EUROBAROMETER

Special Eurobarometer

European Commission

Roaming

Fieldwork September – October 2006

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Summary

Special Eurobarometer 269 / Wave 66.1 – TNS Opinion & Social

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

PRESENTATION

To overcome the last remaining barriers of the single market for mobile communications, since the end of the 1990s, the European Commission has been looking closely at the level of roaming charges in the European Union. During that time it has launched several initiatives, on the one hand, to encourage operators to reduce their prices for such services and, on the other hand, to provide mobile phone users with more transparency on roaming charges[1].

In light of the high cost of international communications, the European Commission has been requested by the European Parliament, the national telecom regulatory authorities and consumer organisations to take further action[2] in order to reduce and harmonise prices within the European Union. The most recent initiative is a proposed European regulation intended to ensure that tariffs for international communications are not arbitrarily higher than those for calls in the mobile phone user's home country.

In order to evaluate how Europeans perceive international roaming charges and also the extent to which they use mobile communication services when travelling abroad, the Directorate-General for Information Society and Media has commissioned **this Eurobarometer study,** which was carried out between September and October 2006 by TNS Opinion & Social among 24,565 people in the 25 Member States.

This summary addresses the following topics:

- ⇒ the penetration rate of mobile phones;
- ⇒ the use of international roaming;
- ⇒ how EU citizens perceive international roaming charges;
- ⇒ the EU's role in the mobile phone sector.

For each of the above topics, the results are analysed on the basis of the European average, then examined country by country. When relevant, the socio-demographic differences (in particular as regards the age and level of education of respondents) are noted.[3]

The study was carried out between 6 September and 10 October 2006. Further details regarding the methodology can be found in the technical note, which also describes the interview methods, as well as the intervals of confidence.

[1] For more information on examples of mobile phone tariffs in the European Union, please visit: http://europa.eu.int/information_society/activities/roaming/tariffs/index_en.htm

[2] For detailed information, please consult http://ec.europa.eu/information_society/doc/factsheets/059-roaming-en.pdf

[3] In certain cases, the totals indicated may show a one point difference with the sum of the individual figures. It should also be noted that the total of the answers may exceed 100% when the respondent has the option of giving several answers.

MAIN FINDINGS

There seems to be a clear need for citizens to be able to communicate at all times wherever they may be in the European Union, given that **almost eight out of ten Europeans have a mobile phone**. More than half of those use their mobile phone while abroad.

The Eurobarometer survey highlights the fact that **mobile phone users rely very heavily on international roaming services, since nine out of ten users opt for that formula when travelling abroad,** compared with a very small minority who prefer to buy a new SIM card in the country they are visiting.

At the same time, the use of international roaming services, and in particular the frequency with which mobile phone owners use mobile communication services is limited: **a clear majority of users limit their mobile communications when travelling abroad.**

The survey demonstrates clearly that excessive communication costs are by far (81%) the main reason why Europeans use their phone less often when travelling abroad.

Moreover, almost six out of ten Europeans would be ready to use their mobile phone more frequently when travelling abroad if prices were more attractive.

In this context, does the European Union have a role to play, in particular as regards regulating communication tariffs? First of all, **this survey reveals a considerable lack of transparency as regards prices**, since more than four out of ten Europeans do not have a clear idea of the cost of calls abroad.

However, when respondents were asked to compare the cost of calls abroad with the price of calls at home, a majority of Europeans – both users and non-users of international roaming services – **declared that the charges for using their mobile phone abroad are higher, if not excessive.**

This perception that there is a real imbalance between the cost of mobile communication services at national and international levels is undoubtedly the reason why a clear majority of Europeans (70%) want the European Union to take action to regulate the price of calls and text messages, so that international roaming charges are not unreasonably higher than local prices. This support for EU action is far greater among those in the youngest age group, who can be characterised as the "mobile phone generation": the percentage of them having a mobile phone is above the European average, they travel abroad as often as seniors, and they are more likely to limit their use of mobile phone services when travelling abroad because of high international roaming charges.

1. EUROPEANS AND MOBILE PHONES

1.1. Mobile phones

- In each Member State,
an absolute majority of the people interviewed has a mobile phone -

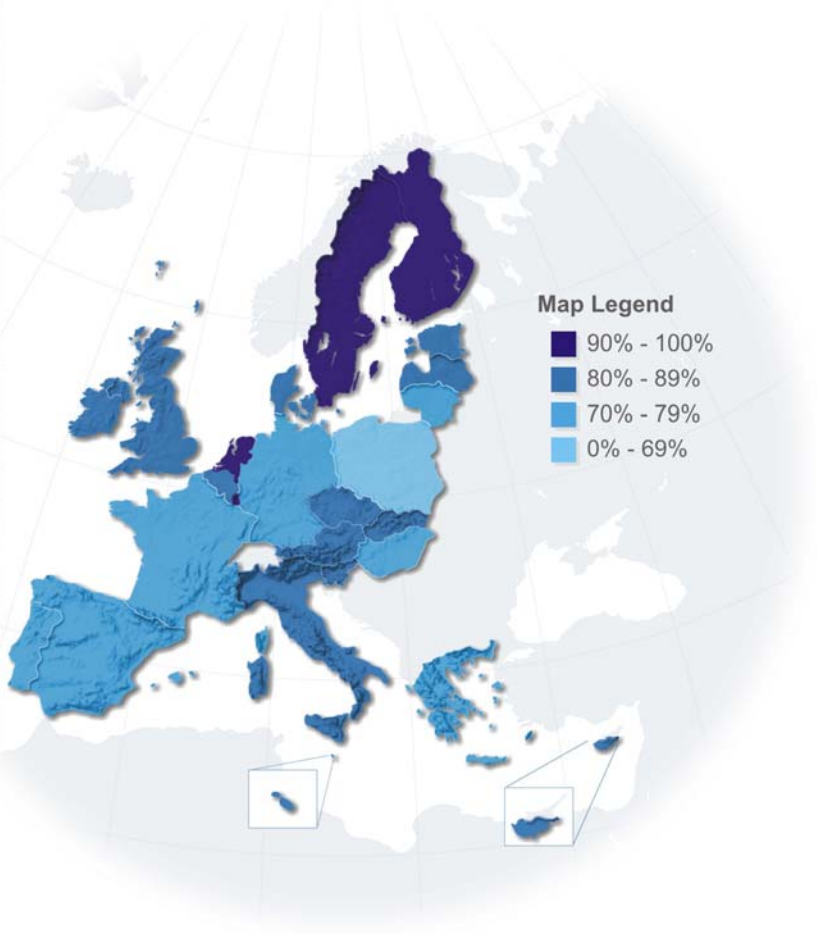
Questionnaire source: QB2a

The map below shows the percentages of citizens having either a private or business mobile phone. **Almost eight out of ten Europeans (79%) have a mobile phone.** For the vast majority it is a private mobile phone (76%). Only 8% of European citizens have a business mobile phone.

Question:Q2a. Please tell me which of the following situation applies to you.

Answers: Have a mobile phone

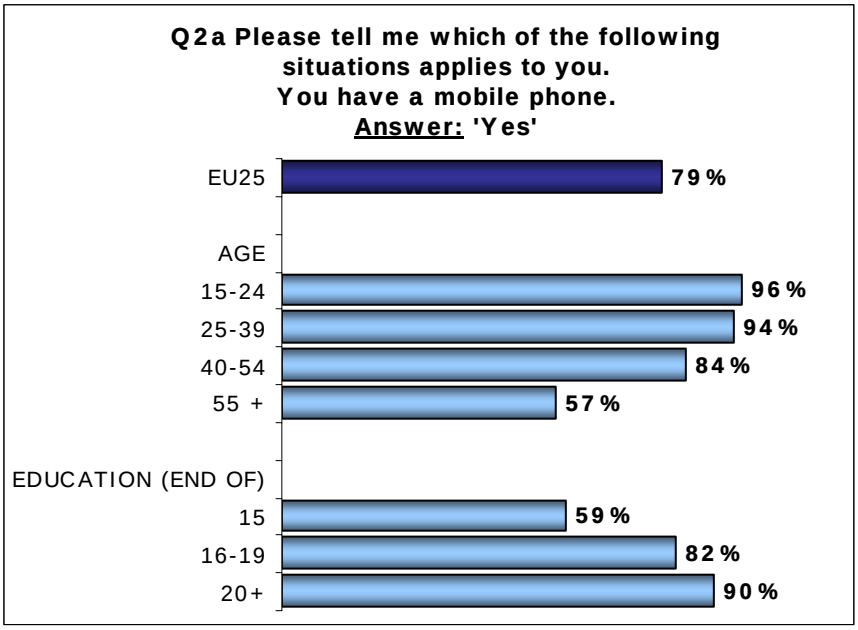
Sweden	95%
Finland	93%
The Netherlands	91%
Luxembourg	90%
Denmark	88%
Ireland	87%
Czech Republic	87%
Estonia	86%
Belgium	85%
Italy	85%
United Kingdom	85%
Slovenia	85%
Latvia	84%
Malta	84%
Cyprus	82%
Austria	81%
Slovakia	81%
European Union (25)	79%
France	79%
Portugal	77%
Germany	76%
Lithuania	76%
Spain	75%
Greece	74%
Hungary	72%
Poland	64%



Almost all citizens in Sweden, Finland and the Netherlands have a mobile phone (more than 90% in each of these countries). On the other hand, far fewer citizens have a mobile phone in Poland, Hungary and Greece (less than 75%).

Socio-demographic analysis:

There are considerable differences depending on the respondent's age, level of education and occupation. The younger the respondents and the longer they studied, the more likely they are to have a mobile phone. It is noteworthy, however, that a large number of seniors also own a mobile phone: more than one in two Europeans aged 55 and over has a mobile phone.



Logically, as regards business mobile phones, the interviewee's occupation has a determining impact: self-employed respondents as well as top mangers are more likely to have a business mobile phone (26% and 25% respectively).

1.2. Pre-paid cards versus contract-based subscriptions

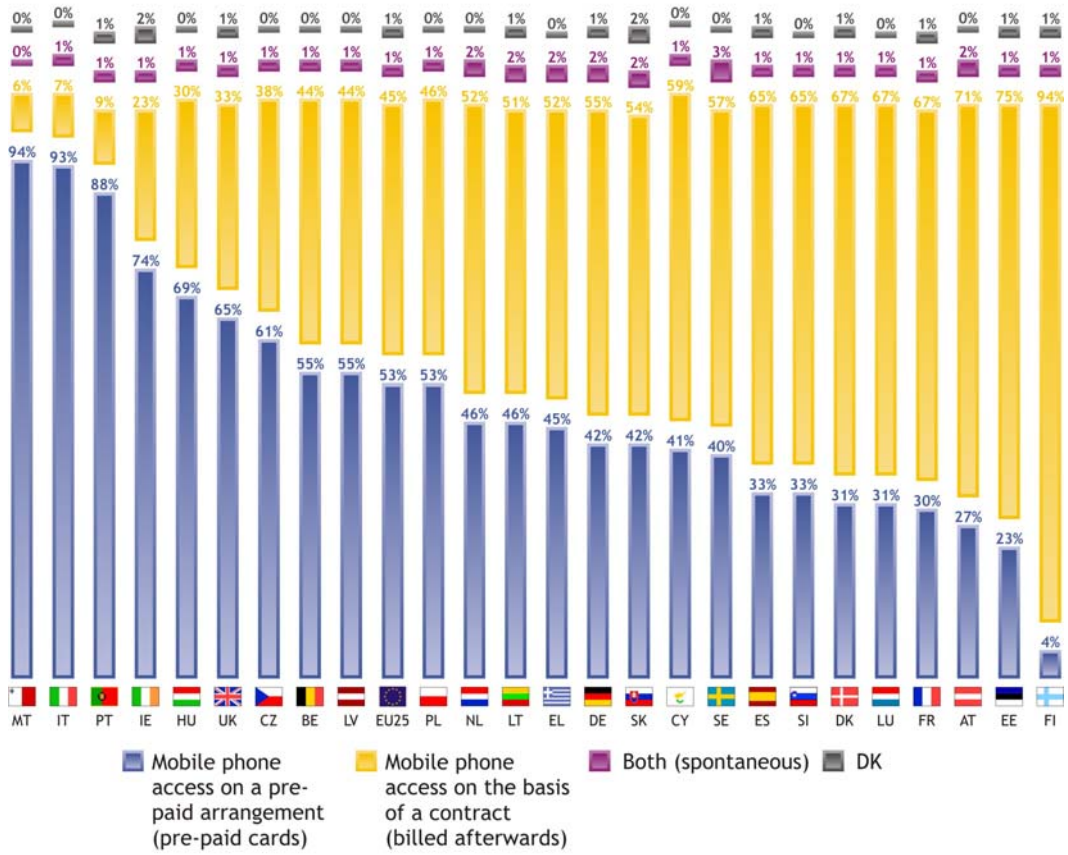
- Means of access: national specificities -

Questionnaire source: QB2b

People owning a mobile phone were also asked about their means of access to mobile phone services, i.e. pre-paid cards or a contract-based subscription.

The majority use pre-paid cards (53%), while the contract formula with billing afterwards is relatively less popular (45%).

Question: Q2b. And do you have a mobile phone access on the basis of a contract (billed afterwards) or on a pre-paid arrangement (pre-paid cards)?



Base: respondents having a mobile phone (79% of the total sample)

The results vary considerably from one country to the next. Contract-based subscriptions are particularly popular in Finland (94%) and, to a lesser extent, in Estonia (75%) and Austria (71%). On the other hand, pre-paid cards are particularly widespread in certain Mediterranean countries, being used notably by the vast majority of citizens in Malta (94%), Italy (93%) and Portugal (88%).

2. THE USE OF MOBILE PHONE SERVICES BY EUROPEANS WHEN TRAVELLING ABROAD

2.1. The use of mobile phones abroad

- Almost one in two Europeans has travelled within the European Union for personal reasons in the last twelve months -

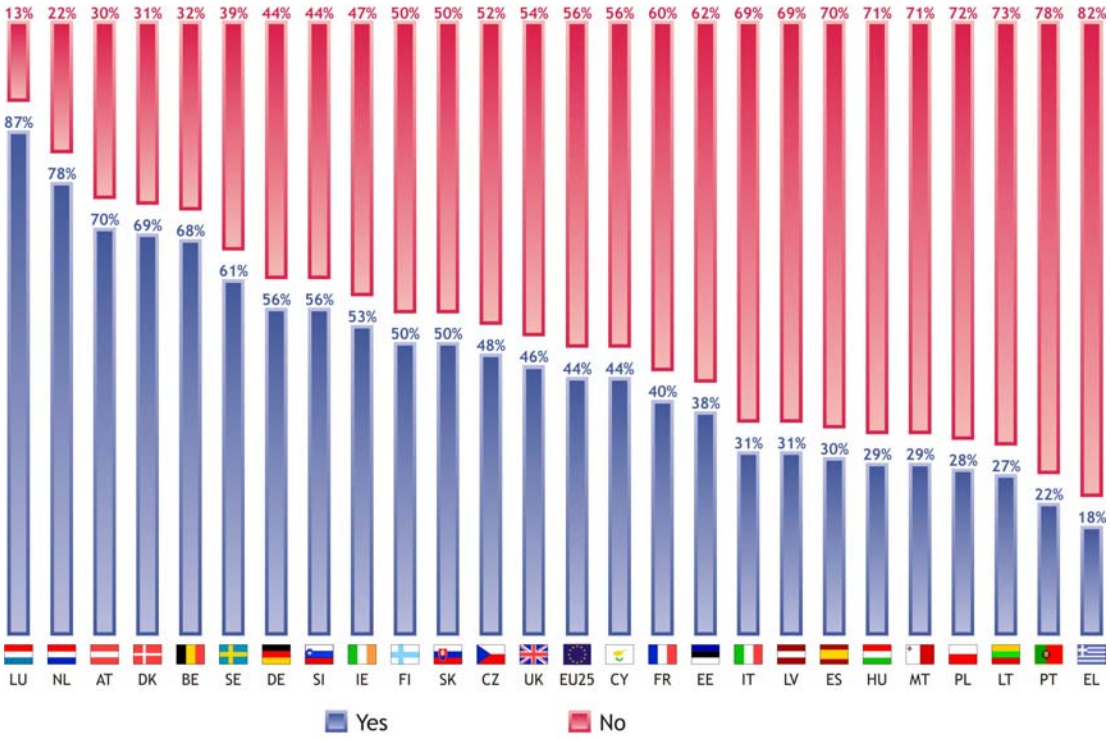
Questionnaire source: QB3, QB4

Respondents owning a mobile phone were then asked about their visits to other countries during the 12 months preceding the survey. First of all, they were asked to say whether they had visited **another European Union country for private purposes**. The second question concerned **business trips**. Finally, they were also asked whether they had visited **a country outside the European Union.**

The chart below shows the results for personal visits to another European Union country during the last 12 months.

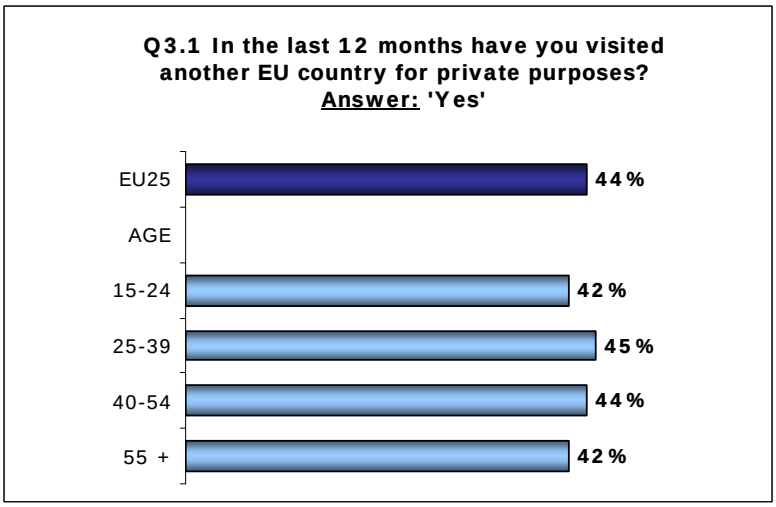
Question: Q3. In the last 12 months have you...?

Option: Visited another EU country for private purposes



Base: respondents having a mobile phone (79% of the total sample)

A similar number of young people aged between 15 and 24 and seniors in the 55 and over category have visited another European Union country for personal reasons at least once during the last 12 months (42%). However, the two age groups in question do not use their mobile phone with the same regularity.

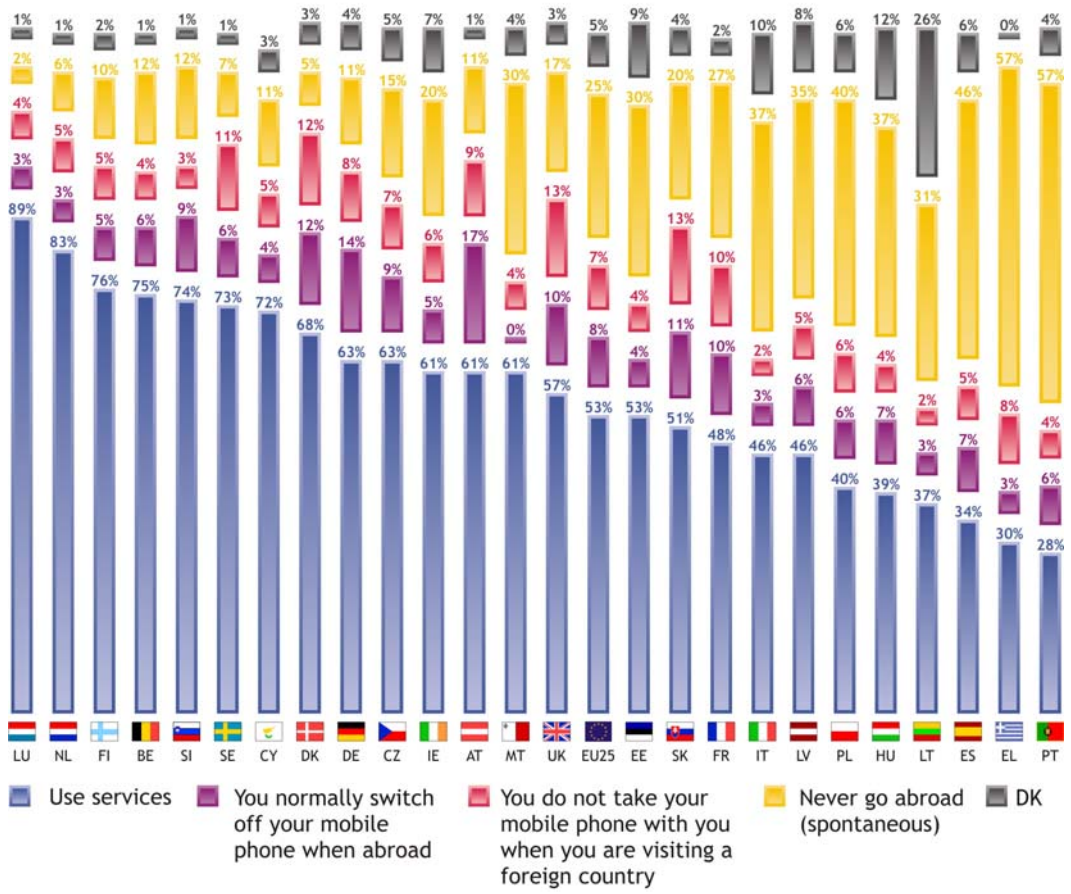


Base: respondents having a mobile phone (79% of the total sample)

At the same time, and irrespective of whether or not they had visited another country during the twelve months preceding the survey, all respondents having a mobile phone were asked about the mobile communication services they use most frequently when travelling abroad.

The chart below presents the results in condensed form[4], in order to show the proportion of respondents who use their mobile phone when travelling abroad.

Question: Q4. Which of the following mobile communication services do you use most when you are abroad in another country?



Base: respondents having a mobile phone (79% of the total sample)

The majority of Europeans who have a mobile phone use it when travelling abroad (53%, or 42% of the total sample)**.** A far lower proportion of Europeans do not use their mobile phone abroad: 8% switch it off and 7% do not take it with them. A quarter of Europeans interviewed replied spontaneously that they never travel abroad.

[4] Complete list of services included in the question: making voice calls, receiving voice calls, sending text messages, receiving text messages and advanced mobile communication services.

2.2. The type of mobile services Europeans use when travelling abroad

- When travelling abroad Europeans use their mobile phones above all to make and receive voice calls -

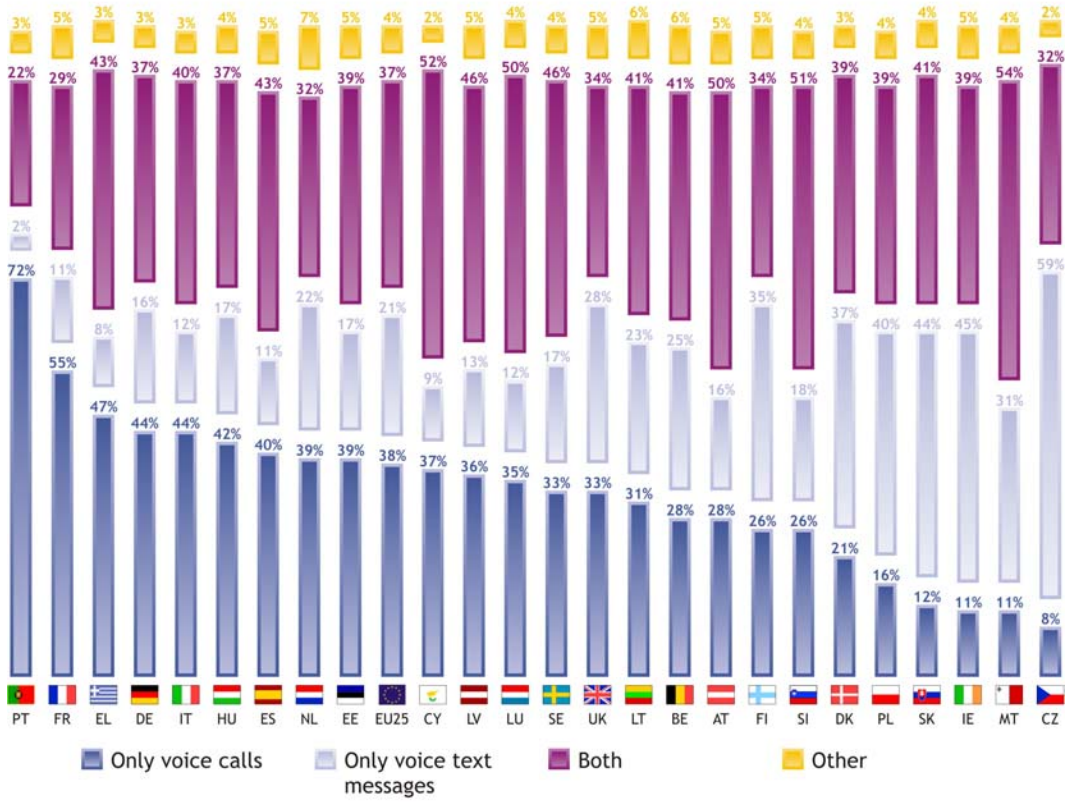
Questionnaire source: QB4

In this sub-chapter, the respondents who use mobile phone services when travelling abroad will be referred to as "users". Users as a whole can be divided into four categories:

- those using only call services (making and receiving voice calls);
- those using only text services (sending and receiving text messages);
- those using both types of services;
- other users (those using advanced mobile communication services).

The chart below shows the situation for the European Union as a whole:

Question: Q4. Which of the following mobile communication services do you use most when you are abroad in another country?



Base: respondents who use their mobile phone when abroad (42% of the total sample)

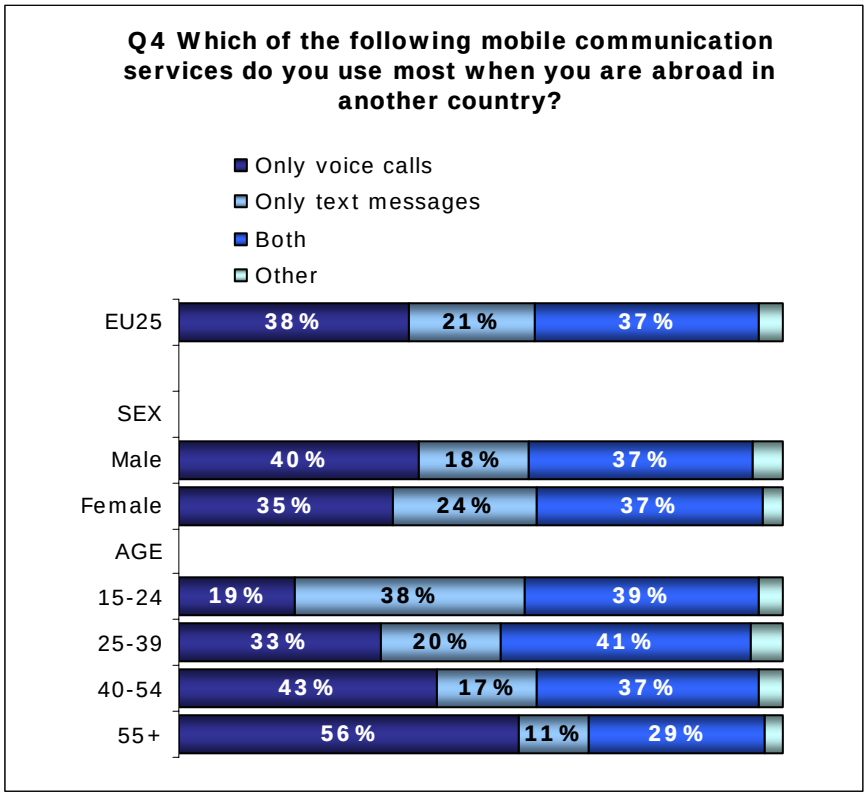
The results show that Europeans have a clear preference for voice services compared with text services: 38% of European users use their mobile phone solely for voice calls when abroad compared with 21% of users who use only text services. Furthermore, 37% of users combine the two types of services.

It is important to emphasise that the results are specific to each country. While more than one in two users in Portugal and France use only voice services, the situation in the Czech Republic is the opposite, since 59% of users use only text services when abroad.

Socio-demographic analysis:

The socio-demographic analysis reveals significant differences. While men seem to have a preference for voice calls, the number of women sending text messages is above the average.

The younger the respondents the more likely they are to opt for text services. Also, the use of voice services increases with age.



Base: respondents who use their mobile phone when abroad (42% of the total sample)

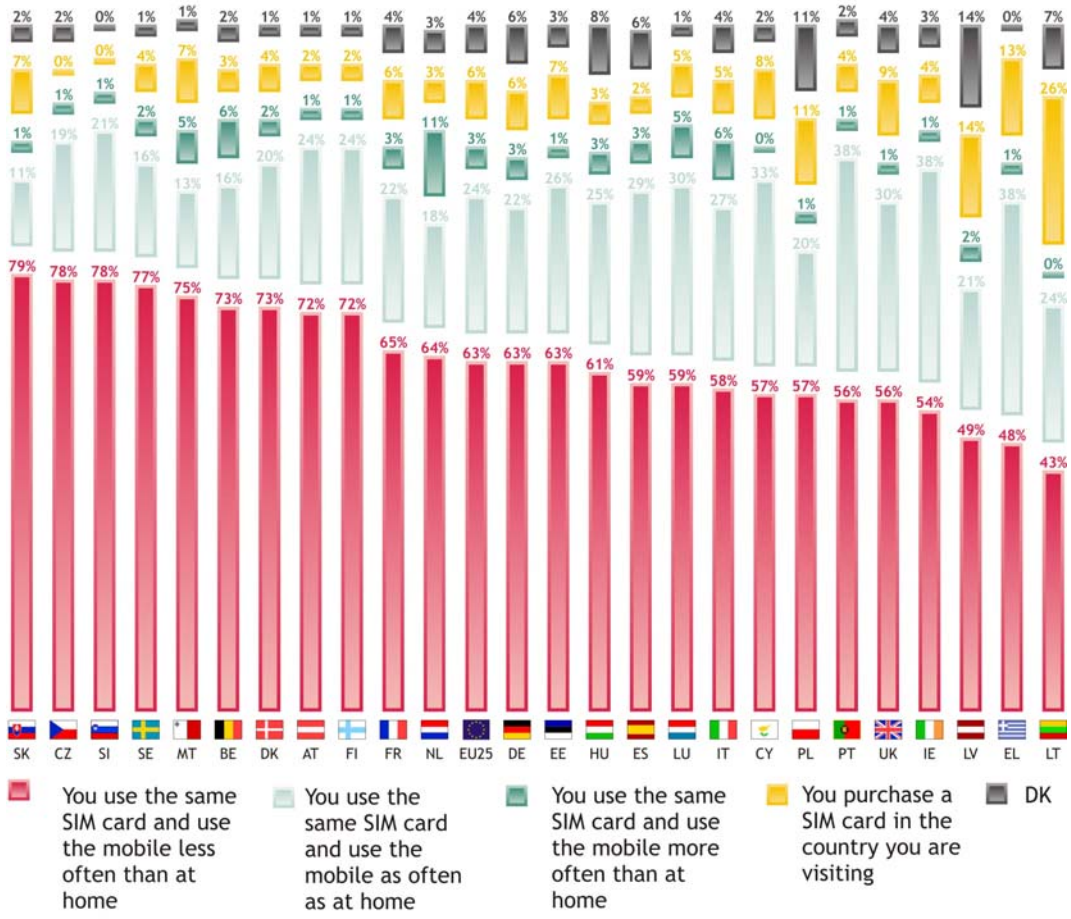
2.3. The frequency with which European use their mobile phone when travelling abroad

- Europeans use their mobile phone far less frequently when abroad -

Questionnaire source: QB5

Once again, respondents who use mobile phone services when abroad will be referred to as "users" (53% of those having a mobile, or 42% of the total sample). Users were asked to describe the way in which they use their mobile phone, and more specifically **the frequency with which they use it**.

Question:Q5 . How would you best describe the use of your mobile phone while abroad in another country?



Base: respondents who use their mobile phone when abroad (42% of the total sample)

Almost all users rely on international roaming services for communication purposes[5]. On average, only 6% of users buy a SIM card in the country they are visiting.

A clear majority declared that they use their mobile phone far less often when abroad than at home. At European level, only 24% declared that they used their phone as often as at home. On the other hand, 3% of users declared that they use their mobile phone more often when travelling abroad.

However, there are considerable differences from one country to another. Citizens in Slovakia, the Czech Republic and Slovenia, as well as Swedish citizens, tend to use their phone less often when they are travelling abroad than at home. On the contrary, citizens in Latvia, Greece and Lithuania are the least likely to limit their use of mobiles when travelling abroad.

Socio-demographic analysis:

The younger the respondents the more likely they are to limit their use of international roaming (68% of the 15-24 age group versus 57% of people aged 55 and over). The percentage is even as high as 70% among students.

[5] Ability to access mobile communication services irrespective of the country where the user is located (international roaming enables consumers to keep their SIM card in another country, as well as the same telephone number).

3. WHAT EUROPEANS SEE AS THE MAIN OBSTACLE TO THE USE OF MOBILE PHONE SERVICES ABROAD

The previous chapter highlighted the fact that the vast majority of respondents (63%) who use their phone abroad[6] limit their mobile communications when they use international roaming services. This chapter will analyse the main reasons why Europeans use their mobile phone less frequently when abroad and will explain why a large proportion of users prefer to do without their mobile phone when travelling abroad.

3.1. Main reasons why Europeans use their mobile phone less frequently when abroad

- The cost is by far the main reason why users limit use of their mobile phone when abroad -

Questionnaire source: QB6 + QB7

Respondents who declared that they use their phone less frequently when travelling abroad were asked to specify the reason for their decision.

RESPONDENTS WHO DECLARED THAT THEY USE THEIR MOBILE PHONE LESS FREQUENTLY WHILE ABROAD IN ANOTHER COUNTRY (26% of all respondents)

Q6 Among the following list, what is the most important reason for using your mobile phone less frequently while in another country?

	The cost is too high	You do not wish to be disturbed when traveling abroad	You are afraid to lose your mobile while traveling abroad	Other (SPONTANEOUS)	DK
EU25	81%	12%	2%	4%	1%
EU15	79%	14%	2%	4%	2%
NMS10	91%	6%	1%	1%	1%

A vast majority of this category of respondents (81%) declared that the main reason that they used their mobile phone less frequently when abroad was the excessive cost of international roaming charges. Only 12% declared that they limited their communications when abroad because they did not want to be disturbed, while the fear of losing their mobile phone was mentioned by very few people (2%).

This perception of excessive charges is more widespread in the NEM10 (91%, 10 points higher than the European average) than in the EU15 (79%, - 3 points).

[6] Representing 53% of mobile owners, or 42% of the total sample

The very high scores in Poland and Slovenia (94%), as well as in the Czech Republic and Portugal (90%) are noteworthy. At the other end of the scale, support for this view is the lowest in Finland and the United Kingdom (74%), Ireland (73%), Italy (72%) and Sweden (71%).

RESPONDENTS WHO DECLARED THAT THEY USE THEIR MOBILE PHONE LESS FREQUENTLY WHILE ABROAD IN ANOTHER COUNTRY (26% of all respondents)

Q6 Among the following list, what is the most important reason for using your mobile phone less frequently while in another country?

	base	The cost is too high
PL	148	94%
SI	503	94%
CZ	466	90%
PT	120	90%
LT	124	89%
HU	172	89%
SK	333	88%
DE	459	87%
AT	362	87%
EE	286	86%
CY	168	85%
MT	191	85%
EL	107	84%

	base	The cost is too high
ES	154	82%
LU	237	82%
EU25	**6466**	**81%**
BE	469	80%
FR	247	80%
DK	439	79%
LV	191	79%
NL	491	75%
FI	506	74%
UK	350	74%
IE	287	73%
IT	229	72%
SE	548	71%

N.B.: because of the small number of respondents concerned, the results for certain countries must be treated with a certain degree of circumspection

Socio-demographic analysis:

The younger the respondents the more likely they are to cite excessive cost as the main reason for using their mobile phone less when abroad: 88% of the 15-24 age group mentioned this reason compared with 72% of respondents aged 55 and over.

The respondent's occupation also has a certain influence on this result: 88% of unemployed people and 82% of manual workers declared that cost was the main reason, while the corresponding percentage was 78% among top managers and 77% among self-employed people.

We also asked respondents who do not use their mobile phone when travelling abroad to state the main reason for that decision.

Once again, the main reason given by mobile phone owners for not using their mobile phone when travelling abroad was the excessive cost of communications (54% of them). On the other hand, it is noteworthy that a far from insignificant minority (24%) mentioned that they did not want to be disturbed. Moreover, 9% declared that they had not checked whether it was possible to use their phone abroad and 4% stated that they were afraid of losing their phone.

3.2. The impact of cost on use

- International roaming charges are too high -

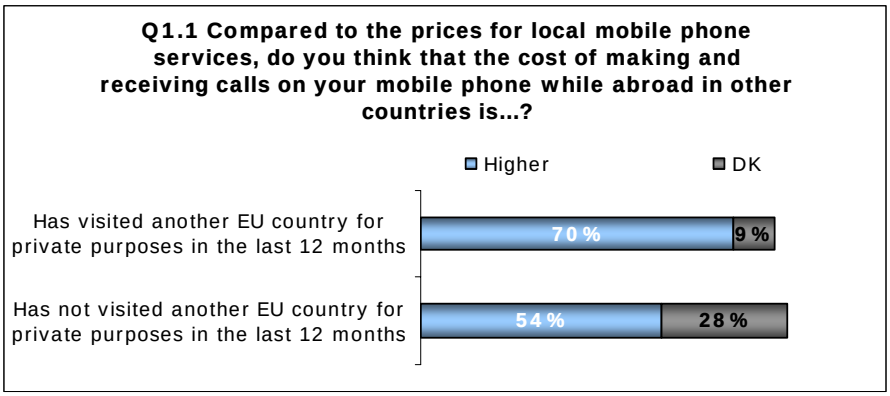
Questionnaire source: QB1 + QB8

In the previous chapter, we noted that the main reason why people owning a mobile phone used their mobile less or not at all when travelling abroad is the excessive cost of communications.

This survey also analyses the way in which European perceive international roaming charges in comparison to national tariffs[7].

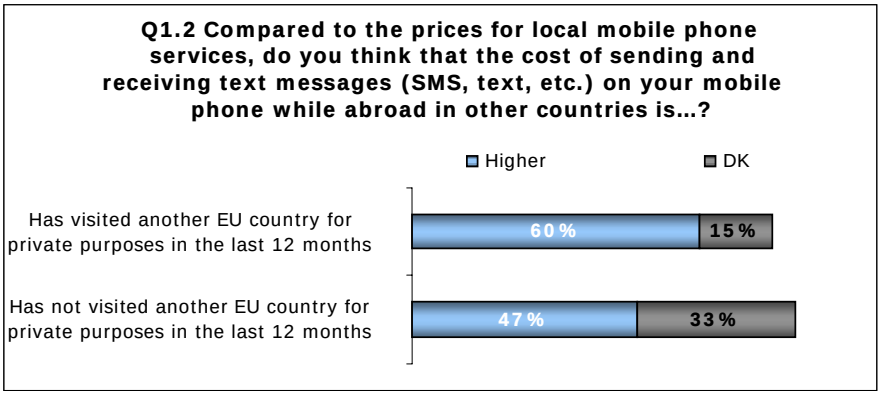
60% of Europeans declared that the cost of calls when abroad is higher or excessive; 52% have the same opinion regarding text messages.

This proportion is far higher among recent travellers.



It is to be emphasised however that this opinion is also shared by the absolute majority of those who had not visited another European Union country during the twelve months preceding the survey (those who travel infrequently or never).

The same applies as regards text messages.



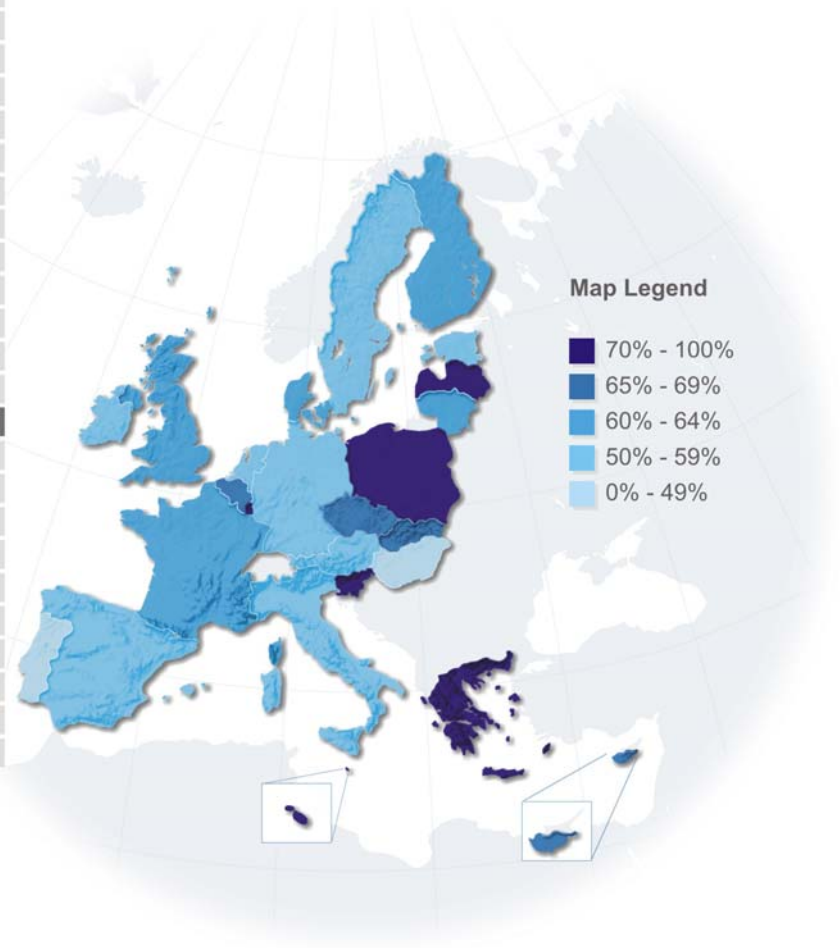
[7] Scale of reply: lower, the same, higher and as a non-suggested reply 'excessive'

People having a mobile phone were also asked to express their opinion on the impact of prices on their use of their mobile phone when travelling abroad: more specifically, they were asked whether they would use their mobile more frequently abroad if prices were lower. The map below shows the result of this question.

Question: Q8. Would you use your mobile phone more when abroad in another country if prices were lower?

Answers: Yes

Malta	78%
Luxembourg	75%
Greece	74%
Latvia	73%
Poland	72%
Slovenia	71%
Czech Republic	68%
Cyprus	67%
Slovakia	67%
Belgium	66%
United Kingdom	64%
Lithuania	64%
Denmark	63%
France	61%
Finland	60%
European Union (25)	59%
Sweden	59%
Germany	58%
Ireland	58%
Austria	57%
Estonia	57%
The Netherlands	56%
Spain	53%
Italy	50%
Portugal	47%
Hungary	46%



Base: respondents having a mobile phone (79% of the total sample)

In the European Union, **59% of respondents declared that they would use their mobile phone more frequently when travelling abroad if prices were more attractive.**

Citizens in the new Member States in particular would use their mobile phone more frequently when abroad if prices were lower: the NEM average is 67%, while the EU15 average is 9 points lower (58%).

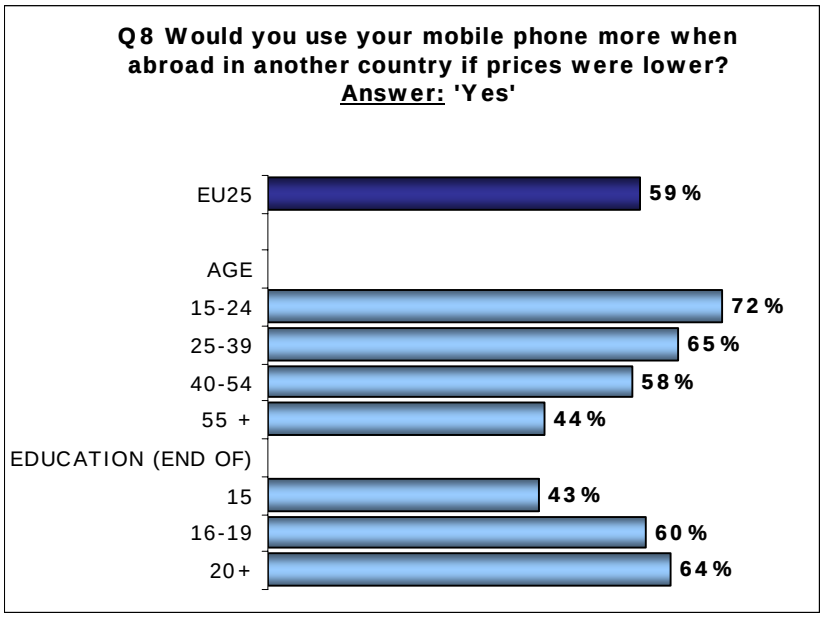
This result confirms the negative impact of international roaming charges on the use of mobile phones.

Almost one in four respondents (23%) does not share this opinion while 18% did not express an opinion on this question. Fairly logically, there is a correlation between the proportion of "yes" answers and the rate of "DK" replies: thus, the percentage of respondents who would use their mobile phone more if prices were lower falls when the rate of "DK" replies increases. The latter is obviously closely linked to the proportion of citizens, in each country, who never travel abroad.

It is therefore logical that **70% of the "yes" replies are among those who had visited another European Union country during the 12 months preceding the survey.**

Socio-demographic analysis

The socio-demographic analysis reveals that the respondent's age and level of education are determining factors: the younger the interviewees and the longer they studied, the more likely they would be to make greater use of their mobile phone when travelling abroad if roaming charges were cut.



4. THE EU'S ROLE IN THE MOBILE PHONE SECTOR

As international mobile roaming charges are seen as being too high, Europeans limit their communications when visiting other countries. However, citizens who travel within the European Union should be able to access cross-border mobile phone services at an affordable price. In this context, should the European Union take action, in particular as regards international roaming charges? One of the objectives of this survey is to clarify the situation in this area.

4.1. Lack of knowledge of international roaming charges

- In all European Union countries, a majority of citizens are unaware of the cost of making and receiving calls when they are in another EU country -

Questionnaire source: QB9

The map below shows the percentages of respondents who consider that they have a good idea of the price they pay for making or receiving a mobile phone call when they are visiting another European Union country.

The overall situation in Europe is negative: in all European Union countries, only a minority of citizens consider that they are familiar with international roaming charges (29% on average). On the contrary, four out of ten Europeans (42%) declared that they do not have a clear idea of the cost of communications – made and received – when abroad. Finally, almost three in ten Europeans declared spontaneously that they are not directly concerned by the question (14%) or do not know (15%).

In five countries, an absolute majority of respondents did not agree with the statement that they have a good idea of international roaming charges: the five countries are Finland (60%), Belgium (57%), Greece (56%), the Netherlands (53%) and Germany (51%).

The rate of DK replies is obviously above the average in the countries where citizens tend to travel abroad less frequently, as well as in those where the mobile phone penetration rate is lower.

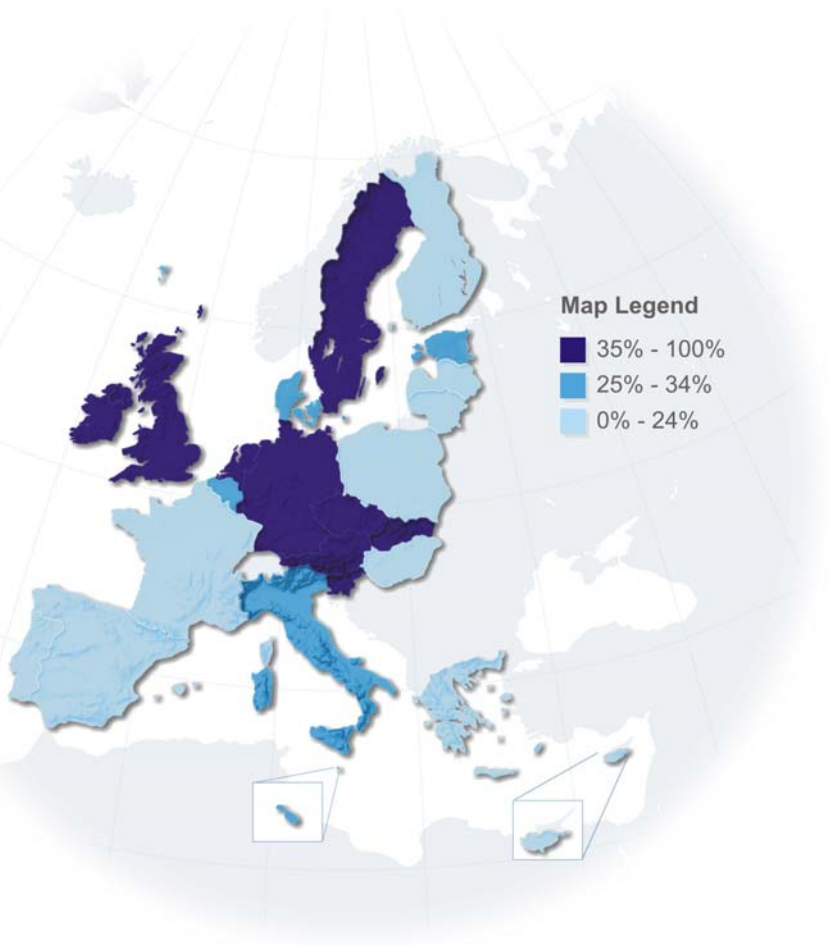
It is also important to emphasise that **the younger the correspondents, the more likely they are to have a good idea of roaming tariffs**: 38% among those in the 15-24 age group and 36% among those aged 25-39, compared with 20% among respondents aged 55 and over.

Question: Q9.1. Please tell me to what extent you agree or disagree with the following statements.

Option: You have a good idea of the price you pay when making or receiving a phone call when you are abroad in another EU country

Answers: Agree

Austria	42%
Czech Republic	42%
Slovakia	42%
Sweden	40%
Germany	39%
Slovenia	38%
Ireland	37%
Luxembourg	37%
The Netherlands	35%
United Kingdom	35%
Denmark	32%
European Union (25)	29%
Belgium	29%
Malta	29%
Italy	28%
Estonia	25%
Finland	24%
Lithuania	24%
France	23%
Poland	23%
Hungary	22%
Latvia	22%
Greece	21%
Portugal	21%
Cyprus	21%
Spain	16%



4.2. The European Union's role

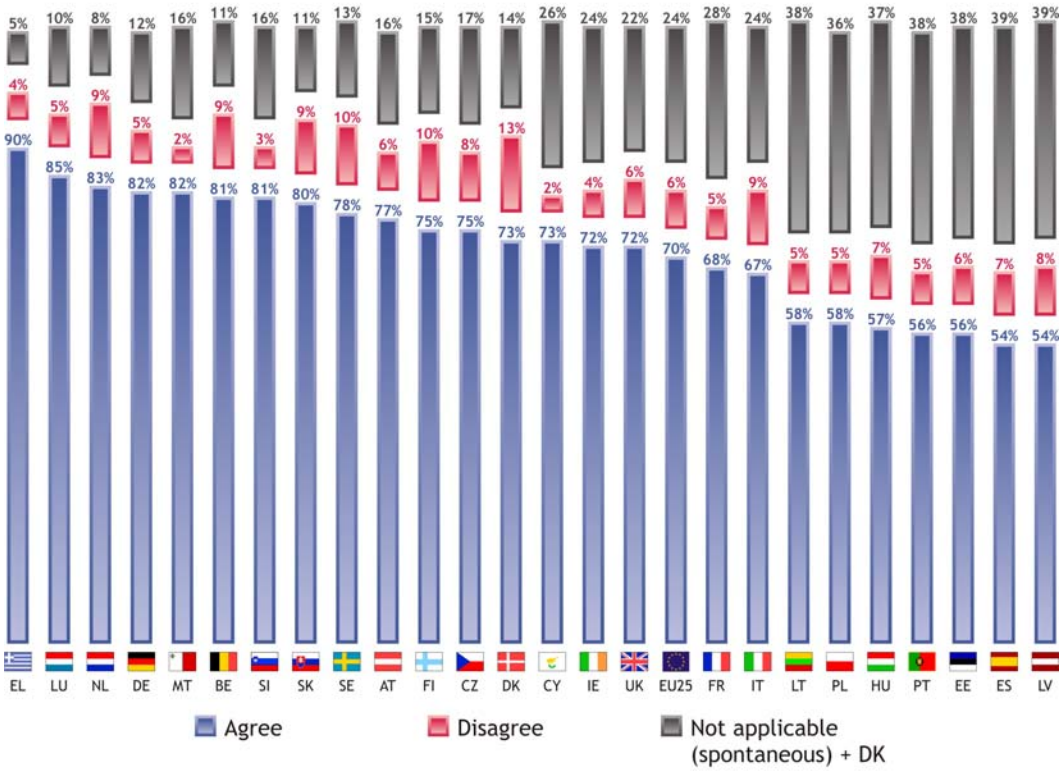
- A majority of Europeans are in favour of action at European Union level -

Questionnaire source: QB9

Finally, this survey addresses the question of the European Union's role as regards international roaming charges. The results reveal that there is very strong support for EU action in this sector. **Seven out of ten Europeans would like the EU to take action to ensure that the cost of making and receiving calls on mobile phones when travelling in other EU countries, is not unreasonably higher than those paid at home.**

Question:Q9.3. Please tell me to what extent you agree or disagree with the following statements.

Option: The EU should make sure that prices for making and receiving calls on mobile phones when travelling in other EU countries are not a lot higher than those at home

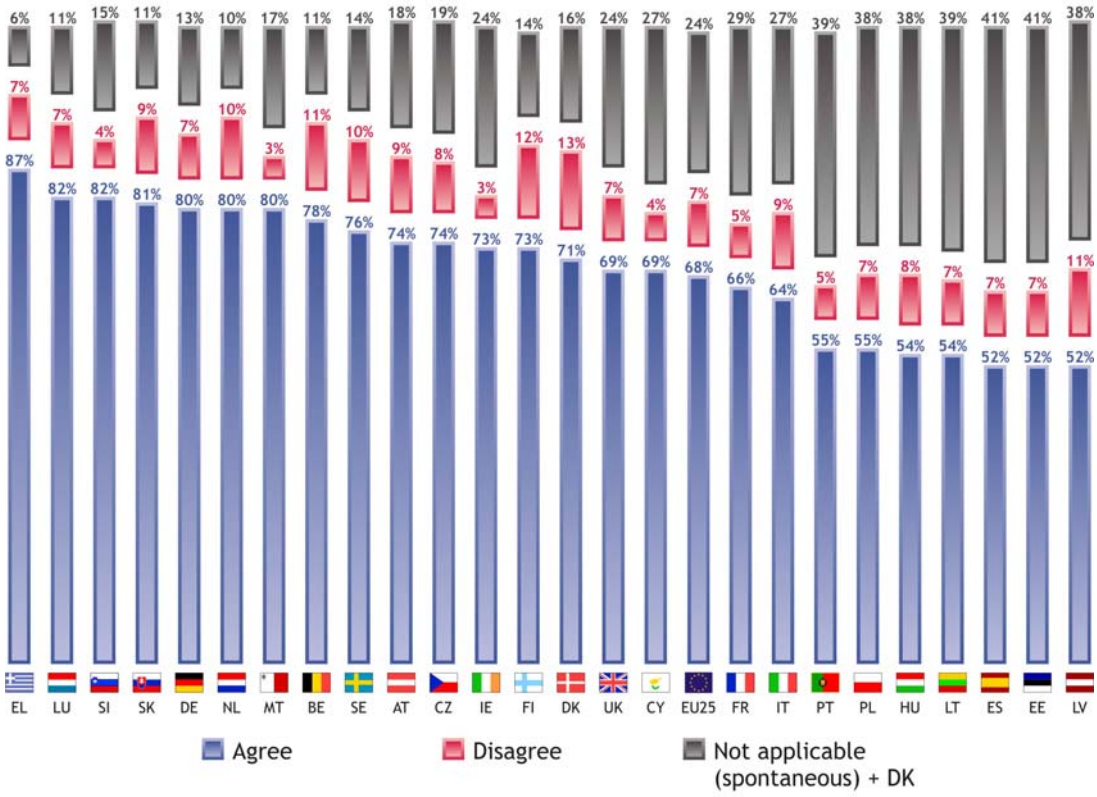


The trend is identical as regards the cost of text messages. In all the European Union countries, a majority of interviewees (68%) would like the European authorities to take action on this question.

Logically, the lowest level of support for this idea is to be found in the countries with the lowest mobile phone penetration levels, and where people travel abroad less frequently.

Question:Q9.2. Please tell me to what extent you agree or disagree with the following statements.

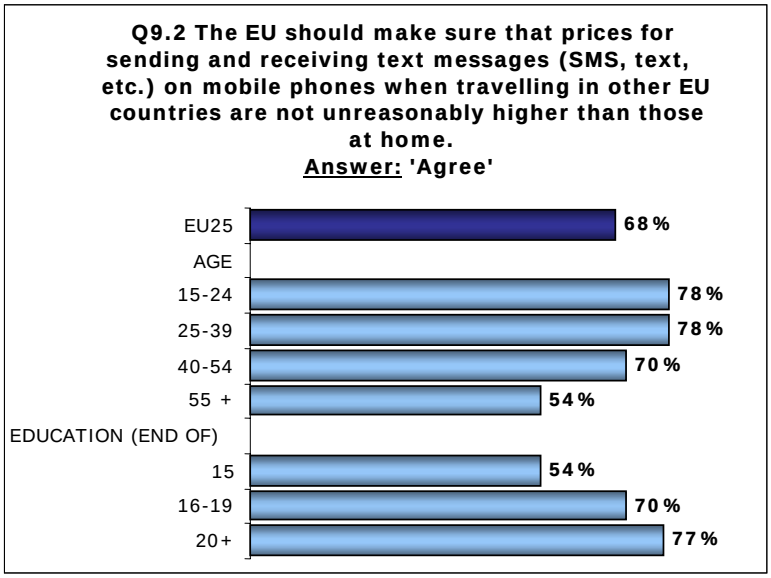
Option: The EU should make sure that prices for sending and receiving text messages (SMS, text, etc.) on mobile phones when travelling in other EU countries are not unreasonably higher



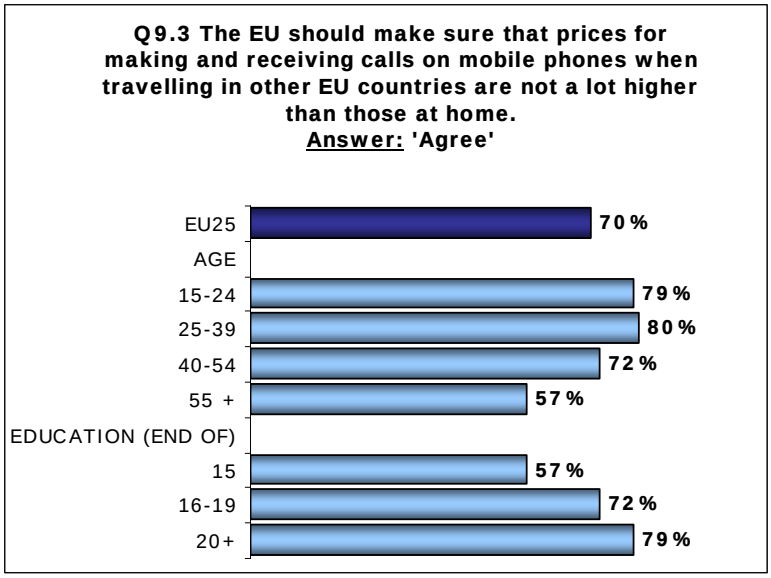
Socio-demographic analysis

The younger the respondents and the higher their level of education, the more likely they are to want the EU to take action on international roaming charges.

As we have seen more young people own mobile phones and they travel as much as people aged 55 and over. However, young people make the least use of mobile phones when travelling abroad, in particular because of the cost. Accordingly, it is logical that this age group's support for EU action on international roaming charges is higher than the European average.



Likewise, the higher the respondent's level of education, the stronger the level of support for EU action.



SPECIAL EUROBAROMETER N°269

"Roaming"

TECHNICAL SPECIFICATIONS

Between the 6th of September and the 10th of October 2006, TNS Opinion & Social, a consortium created between Taylor Nelson Sofres and EOS Gallup Europe, carried out wave 66.1 of the EUROBAROMETER, on request of the EUROPEAN COMMISSION, Directorate General Communication, "Public Opinion and Media Monitoring".

The SPECIAL EUROBAROMETER N°269 is part of wave 66.1 covers the population of the respective nationalities of the European Union Member States, resident in each of the Member States and aged 15 years and over. The basic sample design applied in all states is a multi-stage, random (probability) one. In each country, a number of sampling points was drawn with probability proportional to population size (for a total coverage of the country) and to population density.

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

EUROBAROMETER

European Commission

ABBREVIATIONS	COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES		POPULATION 15+
BE	Belgium	TNS Dimarso	1.003	6/09/2006	1/10/2006	8.650.994
CZ	Czech Rep.	TNS Aisa	1.091	7/10/2006	26/09/2006	8.571.710
DK	Denmark	TNS Gallup DK	1.003	9/09/2006	10/10/2006	4.411.580
DE	Germany	TNS Infratest	1.525	8/09/2006	4/10/2006	64.361.608
EE	Estonia	Emor	1.000	8/09/2006	2/10/2006	887.094
EL	Greece	TNS ICAP	1.000	6/09/2006	3/10/2006	8.693.566
ES	Spain	TNS Demoscopia	1.003	6/09/2006	5/10/2006	37.024.972
FR	France	TNS Sofres	1.007	6/09/2006	30/09/2006	44.010.619
IE	Ireland	TNS MRBI	1.000	6/09/2006	10/10/2006	3.089.775
IT	Italy	TNS Abacus	1.006	7/09/2006	5/10/2006	48.892.559
CY	Rep. of Cyprus	Synovate	503	6/09/2006	1/10/2006	596.752
LV	Latvia	TNS Latvia	1.015	8/09/2006	9/10/2006	1.418.596
LT	Lithuania	TNS Gallup Lithuania	1.000	6/09/2006	2/10/2006	2.803.661
LU	Luxembourg	TNS ILReS	500	6/09/2006	4/10/2006	374.097
HU	Hungary	TNS Hungary	1.005	6/09/2006	25/09/2006	8.503.379
MT	Malta	MISCO	500	7/09/2006	4/10/2006	321.114
NL	Netherlands	TNS NIPO	1.018	6/09/2006	5/10/2006	13.030.000
AT	Austria	Österreichisches Gallup-Institut	1.016	6/09/2006	5/10/2006	6.848.736
PL	Poland	TNS OBOP	1.000	9/09/2006	4/10/2006	31.967.880
PT	Portugal	TNS EUROTESTE	995	6/09/2006	2/10/2006	8.080.915
SI	Slovenia	RM PLUS	1.031	6/09/2006	5/10/2006	1.720.137
SK	Slovakia	TNS AISA SK	1.023	13/09/2006	26/09/2006	4.316.438
FI	Finland	TNS Gallup Oy	1.000	7/09/2006	4/10/2006	4.348.676
SE	Sweden	TNS GALLUP	1.013	7/09/2006	2/10/2006	7.486.976
UK	United Kingdom	TNS UK	1.308	6/09/2006	7/10/2006	47.685.578
TOTAL			24.565	6/09/2006	10/10/2006	368.097.412

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

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

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