

EU27  Number of interviews:
26.836

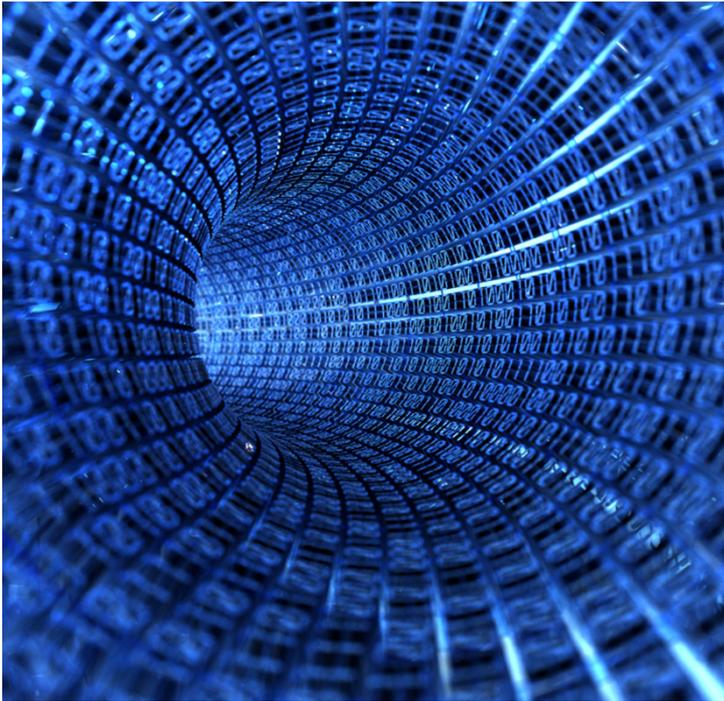
Fieldwork:
09/02-08/03/2011

SI  Number of interviews:
1.018

Fieldwork:
10/02-27/02/2011

Methodology: face-to-face

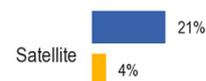
KEY INDICATORS Penetration rates of main services



 EU27
 SI



 EU27
 SI



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 SI



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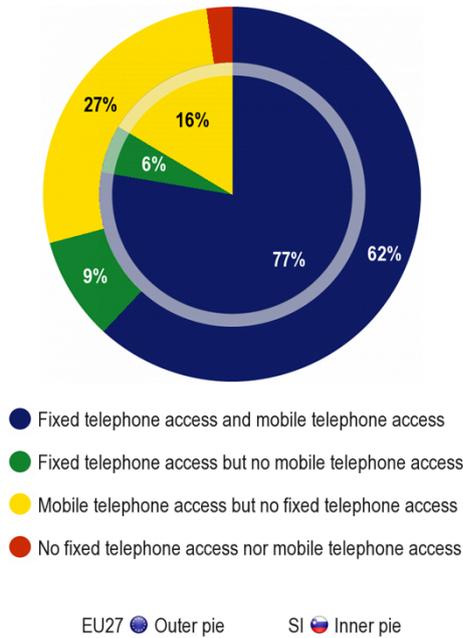
SI Number of interviews: 1.018

Fieldwork: 10/02-27/02/2011

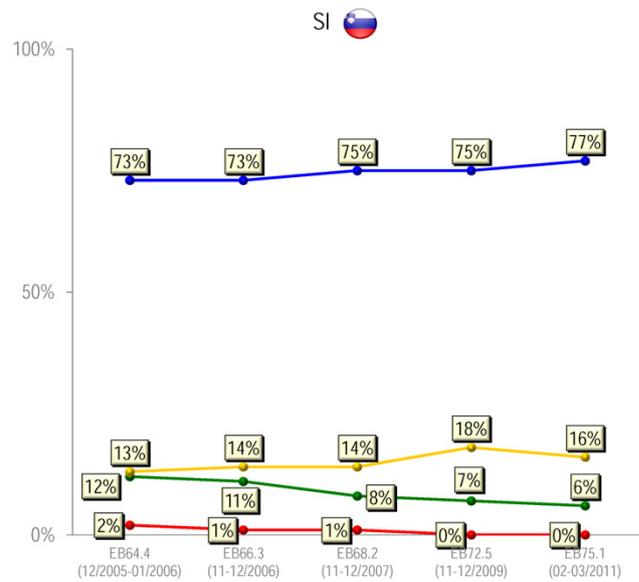
Methodology: face-to-face

1- Telephone access

Households with...

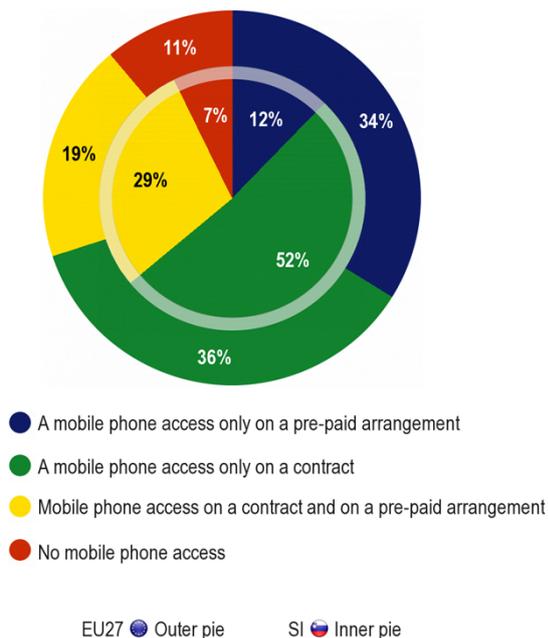


Evolution

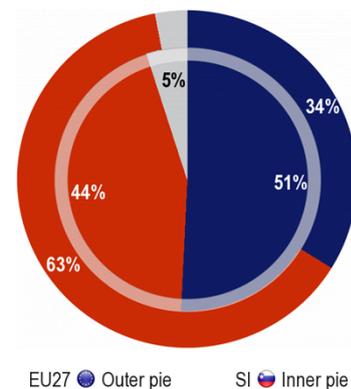


2- Mobile

Households with...



Does your mobile phone subscription allow you to access Internet for playing or downloading audio/ video content, sending and receiving e-mails?



	EU27		SI	
	EB75.	EB75.1-EB72.5	EB75.	EB75.1-EB72.5
Yes	34%	+ 1	51%	+ 4
No	63%	=	44%	- 6
Don't know	3%	- 1	5%	+ 2

Evolution 02-03/2011 - 11-12/2009



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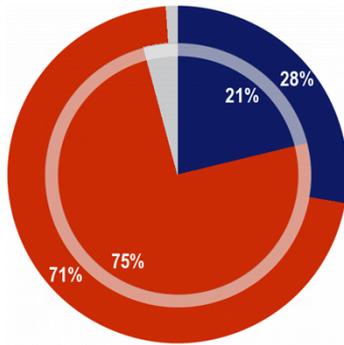
SI Number of interviews: 1.018

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Methodology: face-to-face

3- Internet services and applications

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



EU27 Outer pie SI Inner pie

	EU27		SI	
	EB75.1	EB75.1-EB72.5	EB75.1	EB75.1-EB72.5
Total 'Yes'	28%	+ 6	21%	- 4
No	71%	- 5	75%	+ 2
Don't know	1%	- 1	4%	+ 2

Evolution 02-03/2011 - 11-12/2009

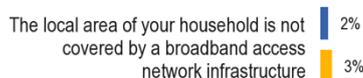
For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.



Base: Households with Internet access

4- Reasons for not having Internet access at home and attitudes to switching provider

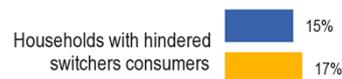
You said you do not have Internet access at home. Among the following list, which ones best explain why your household does not have access to the Internet?*



Base: Households without Internet access

*The answers presented below have been selected on the basis of interest, and do not represent all the answers provided by respondents.

Have you or someone in your household ever considered changing Internet service provider?



Base: Households with Internet access

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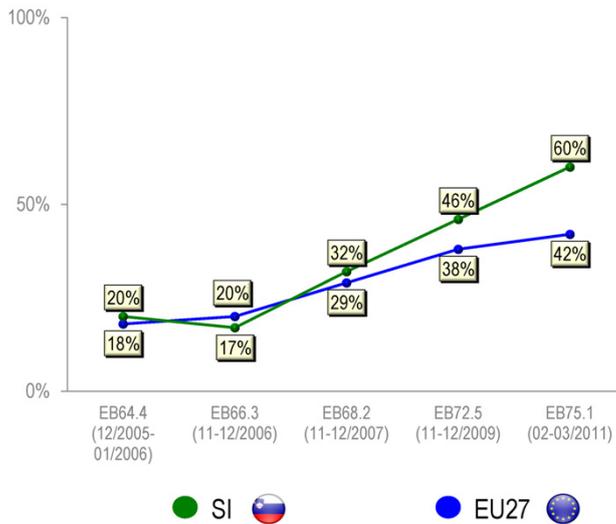
Fieldwork: 09/02-08/03/2011

Fieldwork: 10/02-27/02/2011

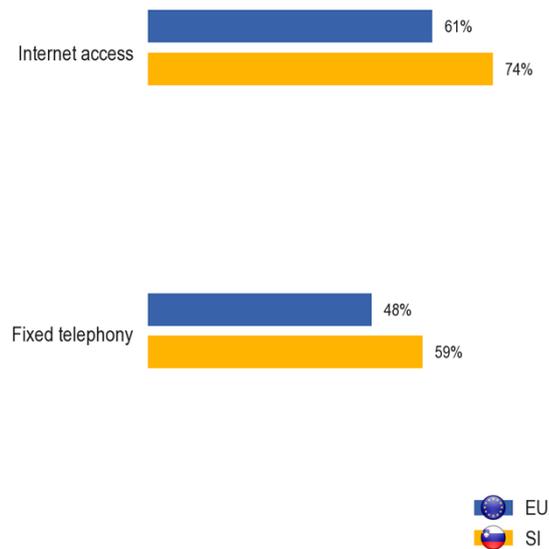
Methodology: face-to-face

5- Service packages

Evolution of the shares of households buying communication services as part of a bundle

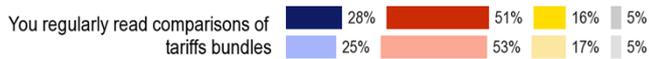


Shares of services bought as part of a service package

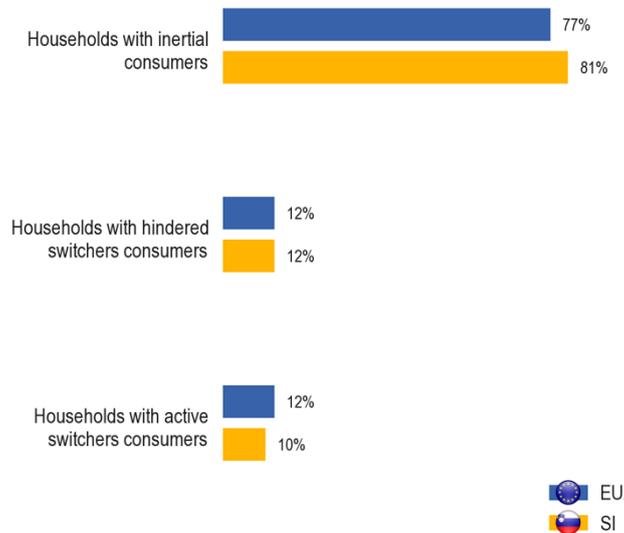


6- Switching bundle providers

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



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



Base: Households having service package

