12	16	22	3	13	7	49	4	47
IE	26	16	29	11	14	9	38	3	59
EL	18	8	17	14	3	10	58	0	42
ES	11	18	21	8	2	12	58	0	42
FR	16	11	25	8	8	14	52	1	47
HR	15	12	20	12	11	11	50	3	47
IT	6	13	25	6	2	3	57	1	42
CY	11	10	23	3	4	4	59	0	41
LV	11	8	23	2	11	5	55	1	44
LT	10	7	26	2	10	3	54	2	44
LU	14	14	30	7	8	11	50	1	49
HU	11	7	18	7	16	7	56	1	43
MT	17	12	20	13	12	19	46	1	53
NL	15	11	35	8	10	20	41	2	58
AT	5	18	36	3	6	7	44	2	54
PL	17	13	43	8	16	5	33	4	63
PT	7	7	12	7	8	25	55	1	44
RO	10	9	24	6	14	10	45	4	51
SI	9	5	40	6	10	13	43	2	56
SK	13	11	38	4	10	8	35	7	58
FI	24	34	46	2	9	10	32	1	67
SE	26	26	51	12	16	8	26	1	73
UK	22	10	35	9	10	10	44	2	54

QA14 The last time you signed a contract for a communications service, did you read the terms of the contract about user rights?

(%)

ASK IF 'HAS SIGNED A COMMUNICATIONS CONTRACT'

population 15+ weighted

	Yes, entirely	Yes, partly	No	Don't know	Total 'Yes'
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	22	40	37	1	62
BE	20	35	45	0	55
BG	28	44	27	1	72
CZ	34	48	18	0	82
DK	11	36	52	1	47
DE	27	46	24	3	73
EE	30	41	29	0	71
IE	24	35	40	1	59
EL	29	42	29	0	71
ES	18	33	48	1	51
FR	10	31	58	1	41
HR	29	39	31	1	68
IT	26	45	28	1	71
CY	34	36	28	2	70
LV	35	41	24	0	76
LT	35	44	21	0	79
LU	13	41	45	1	54
HU	31	43	26	0	74
MT	21	29	49	1	50
NL	14	43	43	0	57
AT	28	44	27	1	72
PL	29	46	24	1	75
PT	21	38	41	0	59
RO	32	43	25	0	75
SI	26	41	33	0	67
SK	26	48	25	1	74
FI	16	50	33	1	66
SE	10	38	51	1	48
UK	19	35	45	1	54

QA15.1 Please tell me whether you agree or disagree with each of the following statements. The contract you signed provided sufficient and clear information on...
The quality of the services subscribed to
(%)
ASK IF 'HAS READ TELECOMMUNICATIONS CONTRACTS BEFORE SIGNING THEM'

Population 15+ weighted

	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know	Total 'Agree'	Total 'Disagree'
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	34	49	11	3	3	83	14
BE	37	41	14	4	4	78	18
BG	46	42	7	4	1	88	11
CZ	23	62	11	2	2	85	13
DK	30	43	14	7	6	73	21
DE	38	49	9	2	2	87	11
EE	37	43	11	2	7	80	13
IE	40	50	5	3	2	90	8
EL	36	53	7	4	0	89	11
ES	33	45	15	4	3	78	19
FR	20	58	14	4	4	78	18
HR	23	56	13	5	3	79	18
IT	34	51	10	3	2	85	13
CY	57	37	2	2	2	94	4
LV	35	47	8	6	4	82	14
LT	35	52	9	0	4	87	9
LU	24	47	14	5	10	71	19
HU	33	54	10	2	1	87	12
MT	44	36	13	3	4	80	16
NL	22	43	19	8	8	65	27
AT	43	47	8	0	2	90	8
PL	32	45	16	4	3	77	20
PT	23	56	13	5	3	79	18
RO	53	37	5	2	3	90	7
SI	50	36	7	4	3	86	11
SK	33	55	9	0	3	88	9
FI	29	53	11	2	5	82	13
SE	29	44	16	3	8	73	19
UK	35	49	11	3	2	84	14

QA15.2 Please tell me whether you agree or disagree with each of the following statements. The contract you signed provided sufficient and clear information on...
The termination (including possible charges for early cancellation)
(%)
ASK IF 'HAS READ TELECOMMUNICATIONS CONTRACTS BEFORE SIGNING THEM'

Population 15+ weighted

	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know	Total 'Agree'	Total 'Disagree'
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	39	40	13	4	4	79	17
BE	38	36	16	5	5	74	21
BG	39	38	11	4	8	77	15
CZ	30	52	13	3	2	82	16
DK	36	38	14	4	8	74	18
DE	53	30	12	3	2	83	15
EE	47	31	11	3	8	78	14
IE	40	40	13	5	2	80	18
EL	35	51	9	2	3	86	11
ES	36	41	17	3	3	77	20
FR	27	43	19	6	5	70	25
HR	27	47	19	4	3	74	23
IT	26	47	18	4	5	73	22
CY	51	31	9	4	5	82	13
LV	42	37	13	4	4	79	17
LT	40	44	12	1	3	84	13
LU	34	33	16	4	13	67	20
HU	40	41	13	3	3	81	16
MT	41	36	12	5	6	77	17
NL	40	37	12	4	7	77	16
AT	46	40	10	2	2	86	12
PL	36	43	13	6	2	79	19
PT	25	48	18	5	4	73	23
RO	46	34	12	4	4	80	16
SI	51	32	9	3	5	83	12
SK	40	50	7	1	2	90	8
FI	38	41	10	6	5	79	16
SE	53	30	10	3	4	83	13
UK	43	43	9	3	2	86	12

QA15.3 Please tell me whether you agree or disagree with each of the following statements. The contract you signed provided sufficient and clear information on...

Its duration and renewal or roll over conditions

(%)

ASK IF 'HAS READ TELECOMMUNICATIONS CONTRACTS BEFORE SIGNING THEM'

Population 15+ weighted

	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know	Total 'Agree'	Total 'Disagree'
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	42	42	10	3	3	84	13
BE	39	43	10	4	4	82	14
BG	49	40	4	2	5	89	6
CZ	32	51	13	2	2	83	15
DK	37	38	14	4	7	75	18
DE	56	33	8	2	1	89	10
EE	41	38	9	2	10	79	11
IE	38	43	11	5	3	81	16
EL	38	52	7	1	2	90	8
ES	37	42	16	3	2	79	19
FR	28	55	9	4	4	83	13
HR	31	50	11	5	3	81	16
IT	32	46	18	2	2	78	20
CY	62	30	2	2	4	92	4
LV	42	42	8	4	4	84	12
LT	45	47	5	0	3	92	5
LU	38	43	7	5	7	81	12
HU	44	42	11	2	1	86	13
MT	50	34	8	4	4	84	12
NL	41	40	10	3	6	81	13
AT	41	43	8	5	3	84	13
PL	36	49	10	4	1	85	14
PT	21	57	14	4	4	78	18
RO	56	34	6	1	3	90	7
SI	55	32	6	2	5	87	8
SK	40	51	5	1	3	91	6
FI	46	39	9	2	4	85	11
SE	49	33	11	3	4	82	14
UK	49	36	10	2	3	85	12

QA15R The level of satisfaction with the contract information
(%)

ASK IF 'HAS READ TELECOMMUNICATIONS CONTRACTS BEFORE SIGNING THEM'

Population 15+ weighted

	High satisfaction	Medium satisfaction	Low satisfaction	No satisfaction
	EB84.2	EB84.2	EB84.2	EB84.2
EU28	68	16	9	7
BE	62	18	12	8
BG	69	19	10	2
CZ	69	16	9	6
DK	58	18	13	11
DE	73	16	9	2
EE	63	19	10	8
IE	73	12	8	7
EL	78	12	7	3
ES	69	10	8	13
FR	60	19	13	8
HR	61	20	11	8
IT	66	13	13	8
CY	81	9	7	3
LV	64	22	9	5
LT	78	13	4	5
LU	53	23	14	10
HU	72	16	7	5
MT	68	15	9	8
NL	49	31	12	8
AT	73	17	8	2
PL	68	14	8	10
PT	65	13	9	13
RO	74	15	7	4
SI	74	13	7	6
SK	82	10	3	5
FI	69	15	10	6
SE	61	23	10	6
UK	73	14	8	5

QA16.1 For each of the following services, please tell me whether you consider it is easy or not to monitor and control your consumption.

Fixed telephone services

(%)

ASK IF 'FIXED PHONE IN THE HOUSEHOLD'

Poulation 15+ weighted

	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know	Total 'Easy'	Total 'Not easy'
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	37	34	12	7	10	71	19
BE	36	38	16	6	4	74	22
BG	29	28	15	13	15	57	28
CZ	37	35	9	13	6	72	22
DK	31	20	9	6	34	51	15
DE	45	32	11	4	8	77	15
EE	36	29	4	2	29	65	6
IE	45	35	8	4	8	80	12
EL	28	33	22	15	2	61	37
ES	26	35	15	14	10	61	29
FR	39	33	9	6	13	72	15
HR	29	35	17	7	12	64	24
IT	22	45	14	12	7	67	26
CY	41	21	14	12	12	62	26
LV	49	25	8	4	14	74	12
LT	27	40	7	4	22	67	11
LU	44	29	10	6	11	73	16
HU	32	39	12	9	8	71	21
MT	45	25	8	6	16	70	14
NL	44	23	11	5	17	67	16
AT	31	31	14	9	15	62	23
PL	20	44	13	5	18	64	18
PT	27	49	13	7	4	76	20
RO	35	26	11	9	19	61	20
SI	39	24	8	10	19	63	18
SK	20	37	15	12	16	57	27
FI	25	29	9	2	35	54	11
SE	41	32	9	4	14	73	13
UK	47	33	9	4	7	80	13

QA16.2 For each of the following services, please tell me whether you consider it is easy or not to monitor and control your consumption.

Mobile telephone services

(%)

ASK IF 'PERSONAL MOBILE PHONE'

Poulation 15+ weighted

	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know	Total 'Easy'	Total 'Not easy'
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	40	38	11	5	6	78	16
BE	39	40	14	4	3	79	18
BG	43	33	12	7	5	76	19
CZ	41	39	13	5	2	80	18
DK	42	30	9	4	15	72	13
DE	44	38	10	3	5	82	13
EE	37	37	7	3	16	74	10
IE	47	37	8	4	4	84	12
EL	35	42	15	8	0	77	23
ES	26	36	17	13	8	62	30
FR	46	33	9	5	7	79	14
HR	38	38	12	6	6	76	18
IT	28	49	11	9	3	77	20
CY	55	23	7	6	9	78	13
LV	59	29	5	2	5	88	7
LT	33	42	11	3	11	75	14
LU	46	34	10	4	6	80	14
HU	35	41	13	7	4	76	20
MT	49	31	8	5	7	80	13
NL	49	27	10	5	9	76	15
AT	34	38	11	9	8	72	20
PL	23	53	13	2	9	76	15
PT	29	50	14	5	2	79	19
RO	51	27	7	4	11	78	11
SI	58	25	7	3	7	83	10
SK	31	41	13	7	8	72	20
FI	39	39	11	2	9	78	13
SE	41	36	10	5	8	77	15
UK	56	29	7	4	4	85	11

QA16.3 For each of the following services, please tell me whether you consider it is easy or not to monitor and control your consumption.

Fixed Internet access services

(%)

ASK IF 'INTERNET CONNECTION IN THE HOUSEHOLD'

Poulation 15+ weighted

	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know	Total 'Easy'	Total 'Not easy'
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	34	33	13	6	14	67	19
BE	37	37	13	6	7	74	19
BG	36	28	13	8	15	64	21
CZ	33	36	16	4	11	69	20
DK	30	20	10	5	35	50	15
DE	36	34	15	6	9	70	21
EE	27	35	7	2	29	62	9
IE	39	36	11	4	10	75	15
EL	25	33	20	13	9	58	33
ES	28	31	15	12	14	59	27
FR	36	31	10	6	17	67	16
HR	29	36	13	7	15	65	20
IT	24	38	14	8	16	62	22
CY	32	19	9	9	31	51	18
LV	52	24	5	3	16	76	8
LT	25	36	8	3	28	61	11
LU	38	26	9	6	21	64	15
HU	25	39	16	10	10	64	26
MT	36	24	8	9	23	60	17
NL	43	20	8	6	23	63	14
AT	22	29	15	8	26	51	23
PL	20	55	11	3	11	75	14
PT	23	37	15	6	19	60	21
RO	37	25	10	7	21	62	17
SI	40	21	6	7	26	61	13
SK	25	34	14	7	20	59	21
FI	36	25	9	4	26	61	13
SE	24	29	16	7	24	53	23
UK	46	29	11	4	10	75	15

QA16.4 For each of the following services, please tell me whether you consider it is easy or not to monitor and control your consumption.

Mobile Internet access services

(%)

ASK IF 'ACCESS TO MOBILE INTERNET'

Poulation 15+ weighted

	Very easy	Fairly easy	Not very easy	Not at all easy	Don't know	Total 'Easy'	Total 'Not easy'
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	34	35	12	6	13	69	18
BE	35	41	11	5	8	76	16
BG	34	30	11	6	19	64	17
CZ	29	36	15	5	15	65	20
DK	36	26	11	3	24	62	14
DE	37	37	14	4	8	74	18
EE	29	34	7	2	28	63	9
IE	43	33	11	4	9	76	15
EL	23	33	16	10	18	56	26
ES	27	35	15	13	10	62	28
FR	38	28	9	7	18	66	16
HR	31	32	14	5	18	63	19
IT	26	47	11	8	8	73	19
CY	38	19	8	6	29	57	14
LV	40	25	10	3	22	65	13
LT	28	38	9	4	21	66	13
LU	40	29	11	5	15	69	16
HU	27	36	14	9	14	63	23
MT	34	28	7	8	23	62	15
NL	43	26	9	6	16	69	15
AT	28	37	14	6	15	65	20
PL	18	50	12	3	17	68	15
PT	22	38	16	6	18	60	22
RO	41	23	10	6	20	64	16
SI	40	21	7	5	27	61	12
SK	27	35	12	8	18	62	20
FI	35	35	11	3	16	70	14
SE	30	32	11	8	19	62	19
UK	47	31	9	4	9	78	13

QA17 The maximum duration of a communication services contract is currently two years.
Would you be prepared to sign a contract with a provider for a longer period in exchange for a much higher speed and enhanced quality of service?
(%)

ASK IF 'INTERNET CONNECTION IN THE HOUSEHOLD'

Population 15+ weighted

	Yes, certainly	Yes, probably	No, probably not	No, certainly not	Don't know	Total 'Yes'	Total 'No'
	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2	EB84.2
EU28	11	27	26	29	7	38	55
BE	19	30	26	22	3	49	48
BG	11	19	23	36	11	30	59
CZ	9	35	30	19	7	44	49
DK	17	36	24	18	5	53	42
DE	8	24	28	33	7	32	61
EE	20	36	20	10	14	56	30
IE	12	23	25	34	6	35	59
EL	12	34	28	20	6	46	48
ES	9	18	22	39	12	27	61
FR	12	20	25	38	5	32	63
HR	10	31	26	25	8	41	51
IT	10	39	28	11	12	49	39
CY	22	25	16	27	10	47	43
LV	17	34	24	20	5	51	44
LT	13	32	23	27	5	45	50
LU	12	25	29	31	3	37	60
HU	11	31	24	30	4	42	54
MT	21	20	23	30	6	41	53
NL	9	19	32	37	3	28	69
AT	15	34	27	20	4	49	47
PL	8	38	25	19	10	46	44
PT	6	40	20	28	6	46	48
RO	15	26	25	24	10	41	49
SI	13	28	26	29	4	41	55
SK	12	33	27	19	9	45	46
FI	13	33	29	21	4	46	50
SE	12	28	32	27	1	40	59
UK	11	25	27	32	5	36	59

QA18 Can you tell me what telephone number you would call in the event of an emergency in (OUR COUNTRY); for example, if someone needs urgent medical assistance or if you need to contact the police or the fire brigade?

(OPEN ENDED QUESTION - MULTIPLE ANSWERS POSSIBLE) (%)

Population 15+ weighted

	112		National number(s)		Other number(s)		Don't know
	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2
EU28	61	*3*	26	*2*	13	*-3*	6
BE	71	*6*	11	*-5*	15	*-2*	6
BG	89	*1*	3	*-10*	1	*1*	8
CZ	53	*-6*	38	*13*	12	*-7*	5
DK	94	*1*	4	*1*	10	*-2*	1
DE	89	*5*	6	*-4*	9	*-4*	3
EE	96	*2*	1	*-4*	2	*-4*	2
IE	32	*1*	28	*6*	42	*-1*	4
EL	6	*1*	54	*10*	31	*2*	11
ES	72	*2*	2	*-1*	17	*0*	12
FR	19	*3*	79	*0*	4	*-3*	6
HR	74	*-6*	15	*6*	12	*5*	8
IT	63	*5*	17	*2*	19	*0*	10
CY	57	*20*	5	*-12*	21	*9*	21
LV	80	*-2*	4	*-1*	21	*6*	4
LT	90	*5*	4	*-1*	5	*-3*	4
LU	96	*3*	5	*-6*	6	*-4*	1
HU	56	*7*	21	*4*	15	*2*	11
MT	72	*9*	0	*-1*	11	*-4*	17
NL	98	*1*	1	*0*	2	*-1*	1
AT	35	*0*	55	*13*	12	*-1*	5
PL	81	*7*	23	*-3*	3	*-2*	2
PT	97	*5*	3	*2*	1	*0*	2
RO	93	*-2*	1	*1*	1	*0*	6
SI	87	*1*	3	*-3*	10	*-2*	4
SK	80	*-1*	18	*1*	6	*-2*	3
FI	99	*2*	1	*1*	1	*0*	1
SE	97	*0*	5	*5*	5	*2*	1
UK	9	*2*	54	*9*	36	*-11*	4

QA19 Can you tell me what telephone number enables you to call emergency services anywhere in the EU? **(OPEN ENDED QUESTION - MULTIPLE ANSWERS POSSIBLE) (%)**

Population 15+ weighted

	112		Other number(s)		Don't know	Only correct answer	
	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	*Diff. EB84.2 - EB81.1*	EB84.2	EB84.2	*Diff. EB84.2 - EB81.1*
EU28	48	*7*	13	*2*	40	46	*6*
BE	65	*4*	14	*3*	23	64	*4*
BG	61	*-9*	5	*3*	34	60	*-9*
CZ	60	*-1*	16	*15*	26	59	*-2*
DK	49	*8*	20	*6*	34	46	*6*
DE	61	*19*	8	*-1*	33	59	*18*
EE	65	*16*	6	*-2*	29	65	*17*
IE	44	*11*	30	*10*	28	42	*10*
EL	13	*3*	24	*20*	63	13	*3*
ES	29	*6*	7	*0*	64	29	*6*
FR	40	*7*	11	*-2*	49	40	*7*
HR	64	*-1*	12	*2*	26	63	*0*
IT	36	*3*	26	*1*	41	32	*0*
CY	58	*21*	10	*3*	32	57	*20*
LV	44	*-3*	14	*6*	43	43	*-3*
LT	38	*-3*	23	*7*	41	36	*-4*
LU	80	*0*	10	*1*	12	78	*0*
HU	63	*18*	11	*9*	27	62	*17*
MT	43	*9*	14	*7*	43	43	*9*
NL	61	*4*	9	*-2*	31	60	*4*
AT	50	*-2*	25	*11*	27	49	*-1*
PL	83	*13*	7	*0*	12	82	*13*
PT	51	*17*	10	*5*	39	50	*17*
RO	61	*-10*	9	*6*	31	61	*-9*
SI	50	*4*	15	*-1*	36	48	*6*
SK	72	*3*	14	*9*	16	70	*2*
FI	64	*3*	9	*3*	28	63	*2*
SE	57	*9*	11	*3*	32	56	*8*
UK	22	*4*	18	*6*	61	22	*4*

EXTRA1 Households having a television
(%)
Household weighted

		Household composition				Subjective urbanisation			Household one person			Age		
	TOTAL	1	2	3	4+	Rural village	Small/mid size town	Large town	-29	30-59	60-98	55-64	65-74	75+
EU28	96	94	97	97	97	97	96	95	81	93	97	96	98	98
EU15	96	93	97	96	97	97	95	94	81	92	97	96	98	97
NMS13	97	94	97	98	98	98	97	95	78	94	98	99	99	98
BE	96	92	98	99	97	98	96	93	65	92	97	97	99	99
BG	98	99	99	99	97	100	99	97	100	96	100	100	99	100
CZ	98	96	99	99	98	97	99	97	74	96	98	99	98	100
DK	98	96	99	98	99	100	99	95	79	96	99	98	100	99
DE	95	93	97	97	96	97	95	93	79	93	98	97	99	98
EE	98	95	98	99	99	98	99	97	52	94	98	100	98	99
IE	98	97	99	98	99	99	99	98	74	93	100	99	100	100
EL	99	97	99	99	100	100	98	99	88	93	100	99	100	99
ES	99	99	99	100	100	99	99	99	94	97	100	100	100	99
FR	95	93	98	95	98	96	97	89	91	91	95	92	98	98
HR	98	96	99	100	99	99	98	99	85	93	98	99	99	100
IT	95	95	95	94	96	95	95	97	63	93	97	97	99	94
CY	100	99	100	100	100	100	100	99	100	100	98	97	100	100
LV	93	91	95	95	91	97	95	87	45	94	95	96	98	78
LT	96	96	94	99	97	98	99	91	82	97	98	97	100	97
LU	97	94	98	98	98	99	96	97	80	90	100	96	99	100
HU	98	97	98	99	98	100	98	97	82	95	98	100	99	99
MT	99	98	100	100	99	99	97	100	100	100	97	99	100	95
NL	97	96	99	97	97	96	99	97	83	96	99	100	99	100
AT	98	97	99	98	98	98	97	99	92	92	100	98	100	100
PL	97	97	97	98	98	99	97	96	75	93	100	100	99	100
PT	97	96	96	99	97	99	98	94	100	92	98	98	99	97
RO	98	94	99	98	99	97	99	99	93	94	94	99	97	95
SI	98	97	99	100	97	99	98	95	100	95	98	97	100	99
SK	96	95	94	97	98	98	96	91	64	90	98	97	98	96
FI	97	95	99	95	97	98	97	95	85	98	97	96	98	100
SE	86	82	89	96	94	87	90	77	77	79	87	80	93	93
UK	93	91	94	94	97	95	92	93	64	92	94	93	96	99

EXTRA2 Households having a fixed telephone access
(%)
Household weighted

		Household composition				Subjective urbanisation			Household one person			Age		
	TOTAL	1	2	3	4+	Rural village	Small/mid size town	Large town	-29	30-59	60-98	55-64	65-74	75+
EU28	65	64	73	62	59	67	65	64	41	57	72	70	71	84
EU15	73	68	79	72	71	76	71	72	43	61	78	79	78	89
NMS13	33	31	34	32	34	33	32	35	11	15	43	36	47	59
BE	73	67	78	72	74	78	72	61	16	39	84	73	90	94
BG	43	59	49	35	34	34	39	51	0	38	63	46	58	75
CZ	14	13	15	15	12	9	14	16	0	13	14	17	16	27
DK	40	43	53	21	32	34	43	35	7	13	58	47	61	74
DE	85	75	91	89	93	85	87	80	55	69	89	87	93	95
EE	42	43	55	40	32	41	39	46	4	24	51	51	55	70
IE	65	62	74	64	63	59	63	73	24	27	75	71	86	91
EL	83	77	82	86	85	73	77	90	50	62	89	81	87	93
ES	71	68	75	74	69	65	75	85	61	58	72	74	77	87
FR	81	76	83	87	90	86	81	75	49	74	84	81	82	96
HR	75	65	75	76	80	78	75	73	33	38	76	77	83	82
IT	54	46	62	56	54	51	50	70	0	26	55	60	56	72
CY	59	51	65	64	60	56	52	68	12	50	69	60	76	72
LV	31	28	37	29	30	35	26	35	14	19	33	36	45	43
LT	28	28	33	21	30	40	28	23	7	18	37	27	39	44
LU	85	83	93	77	83	85	86	73	57	81	90	96	91	100
HU	45	44	58	40	40	32	47	48	19	20	52	43	61	66
MT	93	89	94	96	98	97	92	81	100	74	96	99	97	96
NL	85	77	89	81	90	93	83	76	44	64	96	94	98	100
AT	40	41	58	33	30	40	41	40	7	21	52	42	59	78
PL	29	34	31	29	25	34	27	25	7	5	44	31	40	60
PT	71	54	73	75	73	79	73	58	42	44	59	68	74	73
RO	37	34	39	34	40	34	38	43	28	27	36	40	51	48
SI	72	71	79	71	68	70	73	71	11	54	75	75	82	89
SK	26	32	33	20	20	24	27	29	0	9	44	28	52	58
FI	13	17	19	8	5	13	13	11	9	10	20	13	17	36
SE	53	43	68	54	76	70	53	41	11	41	64	60	68	91
UK	78	76	79	75	79	88	75	72	37	64	89	94	86	95

EXTRA3 Households having a computer
(%)
Household weighted

		Household composition				Subjective urbanisation			Household one person			Age		
	TOTAL	1	2	3	4+	Rural village	Small/mid size town	Large town	-29	30-59	60-98	55-64	65-74	75+
EU28	37	23	37	46	51	37	37	36	26	31	18	40	29	17
EU15	36	24	38	45	49	36	37	35	27	31	20	41	31	18
NMS13	40	17	31	49	56	39	39	43	20	28	11	38	23	10
BE	42	25	37	55	55	40	42	46	21	35	22	41	42	18
BG	36	11	25	50	51	25	28	49	26	31	7	44	13	4
CZ	37	18	36	46	48	38	35	38	7	31	14	40	24	13
DK	45	30	54	44	51	49	44	44	13	31	33	46	47	40
DE	43	31	48	51	59	43	45	38	39	31	27	47	43	24
EE	42	23	42	51	56	35	40	52	8	35	21	50	35	18
IE	28	15	22	31	33	23	24	34	43	14	13	38	19	15
EL	30	15	18	37	43	28	26	32	34	32	5	26	13	5
ES	39	18	33	57	56	32	44	56	21	34	10	47	24	9
FR	38	26	42	57	60	41	40	25	14	43	18	37	32	17
HR	41	15	25	42	60	42	45	35	40	21	10	42	32	13
IT	25	6	18	33	39	16	25	32	0	8	5	32	16	7
CY	23	8	17	40	35	17	20	30	0	22	4	17	6	3
LV	46	25	37	50	62	46	44	47	43	28	22	48	35	34
LT	28	14	29	41	56	15	28	33	12	21	10	28	20	5
LU	44	23	50	47	52	48	40	42	16	39	14	47	39	16
HU	49	16	42	62	68	42	50	49	15	33	11	49	27	14
MT	47	31	40	62	75	44	47	64	100	42	23	57	35	19
NL	54	43	64	58	54	58	53	52	23	47	43	63	53	43
AT	36	17	32	50	51	39	30	39	32	31	10	48	23	9
PL	38	12	25	46	55	43	37	35	17	20	9	38	25	7
PT	20	10	14	26	24	14	25	19	26	16	6	19	14	9
RO	40	13	23	50	55	36	37	50	45	37	5	31	21	11
SI	49	21	38	56	64	48	52	49	73	49	13	57	35	15
SK	43	18	30	58	60	42	39	50	45	38	9	40	18	10
FI	38	24	47	38	45	38	38	37	32	31	20	39	37	24
SE	40	29	55	57	50	48	44	24	16	35	33	37	47	43
UK	31	22	34	34	43	31	32	29	35	19	22	36	31	26

EXTRA4 Households having a computing device
(%)
Household weighted

		Household composition				Subjective urbanisation			Household one person			Age		
	TOTAL	1	2	3	4+	Rural village	Small/mid size town	Large town	-29	30-59	60-98	55-64	65-74	75+
EU28	77	61	75	92	94	74	78	81	96	84	41	78	56	30
EU15	79	65	78	93	95	76	79	84	96	86	46	81	60	32
NMS13	72	42	61	88	91	67	73	77	89	67	20	62	40	16
BE	83	62	79	96	99	81	81	93	96	89	48	89	73	32
BG	58	18	36	84	82	44	50	72	100	63	9	58	19	6
CZ	70	36	64	84	95	71	67	75	84	64	23	62	37	15
DK	96	88	98	100	100	95	96	97	100	98	83	99	94	78
DE	82	73	82	92	96	79	81	86	94	87	54	83	72	38
EE	77	44	76	95	100	71	71	88	100	72	32	83	53	26
IE	86	53	81	95	95	87	80	90	100	73	45	81	68	45
EL	69	44	48	83	93	64	69	71	100	80	19	70	43	11
ES	72	46	61	94	94	67	74	83	100	89	22	78	40	13
FR	79	66	83	99	98	71	80	80	100	83	46	74	69	27
HR	74	45	51	84	94	73	82	66	92	63	35	64	53	19
IT	69	35	51	89	94	64	69	75	100	89	13	82	35	17
CY	63	32	53	92	90	47	68	74	71	44	9	52	20	7
LV	79	53	70	92	93	74	79	82	100	68	43	76	58	46
LT	65	45	71	94	95	55	60	81	100	62	22	69	38	12
LU	86	68	88	91	96	83	88	94	100	97	44	94	66	37
HU	68	30	57	86	92	67	66	72	100	60	18	66	37	17
MT	74	53	72	95	97	74	70	80	100	100	28	79	49	26
NL	97	94	96	100	100	96	98	97	92	97	90	99	91	83
AT	75	47	63	99	97	72	69	83	98	87	27	76	39	33
PL	75	37	59	94	92	71	80	72	89	71	23	68	46	17
PT	69	35	48	90	82	66	73	67	100	74	15	64	39	23
RO	62	22	38	77	84	56	60	74	95	57	7	46	33	12
SI	76	32	63	91	95	74	79	75	100	75	21	80	48	25
SK	64	27	52	87	87	66	57	73	64	59	11	50	25	12
FI	88	70	92	100	99	83	88	93	100	82	61	87	84	46
SE	95	92	99	100	100	91	95	98	100	95	84	92	92	75
UK	83	68	89	94	94	81	83	86	88	80	57	83	70	51

EXTRA5 Households having at least one telephone access (fixed and or mobile) **(%)**

Household weighted

		Household composition				Subjective urbanisation			Household one person			Age		
	TOTAL	1	2	3	4+	Rural village	Small/mid size town	Large town	-29	30-59	60-98	55-64	65-74	75+
EU28	99	97	99	99	99	98	99	99	99	99	96	98	97	97
EU15	99	98	99	100	100	99	99	99	99	99	97	99	98	98
NMS13	97	91	97	99	99	96	97	98	97	96	88	97	94	90
BE	99	98	100	100	100	100	99	100	96	96	99	98	100	99
BG	97	89	98	99	100	94	97	99	100	95	88	99	94	90
CZ	97	92	99	99	100	95	98	98	91	94	91	98	99	82
DK	100	100	100	100	100	100	100	100	100	99	100	100	100	100
DE	99	99	100	100	99	99	99	99	98	99	98	98	100	99
EE	99	99	99	100	100	100	98	100	100	99	99	99	98	100
IE	99	97	100	99	100	99	100	100	100	95	97	99	100	97
EL	99	97	98	100	100	98	100	99	100	100	96	99	97	98
ES	99	97	99	100	100	99	99	100	100	100	96	99	98	96
FR	99	99	99	100	100	100	99	98	100	99	98	99	99	100
HR	99	94	99	100	100	98	99	99	100	98	92	100	98	90
IT	98	95	98	98	100	96	97	100	100	100	93	99	95	97
CY	100	100	99	100	100	100	99	100	100	100	100	100	98	100
LV	97	92	98	97	98	95	97	97	92	93	92	98	96	95
LT	99	98	100	100	100	100	99	98	95	97	98	96	99	99
LU	100	100	100	100	100	100	100	100	100	100	100	100	100	100
HU	98	93	99	99	100	98	98	99	100	96	91	99	97	92
MT	100	100	100	100	100	100	100	100	100	100	100	100	100	100
NL	100	99	100	100	100	100	100	99	100	97	100	100	100	100
AT	99	99	99	100	99	99	100	99	100	99	98	98	99	100
PL	96	90	96	99	98	96	97	96	96	98	88	96	90	95
PT	99	92	99	100	100	98	100	97	100	99	88	99	97	94
RO	94	77	95	98	98	91	94	100	98	96	70	97	91	70
SI	100	98	100	99	100	100	100	99	100	97	99	100	99	99
SK	96	89	98	99	99	97	94	99	100	93	86	96	92	91
FI	100	100	100	100	100	100	100	100	100	100	100	99	100	100
SE	100	100	100	100	100	99	100	100	100	100	99	100	99	100
UK	99	99	100	100	99	99	100	99	100	100	98	99	99	99

EXTRA6 Households having at least one mobile telephone access
(%)

Household weighted

		Household composition				Subjective urbanisation			Household one person			Age		
	TOTAL	1	2	3	4+	Rural village	Small/mid size town	Large town	-29	30-59	60-98	55-64	65-74	75+
EU28	93	84	94	98	98	91	93	94	98	97	75	94	88	68
EU15	93	85	94	99	98	91	93	94	98	97	75	94	88	69
NMS13	94	82	94	98	98	93	94	96	97	95	72	95	87	68
BE	94	83	95	99	99	94	92	97	96	92	78	95	93	69
BG	88	61	88	99	98	87	85	92	100	89	55	96	78	44
CZ	96	87	98	98	100	94	96	97	91	94	84	96	94	76
DK	98	93	100	100	100	99	98	98	100	99	90	100	99	86
DE	91	84	93	99	97	91	91	89	95	94	72	92	90	62
EE	97	91	98	99	100	96	94	99	100	99	88	98	96	85
IE	97	88	96	98	100	97	95	98	100	95	85	95	97	81
EL	88	75	81	93	98	90	87	87	100	100	60	93	75	51
ES	92	83	90	100	99	90	96	93	100	97	75	97	83	71
FR	91	86	95	99	99	89	92	93	100	97	75	95	89	60
HR	94	79	91	100	99	94	94	95	100	98	71	97	88	61
IT	92	79	91	97	97	84	92	97	100	100	70	96	85	74
CY	96	90	96	100	100	97	97	94	100	100	80	100	97	66
LV	95	90	96	96	97	93	96	96	92	92	89	97	94	81
LT	97	94	99	100	100	97	97	96	95	97	91	96	97	88
LU	94	83	97	96	99	94	94	100	100	97	72	97	85	68
HU	93	82	92	97	100	96	93	93	100	95	77	98	89	69
MT	95	89	96	100	100	93	95	100	100	100	83	100	90	79
NL	98	94	98	100	100	98	98	97	100	95	91	97	94	90
AT	91	80	90	99	98	92	88	92	100	93	73	93	80	74
PL	93	78	93	99	97	91	94	93	96	97	71	94	83	71
PT	94	79	92	98	99	90	97	94	100	96	70	95	88	77
RO	90	65	90	93	98	87	88	96	98	95	56	92	84	49
SI	96	87	95	99	100	96	98	96	100	92	87	99	94	86
SK	92	79	91	98	98	92	91	95	100	93	72	93	82	69
FI	99	98	99	100	100	99	99	100	100	99	97	97	99	98
SE	99	99	100	100	100	99	99	99	100	99	97	100	99	96
UK	94	85	97	99	99	91	94	95	100	99	75	92	89	73

EXTRA7 Households combining a fixed telephone access and mobile telephone access **(%)**

Household weighted

		Household composition				Subjective urbanisation			Household one person			Age		
	TOTAL	1	2	3	4+	Rural village	Small/mid size town	Large town	-29	30-59	60-98	55-64	65-74	75+
EU28	59	51	68	61	58	60	59	58	40	55	52	66	62	55
EU15	66	55	74	71	70	68	65	66	42	59	56	74	67	59
NMS13	30	22	31	31	33	30	29	32	11	13	28	34	40	37
BE	67	52	73	71	73	72	65	59	16	36	63	70	83	64
BG	34	30	39	34	33	27	28	44	0	32	31	44	42	29
CZ	12	8	14	14	12	8	12	15	0	13	7	15	11	21
DK	38	36	53	21	32	33	41	33	7	13	48	47	59	60
DE	76	61	84	87	91	77	79	71	51	64	63	81	83	59
EE	40	35	54	39	32	38	35	45	4	24	40	50	53	56
IE	63	53	70	62	63	57	58	71	24	27	63	67	83	74
EL	72	55	65	79	83	65	65	77	50	62	53	75	65	47
ES	65	53	66	74	69	56	73	78	61	55	51	72	62	62
FR	73	63	78	86	89	75	73	70	49	73	60	77	73	57
HR	71	50	67	76	79	74	69	68	33	38	55	75	73	53
IT	48	30	55	55	52	39	44	68	0	26	32	57	46	49
CY	55	41	63	64	60	53	50	62	12	50	49	60	74	38
LV	30	26	36	28	29	34	25	34	14	17	30	36	43	29
LT	26	24	32	21	30	37	26	21	7	18	30	27	38	33
LU	79	67	91	73	83	79	80	73	57	78	62	93	77	68
HU	41	33	51	38	40	30	42	43	19	19	38	43	53	43
MT	88	78	90	96	97	90	87	81	100	74	79	99	86	75
NL	82	71	87	81	90	90	82	73	44	61	87	92	91	90
AT	32	22	48	32	29	34	29	33	7	15	27	37	39	52
PL	25	21	27	28	24	29	24	21	7	4	27	29	34	36
PT	66	41	66	73	71	70	71	55	42	42	41	64	65	56
RO	33	23	34	30	40	30	32	39	28	26	21	36	44	27
SI	68	59	75	71	68	67	71	68	11	48	64	74	77	76
SK	22	23	27	19	20	19	24	25	0	9	30	26	42	35
FI	12	15	18	8	5	13	12	11	9	9	18	11	16	34
SE	52	42	68	54	76	69	52	40	11	40	62	60	67	87
UK	72	62	77	75	79	80	69	68	37	63	66	86	76	69

EXTRA8 Households having a fixed telephone access but no mobile telephone access **(%)**

Household weighted

		Household composition				Subjective urbanisation			Household one person			Age		
	TOTAL	1	2	3	4+	Rural village	Small/mid size town	Large town	-29	30-59	60-98	55-64	65-74	75+
EU28	6	13	5	1	1	7	6	5	1	3	21	4	9	28
EU15	6	13	5	1	1	8	6	6	1	3	22	5	10	30
NMS13	3	9	3	1	1	4	3	3	0	1	15	2	7	22
BE	6	15	5	1	1	6	7	3	0	3	21	3	7	29
BG	9	28	10	1	1	8	12	7	0	6	32	2	16	46
CZ	2	5	1	1	0	1	2	1	0	0	7	1	4	6
DK	2	7	0	0	0	1	2	2	0	0	10	0	1	14
DE	8	14	7	1	2	8	8	9	3	5	26	6	10	37
EE	3	8	1	1	0	3	4	1	0	0	11	1	2	15
IE	3	9	4	2	0	2	4	2	0	0	13	4	3	17
EL	11	23	18	6	2	8	12	12	0	0	36	5	22	47
ES	6	15	9	0	1	9	3	7	0	3	21	2	15	25
FR	8	13	5	1	1	11	8	5	0	2	24	4	9	39
HR	5	15	8	0	1	4	6	4	0	0	22	2	10	29
IT	6	16	6	1	2	12	6	2	0	0	23	3	10	23
CY	4	10	3	0	0	3	2	6	0	0	20	0	1	34
LV	1	2	1	1	1	2	1	1	0	2	3	1	2	14
LT	2	4	1	0	0	3	2	2	0	0	7	0	2	11
LU	6	17	3	4	1	6	6	0	0	3	28	3	15	32
HU	5	11	7	2	0	2	5	5	0	1	14	1	8	23
MT	5	11	4	0	0	7	5	0	0	0	17	0	10	21
NL	2	5	2	0	0	2	2	2	0	2	9	3	6	10
AT	8	18	10	1	1	6	12	7	0	6	25	4	19	26
PL	4	12	3	0	1	5	3	4	0	1	17	2	6	24
PT	5	13	7	2	1	8	2	3	0	2	18	4	9	18
RO	4	11	5	5	0	4	6	4	0	1	15	4	7	21
SI	3	11	5	0	0	4	2	3	0	5	12	1	5	13
SK	4	10	7	1	0	5	4	4	0	0	14	2	10	22
FI	1	2	1	0	0	1	1	0	0	1	2	2	1	2
SE	1	1	0	0	0	0	1	1	0	1	2	0	1	4
UK	6	14	2	1	0	8	6	4	0	1	23	7	10	26

EXTRA9 Households having a mobile telephone access but no fixed telephone access **(%)**

Household weighted

		Household composition				Subjective urbanisation			Household one person			Age		
	TOTAL	1	2	3	4+	Rural village	Small/mid size town	Large town	-29	30-59	60-98	55-64	65-74	75+
EU28	33	33	26	37	40	31	34	35	58	42	23	29	26	13
EU15	26	30	20	28	29	23	28	27	56	38	19	20	21	10
NMS13	64	60	63	67	65	63	65	64	85	82	44	61	47	31
BE	27	31	22	28	26	22	27	39	80	57	15	25	10	5
BG	54	31	49	64	66	60	57	48	100	57	25	53	36	15
CZ	84	79	84	84	87	86	83	82	91	82	77	81	83	55
DK	60	57	47	79	68	66	57	65	93	86	42	53	39	26
DE	15	23	9	11	7	14	13	19	44	31	9	12	7	3
EE	57	56	44	60	68	59	59	54	96	75	48	49	43	29
IE	34	35	26	36	37	40	37	27	76	68	22	28	14	6
EL	16	20	16	14	15	24	22	10	50	38	7	18	10	4
ES	28	30	24	26	31	34	23	15	39	42	24	25	20	9
FR	19	23	17	13	10	14	19	23	51	25	15	18	16	3
HR	23	29	25	24	20	21	25	26	67	61	16	22	15	8
IT	43	49	36	42	46	45	47	29	100	74	38	39	38	25
CY	41	49	34	36	40	44	47	32	88	50	31	40	23	28
LV	65	64	61	68	68	59	71	63	79	74	59	62	51	53
LT	71	70	67	79	70	60	71	76	88	79	61	69	60	55
LU	15	17	7	23	17	15	14	27	43	19	10	4	9	0
HU	53	48	41	59	60	66	51	50	81	76	39	55	36	26
MT	7	11	6	4	2	3	8	19	0	26	4	1	3	4
NL	15	22	11	19	10	7	16	24	56	34	4	6	2	0
AT	59	58	42	67	69	58	59	59	93	79	47	56	40	22
PL	68	57	66	71	73	62	70	71	89	93	44	65	49	35
PT	28	37	26	25	27	20	27	40	58	55	29	31	24	21
RO	57	43	56	63	58	57	56	56	70	70	34	57	40	22
SI	28	28	20	28	32	29	27	28	89	44	23	25	17	10
SK	70	57	64	79	79	73	67	70	100	85	43	68	40	34
FI	87	83	81	92	95	86	87	89	91	90	80	86	83	64
SE	47	57	32	46	24	30	47	59	89	59	35	40	32	9
UK	22	23	20	25	20	11	25	27	63	36	9	5	13	5

EXTRA10 Households not having a fixed telephone access nor mobile telephone access **(%)**

Household weighted

		Household composition				Subjective urbanisation			Household one person			Age		
	TOTAL	1	2	3	4+	Rural village	Small/mid size town	Large town	-29	30-59	60-98	55-64	65-74	75+
EU28	1	3	1	1	1	2	1	1	1	1	4	2	3	3
EU15	1	2	1	0	0	1	1	1	1	1	3	1	2	2
NMS13	3	9	3	1	1	4	3	2	3	4	12	3	6	10
BE	1	2	0	0	0	0	1	0	4	4	1	2	0	1
BG	3	11	2	1	0	6	3	1	0	5	12	1	6	10
CZ	3	8	1	1	0	5	2	2	9	6	9	2	1	18
DK	0	0	0	0	0	0	0	0	0	1	0	0	0	0
DE	1	1	0	0	1	1	1	1	2	1	2	2	0	1
EE	1	1	1	0	0	0	2	0	0	1	1	1	2	0
IE	1	3	0	1	0	1	0	0	0	5	3	1	0	3
EL	1	3	2	0	0	2	0	1	0	0	4	1	3	2
ES	1	3	1	0	0	1	1	0	0	0	4	1	2	4
FR	1	1	1	0	0	0	1	2	0	1	2	1	1	0
HR	1	6	1	0	0	2	1	1	0	2	8	0	2	10
IT	2	5	2	2	0	4	3	0	0	0	7	1	5	3
CY	0	0	1	0	0	0	1	0	0	0	0	0	2	0
LV	3	8	2	3	2	5	3	3	8	7	8	2	4	5
LT	1	2	0	0	0	0	1	2	5	3	2	4	1	1
LU	0	0	0	0	0	0	0	0	0	0	0	0	0	0
HU	2	7	1	1	0	2	2	1	0	4	9	1	3	8
MT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
NL	0	1	0	0	0	0	0	1	0	3	0	0	0	0
AT	1	1	1	0	1	1	0	1	0	1	2	2	1	0
PL	4	10	4	1	2	4	3	4	4	2	12	4	10	5
PT	1	8	1	0	0	2	0	3	0	1	12	1	3	6
RO	6	23	5	2	2	9	6	0	2	4	30	3	9	30
SI	0	2	0	1	0	0	0	1	0	3	1	0	1	1
SK	4	11	2	1	1	3	6	1	0	7	14	4	8	9
FI	0	0	0	0	0	0	0	0	0	0	0	1	0	0
SE	0	0	0	0	0	1	0	0	0	0	1	0	1	0
UK	1	1	0	0	1	1	0	1	0	0	2	1	1	1

EXTRA11 Proportion of households without computer
(%)

Household weighted

		Household composition				Subjective urbanisation			Household one person			Age		
	TOTAL	1	2	3	4+	Rural village	Small/mid size town	Large town	-29	30-59	60-98	55-64	65-74	75+
EU28	63	77	63	54	49	63	63	64	74	69	82	60	71	83
EU15	64	76	62	55	51	64	63	65	73	69	80	59	69	82
NMS13	60	83	69	51	44	61	61	57	80	72	89	62	77	90
BE	58	75	63	45	45	60	58	54	79	65	78	59	58	82
BG	64	89	75	50	49	75	72	51	74	69	93	56	87	96
CZ	63	82	64	54	52	62	65	62	93	69	86	60	76	87
DK	55	70	46	56	49	51	56	56	87	69	67	54	53	60
DE	57	69	52	49	41	57	55	62	61	69	73	53	57	76
EE	58	77	58	49	44	65	60	48	92	65	79	50	65	82
IE	72	85	78	69	67	77	76	66	57	86	87	62	81	85
EL	70	85	82	63	57	72	74	68	66	68	95	74	87	95
ES	61	82	67	43	44	68	56	44	79	66	90	53	76	91
FR	62	74	58	43	40	59	60	75	86	57	82	63	68	83
HR	59	85	75	58	40	58	55	65	60	79	90	58	68	87
IT	75	94	82	67	61	84	75	68	100	92	95	68	84	93
CY	77	92	83	60	65	83	80	70	100	78	96	83	94	97
LV	54	75	63	50	38	54	56	53	57	72	78	52	65	66
LT	72	86	71	59	44	85	72	67	88	79	90	72	80	95
LU	56	77	50	53	48	52	60	58	84	61	86	53	61	84
HU	51	84	58	38	32	58	50	51	85	67	89	51	73	86
MT	53	69	60	38	25	56	53	36	0	58	77	43	65	81
NL	46	57	36	42	46	42	47	48	77	53	57	37	47	57
AT	64	83	68	50	49	61	70	61	68	69	90	52	77	91
PL	62	88	75	54	45	57	63	65	83	80	91	62	75	93
PT	80	90	86	74	76	86	75	81	74	84	94	81	86	91
RO	60	87	77	50	45	64	63	50	55	63	95	69	79	89
SI	51	79	62	44	36	52	48	51	27	51	87	43	65	85
SK	57	82	70	42	40	58	61	50	55	62	91	60	82	90
FI	62	76	53	62	55	62	62	63	68	69	80	61	63	76
SE	60	71	45	43	50	52	56	76	84	65	67	63	53	57
UK	69	78	66	66	57	69	68	71	65	81	78	64	69	74

EXTRA12 Proportion of households without television
(%)

Household weighted

		Household composition				Subjective urbanisation			Household one person			Age		
	TOTAL	1	2	3	4+	Rural village	Small/mid size town	Large town	-29	30-59	60-98	55-64	65-74	75+
EU28	4	6	3	3	3	3	4	5	19	7	3	4	2	2
EU15	4	7	3	4	3	3	5	6	19	8	3	4	2	3
NMS13	3	6	3	2	2	2	3	5	22	6	2	1	1	2
BE	4	8	2	1	3	2	4	7	35	8	3	3	1	1
BG	2	1	1	1	3	0	1	3	0	4	0	0	1	0
CZ	2	4	1	1	2	3	1	3	26	4	2	1	2	0
DK	2	4	1	2	1	0	1	5	21	4	1	2	0	1
DE	5	7	3	3	4	3	5	7	21	7	2	3	1	2
EE	2	5	2	1	1	2	1	3	48	6	2	0	2	1
IE	2	3	1	2	1	1	1	2	26	7	0	1	0	0
EL	1	3	1	1	0	0	2	1	12	7	0	1	0	1
ES	1	1	1	0	0	1	1	1	6	3	0	0	0	1
FR	5	7	2	5	2	4	3	11	9	9	5	8	2	2
HR	2	4	1	0	1	1	2	1	15	7	2	1	1	0
IT	5	5	5	6	4	5	5	3	37	7	3	3	1	6
CY	0	1	0	0	0	0	0	1	0	0	2	3	0	0
LV	7	9	5	5	9	3	5	13	55	6	5	4	2	22
LT	4	4	6	1	3	2	1	9	18	3	2	3	0	3
LU	3	6	2	2	2	1	4	3	20	10	0	4	1	0
HU	2	3	2	1	2	0	2	3	18	5	2	0	1	1
MT	1	2	0	0	1	1	3	0	0	0	3	1	0	5
NL	3	4	1	3	3	4	1	3	17	4	1	0	1	0
AT	2	3	1	2	2	2	3	1	8	8	0	2	0	0
PL	3	3	3	2	2	1	3	4	25	7	0	0	1	0
PT	3	4	4	1	3	1	2	6	0	8	2	2	1	3
RO	2	6	1	2	1	3	1	1	7	6	6	1	3	5
SI	2	3	1	0	3	1	2	5	0	5	2	3	0	1
SK	4	5	6	3	2	2	4	9	36	10	2	3	2	4
FI	3	5	1	5	3	2	3	5	15	2	3	4	2	0
SE	14	18	11	4	6	13	10	23	23	21	13	20	7	7
UK	7	9	6	6	3	5	8	7	36	8	6	7	4	1

EXTRA13 Proportion of households having an internet connection **(%)**

Household weighted

		Household composition				Subjective urbanisation			Household one person			Age		
	TOTAL	1	2	3	4+	Rural village	Small/mid size town	Large town	-29	30-59	60-98	55-64	65-74	75+
EU28	67	51	66	81	83	64	67	72	79	70	35	69	49	24
EU15	68	55	69	81	83	66	68	73	79	71	39	72	53	27
NMS13	65	33	54	80	84	60	64	70	72	57	14	54	35	13
BE	79	58	75	93	95	77	77	88	79	75	48	85	72	33
BG	50	11	31	74	73	35	44	63	26	50	5	48	15	4
CZ	62	29	57	79	84	60	59	70	75	52	19	53	34	13
DK	94	86	97	98	99	91	94	96	96	96	81	98	92	78
DE	71	56	74	89	90	70	71	71	68	70	40	71	64	30
EE	72	38	72	90	94	66	66	83	59	63	30	79	50	24
IE	78	44	76	88	88	74	73	86	53	59	39	77	65	41
EL	58	30	39	72	82	50	53	64	54	49	18	59	43	10
ES	57	31	48	78	79	50	64	67	80	54	17	64	31	13
FR	75	64	79	90	93	69	76	75	94	82	43	70	66	26
HR	61	30	39	69	81	61	64	57	62	45	22	54	42	17
IT	41	12	24	57	64	29	40	54	41	34	3	56	19	3
CY	53	26	46	75	77	43	53	63	48	44	7	46	17	5
LV	72	45	64	83	88	71	74	70	97	58	35	72	53	25
LT	57	37	60	84	90	43	49	78	93	53	15	53	32	9
LU	82	66	82	87	91	83	81	84	90	87	49	93	70	30
HU	57	21	49	73	78	50	55	62	42	41	14	59	32	17
MT	72	53	67	94	96	73	66	79	100	100	28	78	45	25
NL	96	91	95	100	99	96	97	94	81	93	91	97	91	86
AT	64	37	53	84	88	63	60	69	75	70	21	71	30	21
PL	68	26	53	87	88	66	71	66	73	62	11	62	39	12
PT	63	29	41	85	78	62	68	59	92	59	12	59	34	14
RO	56	20	35	68	76	50	54	67	82	49	8	37	32	12
SI	71	28	61	88	88	70	74	70	100	58	20	75	48	26
SK	60	25	45	84	82	62	55	66	64	58	10	48	25	9
FI	83	61	88	94	96	80	80	89	80	75	53	80	80	41
SE	89	84	97	96	98	87	89	92	82	91	80	90	87	71
UK	77	63	82	88	89	78	74	80	85	74	54	80	68	45

EXTRA14 Households having at least one bundle
(%)

Household weighted

		Household composition				Subjective urbanisation			Household one person			Age		
	TOTAL	1	2	3	4+	Rural village	Small/mid size town	Large town	-29	30-59	60-98	55-64	65-74	75+
EU28	50	38	49	61	62	46	52	54	44	51	29	52	38	23
EU15	51	40	51	62	64	48	52	54	43	52	31	55	40	22
NMS13	46	32	39	54	57	38	48	55	56	41	22	42	32	30
BE	69	53	71	70	83	70	70	66	37	56	55	75	69	46
BG	41	8	24	60	60	31	30	55	77	26	4	40	15	4
CZ	32	21	27	38	42	32	32	33	44	36	14	30	19	13
DK	67	56	75	64	71	73	67	64	20	57	63	70	73	62
DE	45	33	48	63	56	41	50	41	28	42	26	44	37	19
EE	63	40	67	73	76	54	62	73	52	51	36	68	51	42
IE	63	37	59	71	70	64	49	74	40	30	40	65	55	44
EL	60	36	42	74	79	53	53	66	72	60	20	61	44	13
ES	51	35	40	64	68	41	60	64	70	46	28	57	34	23
FR	63	52	68	76	83	60	63	71	68	66	39	61	59	19
HR	51	33	43	53	62	45	51	60	60	34	30	47	42	28
IT	31	14	21	42	44	22	29	43	0	34	7	35	14	10
CY	56	44	54	68	65	27	68	75	100	63	9	45	21	19
LV	58	37	53	70	68	48	56	69	44	50	32	57	45	30
LT	34	25	41	40	46	21	30	46	45	34	15	39	22	12
LU	68	56	67	67	78	66	69	69	78	58	49	74	51	48
HU	53	35	54	58	64	48	53	57	41	42	33	49	46	39
MT	78	69	77	86	91	80	70	83	100	100	52	84	60	53
NL	87	83	87	91	87	83	88	88	60	87	83	90	82	81
AT	51	32	46	64	67	45	46	64	46	54	21	50	30	27
PL	37	20	30	44	46	22	45	45	56	35	12	31	23	23
PT	68	31	57	84	80	64	76	62	37	51	23	68	48	33
RO	65	42	54	77	73	55	67	75	66	57	36	60	51	49
SI	66	33	62	78	77	62	71	68	77	46	29	68	55	30
SK	39	29	32	52	44	31	41	55	81	42	21	35	22	29
FI	50	33	46	63	67	41	47	65	44	47	27	49	42	19
SE	50	40	60	76	61	51	51	47	36	39	43	52	50	37
UK	51	41	54	60	62	50	52	50	37	55	34	60	42	25

EXTRA15 Households having no service package
(%)

Household weighted

		Household composition				Subjective urbanisation			Household one person			Age		
	TOTAL	1	2	3	4+	Rural village	Small/mid size town	Large town	-29	30-59	60-98	55-64	65-74	75+
EU28	45	57	46	35	34	50	44	42	50	46	65	44	57	70
EU15	44	55	44	33	32	47	43	42	51	45	63	41	55	71
NMS13	51	65	58	42	40	59	49	42	41	57	75	55	64	65
BE	29	44	28	30	16	28	30	32	54	43	43	23	31	51
BG	55	89	71	37	34	63	68	41	23	72	92	60	75	94
CZ	64	74	69	57	55	67	63	62	52	59	81	66	76	78
DK	30	40	24	33	25	24	30	33	80	39	33	30	24	34
DE	49	60	46	29	39	50	45	53	61	53	66	49	57	73
EE	32	56	28	24	19	43	32	22	43	47	59	29	44	53
IE	33	59	35	26	25	34	48	18	60	70	55	32	38	47
EL	40	63	58	26	21	47	47	34	28	40	78	39	56	85
ES	48	64	58	36	32	58	39	36	30	53	71	43	66	74
FR	35	45	29	23	15	39	35	24	32	32	57	36	39	77
HR	45	65	54	43	33	49	45	37	40	62	68	47	52	60
IT	60	72	71	51	49	68	61	52	83	59	77	53	78	72
CY	42	54	46	29	32	73	31	20	0	37	87	53	79	73
LV	39	60	45	29	28	51	43	24	50	48	64	40	53	70
LT	59	66	52	55	51	71	63	46	52	52	78	52	73	77
LU	30	43	31	32	19	31	29	31	22	42	49	25	47	51
HU	46	64	46	42	36	52	47	42	52	58	67	51	54	61
MT	20	30	21	13	8	19	27	14	0	0	46	16	39	42
NL	12	16	12	7	12	15	11	11	40	12	16	10	17	19
AT	44	65	48	31	28	45	52	33	54	44	74	43	66	64
PL	61	79	69	53	50	75	54	53	44	65	87	67	72	77
PT	30	66	41	16	19	33	23	37	63	49	72	31	49	64
RO	32	52	44	19	24	40	30	22	21	40	58	36	42	44
SI	29	56	35	19	18	34	26	24	23	42	60	30	37	57
SK	56	65	63	44	51	66	52	40	19	54	72	60	73	62
FI	46	64	52	33	27	54	50	32	56	53	68	47	55	79
SE	48	59	36	22	36	46	47	51	63	61	54	47	49	54
UK	43	55	40	30	31	45	41	43	52	44	62	34	52	69

EXTRA16 Fixed Telephony + Mobile Telephony + Internet + Television
(%)

Household weighted

		Household composition				Subjective urbanisation			Household one person			Age		
	TOTAL	1	2	3	4+	Rural village	Small/mid size town	Large town	-29	30-59	60-98	55-64	65-74	75+
EU28	5	4	4	6	6	4	5	4	9	4	3	5	3	2
EU15	6	4	4	8	8	5	6	4	10	4	3	6	4	2
NMS13	2	1	1	2	3	2	1	2	0	1	1	2	1	1
BE	16	9	16	16	23	17	18	12	0	5	12	22	18	7
BG	2	1	1	2	3	2	0	3	0	0	1	2	1	0
CZ	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DK	4	3	7	3	3	7	4	3	0	5	2	7	6	4
DE	1	0	1	3	1	0	1	2	1	0	0	1	1	0
EE	1	1	1	2	0	1	0	2	0	4	0	2	3	0
IE	0	0	0	0	0	0	0	0	0	0	0	1	0	0
EL	3	1	1	4	6	3	5	3	0	5	0	2	2	0
ES	8	5	5	11	12	6	11	9	34	5	3	12	3	2
FR	17	13	17	24	28	20	16	19	29	13	8	16	9	5
HR	2	0	1	2	4	0	3	3	4	0	0	1	0	0
IT	0	0	0	1	0	0	1	0	0	0	0	1	1	0
CY	4	1	3	3	7	4	2	4	0	0	2	4	4	0
LV	0	0	0	1	0	1	0	0	0	0	0	0	1	0
LT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LU	10	10	11	8	9	8	11	11	0	15	9	29	8	5
HU	1	1	0	2	0	1	1	1	0	1	1	1	1	0
MT	17	8	20	17	31	17	18	16	0	15	6	21	14	8
NL	9	8	7	13	9	9	9	9	5	8	9	9	9	9
AT	1	1	0	4	2	1	1	2	2	0	1	2	1	1
PL	1	0	1	0	1	1	1	1	0	0	0	1	1	0
PT	20	7	10	26	28	13	26	20	14	10	5	16	11	6
RO	4	3	2	4	7	5	2	6	0	3	3	4	3	4
SI	5	2	4	4	7	4	5	6	0	2	2	6	4	2
SK	1	1	0	0	1	0	1	0	0	0	1	1	0	2
FI	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SE	3	4	2	1	4	7	2	1	6	0	5	0	7	2
UK	2	1	2	4	2	1	3	1	0	1	1	3	2	0

EXTRA17 Fixed Telephony + Mobile Telephony + Internet
(%)

Household weighted

		Household composition				Subjective urbanisation			Household one person			Age		
	TOTAL	1	2	3	4+	Rural village	Small/mid size town	Large town	-29	30-59	60-98	55-64	65-74	75+
EU28	4	2	3	5	6	4	4	4	2	4	1	4	3	1
EU15	5	3	4	6	8	6	4	4	2	4	2	4	3	1
NMS13	1	0	0	1	1	0	1	1	0	0	0	0	1	0
BE	1	0	1	3	2	1	0	3	0	1	0	2	2	0
BG	1	0	0	1	1	1	0	1	0	0	0	1	0	0
CZ	0	0	0	0	0	0	0	0	0	2	0	1	0	0
DK	2	3	2	1	1	2	2	2	0	1	4	2	4	2
DE	4	2	5	7	4	4	4	3	5	2	0	3	2	1
EE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
IE	2	1	3	0	3	2	3	1	0	0	1	4	1	1
EL	11	5	7	12	17	7	12	12	11	10	3	8	7	0
ES	21	11	12	29	33	18	23	24	3	19	8	17	11	5
FR	4	4	5	3	6	2	4	7	0	8	3	6	5	1
HR	1	0	0	1	1	1	0	0	4	0	0	0	0	0
IT	2	0	0	3	3	0	2	3	0	1	0	2	0	0
CY	2	0	2	2	5	4	1	2	0	0	0	5	0	0
LV	0	0	0	1	0	0	0	0	0	0	0	0	0	0
LT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LU	13	10	15	14	15	13	14	10	0	19	7	16	14	2
HU	0	0	0	0	0	0	0	0	0	0	0	0	0	0
MT	4	5	3	3	6	3	4	9	100	0	2	1	2	1
NL	1	1	1	0	2	2	1	1	0	2	1	2	0	3
AT	3	1	1	6	4	4	1	3	0	0	1	2	2	0
PL	1	0	1	2	1	0	1	1	0	0	0	0	2	2
PT	0	0	0	0	0	0	0	0	0	0	0	1	0	0
RO	0	0	0	0	1	0	0	1	0	0	0	0	0	0
SI	0	0	1	1	0	0	0	1	0	0	0	0	0	1
SK	0	0	0	1	1	0	0	0	0	0	0	0	0	0
FI	1	0	1	2	0	0	1	1	0	0	0	0	1	0
SE	3	3	3	3	0	3	3	3	4	1	4	1	3	11
UK	1	1	1	0	1	2	1	1	0	2	0	2	2	0

EXTRA18 Fixed Telephony + Mobile Telephony + Television
(%)

Household weighted

		Household composition				Subjective urbanisation			Household one person			Age		
	TOTAL	1	2	3	4+	Rural village	Small/mid size town	Large town	-29	30-59	60-98	55-64	65-74	75+
EU28	1	1	1	0	1	1	1	1	0	1	1	1	1	1
EU15	1	1	1	0	1	1	1	1	0	1	1	1	1	1
NMS13	1	0	1	1	1	1	1	1	0	0	0	1	1	2
BE	1	2	2	1	0	1	2	0	0	1	2	1	3	2
BG	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CZ	0	0	0	0	0	0	0	0	0	0	0	0	0	0
DK	1	1	2	0	0	1	1	1	0	0	2	0	2	3
DE	0	0	0	0	0	0	0	0	0	0	0	0	0	0
EE	1	1	1	0	0	0	1	1	0	0	2	1	2	1
IE	1	1	1	2	1	1	0	1	0	1	1	0	0	1
EL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ES	1	0	1	1	2	0	1	3	0	0	0	1	2	0
FR	1	1	1	1	3	1	1	3	0	1	2	1	2	2
HR	1	0	0	1	1	1	0	0	0	0	0	0	2	0
IT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CY	1	1	2	0	1	2	0	1	0	0	3	2	1	6
LV	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LU	0	0	1	0	0	0	0	2	0	0	0	0	0	2
HU	1	1	1	2	1	2	1	1	0	0	1	2	0	2
MT	2	1	3	2	3	3	1	1	0	0	2	2	2	4
NL	2	2	1	0	2	2	1	2	0	2	2	1	1	3
AT	1	1	2	1	0	1	0	1	0	1	1	1	0	5
PL	0	0	1	0	1	0	1	0	0	0	0	1	0	3
PT	1	1	2	2	1	0	2	1	0	0	1	1	1	3
RO	2	1	3	3	1	1	2	4	0	0	1	2	3	3
SI	2	0	2	2	3	2	1	3	0	0	0	2	1	0
SK	0	1	0	0	0	1	0	0	0	0	2	1	1	2
FI	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SE	1	1	1	1	1	0	1	1	0	1	1	1	1	2
UK	1	1	1	0	1	0	1	1	0	2	1	1	2	2

EXTRA19 Fixed Telephony + Internet + Television
(%)
Household weighted

		Household composition				Subjective urbanisation			Household one person			Age		
	TOTAL	1	2	3	4+	Rural village	Small/mid size town	Large town	-29	30-59	60-98	55-64	65-74	75+
EU28	7	5	8	8	9	7	7	8	4	7	4	9	6	3
EU15	8	6	8	9	10	7	8	9	4	8	5	10	6	3
NMS13	6	2	5	8	7	4	6	8	0	2	2	8	5	2
BE	20	13	23	19	26	24	18	14	20	10	12	22	21	12
BG	2	0	2	3	3	0	1	5	0	0	0	3	1	0
CZ	2	1	2	2	1	1	1	3	0	2	1	4	2	0
DK	5	5	8	2	4	3	6	4	0	0	7	8	7	10
DE	3	1	3	4	6	0	5	3	0	1	2	3	3	1
EE	13	5	20	13	13	17	8	11	0	5	6	16	15	8
IE	12	6	11	19	11	9	3	21	0	5	7	15	18	6
EL	3	1	3	5	4	1	3	4	5	0	0	5	1	0
ES	1	0	0	2	2	1	1	1	0	0	0	1	0	0
FR	10	9	10	12	13	9	10	14	6	14	7	13	11	2
HR	11	4	8	16	14	7	11	18	11	4	3	12	10	3
IT	0	0	0	0	0	0	0	0	0	0	0	1	0	0
CY	6	2	6	3	10	2	6	8	0	7	0	15	1	0
LV	7	4	8	12	4	7	9	4	0	12	2	17	6	0
LT	3	1	4	3	3	0	3	2	0	4	0	5	3	1
LU	10	5	9	14	12	10	10	12	16	7	2	2	5	6
HU	16	3	19	19	22	9	15	21	0	7	3	15	15	8
MT	19	15	19	22	22	21	18	12	0	29	9	18	15	8
NL	32	27	31	35	35	31	32	33	15	28	29	37	28	29
AT	3	2	2	3	4	3	2	4	0	1	3	3	3	9
PL	3	1	3	6	2	0	4	4	0	0	2	5	2	0
PT	23	6	18	29	31	35	20	15	0	11	5	24	17	7
RO	8	1	6	10	11	8	6	10	0	0	2	8	7	4
SI	27	14	28	31	30	24	33	25	0	22	13	33	25	15
SK	1	0	1	1	3	1	2	0	0	0	0	1	1	1
FI	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SE	7	4	10	2	21	3	8	7	0	10	3	11	4	3
UK	15	12	16	18	23	15	15	17	15	16	9	20	10	9

EXTRA20 Mobile Telephony + Internet + Television

(%)

Household weighted

		Household composition				Subjective urbanisation			Household one person			Age		
	TOTAL	1	2	3	4+	Rural village	Small/mid size town	Large town	-29	30-59	60-98	55-64	65-74	75+
EU28	1	1	1	2	2	2	1	2	2	1	0	1	1	0
EU15	1	1	1	1	2	1	1	1	2	1	0	1	1	0
NMS13	3	1	2	4	3	3	2	3	3	2	0	1	1	0
BE	5	3	5	7	5	4	4	8	4	4	2	5	2	1
BG	4	1	2	6	6	3	3	5	26	5	0	3	0	0
CZ	1	1	1	2	2	1	1	3	7	2	0	1	1	0
DK	9	7	8	8	13	16	9	7	0	6	8	7	8	6
DE	0	0	1	1	0	1	0	0	0	0	0	0	0	0
EE	3	1	3	4	4	3	2	3	7	0	1	1	1	1
IE	1	1	0	2	1	1	0	1	0	0	1	1	0	1
EL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ES	0	0	0	0	1	0	0	0	0	0	0	0	0	0
FR	2	2	2	1	2	2	2	2	3	3	0	1	0	0
HR	0	1	0	0	0	0	1	0	4	3	0	0	0	0
IT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
CY	3	1	3	5	3	2	2	4	6	0	0	1	0	0
LV	2	0	0	5	3	0	2	4	0	0	0	0	2	0
LT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LU	2	1	1	1	4	1	2	11	10	0	0	0	1	0
HU	1	0	1	1	0	1	1	1	0	2	0	1	0	0
MT	1	0	1	1	1	0	1	0	0	0	0	1	1	0
NL	1	1	2	1	2	2	1	2	3	0	1	1	1	0
AT	5	1	4	7	10	1	6	10	5	1	0	5	2	1
PL	2	0	1	4	2	2	2	0	0	2	0	1	1	0
PT	2	2	2	4	2	1	2	3	0	5	1	1	1	0
RO	5	1	3	7	8	4	4	9	8	2	0	1	3	0
SI	2	0	1	4	1	1	2	1	0	0	0	0	0	0
SK	3	0	3	7	3	5	1	3	0	2	0	1	1	2
FI	8	4	8	11	12	4	5	19	7	3	4	8	8	1
SE	3	2	5	2	0	6	2	2	0	7	1	2	4	0
UK	1	1	0	1	1	1	0	1	8	0	0	0	0	0

EXTRA21 Fixed Telephony + Mobile Telephony
(%)
Household weighted

		Household composition				Subjective urbanisation			Household one person			Age		
	TOTAL	1	2	3	4+	Rural village	Small/mid size town	Large town	-29	30-59	60-98	55-64	65-74	75+
EU28	3	2	3	3	3	2	3	3	1	1	2	3	3	3
EU15	3	2	3	3	4	3	3	3	1	1	3	3	4	3
NMS13	1	1	1	1	2	1	1	2	0	1	1	1	2	2
BE	1	2	1	2	1	2	1	1	0	1	2	1	1	2
BG	2	1	2	2	2	1	2	3	0	0	1	2	2	2
CZ	0	0	1	0	1	0	1	0	0	0	0	0	0	2
DK	1	1	2	0	1	1	1	1	0	0	2	1	3	3
DE	3	1	4	2	3	4	2	2	1	1	2	2	2	4
EE	2	1	1	3	3	1	3	2	0	0	1	1	1	1
IE	5	6	7	4	3	4	5	5	14	1	6	5	7	5
EL	3	1	4	4	3	3	2	4	0	2	1	4	4	2
ES	5	5	6	5	4	3	7	6	0	2	6	4	10	8
FR	2	3	2	3	3	2	2	4	2	2	3	2	5	0
HR	5	5	4	5	6	5	7	4	0	3	6	9	4	6
IT	6	3	5	7	9	1	6	9	0	4	3	10	4	5
CY	4	0	5	10	4	1	4	7	0	0	0	2	3	5
LV	1	1	1	1	1	2	0	2	0	0	2	2	1	14
LT	1	1	2	0	1	0	1	2	0	2	1	2	1	1
LU	2	4	2	6	0	2	3	0	0	0	7	1	5	6
HU	1	0	1	2	1	1	1	1	0	0	0	0	1	0
MT	1	0	1	0	2	1	1	1	0	0	0	2	0	0
NL	2	0	3	2	2	2	3	0	0	1	1	4	3	0
AT	1	3	1	2	0	2	2	0	0	4	2	2	1	1
PL	1	1	2	0	1	0	1	3	0	0	1	0	4	2
PT	1	1	1	1	0	0	1	1	9	1	0	0	1	1
RO	1	1	1	1	2	0	1	3	0	2	0	2	1	1
SI	1	0	1	2	1	1	0	1	0	0	0	1	2	0
SK	2	3	1	1	1	1	2	3	0	2	3	4	2	5
FI	1	1	2	1	0	1	1	1	0	0	1	1	1	3
SE	2	1	4	0	4	4	2	1	0	1	2	3	3	3
UK	1	1	1	2	2	1	1	1	0	0	2	1	2	2

EXTRA22 Fixed Telephony + Internet
(%)
Household weighted

		Household composition				Subjective urbanisation			Household one person			Age		
	TOTAL	1	2	3	4+	Rural village	Small/mid size town	Large town	-29	30-59	60-98	55-64	65-74	75+
EU28	10	8	12	11	9	10	10	10	6	12	7	12	8	5
EU15	12	9	13	14	11	12	11	13	6	13	8	14	10	5
NMS13	2	1	2	2	4	2	3	2	5	1	1	3	2	3
BE	4	3	4	3	4	3	3	8	0	5	3	4	3	3
BG	1	0	0	1	1	0	0	1	0	0	0	1	0	0
CZ	2	1	4	1	2	1	2	2	0	1	1	1	2	5
DK	4	3	4	2	4	2	4	3	0	1	4	4	4	3
DE	23	17	24	31	30	20	27	19	11	23	14	26	20	8
EE	1	1	1	1	0	0	2	1	4	4	0	2	0	1
IE	16	7	17	13	19	18	15	14	0	9	7	17	14	10
EL	31	18	20	40	42	25	24	37	27	24	14	37	26	9
ES	4	4	5	4	3	3	5	5	0	5	4	9	4	4
FR	7	6	9	14	5	8	8	4	2	5	7	9	12	3
HR	8	3	10	5	10	7	8	9	4	2	3	9	7	3
IT	4	1	3	6	5	6	3	5	0	5	0	5	2	2
CY	8	14	4	7	6	3	14	7	29	28	0	2	0	1
LV	2	2	2	1	3	2	3	1	12	2	1	3	2	0
LT	4	3	5	2	6	7	3	3	7	3	2	7	3	1
LU	8	8	7	3	11	8	8	8	20	5	7	8	6	4
HU	2	0	3	0	4	3	3	1	0	0	0	3	1	2
MT	7	6	7	12	5	9	4	2	0	18	0	12	1	1
NL	9	10	11	4	7	9	8	8	3	9	12	11	12	6
AT	4	1	6	6	3	3	6	3	0	4	0	6	4	1
PL	3	1	2	2	4	3	3	2	7	0	1	4	1	7
PT	1	1	0	2	1	1	1	0	0	2	0	2	0	0
RO	1	0	1	1	2	2	1	0	0	0	0	1	1	0
SI	3	1	2	2	4	2	3	4	0	0	1	2	2	1
SK	1	0	2	1	3	1	2	1	0	0	0	1	1	1
FI	0	0	1	0	1	0	0	1	0	0	0	0	0	1
SE	6	5	9	9	8	6	6	6	7	3	5	11	4	3
UK	14	13	15	17	14	19	11	15	1	19	11	17	15	6

EXTRA23 Fixed Telephony + Television

(%)

Household weighted

		Household composition				Subjective urbanisation			Household one person			Age		
	TOTAL	1	2	3	4+	Rural village	Small/mid size town	Large town	-29	30-59	60-98	55-64	65-74	75+
EU28	3	4	4	2	2	3	3	3	2	3	4	4	4	4
EU15	3	3	4	2	2	3	3	3	2	3	4	4	4	3
NMS13	3	5	4	2	2	3	4	3	0	2	8	3	7	12
BE	6	11	7	3	4	5	8	5	0	5	15	4	10	18
BG	1	0	2	1	1	0	1	1	0	0	0	1	3	0
CZ	1	0	2	1	1	1	1	2	0	0	1	1	1	2
DK	2	3	3	0	1	2	2	2	0	2	4	3	3	5
DE	2	3	2	1	1	2	2	1	0	2	4	2	4	3
EE	9	11	12	9	5	7	10	10	0	4	13	11	12	23
IE	7	6	5	8	8	5	3	11	0	2	7	6	8	10
EL	0	2	0	0	0	0	0	1	0	0	2	1	2	0
ES	0	0	0	0	1	0	0	2	0	0	1	0	1	0
FR	3	2	4	3	3	2	2	5	6	0	2	2	3	1
HR	9	9	8	9	10	11	8	9	8	2	11	9	11	14
IT	0	0	0	1	0	1	0	0	0	0	0	0	0	0
CY	2	3	2	2	2	1	3	3	0	7	2	1	3	3
LV	5	4	4	2	8	11	2	4	0	2	5	2	8	0
LT	2	2	4	2	0	4	2	1	0	3	2	2	4	1
LU	2	4	3	0	0	4	0	0	0	0	8	1	2	14
HU	9	15	12	6	4	8	10	6	0	3	19	5	18	21
MT	11	14	13	5	8	14	7	9	0	0	22	7	21	25
NL	9	10	11	5	7	8	10	9	20	7	11	8	13	11
AT	1	2	2	1	0	1	1	1	1	1	2	0	2	2
PL	1	3	1	2	1	1	2	1	0	1	4	1	1	6
PT	7	7	17	4	3	6	9	6	0	4	9	14	15	12
RO	7	13	11	4	3	5	10	5	0	6	16	4	15	21
SI	7	9	9	6	5	5	6	10	0	6	11	7	12	8
SK	1	0	3	2	1	1	2	1	0	0	0	2	2	2
FI	0	1	0	0	0	1	0	0	0	1	1	0	1	0
SE	4	3	3	6	9	5	3	2	0	0	6	2	7	4
UK	7	7	7	5	7	6	9	4	0	9	7	12	6	4

EXTRA24 Mobile Telephony + Internet
(%)
Household weighted

		Household composition				Subjective urbanisation			Household one person			Age		
	TOTAL	1	2	3	4+	Rural village	Small/mid size town	Large town	-29	30-59	60-98	55-64	65-74	75+
EU28	6	4	5	9	9	5	6	8	11	6	2	5	3	1
EU15	6	4	5	9	9	5	6	8	9	6	2	5	3	1
NMS13	8	6	6	9	10	7	7	10	26	9	1	4	2	0
BE	1	0	2	1	2	1	1	1	4	0	0	0	1	0
BG	6	0	4	8	9	6	4	7	0	2	0	6	1	0
CZ	11	7	5	14	17	15	9	10	30	12	4	9	4	0
DK	6	5	6	9	6	1	6	8	0	11	4	8	3	4
DE	5	4	5	7	5	5	4	7	10	5	1	5	2	0
EE	6	2	3	5	13	5	6	6	11	5	0	2	1	0
IE	6	5	4	8	7	6	9	4	12	8	4	6	1	3
EL	6	7	6	5	5	11	7	3	30	14	0	4	1	1
ES	7	8	8	7	6	5	10	8	33	13	4	11	2	0
FR	4	4	2	7	4	2	4	3	8	5	2	2	3	1
HR	4	3	4	6	4	5	4	3	23	5	0	0	0	0
IT	13	5	10	16	18	10	11	21	0	18	0	10	5	1
CY	12	10	10	24	11	4	16	18	30	9	2	5	2	0
LV	6	1	5	8	9	3	3	11	0	2	0	5	1	0
LT	3	2	4	3	2	3	2	3	7	4	0	5	0	0
LU	10	8	9	9	13	8	12	8	23	8	5	9	4	1
HU	2	2	3	2	2	2	1	3	19	5	1	2	1	0
MT	4	6	4	1	2	4	0	11	0	12	4	5	4	0
NL	3	2	5	5	3	3	4	3	0	2	1	1	2	0
AT	15	7	13	20	23	16	13	16	20	12	3	11	5	3
PL	10	6	7	12	13	8	10	13	39	12	1	5	4	0
PT	2	2	2	2	2	0	2	3	6	3	1	2	0	0
RO	4	2	3	5	6	5	1	6	0	4	1	2	1	0
SI	1	0	1	1	2	2	0	2	0	2	0	1	0	0
SK	8	4	3	16	10	7	7	13	0	11	1	4	2	2
FI	26	18	20	32	38	25	23	32	24	30	14	27	18	7
SE	5	4	5	11	3	2	6	5	2	4	6	4	6	1
UK	2	1	2	3	3	1	2	3	12	0	0	0	0	0

EXTRA25 Mobile Telephony + Television

(%)

Household weighted

		Household composition				Subjective urbanisation			Household one person			Age		
	TOTAL	1	2	3	4+	Rural village	Small/mid size town	Large town	-29	30-59	60-98	55-64	65-74	75+
EU28	2	2	2	3	3	2	2	3	3	3	1	2	2	1
EU15	2	1	1	2	2	1	2	2	2	3	1	1	1	0
NMS13	6	5	6	6	7	5	7	7	12	6	3	9	5	3
BE	2	2	1	6	2	1	4	4	0	3	2	2	0	1
BG	5	2	3	5	8	7	5	5	0	2	2	5	3	2
CZ	5	3	6	7	5	9	5	1	6	4	3	4	4	4
DK	7	5	7	6	8	8	6	6	9	7	4	5	8	1
DE	1	2	0	1	1	1	1	2	1	4	0	0	0	0
EE	7	7	8	4	8	5	8	7	5	13	5	11	4	4
IE	4	0	2	2	6	6	2	3	0	0	0	2	1	1
EL	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ES	1	1	1	2	0	1	1	0	0	2	0	0	1	0
FR	1	1	2	1	2	0	1	3	3	1	0	0	0	1
HR	3	2	3	4	3	3	3	2	4	2	2	3	1	0
IT	1	1	0	2	2	1	2	0	0	3	0	1	0	0
CY	5	9	3	3	4	0	8	7	23	13	0	2	2	1
LV	7	9	5	5	8	6	4	12	8	7	10	4	8	9
LT	5	3	3	8	11	3	5	7	5	4	2	3	3	2
LU	1	1	0	1	2	1	1	0	0	1	1	1	2	0
HU	6	6	4	5	8	7	5	7	22	11	4	6	4	4
MT	3	6	1	3	1	1	3	12	0	14	3	8	0	1
NL	3	4	2	4	1	3	2	3	6	6	1	1	1	0
AT	4	4	4	2	5	3	2	7	3	5	4	1	6	1
PL	4	2	6	3	4	1	6	4	7	1	2	7	3	2
PT	2	1	2	1	3	0	2	3	0	5	0	2	1	0
RO	11	9	13	13	10	9	13	14	33	19	5	22	9	5
SI	5	1	3	6	7	7	2	3	0	0	1	2	2	0
SK	7	5	8	5	8	5	9	7	0	10	2	6	4	1
FI	3	3	4	4	1	2	5	0	2	1	3	3	3	3
SE	3	2	5	4	2	5	3	2	0	2	4	6	3	0
UK	2	0	3	4	3	2	2	2	0	0	0	0	1	0

EXTRA26 Internet + Television
(%)
Household weighted

		Household composition				Subjective urbanisation			Household one person			Age		
	TOTAL	1	2	3	4+	Rural village	Small/mid size town	Large town	-29	30-59	60-98	55-64	65-74	75+
EU28	6	4	5	9	9	5	7	7	5	7	2	5	3	1
EU15	5	4	5	6	6	4	6	5	4	7	2	5	3	1
NMS13	11	6	8	15	16	7	12	15	8	13	2	8	4	1
BE	10	8	11	9	11	9	11	10	9	18	4	12	8	1
BG	17	3	8	30	25	12	13	24	52	16	0	16	4	0
CZ	7	2	5	8	13	2	8	11	0	7	0	3	2	0
DK	22	16	21	30	26	25	21	22	10	19	16	20	18	15
DE	2	2	2	6	2	2	3	1	0	4	1	1	2	0
EE	20	9	15	31	29	13	20	28	26	14	7	19	10	3
IE	7	2	4	11	8	7	2	10	14	3	2	6	1	4
EL	2	1	0	2	2	1	1	2	0	5	0	2	1	0
ES	1	0	1	1	3	2	1	2	0	0	0	2	0	0
FR	10	8	13	7	13	10	11	7	8	13	5	10	7	2
HR	5	2	3	3	8	6	3	5	0	4	2	3	3	0
IT	1	0	0	2	3	0	1	3	0	0	0	1	0	0
CY	7	1	10	8	8	4	6	10	6	0	0	5	3	0
LV	25	15	25	32	28	15	29	29	22	25	11	21	14	6
LT	10	6	10	16	19	1	8	19	13	10	2	8	3	1
LU	5	2	4	8	8	5	5	6	9	2	0	5	1	0
HU	14	6	10	17	21	14	14	14	0	14	4	13	6	2
MT	8	6	2	18	8	6	12	6	0	12	4	4	0	6
NL	14	16	11	18	14	11	17	15	8	21	11	13	8	16
AT	8	5	5	11	12	8	5	11	1	17	0	12	0	1
PL	10	4	6	11	16	3	13	15	3	16	1	6	5	0
PT	8	3	4	14	10	6	9	10	9	9	0	6	2	2
RO	16	4	8	24	20	13	21	14	16	15	0	6	5	2
SI	11	4	7	14	13	8	16	8	77	9	1	11	4	2
SK	7	5	4	10	8	5	5	13	81	4	2	6	2	1
FI	7	2	8	7	12	5	9	6	2	7	1	7	6	2
SE	13	10	11	37	7	7	13	15	18	8	7	12	7	6
UK	4	2	6	5	4	2	6	3	0	4	1	2	2	1