Special Eurobarometer 362

European Commission

EUROBAROMETER

E-Communications Household Survey

REPORT

Fieldwork: February-March 2011

Publication: July 2011

This survey has been requested by the Directorate-General Information Society and Media and co-ordinated by Directorate-General for Communication (DG COMM "Research and Speechwriting" Unit).
http://ec.europa.eu/public_opinion/index_en.htm

Special Eurobarometer 362 / Wave EB75.1 – *TNS opinion & social*

Special Eurobarometer 362

E-COMMUNICATIONS HOUSEHOLD SURVEY

Conducted by TNS Opinion & Social at the request of Directorate-General Information Society and Media

Survey co-ordinated by Directorate-General Communication

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INTRODUCTION

Since the full opening of EU electronic communications markets in 1998, the consumption of products and services by European households and individuals has evolved considerably. Driven by technological progress and competition, fixed and wireless operators and service providers have invested in new and innovative digital network infrastructures, which have changed the way Europeans access and use public electronic communications networks.

In this context, the European Commission's Directorate General for the Information Society and Media regularly carries out opinion surveys to keep abreast of trends in electronic communications markets and to assess how EU households and citizens derive benefits from the increasingly competitive and innovative digital environment.

The fieldwork for this survey was carried out between 9 February and 8 March 2011. This survey is a follow up to several surveys carried out previously; in November/December 2009[1], November 2007 - January 2008[2], November/December 2006[3] and December 2005/January 2006[4].

This report includes the 27 Member States. The results are presented for the EU27 and when significant the EU15 and the NMS12 Member States. Comparisons have been made to the survey conducted in November/December 2009[5] and on occasion to November 2007 – January 2008[6].

The data have been weighted on individuals over 15 years of age or EU households depending on the nature of the question. Indicators are presented at household level whereas opinion questions have been made representative of the individuals over 15 years of age. The socio-demographic analysis is at both an individual and household

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[1] Special Eurobarometer 335, E-communications Household Survey, http://ec.europa.eu/public_opinion/archives/ebs/ebs_335_en.pdf
[2] Special Eurobarometer 293, E-communications Household Survey, http://ec.europa.eu/public_opinion/archives/ebs/ebs_293_full_en.pdf
[3] Special Eurobarometer 274, E-communications Household Survey, http://ec.europa.eu/public_opinion/archives/ebs/ebs_274_en.pdf
[4] Special Eurobarometer 249, E-communications Household Survey, http://ec.europa.eu/public_opinion/archives/ebs/ebs_249_en.pdf
[5] Here referred to as winter 2009 survey
[6] Here referred to as winter 2008 survey

level. The socio-demographic analysis focuses primarily on household composition, subjective urbanisation, single households and the ageing society.

The main themes addressed in this report are:

- The different types of telephone access available with the home
- The availability of computers within the home
- Internet access and the quality of that Internet connection
- Television availability and the way in which the transmission is received
- Uptake of communications packages
- The ease of switching Internet service providers and/or package providers
- Affordability of mobile services
- Data privacy

The survey was carried out by TNS Opinion & Social network. The interviews were conducted among 26 836 EU citizens in the 27 Member States of the European Union. The methodology used is that of the Eurobarometer surveys as carried out by the Directorate General for Communication ("Research and Speechwriting" Unit)[7]. A technical note on the manner in which the interviews were conducted by the Institutes within the TNS Opinion & Social network is included as an annex to this report. Also included are the interview methods and confidence intervals[8].

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

http://epp.eurostat.ec.europa.eu/portal/page/portal/statistics/themes

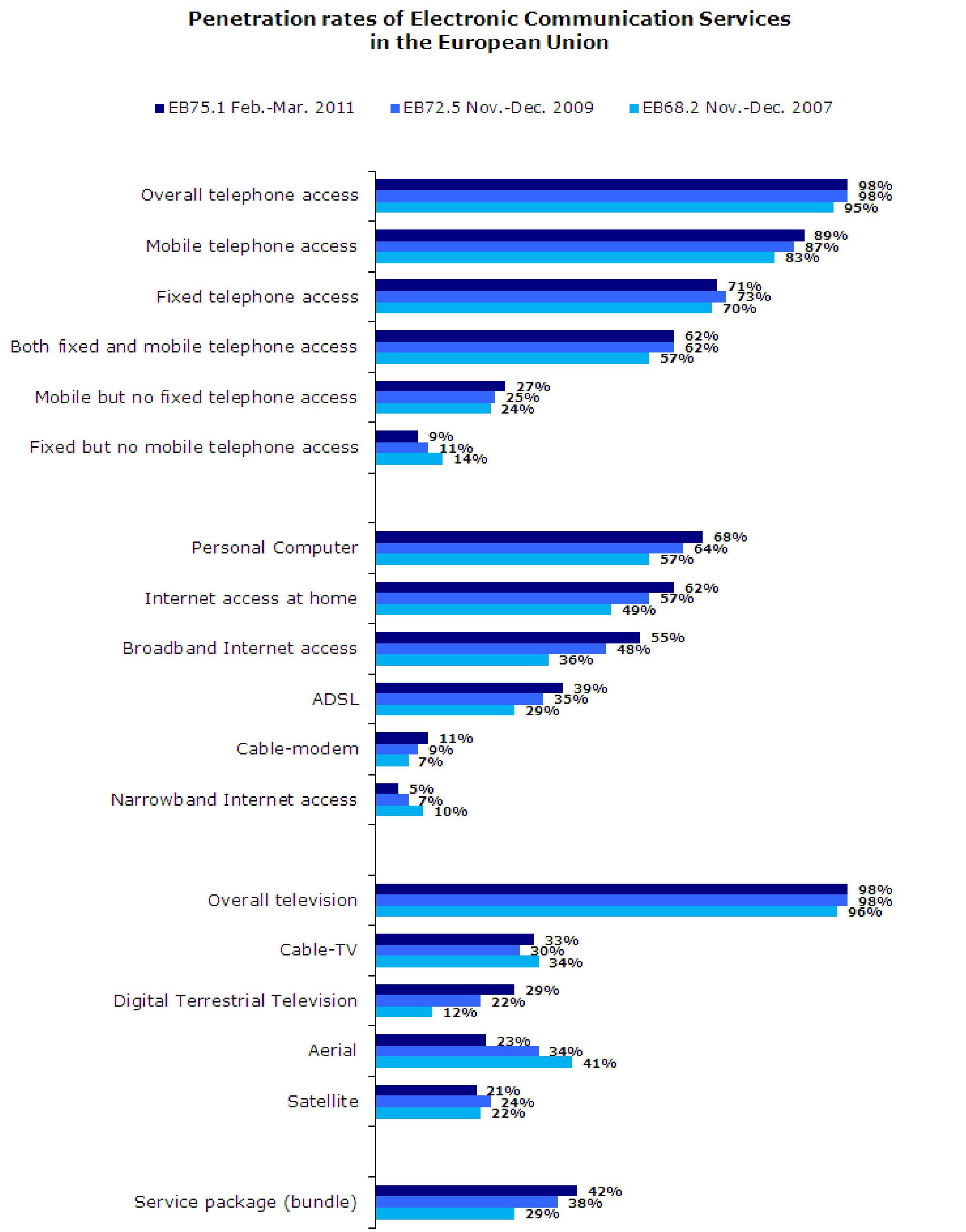
[7] http://ec.europa.eu/public_opinion/index_en.htm
[8] The results tables are included in the annex. It should be noted that the total of the percentages in the tables of this report may exceed 100% when the respondent has the possibility of giving several answers to the question.

In this report, the countries are represented by their official abbreviations. The abbreviations used in this report correspond to:

ABBREVIATIONS	
EU27	European Union – 27 Member States
DK/NA	Don't know / No answer
BE	Belgium
BG	Bulgaria
CZ	Czech Republic
DK	Denmark
D-E	*East Germany*
DE	Germany*
D-W	*West Germany*
EE	Estonia
EL	Greece
ES	Spain
FR	France
IE	Ireland
IT	Italy
CY	Republic of Cyprus
LT	Lithuania
LV	Latvia
LU	Luxembourg
HU	Hungary
MT	Malta
NL	The Netherlands
AT	Austria
PL	Poland
PT	Portugal
RO	Romania
SI	Slovenia
SK	Slovakia
FI	Finland
SE	Sweden
UK	The United Kingdom

* Data presented in the report are exclusively those of Germany as a whole. However, data for "East" and "West" Germany are also available in the data tables.

1. SNAPSHOTS AND MAIN FINDINGS



Most EU households have access to a telephone (98%); more have access to a mobile phone (89%) than a fixed telephone (71%).

- Overall, the distribution of the types of telephone access in the EU population has not changed significantly since winter 2009. A majority of households have both mobile and fixed telephone access (62%). A quarter (27%) have mobile only access and one in ten (9%) only have fixed telephone access.
- Mobile telephone access is the most common, with almost nine out of ten EU households having access to at least one mobile (89%). Access to the public telephone network from a mobile phone is highest in the Czech Republic, Sweden, the Netherlands, Denmark and Finland where it is 96% in each country. At an overall EU level, mobile telephone access did not increase significantly, however it did increase significantly within nine Member States whilst it only decreased significantly in two.
- Seven out of ten households have access to a fixed line telephone. Overall there was no change in access to a fixed telephone, but within Member States access decreased significantly in ten countries and increased significantly in only three. Sweden and Malta have the greatest incidence, with almost everyone having access (98% and 96% respectively). The lowest incidence is in the Czech Republic and Finland (17% and 20% respectively) where mobile phone access is relatively high and so is likely to be used instead.
- There was no change at EU level in dual access (i.e. fixed and mobile), with a proportion of 62% household. The disparity between the EU15 and NMS12 countries remains, with the EU15 having greater dual access (68%) than the NMS12 (36%).
- The proportion of EU households having only a mobile access has increased by 2 percentage points to 27%. As in winter 2009, the incidence is higher in the NMS12 countries where half of all households only have mobile access as compared to one in five EU15 households.
- At a total EU level, contract and pre-paid systems are used equally and there appears to have been no change in their use since winter 2009. However, at a country level the use of contracts has increased significantly in eleven Member States (and decreased significantly in none) and the use of pre-paid systems has decreased significantly in ten States (and increased significantly in only two).

- Calling over the Internet a PC or a Wifi-connected device is growing in popularity among the population which has an Internet access at home, with a six percentage points increase since winter 2009, to 28%. The previous disparity between EU15 and NMS12 is narrowing as the calling over the Internet increases in EU15 to 27% and remains unchanged in NMS12 at 36%.

Household access to a computer has continued to increase (+4) and almost seven out of ten households now have access (68%).

- The country variation in household having a computer remains. In those countries with the highest incidence, around nine out of ten households have a computer (the Netherlands 95%, Sweden 91% and Denmark 88%) whereas in those with the lowest incidence the penetration is about half that with around five out of ten households having access (Bulgaria 47%, Romania 53% and Hungary 54%).
- Household Internet access has also increased (+5) and 62% of households now have access at home.
- Broadband continues to grow (+7), with more than half of all EU households now having a broadband connection (55%). Every country apart from Cyprus (+2) experienced a significant increase in broadband access, the greatest increase being observed in Latvia (+19).
- Only one in twenty use narrowband to access the Internet. The incidence of narrowband is highest in Latvia (11%) and Germany (11%). The use of narrowband has not grown in any Member State but has declined significantly in eleven.
- As before, most people are connecting using an ADSL, XDSL connection (62%). The second most popular mode is using the cable TV network (17%). Not surprisingly, comparatively few use a dial-up connection (8%) and while equally few connect using the mobile phone network (8%) this is the only mode to have seen significant growth since winter 2009 (+3).
- Internet access from a mobile phone has increased at country level in 17 Member States and reaches levels above 50% in Sweden (59%), United Kingdom (52%) and Slovenia (51%).
- The household' access to the Internet via the mobile network (using a dongle or USB key) has increased by 3 percentage points at EU level, and the highest levels can be observed in Finland (29%), Austria (20%) and Ireland (19%).

- Almost two in five EU households still does not have an Internet access, the incidence being particularly high amongst those in Southern Europe, and also among the older fraction of the population. Most of those without access claim that it is because they are not interested in having the Internet at home (59%), the second most prevalent reason being related to cost (21%).

Household access to television is almost universal, with almost every household having access to one (98%).

- There is very little variation in television access between Member States, with the highest incidence in Cyprus (100%) and Malta (100%) and the lowest in Finland (94%).
- Digital terrestrial television (30%) and cable (35%) are the most popular means of receiving the TV transmission. Use of digital has continued to grow (+7) since winter 2009; please note that changes in the use of cable cannot be tracked this time as the question wording was changed. Using external aerials (23%) and dishes (21%) is secondary to digital and cable and the use of both has declined (-11 and -3 respectively).
- The dominant means used for TV reception in each country is largely unchanged since winter 2009. Digital terrestrial TV is still most common in Spain, while cable analog is most common in Romania and digital cable is most common in Denmark and Luxembourg. The incidence of external aerials is still highest in Greece and the incidence of satellite is still among the highest in Austria and Ireland.

Service packages keep growing in popularity among EU households

- The use of service packages continues to grow across the EU, with 42% of households now obtaining their communication services through a package.
- Most packages include Internet access (90%) and a fixed telephone (82%). The inclusion of television channels is less popular (48%) and a mobile telephone in the package is the least common item (19%).
- Most have not considered switching Internet provider (58%); those most likely to have considered switching are the Finnish (58%).
- In addition, most have never considered switching bundle provider (60%). The highest incidences of those who have considered it were in Finland (54%), Italy (51%), Ireland (49%) and Austria (49%).

Finally…

- Concern about the cost of mobile calls has increased (+4) and 65% are now limiting calls with their mobile because of concerns about charges. Greek and Spanish respondents are most concerned, with around eight out of ten respondents expressing concern.
- Half of those with mobile Internet access limit their use of it because of concern about the cost. Concern is greatest in Belgium, Spain and Bulgaria where almost two thirds of respondents feel this way.
- When interviewed about the quality of their mobile connections, around one in four households reports a certain degree of dissatisfaction.
- Around one in four EU households considers that the download/upload speed and capacity of its Internet connection do not match the contract conditions.
- Also, more than one third of EU households report Internet connection break downs.
- A majority of EU households said that they never considered changing their Internet service provider (58%) or their service package provider (60%).
- The research conducted as part of this survey also reveals, with respect to Internet access provisions and bundles, that only 12% of households are active switchers, that around 15% of households would like to switch but are hindered for a number of reasons and eventually that three quarters of households can be considered as inertial consumers.
- EU citizens are increasingly concerned about data privacy, with 88% (+4) wanting to know if their data was lost, stolen or altered in any way. Respondents in Cyprus and Sweden are the most concerned with almost everyone (100% and 98% respectively) wanting to be informed about any breaches in data security.

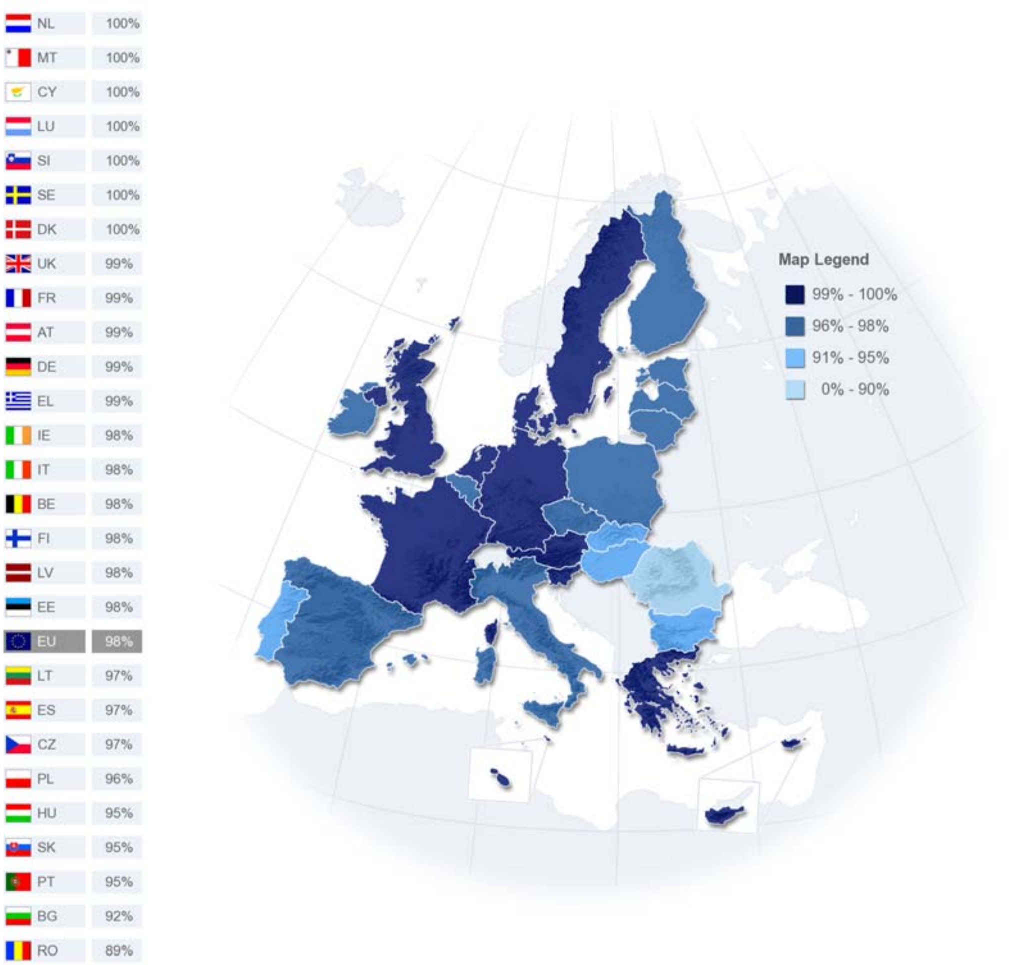
2. TELEPHONE ACCESS

2.1. Overall telephone access

- Access to a telephone is almost universal -

On average, almost all EU citizens have access to a telephone, either fixed or mobile (98%). Coverage is most widespread in the Netherlands, Malta, Cyprus, Luxembourg, Slovenia, Sweden and Denmark where 100% of respondents have access to a telephone. Access is most limited in Romania (89%) and Bulgaria (92%), as it was previously in winter 2009.

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

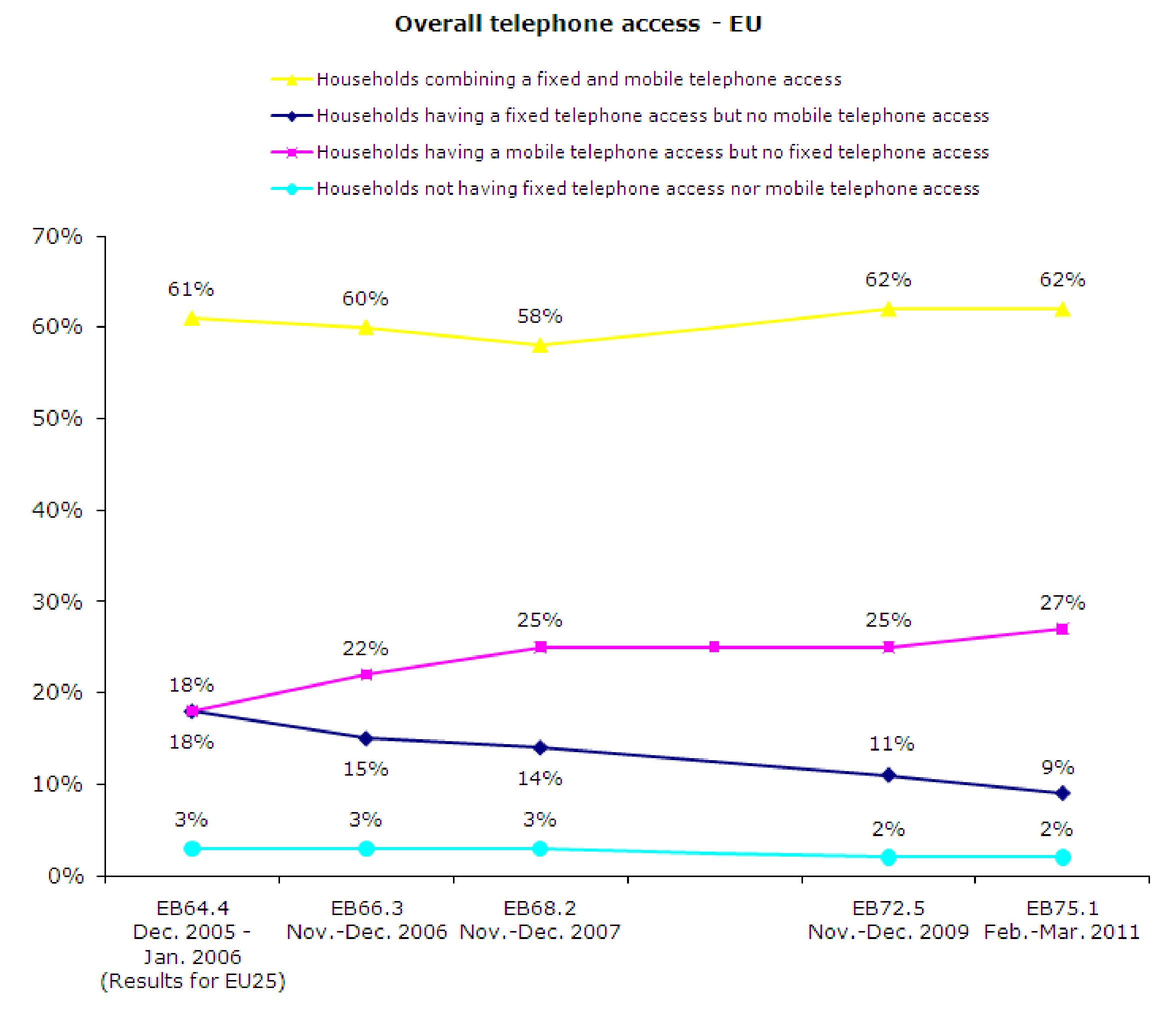


- Most households have both mobile and fixed telephone access -

About six out of ten EU households (62%) have both mobile and fixed telephone access. Around a quarter have mobile telephone access only (27%) and only one in ten (9%) have fixed telephone access only. Only one household in fifty has no telephone access at all (2%).

- Telephone access remains unchanged since winter 2009 -

At an overall EU level the only noteworthy change in the type of telephone access EU households have since winter 2009 has been the increasing distance (+4 percentage points) between households having only a mobile telephone access (27% vs. 25%, +2 points) and households having only a fixed telephone access (9% vs. 11%, -2 points).



Although there was no increase overall in the proportion of households with both **mobile and fixed telephone access**, there were several countries that experienced a significant increase or decrease in the proportion of households with dual access. The greatest increases in dual access were observed in Greece (+12), Malta (+10), Portugal (+8), the UK (+7) and Belgium (+6). Conversely, the greatest decreases in dual access were seen in Ireland (-11), Denmark (-10), Bulgaria (-7), Finland (-7), the Czech Republic (-6) and Spain (-6).

After a three years levelling off in the range of 25%, one can observe a slight increase in **mobile only** access across the EU Member States (+2). However, there were significant changes within Member States, with Danish (+12), Bulgarian (+11), Czech (+8), Romanian (+8), Irish (+7) and Finnish (+7) respondents exhibiting the greatest increases in mobile only access. Notably many of these countries also exhibited the greatest decreases in dual access and an increase in mobile broadband access. In the meantime, the greatest decreases in mobile only access were observed among Portuguese (-7) and Greek (-4) respondents; notably, among these respondents the greatest increases in dual access were also apparent and take-up of service packages.

Fixed only access has not increased significantly in any of the 27 Member States. However, fixed only access decreased most in Malta (-9), Greece (-7), Belgium (-6) and Romania (-6). These significant decreases appear to offset significant increases in dual access or mobile only access in these countries.

There has been very little change in those who do not have access to any type of telephone access. Overall there has been no change in the proportion of households without telephone access, it remains at 2%. The only significant change has been that the proportion of Romanian households without telephone access has decreased by four percentage points, an evolution which has been offset by the proportion of Romanian households with mobile only access increasing.

Overall telephone access + evolution (EB75.1 - EB72.5)

	Households combining a fixed and mobile telephone access		Having a fixed telephone access but no mobile telephone access		Having a mobile telephone access but no fixed telephone access		None fixed telephone access nor mobile telephone access	
EU27	62%	=	9%	-2	27%	+2	2%	=
BE	59%	+6	5%	-6	34%	-1	2%	+1
BG	41%	-7	10%	-4	41%	+11	8%	+1
CZ	15%	-6	1%	-3	81%	+8	3%	+1
DK	52%	-10	4%	-2	44%	+12	0%	=
DE	71%	+2	16%	-4	12%	+1	1%	=
EE	44%	=	5%	-3	48%	+3	2%	-1
IE	55%	-11	8%	+2	35%	+7	2%	+1
EL	78%	+12	7%	-7	15%	-4	1%	=
ES	54%	-6	12%	+2	31%	+2	3%	+1
FR	76%	=	11%	-1	13%	+2	1%	=
IT	59%	-3	5%	=	34%	+2	2%	+1
CY	80%	+3	5%	-2	15%	-1	0%	=
LV	45%	+3	3%	-2	51%	=	2%	=
LT	33%	-4	6%	-1	58%	+6	3%	-1
LU	84%	-1	6%	=	10%	+1	0%	=
HU	40%	=	8%	-3	47%	+3	5%	-1
MT	90%	+10	6%	-9	3%	-2	0%	=
NL	85%	+2	3%	-2	11%	=	0%	=
AT	42%	-1	10%	-1	47%	+2	1%	=
PL	37%	-4	9%	-2	49%	+5	4%	=
PT	54%	+8	8%	=	34%	-7	5%	=
RO	35%	+2	7%	-6	47%	+8	11%	-4
SI	77%	+2	6%	-1	16%	-2	0%	=
SK	27%	-3	8%	+1	59%	=	5%	+1
FI	17%	-7	3%	-1	78%	+7	2%	+1
SE	94%	=	4%	-1	2%	+1	0%	=
UK	76%	+7	6%	-5	17%	-3	1%	=

Highest percentage per country *Lowest percentage per country*

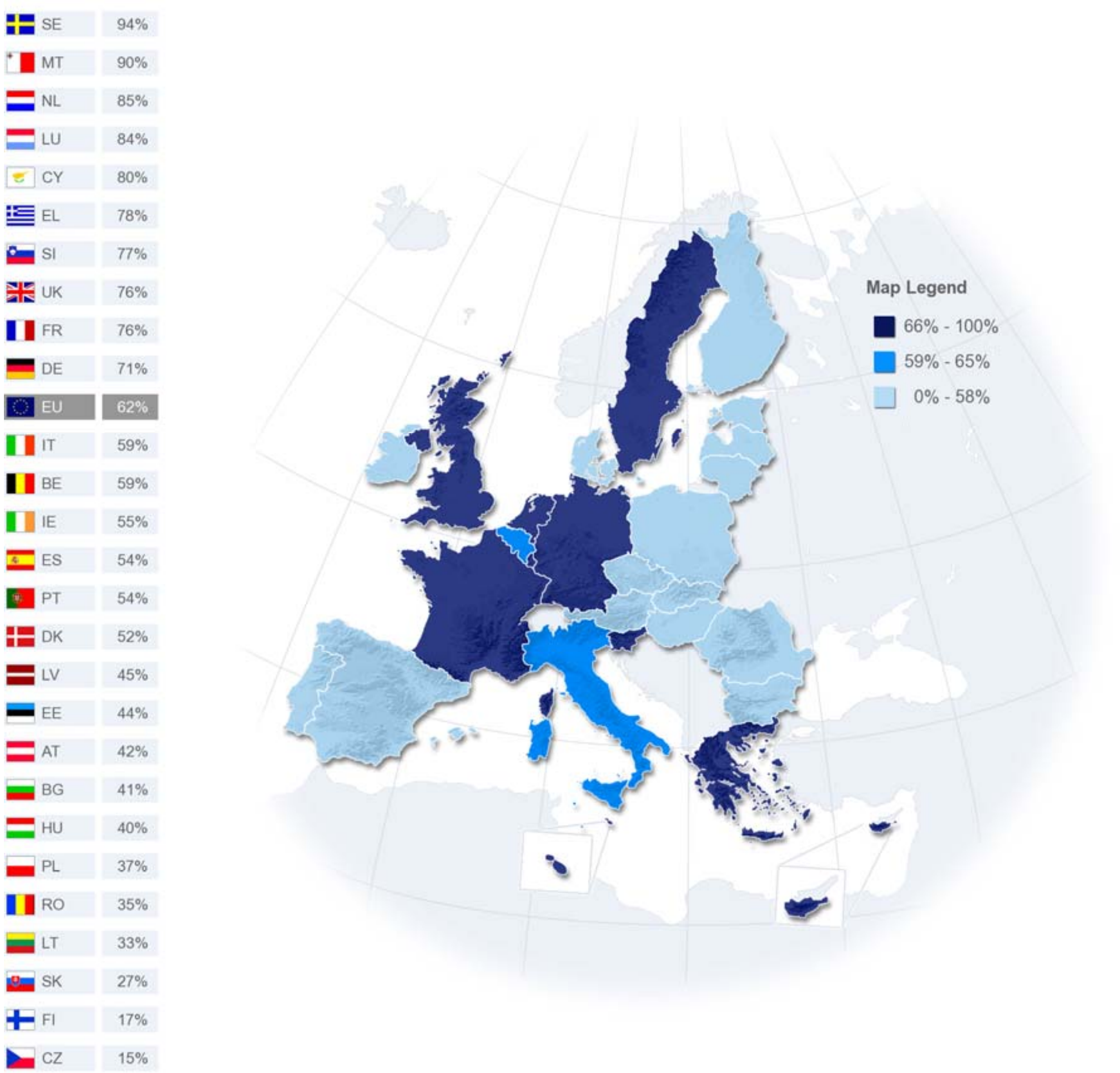
Highest percentage per item Lowest percentage per item

2.2. Households with fixed and mobile telephone access

It is most common for household to have both fixed and mobile telephone access rather than mobile or fixed line only, with 62% of households in the EU having both mobile and fixed access.

The incidence of dual access is highest in Sweden (94%) and Malta (90%). Dual access is least common in the Czech Republic (15%) and Finland (17%).

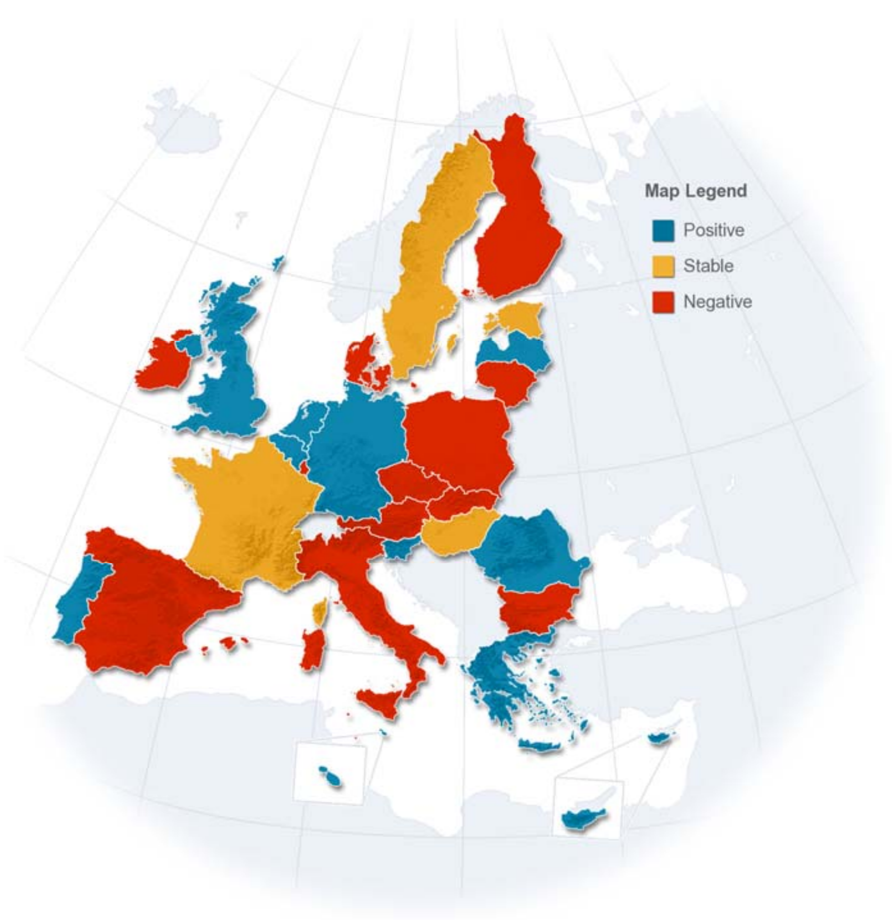
Households combining fixed and mobile telephone access



- Dual access increased / decreased within several countries, although overall there was no change -

Households combining fixed and mobile telephone access
(Comparison with EB72.5 Nov.-Dec. 2009)

EL	78%	+12
MT	90%	+10
PT	54%	+8
UK	76%	+7
BE	59%	+6
CY	80%	+3
LV	45%	+3
NL	85%	+2
DE	71%	+2
RO	35%	+2
SI	77%	+2
EU27	62%	+1
HU	40%	=
FR	76%	=
SE	94%	=
EE	44%	=
LU	84%	-1
AT	42%	-1
SK	27%	-3
IT	59%	-3
PL	37%	-4
LT	33%	-4
ES	54%	-6
CZ	15%	-6
FI	17%	-7
BG	41%	-7
DK	52%	-10
IE	55%	-11



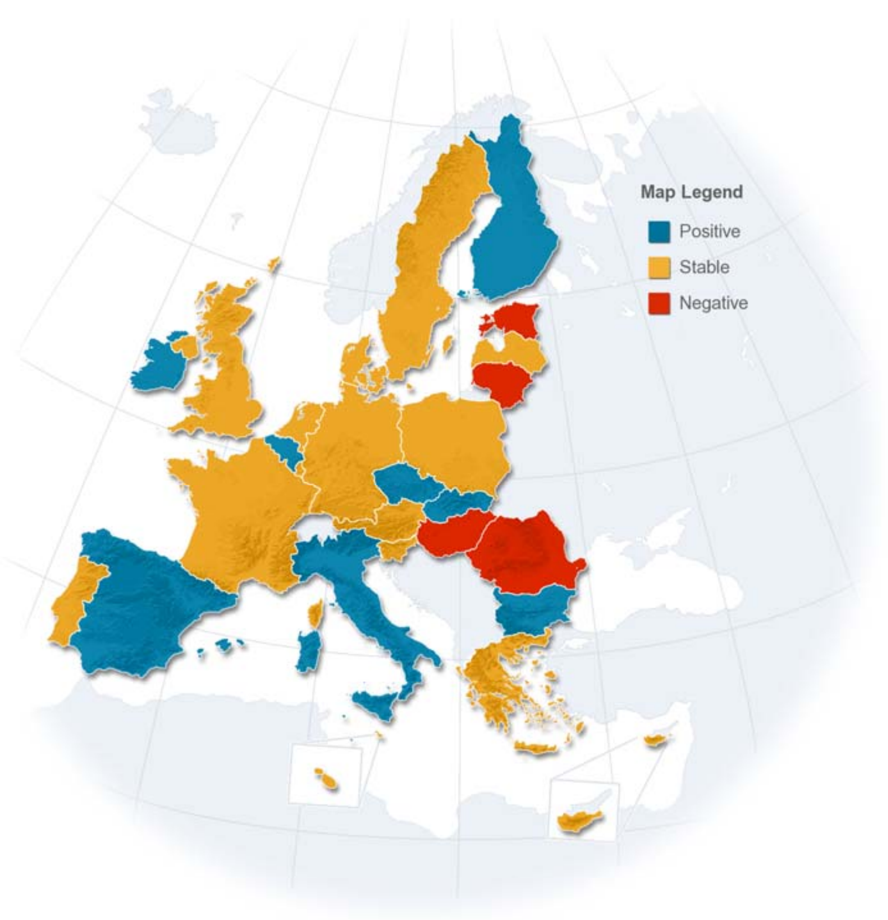
As we have seen in previous surveys, there is a disparity between the EU15 countries and the NMS12. Dual access remains greater in the EU15 countries (68%) and lower in the NMS12 at about half that of the EU15 (36%).

2.3. Households without telephone access

- 2% of EU households continue to not have any telephone access -

Households not having fixed nor mobile telephone access
(Comparison with EB72.5 Nov.-Dec. 2009)

BG	8%	+1
SK	5%	+1
CZ	3%	+1
ES	3%	+1
BE	2%	+1
IT	2%	+1
IE	2%	+1
FI	2%	+1
PT	5%	=
PL	4%	=
EU27	2%	=
LV	2%	=
AT	1%	=
DE	1%	=
FR	1%	=
EL	1%	=
UK	1%	=
NL	0%	=
SE	0%	=
MT	0%	=
SI	0%	=
DK	0%	=
LU	0%	=
CY	0%	=
HU	5%	-1
LT	3%	-1
EE	2%	-1
RO	11%	-4



Overall there is a significant difference between the EU15 and NMS12 countries, the overall incidence of having no telephone access is slightly higher in NMS12 at 6% compared to just 1% on average in EU15.

Households without telephone access tend to be those occupied by only one person and those in rural villages. Those who live alone without a telephone are most prevalent among those over 65 years.

Proportion of households having neither fixed telephone access nor mobile telephone access

		Household composition				Subjective urbanisation			Single households by age		
	TOTAL	1	2	3	4+	Rural village	Small/ mid size town	Large town	-29	30-59	60+
EU27	2%	4%	1%	1%	1%	3%	2%	1%	1%	3%	6%
EU15	1%	3%	1%	0%	1%	2%	2%	1%	1%	3%	4%
NMS12	6%	12%	5%	3%	2%	10%	5%	2%	3%	8%	16%

Proportion of elderly people having neither fixed telephone access nor mobile telephone

	The ageing society		
	55-64	65-74	75+
EU27	2%	4%	5%
EU15	1%	2%	3%
NMS12	5%	14%	14%

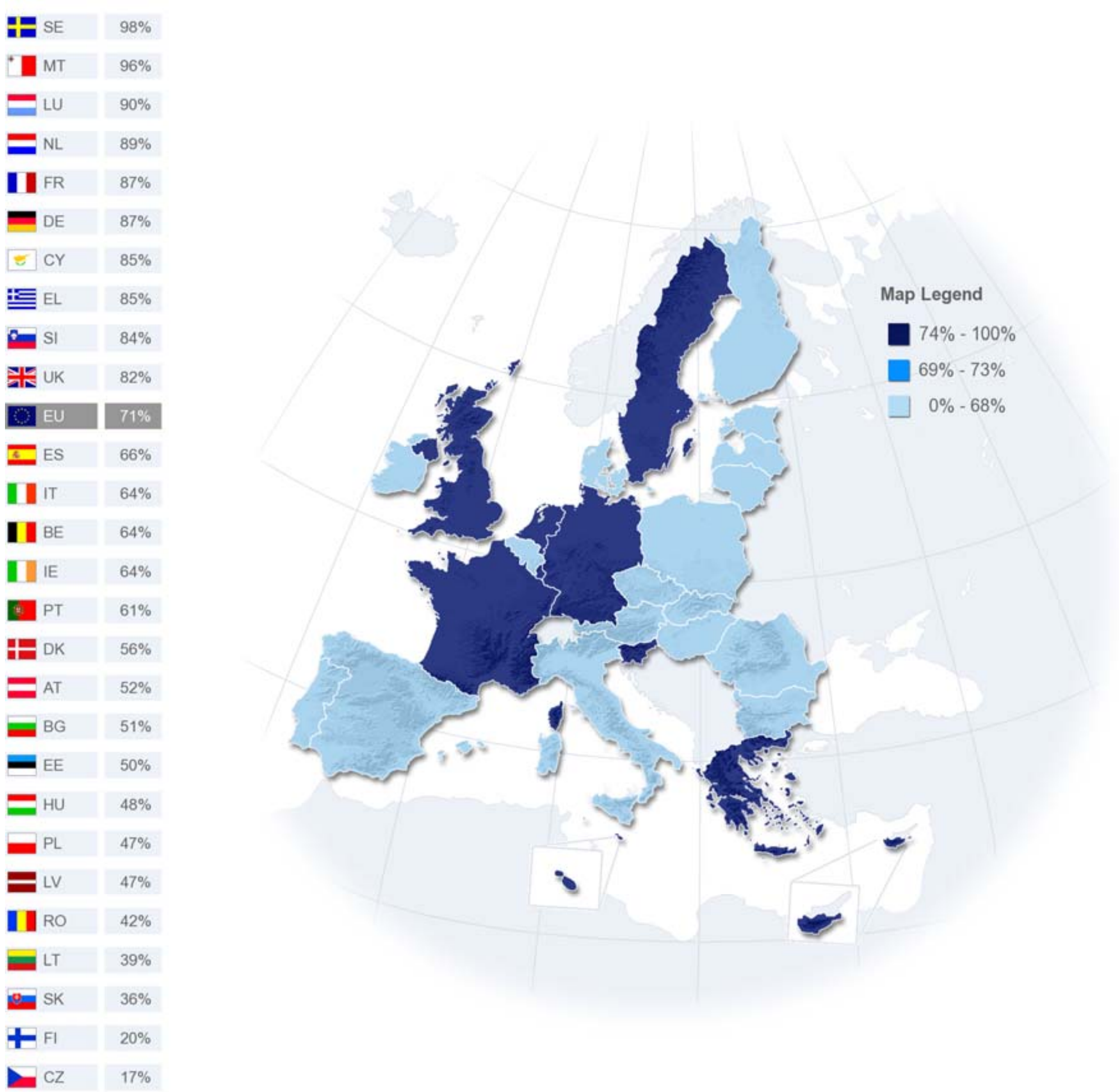
2.4. Fixed telephony

2.4.1. Households having at least one fixed telephone line

- 71% of EU households have access to a fixed line telephone -

Overall, seven out of ten EU households have access to at least one fixed telephone line. Sweden and Malta have the highest incidence of fixed telephone access with almost every household having access to a fixed line (98% and 96% respectively). The Czech Republic and Finland have the lowest incidence, with 17% and 20% respectively. However, the Czech Republic and Finland have a relatively high incidence of mobile phone access and mobile phone access only..

Households having fixed telephone access

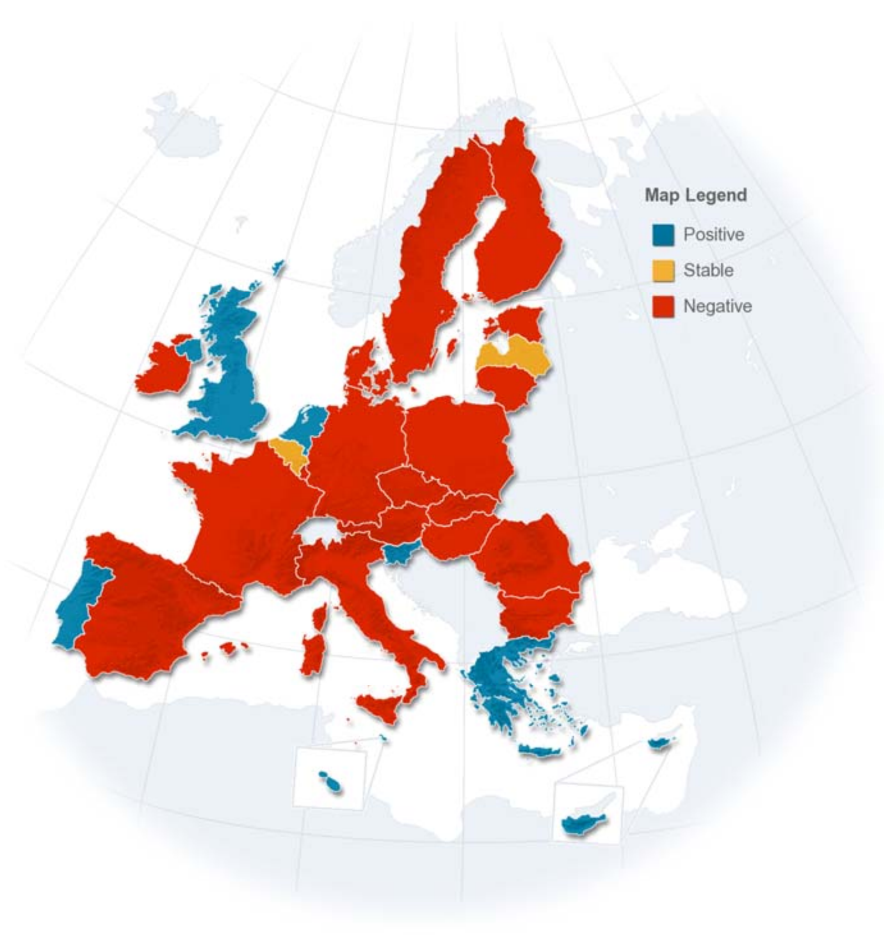


- No significant change in fixed telephone access overall, but at a country level ten countries experienced a decrease and only three an increase -

At a total EU level there was no significant change in fixed telephone access (-2). The greatest increases at a country level the greatest increases were in Portugal (+7), Greece (+5) and the UK (+3). At the other end of the scale, the greatest decreases in fixed telephone access were in Denmark (-12) and Bulgaria (-11).

Households having fixed telephone access
(Comparison with EB72.5 Nov.-Dec. 2009)

PT	61%	+7
EL	85%	+5
UK	82%	+3
SI	84%	+2
NL	89%	+1
MT	96%	+1
CY	85%	+1
BE	64%	=
LV	47%	=
LU	90%	-1
FR	87%	-1
SE	98%	-1
SK	36%	-1
DE	87%	-2
AT	52%	-2
EU27	71%	-2
EE	50%	-2
HU	48%	-2
IT	64%	-3
ES	66%	-3
RO	42%	-4
PL	47%	-5
LT	39%	-5
IE	64%	-7
FI	20%	-8
CZ	17%	-8
BG	51%	-11
DK	56%	-12



The incidence of fixed telephones is higher overall across EU15 than it is in NMS12. On average in EU15 around three quarters (77%) of all households have fixed telephone access, whereas on average in NMS12 around four in ten households have fixed telephone access (43%).

Since most EU citizens have a fixed telephone the socio-demographic profile of those with fixed telephones is largely representative of all EU citizens and as a consequence does not exhibit large skews towards a particular demographic group. Only households of two people are slightly more represented than other demographic groups, as they were among those with dual access.

Proportion of households having a fixed telephone access

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small/ mid size town	Large town	-29	30-59	60+
EU27	71%	66%	77%	70%	70%	70%	70%	73%	39%	60%	78%
EU15	77%	70%	82%	79%	81%	79%	75%	79%	41%	63%	83%
NMS12	43%	42%	50%	39%	41%	39%	40%	51%	24%	32%	51%

Proportion of elderly people having a fixed telephone access

	The ageing society		
	55-64	65-74	75+
EU27	77%	80%	88%
EU15	83%	86%	92%
NMS12	51%	54%	66%

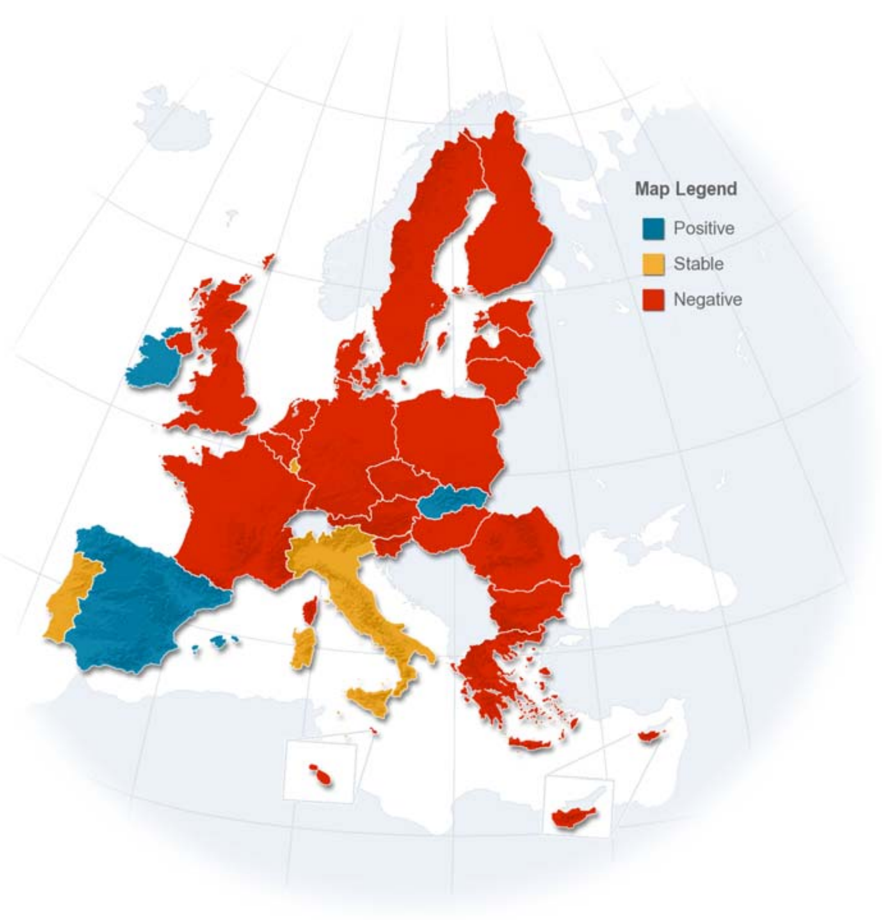
2.4.2. Households having only fixed telephone access

- Fixed only access decreased significantly in ten Member States -

Fixed only access has not increased significantly in any of the 27 Member States. However, fixed only access decreased most in Malta (-9), Greece (-7), Belgium (-6) and Romania (-6). These significant decreases appear to offset significant increases in dual access or mobile only access in these countries.

Households having fixed telephone access but no mobile telephone access
(Comparison with EB72.5 Nov.-Dec. 2009)

IE	8%	+2
ES	12%	+2
SK	8%	+1
LU	6%	=
PT	8%	=
IT	5%	=
SE	4%	-1
FR	11%	-1
AT	10%	-1
FI	3%	-1
SI	6%	-1
LT	6%	-1
NL	3%	-2
LV	3%	-2
DK	4%	-2
PL	9%	-2
EU27	9%	-2
CY	5%	-2
HU	8%	-3
EE	5%	-3
CZ	1%	-3
BG	10%	-4
DE	16%	-4
UK	6%	-5
BE	5%	-6
RO	7%	-6
EL	7%	-7
MT	6%	-9



Socio-demographically, households with fixed telephone access only are more prevalent among single occupancy households of those over 60 years.

Proportion of households having a fixed telephone access but no mobile telephone access

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small/ mid size town	Large town	-29	30-59	60+
EU27	9%	17%	10%	2%	1%	10%	9%	7%	0%	4%	31%

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

	The ageing society		
	55-64	65-74	75+
EU27	7%	18%	42%
EU15	7%	18%	42%
NMS12	7%	17%	39%

2.5. Mobile telephony

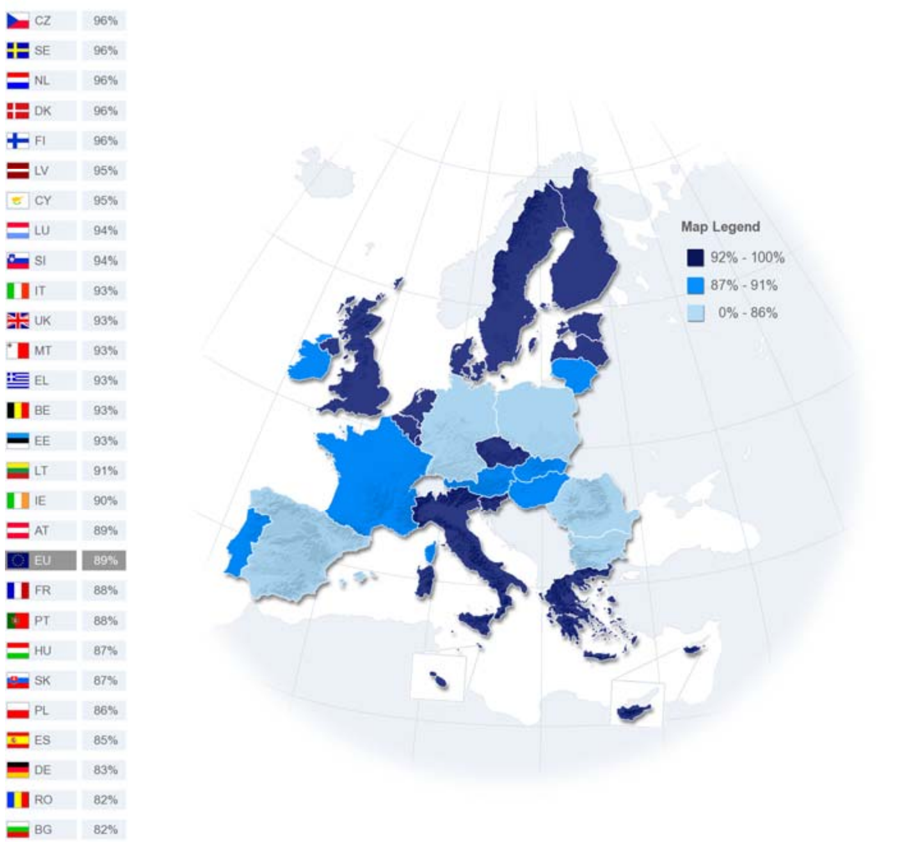
2.5.1. Households having at least one mobile telephone

- More households have access to a mobile phone than a fixed telephone -

Overall, access to a mobile phone is widespread, with almost nine out of ten households having access to a mobile telephone (89%). Mobile phone access is more prevalent than fixed telephone access with only seven out of ten households (71%) having access.

Access to at least one mobile phone is highest in the Czech Republic (96%), Sweden (96%), the Netherlands (96%), Denmark (96%) and Finland (96%). Conversely, access is lowest in Bulgaria (82%), Romania (82%) and Germany (83%).

Households having at least one mobile telephone access

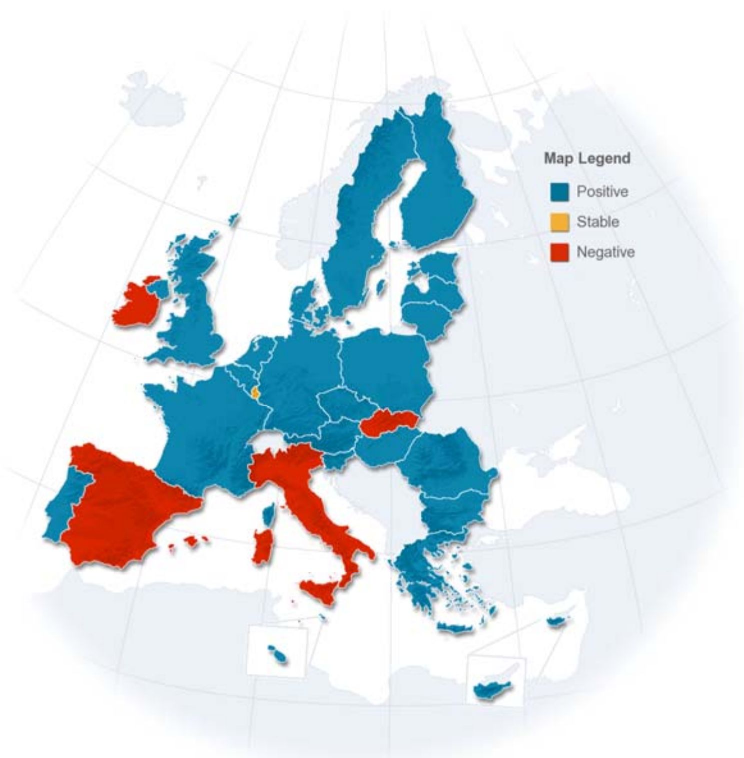


- Mobile access increased in nine Member States and decreased in only two -

Although Romania is one of the countries with the lowest household access to mobile phones, it experienced the highest increase (as it did in the previous survey), with an increase of ten percentage points from winter 2009. Malta (+8) and Greece (+8) also experienced the highest increases.

Households having at least one mobile telephone access
(Comparison with EB72.5 Nov.-Dec. 2009)

RO	82%	+10
MT	93%	+8
EL	93%	+8
UK	93%	+5
BE	93%	+5
BG	82%	+4
EE	93%	+4
HU	87%	+3
DE	83%	+3
LV	95%	+2
NL	96%	+2
EU27	89%	+2
DK	96%	+2
CY	95%	+2
LT	91%	+2
CZ	96%	+2
FR	88%	+1
FI	96%	+1
AT	89%	+1
PL	86%	+1
SI	94%	+1
SE	96%	+1
PT	88%	+1
LU	94%	=
IT	93%	-1
SK	87%	-2
IE	90%	-3
ES	85%	-4



Since most EU households have access to at least one mobile telephone the socio-demographic profile is broadly representative of EU citizens in general. The only demographic group that tends to have less access than others to at least one mobile phone tends to be those over 75 years of age.

Proportion of households having at least one mobile telephone access

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small/ mid size town	Large town	-29	30-59	60+
EU27	89%	79%	89%	97%	98%	87%	89%	91%	98%	93%	63%

Proportion of elderly people having at least one mobile telephone access

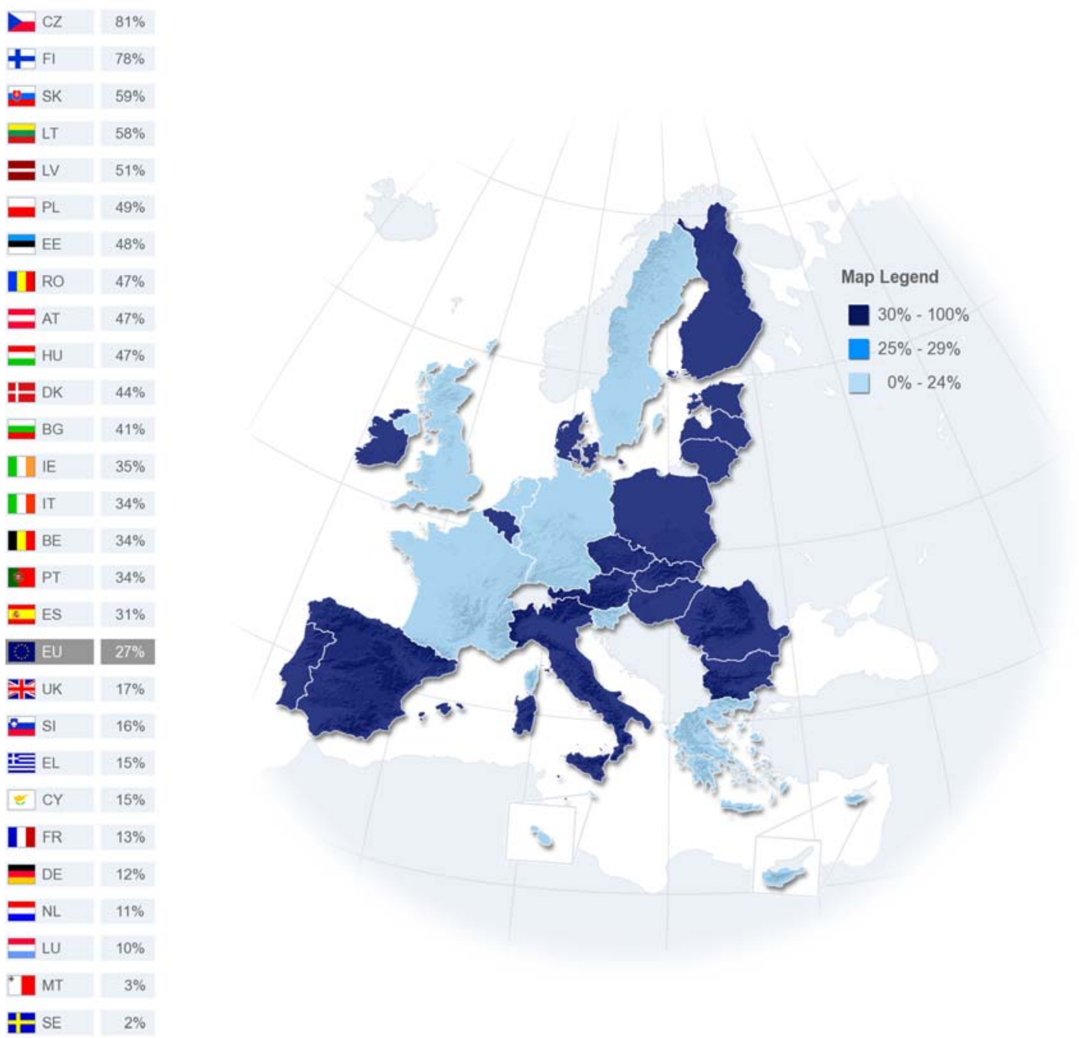
	The ageing society		
	55-64	65-74	75+
EU27	91%	78%	53%
EU15	91%	80%	54%
NMS12	88%	69%	47%

2.5.2. Households having only mobile phone access

- One in four EU households only has mobile telephone access -

Slightly more than a quarter of EU households have mobile phone access only, a trend which has been increasing over the last five years (+9 points). Mobile phone only access keeps being most prevalent in the Czech Republic and Finland where about eight out of ten households only have mobile access. Conversely, in Sweden and Malta this type of access is lowest, with only 2% and 3% of households having mobile access exclusively; which is as expected given that Sweden and Malta exhibit the highest incidence of fixed telephone access in the EU.

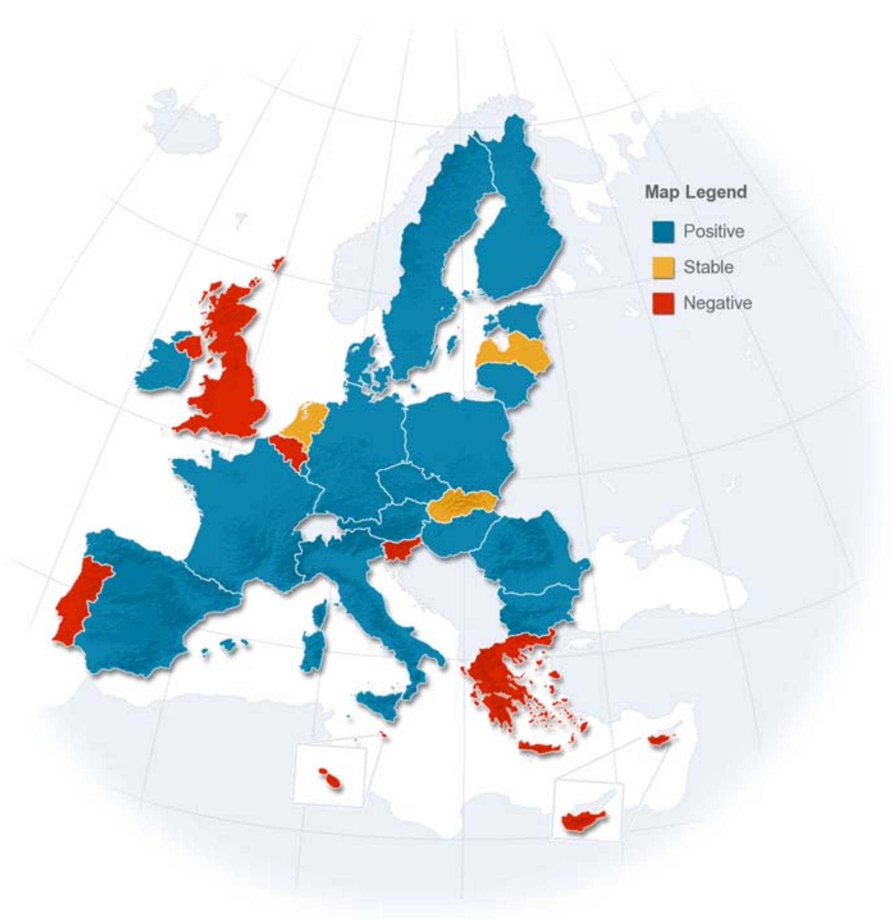
Households having mobile telephone access but no fixed telephone access



In a majority of Member States, Mobile only access has increased since 2009. Interestingly, the countries which have experienced the highest increase are also those with the higher proportion of households having only mobile phone access.

Households having mobile telephone access but no fixed telephone access
(Comparison with EB72.5 Nov.-Dec. 2009)

DK	44%	+12
BG	41%	+11
CZ	81%	+8
RO	47%	+8
IE	35%	+7
FI	78%	+7
LT	58%	+6
PL	49%	+5
EE	48%	+3
HU	47%	+3
AT	47%	+2
IT	34%	+2
EU27	27%	+2
FR	13%	+2
ES	31%	+2
LU	10%	+1
DE	12%	+1
SE	2%	+1
SK	59%	=
NL	11%	=
LV	51%	=
CY	15%	-1
BE	34%	-1
SI	16%	-2
MT	3%	-2
UK	17%	-3
EL	15%	-4
PT	34%	-7



Households with mobile only access are more prevalent in NMS12 on average than in EU15. On average, about half (51%) of all NMS12 households have mobile only access whereas only one in five (21%) of EU15 households have mobile only access.

The 27% of EU households with mobile phone access only are more prevalent among single households of younger people, in particular those under 29 years (60%).

Proportion of households having a mobile telephone access but no fixed telephone access

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small/ mid size town	Large town	-29	30-59	60+
EU27	27%	30%	21%	29%	29%	26%	28%	26%	60%	37%	16%
EU15	21%	27%	17%	21%	19%	19%	23%	20%	58%	34%	13%
NMS12	51%	45%	45%	58%	57%	51%	56%	47%	73%	60%	33%

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

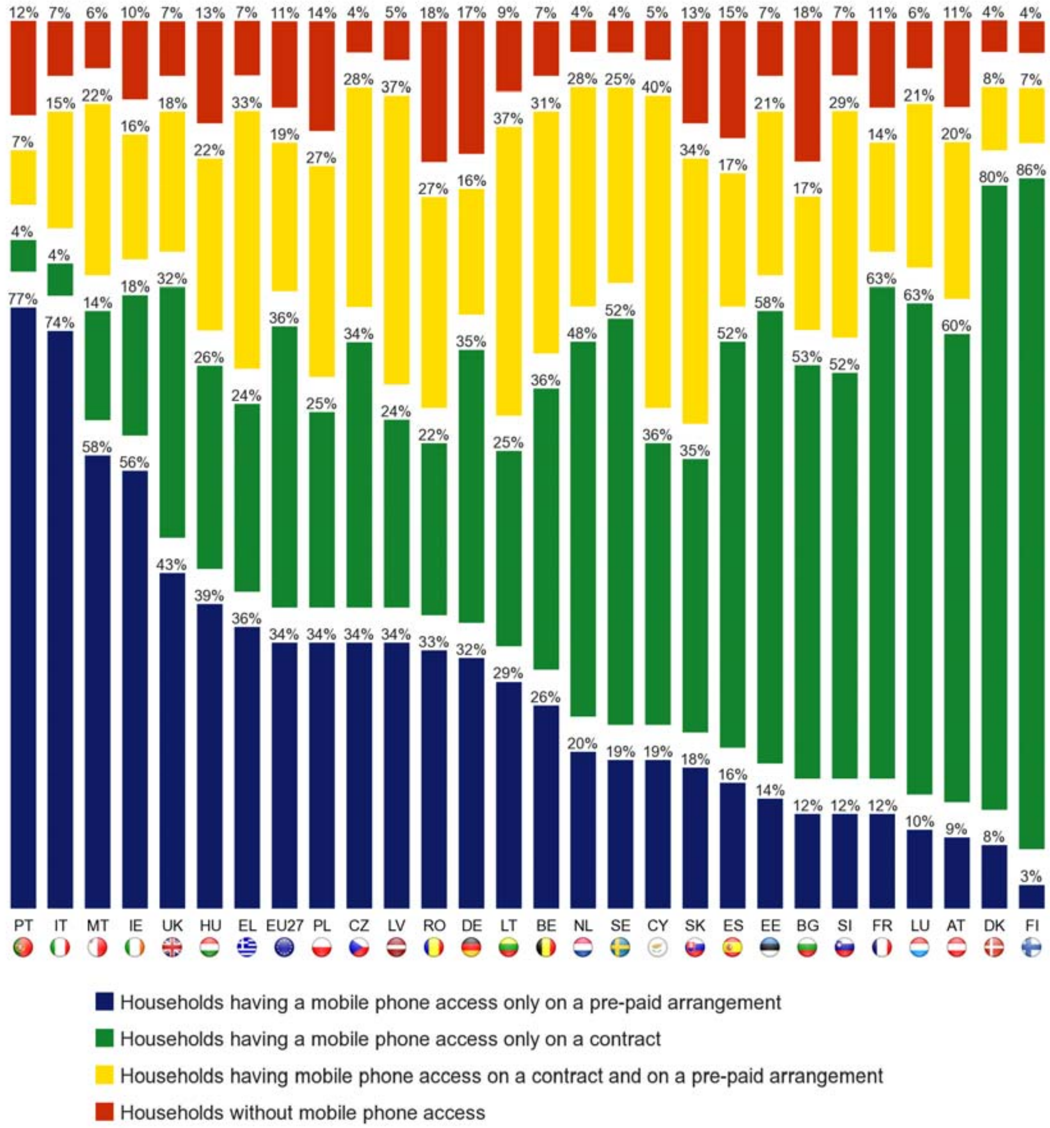
	The ageing society		
	55-64	65-74	75+
EU27	21%	16%	7%
EU15	16%	12%	5%
NMS12	44%	32%	20%

2.5.3. Mobile telephone access: contract versus pre-paid

- Contract and pre-paid systems are used exclusively and in combination -

Contract and pre-paid systems are used almost equally across the EU, with 34% using only a pre-paid system, 36% using only a contract system and 19% using both.

Households with a mobile phone access on a pre-paid arrangement or/and on a contract or without mobile phone access



The use of pre-paid systems only is greatest in Portugal and Italy, where around three quarters of households use this payment system. Contracts are preferred in Finland

and Denmark, where around eight out of ten households use contracts exclusively. Both systems are used most in Cyprus (40%), Lithuania (37%) and Latvia (37%).

The main demographic driver underlying households using both pre-paid and contracts is that they tend to have three or more household members; it seems that the different payment plans enable larger households to meet the different needs of the different household members.

Proportion of households having a mobile phone access on a contract + pre-paid arrangement

		Household composition				Subjective urbanisation			Single households by age		
	TOTAL	1	2	3	4+	Rural village	Small/ mid size town	Large town	-29	30-59	60+
EU27	19%	7%	17%	29%	35%	19%	19%	20%	11%	9%	4%
EU15	17%	7%	17%	25%	32%	17%	17%	17%	10%	8%	4%
NMS12	27%	7%	18%	40%	43%	26%	27%	29%	20%	11%	3%

Proportion of elderly people having a mobile phone access on a contract + pre-paid arrangement

	The ageing society		
	55-64	65-74	75+
EU27	18%	10%	4%
EU15	18%	10%	4%
NMS12	21%	9%	4%

Those using pre-paid systems only are slightly more prevalent among those from small/mid towns (37%) and the elderly population aged 65-74 years (43%).

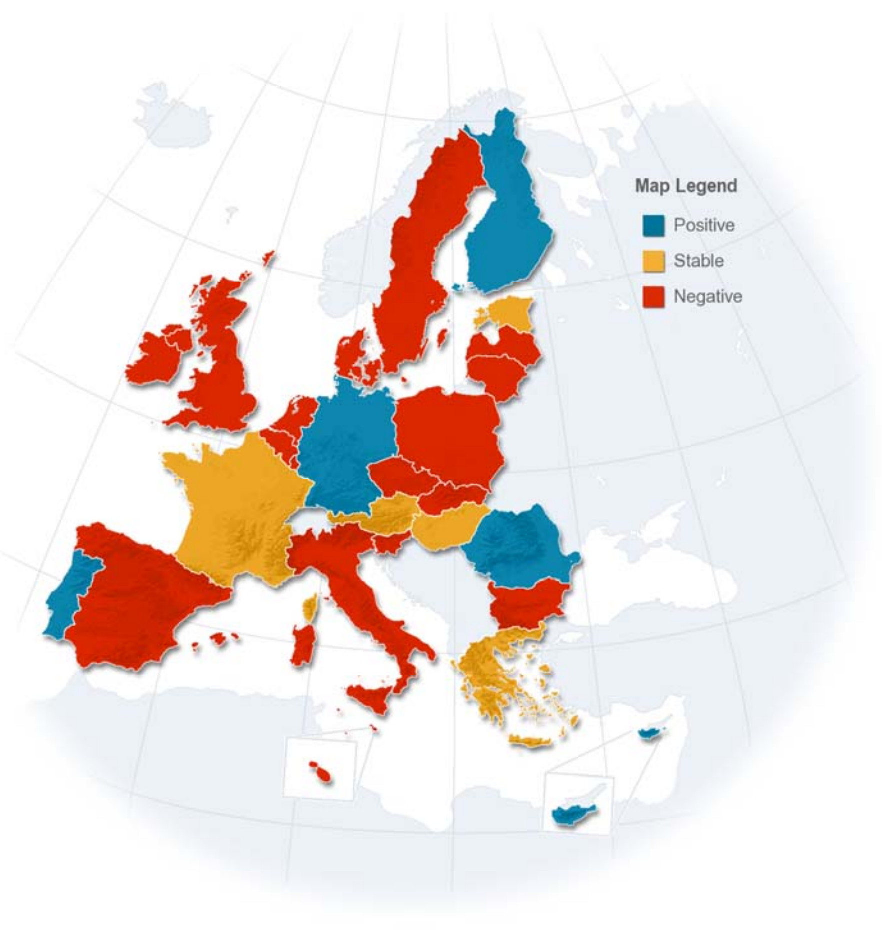
The use of contracts is not more prevalent among any particular group; however it is less prevalent among some demographics. Those using contracts only are slightly less likely among larger households (because larger households tend to use a combination of pre-paid systems and contracts), small/mid size towns and the elderly age groups over 55 years.

- In ten Member States significantly fewer respondents are using only pre-paid systems -

Overall, there has been no change in the proportion of households using pre-paid systems only, although within Member States there have been some changes. Romanian and German households exhibited the greatest increases, while at the other end of the scale, the largest decreases in the use of such systems were exhibited in Latvia (-7), Belgium (-6), Spain (-5), Malta (-5) and Italy (-5).

Households having a mobile phone access only on a pre-paid arrangement
(Comparison with EB72.5 Nov.-Dec. 2009)

RO	33%	+4
DE	32%	+3
PT	77%	+1
CY	19%	+1
FI	3%	+1
EE	14%	=
EU27	34%	=
FR	12%	=
EL	36%	=
AT	9%	=
HU	39%	=
SE	19%	-1
BG	12%	-2
SI	12%	-2
LU	10%	-2
PL	34%	-2
SK	18%	-2
CZ	34%	-2
UK	43%	-3
LT	29%	-4
IE	56%	-4
NL	20%	-4
DK	8%	-4
IT	74%	-5
MT	58%	-5
ES	16%	-5
BE	26%	-6
LV	34%	-7

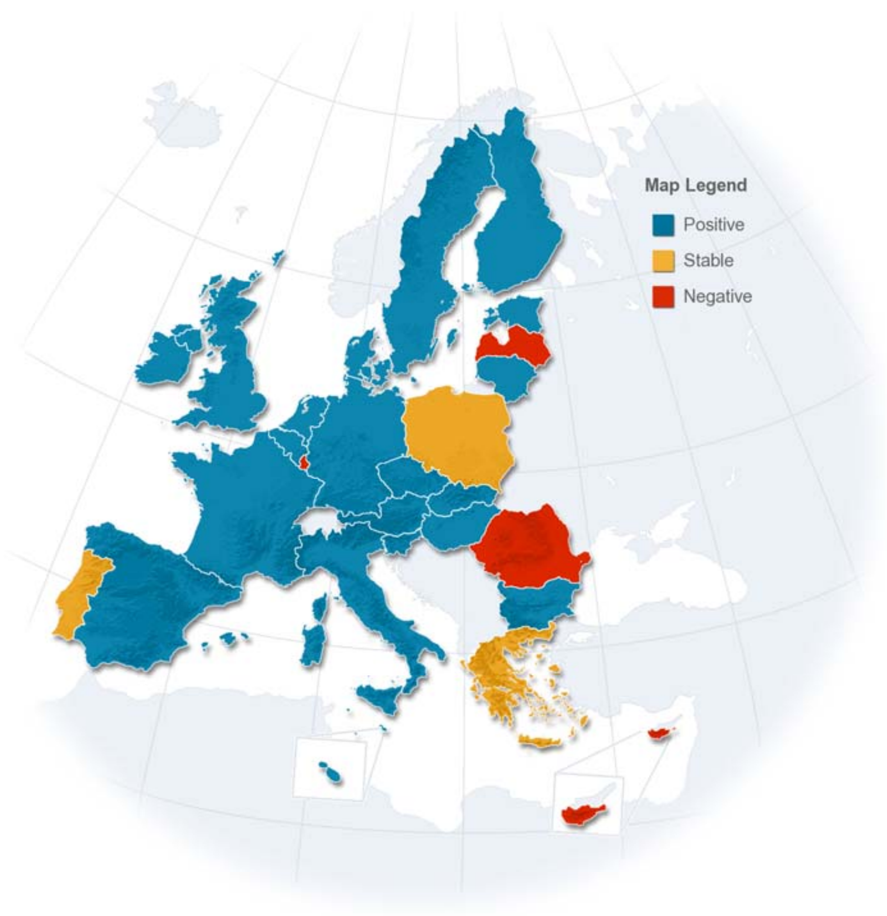


- In eleven Member States significantly more respondents are using contracts -

Overall, there was also not a significant change in the proportion of households using contracts only (+2); although within Member States there were some significant increases. The greatest increases were apparent among British (+9), Danish (+8), Spanish (+7) and Dutch (+7) households. There were no significant decreases.

Households having a mobile phone access only on a contract
(Comparison with EB72.5 Nov.-Dec. 2009)

UK	32%	+9
DK	80%	+8
ES	52%	+7
NL	48%	+7
MT	14%	+5
IE	18%	+5
BG	53%	+5
AT	60%	+4
SE	52%	+3
EE	58%	+3
LT	25%	+3
DE	35%	+2
SK	35%	+2
EU27	36%	+2
HU	26%	+2
CZ	34%	+2
FR	63%	+1
BE	36%	+1
IT	4%	+1
FI	86%	+1
SI	52%	+1
EL	24%	=
PL	25%	=
PT	4%	=
LV	24%	-1
LU	63%	-1
RO	22%	-2
CY	36%	-2



Interestingly, households that say that they limit their calls with their mobile phones because they are concerned about communication charges are more likely to use mobile phone accesses on a pre-paid arrangement than those who do not (63% vs. 50%). Conversely, those who declare that they are not limiting their calls are more likely to use mobile phone accesses on a contract than those who are limiting them (70% vs. 58%).

QC3.3 You limit your calls with your mobile phone because you are concerned about communication charges
(Household Weighted)

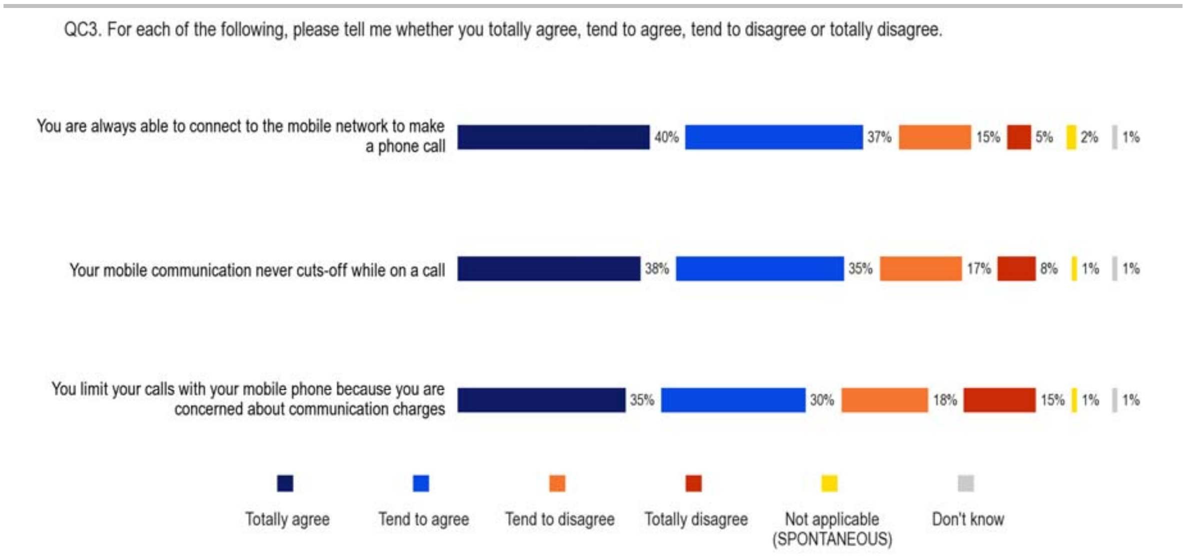
QC2* - EU		EU27	Total 'Agree'	Total 'Disagree'
Mobile phone accesses on a contract (billed)	Yes	55%	58%	70%
	No	43%	41%	29%
Mobile phone accesses on a pre-paid arrangement (pre-paid cards)	Yes	53%	63%	50%
	No	44%	34%	48%

*QC2 And thinking about all household members, including yourself, please indicate for each of the following how many of them are available in your household.

2.5.4. Control of expenditure and quality of mobile phone services

EU citizens appear to be more concerned with the cost of mobile phone services than the quality of those services.

Around three quarters of respondents agree with the positive statements about the quality of mobile calls (always able to connect to the mobile network to make a call, 77% totally/tend to agree, and mobile does not cut-off while on a call, 73% totally/tend to agree). This leaves between 20% and 25% of respondents unsatisfied about the quality of their mobile connection. However, a vast majority of users agree with the negative statement that they limit the cost of mobile phone calls because of concern about mobile phone charges).

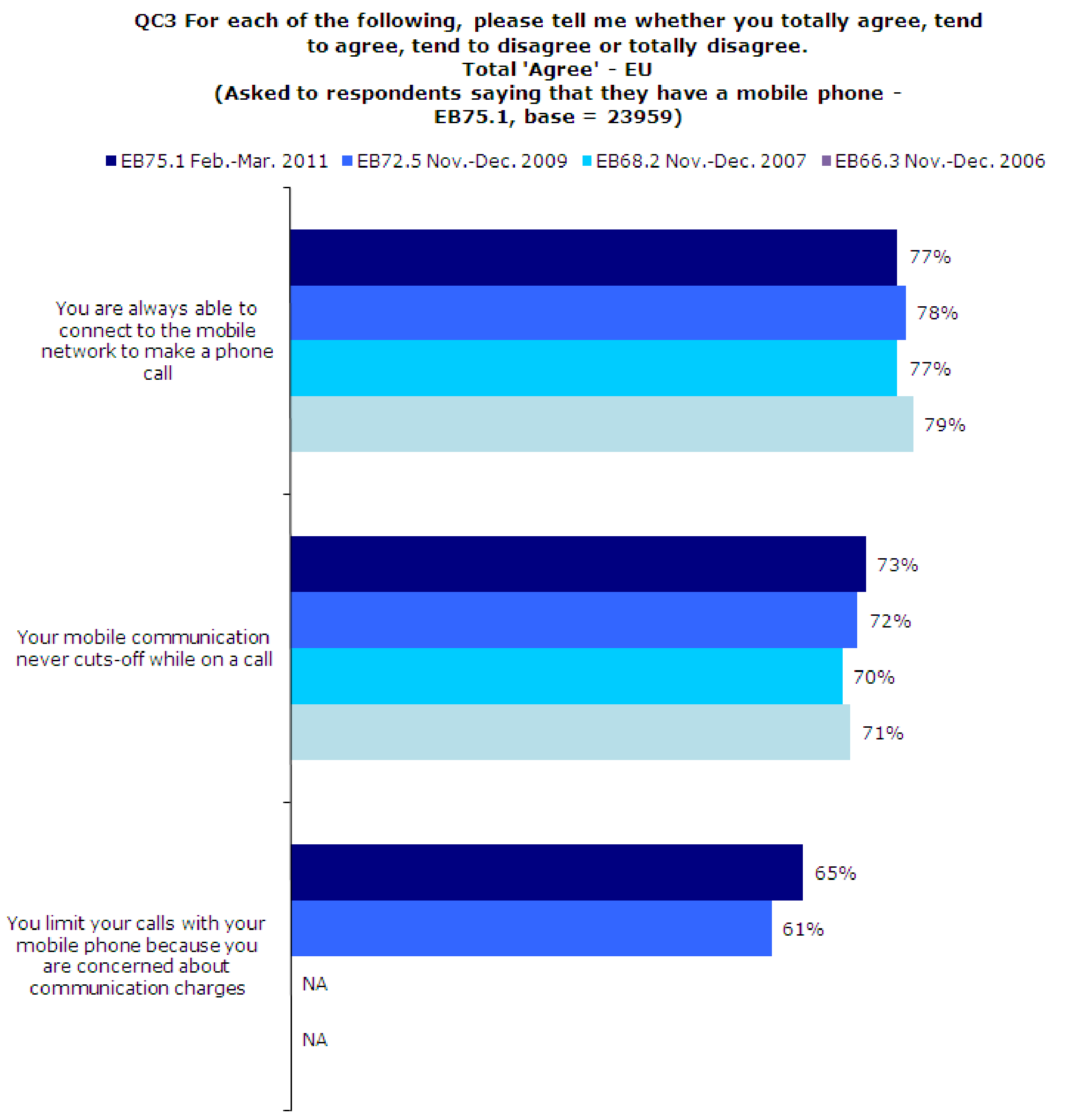


Base: Respondents saying that they have a mobile phone (n= 23959)

Overall, perceptions of the quality of mobile phone services are unchanged from winter 2009.

- Concerns about the cost impact of mobile calls have increased -

However, in terms of perceptions about the cost of mobile calls there has been a deterioration since winter 2009. Almost two thirds (65%) of EU citizens now agree that they limit mobile phone calls because they are concerned about mobile phone charges, which represents an increase of four percentage points since the last survey. .



Respondents from the Czech Republic, Hungary and Austria were those who agreed most that they were always able to connect to the mobile network to make a call, with almost nine out of ten agreeing that this was the case. Respondents from the Czech Republic and Hungary were also those who agreed most in winter 2009.

Conversely, respondents in the UK (31%), France (26%), Denmark (25%) and Finland (25%) expressed the highest levels of disagreement. Respondents in the UK, France and Denmark also had the highest incidence of disagreement in winter 2009.

QC3.2 You are always able to connect to the mobile network to make a phone call

(Asked to respondents saying that they have a mobile phone – base = 23959)

EU - Agree	EU27 77% agree (-1)
Highest agree by country	Czech Republic (89%) Hungary (88%) Austria (87%)
Largest increase of agreement (EB75.1 - EB72.5)	Ireland (81%; +4) Spain (77%; +4) Romania (76%; +3)
EU - Disagree	EU27 20% disagree (=)
Highest disagree by country	United Kingdom (31%) France (26%) Denmark (25%) Finland (25%)
Largest increase of disagreement (EB75.1 - EB72.5)	Finland (25%; +7) United Kingdom (31%; +6) Bulgaria (16%; +5)

Base: Respondents saying that they have a mobile phone (n= 23959)

Respondents from Hungary and the Czech Republic also agreed most that their mobile never cuts-off while they are on a call (84% and 83% respectively); there was also a high incidence of agreement in Malta (82%). This is unchanged since last year as Hungary, the Czech Republic and Malta were also among those with the highest levels of agreement in winter 2009.

Again, as with the previous statement ('always being able to connect to the network') respondents who disagreed most with this statement were from the UK (37%) and Finland (36%). In addition, respondents from Romania (36%) were also among those who disagreed most with this statement. Romania and the UK also exhibited the highest levels of disagreement in the previous survey.

QC3.1 Your mobile communication never cuts-off while on a call
(Asked to respondents saying that they have a mobile phone – base = 23959)

EU - Agree	EU27 73% agree (+1)
Highest agree by country	Hungary (84%) Czech Republic (83%) Malta (82%)
Largest increase of agreement (EB75.1 - EB72.5)	Cyprus (81%; +8) France (74%; +6) Ireland (72%; +4) Spain (69%; +4)
EU - Disagree	EU27 25% disagree (-1)
Highest disagree by country	United Kingdom (37%) Romania (36%) Finland (36%)
Largest increase of disagreement (EB75.1 - EB72.5)	Finland (36%; +7) Luxembourg (32%; +6) Greece (28%; +5) Slovenia (25%; +5) Bulgaria (22%; +5)

Base: Respondents saying that they have a mobile phone (n= 23959)

Those who are most concerned about mobile call costs are the Greek (84%), Spanish (79%), Czech (77%) and Bulgarian (77%) respondents. Greek and Bulgarian respondents were also among those who were most concerned about mobile call costs in the last survey.

Conversely, those who disagree most that they limit their mobile calls because of potential concerns about the cost are Finnish (59%), Danish (55%), Austrian (55%) and Swedish (55%) respondents. This is similar to the previous survey as respondents from Finland, Austria and Sweden also exhibited the highest levels of disagreement in winter 2009.

QC3.3 You limit your calls with your mobile phone because you are concerned about communication charges
(Asked to respondents saying that they have a mobile phone – base = 23959)

EU - Agree	EU27 65% agree (+4)
Highest agree by country	Greece (84%) Spain (79%) Czech Republic (77%) Bulgaria (77%)
Largest increase of agreement (EB75.1 - EB72.5)	Slovenia (67%; +12) The Netherlands (53%; +11) Greece (84%; +10) Spain (79%; +10)
EU - Disagree	EU27 33% disagree (-4)
Highest disagree by country	Finland (59%) Denmark (55%) Austria (55%) Sweden (55%)
Largest increase of disagreement (EB75.1 - EB72.5)	Latvia (36%; +4) Denmark (55%; +2) Germany (43%; +2) Ireland (22%; +2)

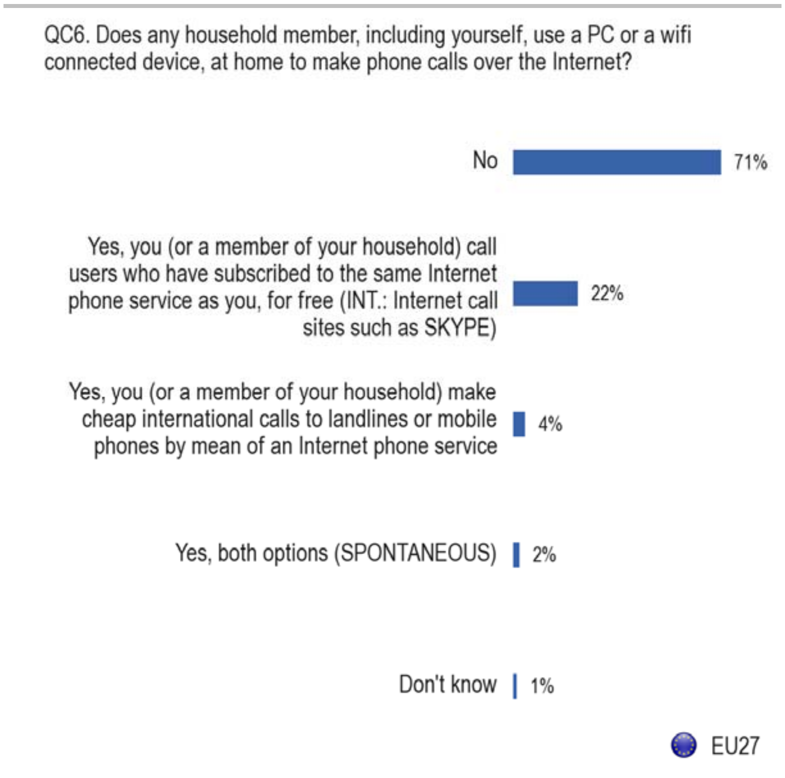
Base: Respondents saying that they have a mobile phone (n= 23959)

2.6. Calling over the Internet as an alternative mean of telephony

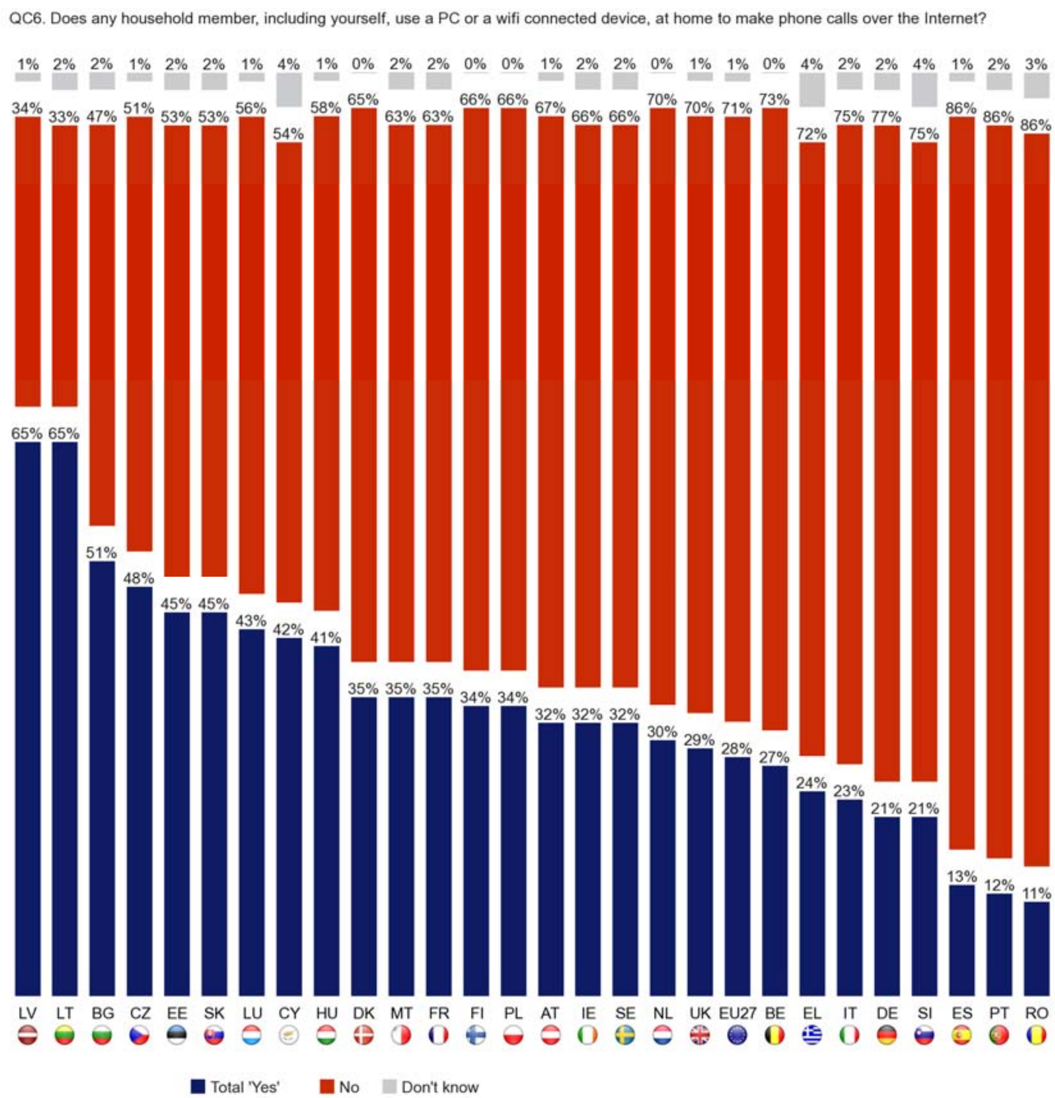
- Calling over the Internet has grown -

The use of a PC or a wifi connected device to make phone calls over the Internet is an interesting feature to monitor. We can observe that there has been an increase in the proportion of EU citizens adopting this behaviour since winter 2009 to 28% (+6 percentage points).

Most prevalent is the use of free Internet phone services such as Skype, 22% only uses to the Internet make PC-to-PC calls over the Internet. A minority, 6%, are using an Internet phone service to make cheap international calls to landlines or mobile phones.



Making calls over the Internet is most popular in Latvia and Lithuania where almost two thirds of respondents (65%) are doing so. Conversely, respondents in Romania, Portugal and Spain report making calls over the Internet least, only 11%, 12% and 13% respectively.



The previous gap between the EU15 and NMS12 countries has narrowed. The incidence of calling over the Internet is still slightly higher among the NMS12 countries at 36% (-1) but the average incidence in the EU15 is higher than in winter 2009 (+8) at 27%.

Socio-demographically, single households are less likely to be using the Internet to make phone calls and the elderly over 65 years of age are also less likely to be using it. We shall see in the next section that the elderly are also using the Internet less than younger people and so it is not surprising that they are using this technology to make telephone calls less too.

3. COMPUTERS AND INTERNET

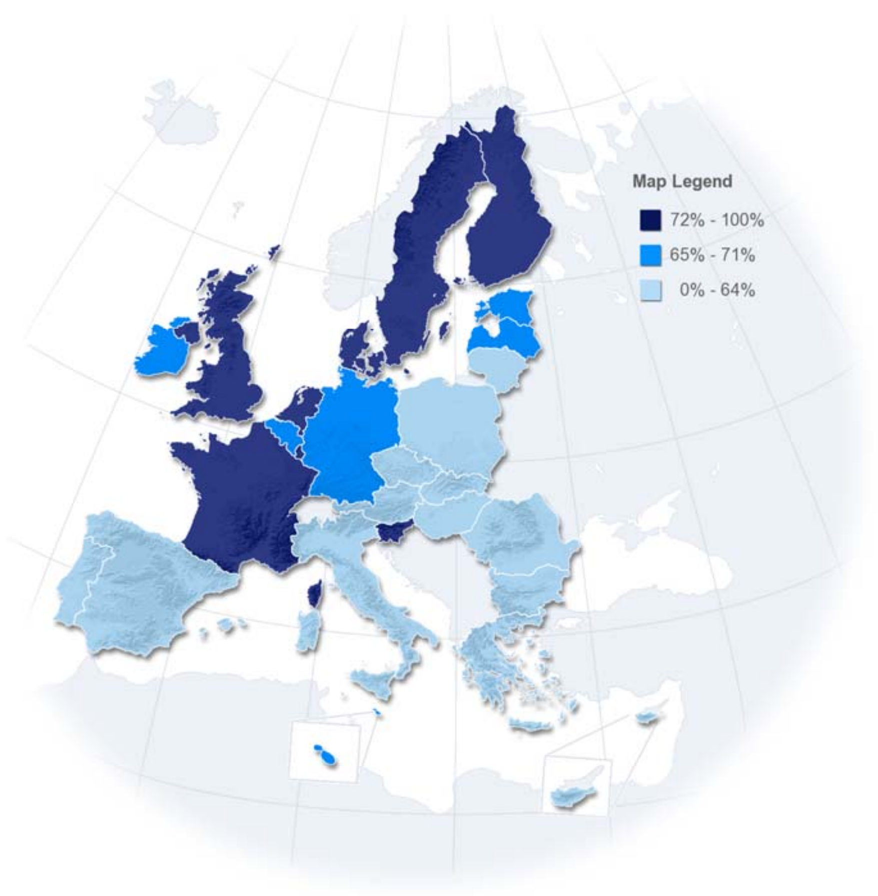
3.1. Personal computers

- Household computer access has continued to grow (+4), two thirds of EU households now have a computer -

Just over two thirds of EU households have a computer (68%). Computer ownership is greatest in the Netherlands, Sweden and Denmark where around nine out of ten respondents own a computer (between 95% and 88%). On the other hand, ownership is lowest in Bulgaria (47%), Romania (53%), Hungary (54%), Slovakia (55%), Greece (55%), Portugal (56%) and the Czech Republic (56%).

Households having a computer

NL	95%
SE	91%
DK	88%
FI	79%
LU	78%
FR	75%
SI	74%
UK	73%
BE	71%
MT	69%
IE	69%
DE	69%
LV	69%
EE	69%
EU	68%
PL	64%
AT	62%
CY	62%
IT	61%
LT	60%
ES	59%
PT	56%
CZ	56%
EL	55%
SK	55%
HU	54%
RO	53%
BG	47%



Overall, household ownership of computers has increased by four percentage points since winter 2009. However, the disparity between EU15 and NSM12 remains, ownership being still greater in the EU15 with seven out of ten households (70%) having a computer versus only six out of ten in the NMS12 (59%). Nevertheless, this represents an increase in the EU15 of four percentage points and six percentage points in NMS12.

The greatest increases since winter 2009 were exhibited in Malta (+12), Latvia (+11), Romania (+11) and Bulgaria (+10). There were no significant decreases in computer ownership.

Households having a computer
(Comparison with EB72.5 Nov.-Dec. 2009)

EU27	68%	+4

MT	69%	+12	HU	54%	+4
LV	69%	+11	AT	62%	+4
RO	53%	+11	PL	64%	+4
BG	47%	+10	SI	74%	+4
PT	56%	+8	FI	79%	+4
BE	71%	+7	SE	91%	+4
DE	69%	+6	FR	75%	+3
LT	60%	+6	NL	95%	+3
CZ	56%	+5	DK	88%	+1
IE	69%	+5	ES	59%	+1
EL	55%	+5	LU	78%	=
UK	73%	+5	SK	55%	=
EE	69%	+4	IT	61%	-1
CY	62%	+4			

Socio-demographically, households with a computer are more prevalent among those composed of 3 or more people. Notably, they are less prevalent among the elderly aged 65 years and older.

Proportion of households having a computer

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small/ mid size town	Large town	-29	30-59	60+
EU27	68%	50%	64%	85%	88%	64%	67%	73%	88%	69%	27%
EU15	70%	54%	68%	88%	90%	68%	69%	74%	88%	72%	30%
NMS12	59%	30%	45%	75%	83%	50%	58%	69%	88%	46%	11%

Proportion of elderly people having a computer

	The ageing society		
	55-64	65-74	75+
EU27	65%	39%	21%
EU15	70%	44%	22%
NMS12	46%	19%	10%

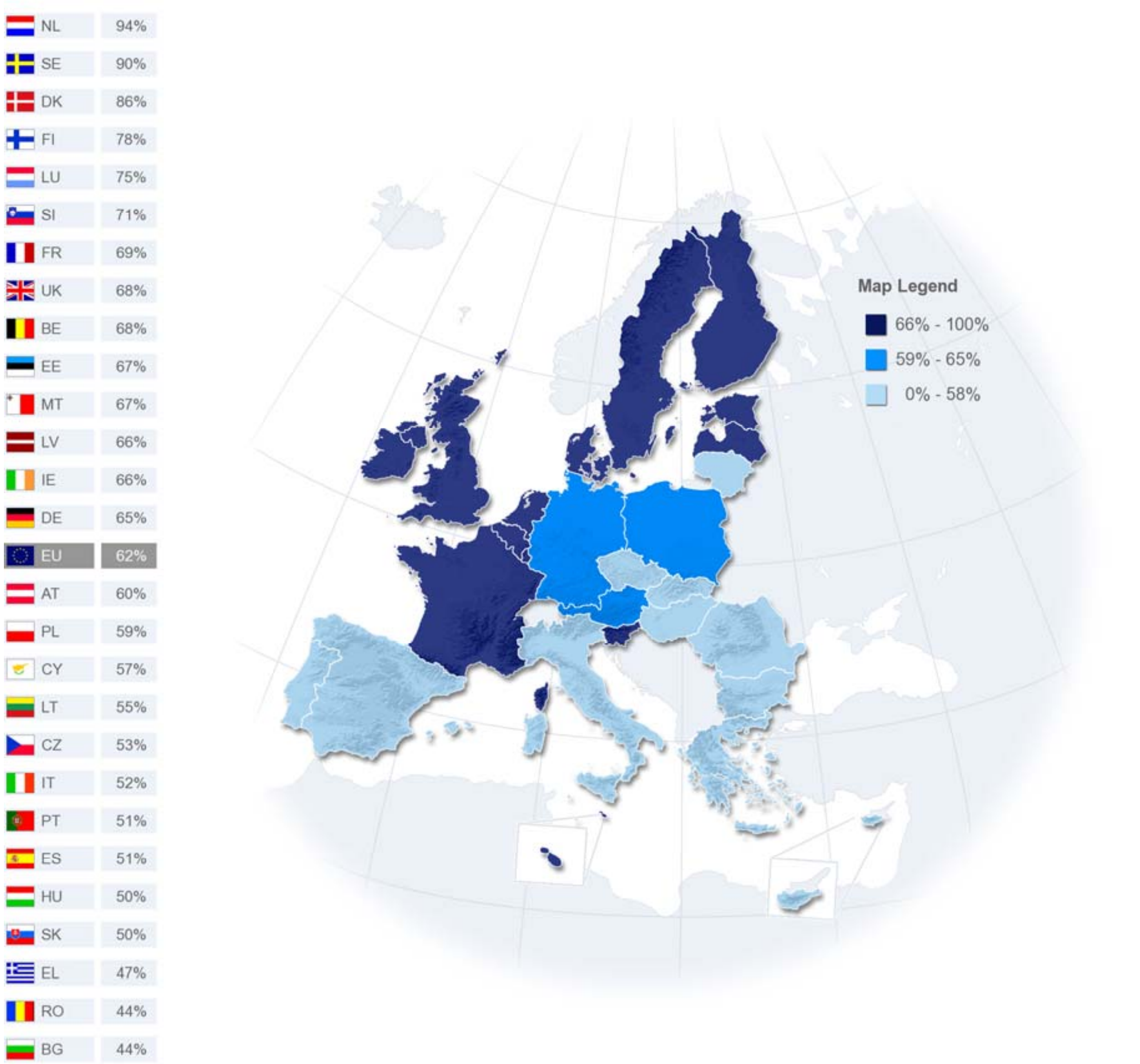
3.2. Internet access and means of access

3.2.1. Overall internet access

- Household Internet access has increased (+5) to 62% -

Overall, six out of ten households have Internet access at home. Access is greatest in the same countries that have the highest proportion of households with a computer; the Netherlands (94%), Sweden (90%) and Denmark (86%). Equally, Internet access is lowest in those countries where home computer ownership is lowest, namely in Romania, Bulgaria and Greece where between 44% and 47% of respondents have Internet access at home.

Households having an Internet connection



Internet access increased to 62% from winter 2009 (+5). The divide between EU15 (64%) and NMS12 (54%) appears to be narrowing as Internet access increased more rapidly among NMS12 (+9) households than EU15 (+5) respondents.

The greatest increases in obtaining Internet access at home were in Latvia (+15), Romania (+13), Portugal (+11) and Malta (+11); notably these countries were also among those with the largest increases in home computer ownership. In no country was there a decrease in households having Internet access at home.

Households having an Internet connection
(Comparison with EB72.5 Nov.-Dec. 2009)

			EU27	62%	**+5**
LV	66%	**+15**	SI	71%	**+6**
RO	44%	**+13**	NL	94%	**+5**
PT	51%	**+11**	SE	90%	**+5**
MT	67%	**+11**	CZ	53%	**+5**
BG	44%	**+9**	SK	50%	**+5**
BE	68%	**+8**	ES	51%	**+4**
EL	47%	**+8**	FR	69%	**+4**
CY	57%	**+8**	IE	66%	**+4**
LT	55%	**+7**	AT	60%	**+4**
PL	59%	**+7**	FI	78%	**+4**
DE	65%	**+6**	IT	52%	**+3**
UK	68%	**+6**	DK	86%	**+1**
EE	67%	**+6**	LU	75%	**+1**
HU	50%	**+6**			

Demographically, those with Internet access at home are similar to those who have a computer at home, as one would expect. They are also more prevalent among those from households with three members or more.

In addition, those with Internet access at home are more prevalent among those from large towns.
The lowest incidence can be found in single households occupied by elderly people (23%) and in rural areas (58%).

Proportion of households having an Internet connection

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small/ mid size town	Large town	-29	30-59	60+
EU27	62%	45%	59%	79%	82%	58%	62%	69%	79%	63%	23%
EU15	64%	48%	63%	82%	84%	62%	63%	69%	79%	65%	26%
NMS12	54%	28%	41%	70%	75%	44%	53%	66%	81%	42%	9%

Proportion of elderly people having an Internet connection

	The ageing society		
	55-64	65-74	75+
EU27	61%	35%	18%
EU15	65%	39%	19%
NMS12	43%	18%	10%

Less than one in ten households with a computer does not have Internet access (8%). The incidence of having a computer but no Internet access is greatest in Romania, Greece and Italy where it is about double that of the EU average (16%, 15% and 15% respectively).

It is worth noting that in the Netherlands (100%), Sweden (99%), Finland, Malta and Denmark (all three 98%), all or nearly all households which have a PC have as well an Internet connection.

	Proportion of households with PC having no Internet access - EU27 + Top 10 countries
EU27	8%
RO	16%
EL	15%
IT	15%
ES	14%
PT	10%
SK	10%
CY	9%
LT	9%
FR	8%
HU	8%

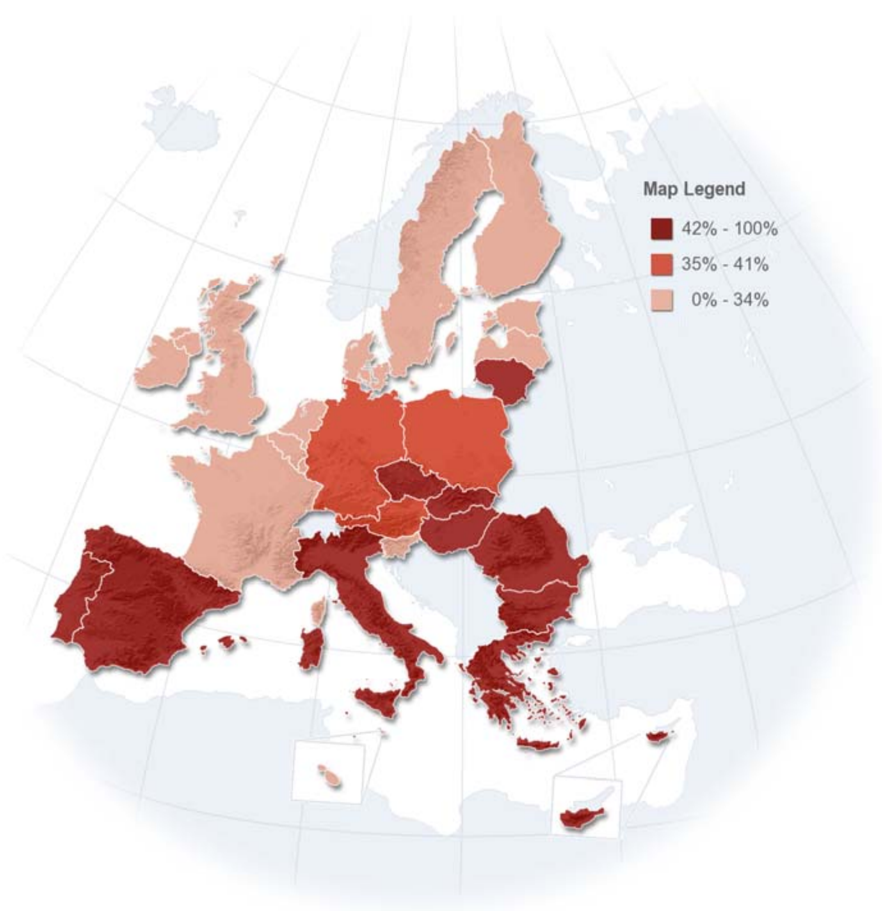
3.2.2. No Internet access

- Southern European households are more likely to have no Internet access -

Almost four in ten EU households does not have Internet access (38%). More than half of Bulgarian, Romanian and Greek households do not have Internet access; despite being among those countries exhibiting the highest increases in Internet access. On the other hand, Dutch, Swedish and Danish households are the best connected with only 6%, 10% and 14% respectively without Internet access at home.

Households having no Internet connection at home

BG	56%
RO	56%
EL	53%
HU	50%
SK	50%
PT	49%
ES	49%
IT	48%
CZ	47%
LT	45%
CY	43%
PL	41%
AT	40%
EU	38%
DE	35%
IE	34%
LV	34%
EE	33%
MT	33%
UK	32%
BE	32%
FR	31%
SI	29%
LU	25%
FI	22%
DK	14%
SE	10%
NL	6%

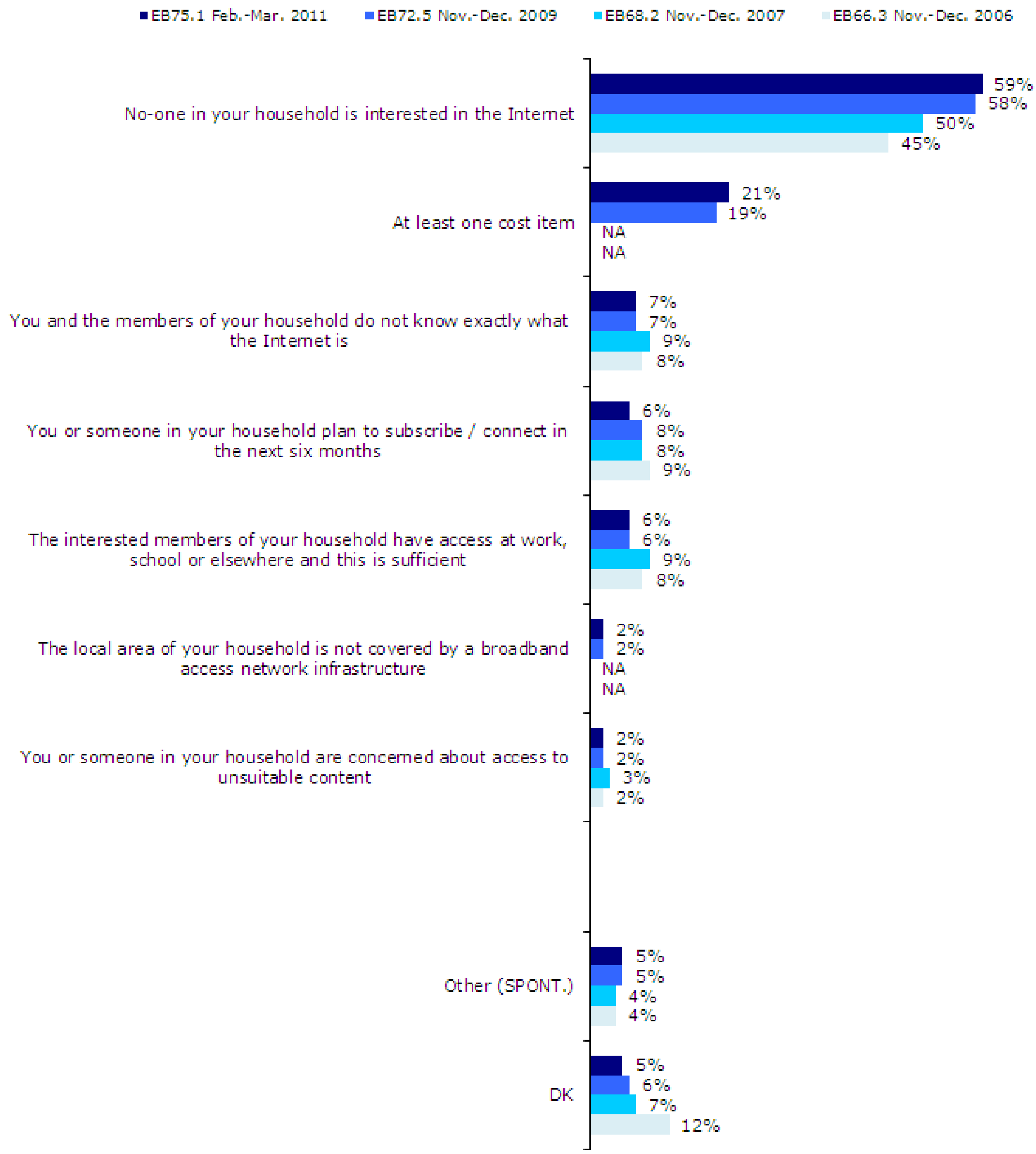


The main reason given for not having Internet access at home is that no-one in the household is interested in accessing the Internet (58%). Various costs issues involved in the initial set-up and ongoing subscription were cited as reasons for not getting access at home by between 6% and 11%. Overall 21% of EU citizens mentioned at least one cost issue.

One in fifteen (7%) claimed they do not know what the Internet is and that is why they do not have Internet access. About one in twenty, claimed that they are planning to subscribe in the next six months (6%) or felt that they do not need Internet access at home because members of the household can access the Internet at school or work when they need to (6%).

There have been no significant changes in the individual reasons cited since November /December 2009. However, there has been a slight increase (+2) in the proportion of respondents who give at least one cost issue as a reason for not connecting to the Internet at home (21%).

**QC9 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? (MULTIPLE ANSWERS POSSIBLE) - EU**
(EB75.1, base = 10079)



Lack of interest in the Internet is highest in Cyprus (81%) and Germany (75%), and it is lowest in the Netherlands (31%) and Latvia (42%).

The initial installation costs of buying the computer and modem are of most concern in Latvia (30%) and Hungary (25%), whereas, they are of least concern in Luxembourg (2%) and Finland (3%). Monthly subscription costs of the Internet are also of greatest concern to Hungarians (24%) and Latvians (23%), while the Maltese (3%), Italians (4%) and Swedish (4%) are least concerned about them.

The monthly cost of broadband Internet[9] preventing households from connecting to the Internet is greatest among respondents from the UK (18%). While the high installation costs of broadband are most off putting for Slovakian (13%), Czech and Belgian (both 12%) households.

The lack of knowledge of the Internet is greatest in Spain (20%), Belgium (19%) and Malta (19%), while respondents from the Netherlands (1%), Germany (3%) and France (3%) are the least likely to cite this as their reason for not connecting at home.

There is little difference between countries in those who plan to subscribe or connect in the next six months; the incidence is highest in Belgium and Denmark at 10% and lowest in Portugal at 3%.

Not having access because there is sufficient Internet access elsewhere is greatest among respondents from Slovakia (15%), Latvia (13%), the Czech Republic (12%) and Italy (11%). Maltese, Dutch and Portuguese respondents were the least likely to cite having access elsewhere as their reason for not having access at home; between 0% and 1%.
The lack of broadband coverage in the local area is not perceived as an obstacle to having an Internet access, with only 2% of respondents giving this answer at EU level.

[9] The monthly cost of broadband Internet deals only with broadband. The monthly cost of the Internet deals with the Internet in general.

QC9 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? (MULTIPLE ANSWERS POSSIBLE)
(EB75.1, base = 10079)

	No-one in your household is interested in the Internet	The cost of buying a personal computer and modem is too high	The monthly subscription cost is too high	The monthly subscription cost of broadband Internet is too high	You and the members of your household do not know exactly what the Internet is	You or someone in your household plan to subscribe/ connect in the next six months	The initial installation cost for the broadband network is too high	The interested members of your household have access at work, school or elsewhere and this is sufficient	The local area of your household is not covered by a broadband access network infrastructure	You or someone in your household are concerned about access to unsuitable content	Other (SPONT.)	Don't know
EU27	59%	11%	11%	9%	7%	6%	6%	6%	2%	2%	5%	5%
BE	63%	15%	15%	12%	19%	10%	11%	3%	6%	1%	6%	0%
BG	63%	18%	11%	8%	9%	4%	3%	6%	2%	2%	1%	6%
CZ	58%	18%	18%	12%	4%	7%	7%	12%	1%	1%	2%	2%
DK	61%	12%	14%	8%	10%	10%	6%	4%	1%	1%	4%	7%
DE	75%	12%	8%	6%	3%	4%	4%	5%	1%	4%	4%	3%
EE	53%	17%	12%	11%	6%	5%	10%	8%	1%	1%	6%	9%
IE	64%	9%	6%	9%	9%	6%	7%	2%	4%	1%	3%	7%
EL	59%	11%	13%	6%	6%	8%	3%	9%	1%	2%	3%	4%
ES	58%	8%	13%	10%	20%	5%	6%	3%	0%	2%	5%	1%
FR	59%	10%	14%	11%	3%	7%	10%	6%	1%	4%	9%	4%
IT	54%	3%	4%	5%	5%	9%	2%	11%	4%	2%	4%	7%
CY	81%	3%	7%	5%	14%	5%	4%	3%	1%	1%	2%	1%
LV	42%	30%	23%	10%	6%	6%	8%	13%	1%	1%	0%	3%
LT	48%	19%	14%	5%	6%	6%	4%	8%	2%	1%	10%	3%
LU	69%	2%	5%	4%	6%	6%	2%	2%	1%	1%	12%	3%
HU	49%	25%	24%	11%	6%	8%	10%	4%	2%	1%	6%	3%
MT	63%	10%	3%	5%	19%	5%	5%	0%	0%	1%	2%	6%
NL	31%	8%	20%	3%	1%	6%	4%	1%	1%	3%	56%	2%
AT	72%	11%	9%	7%	6%	7%	7%	7%	2%	2%	4%	2%
PL	56%	12%	9%	6%	6%	9%	8%	3%	5%	2%	2%	7%
PT	68%	5%	9%	8%	6%	3%	3%	1%	1%	1%	2%	5%
RO	48%	11%	9%	7%	15%	8%	9%	7%	4%	1%	4%	10%
SI	70%	6%	8%	5%	6%	5%	5%	5%	3%	1%	10%	1%
SK	47%	20%	20%	13%	6%	7%	13%	15%	2%	1%	2%	4%
FI	60%	3%	8%	6%	14%	7%	3%	5%	0%	1%	7%	2%
SE	60%	9%	4%	8%	5%	7%	2%	7%	1%	2%	19%	2%
UK	50%	12%	13%	18%	6%	4%	9%	2%	1%	0%	10%	6%

Highest percentage per country *Lowest percentage per country*

Highest percentage per item | Lowest percentage per item

3.2.3. Means of Access

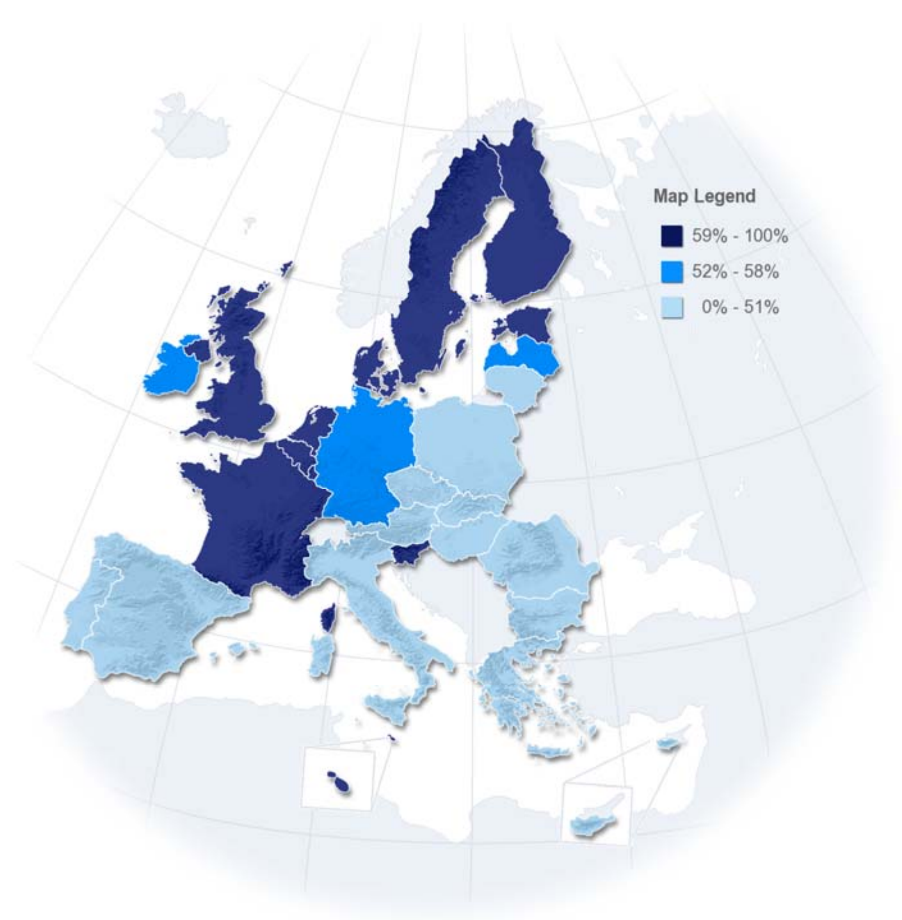
3.2.3.1. Broadband Internet access

- Broadband access continues to grow (+7) -

On average just over half of all EU households have broadband Internet access (55%). Broadband access is greatest in the Netherlands (90%), followed by Sweden (83%) and Denmark (81%). The penetration of broadband is lowest in Bulgaria and Romania, at less than half the penetration of the countries with the greatest incidence of broadband access (35% and 38% respectively).

Households having broadband Internet access

NL	90%
SE	83%
DK	81%
FI	76%
LU	66%
MT	65%
FR	65%
UK	63%
BE	63%
SI	60%
EE	59%
IE	58%
LV	57%
EU	55%
DE	52%
AT	50%
PL	49%
HU	48%
ES	48%
PT	45%
IT	45%
SK	42%
EL	42%
CZ	42%
CY	41%
LT	40%
RO	38%
BG	35%



- Broadband access increased significantly everywhere apart from Cyprus -

Overall, broadband access has increased by seven percentage points and almost every country has experienced a significant increase. The greatest increase in broadband Internet access was in Latvia (+19), followed by Romania, Portugal, Finland, Lithuania, the Netherlands, Greece and Malta, all of which exhibited 13 to 11 percentage point increases since winter 2009. Only Cyprus did not exhibit a significant increase (+2).

Households having broadband Internet access
(Comparison with EB72.5 Nov.-Dec. 2009)

EU27	55%	+7

LV	57%	+19	LU	66%	+7
RO	38%	+13	SE	83%	+7
PT	45%	+12	FR	65%	+6
FI	76%	+12	SI	60%	+6
EL	42%	+11	SK	42%	+6
LT	40%	+11	DK	81%	+5
MT	65%	+11	AT	50%	+5
NL	90%	+11	UK	63%	+5
BE	63%	+9	EE	59%	+4
PL	49%	+9	IE	58%	+4
BG	35%	+8	ES	48%	+4
HU	48%	+8	CZ	42%	+3
DE	52%	+7	CY	41%	+2
IT	45%	+7			

Broadband users are more prevalent among households of three or more and those from large towns. They are less common among the elderly over 65 years of age.

Proportion of households having broadband Internet access

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small/ mid size town	Large town	-29	30-59	60+
EU27	55%	40%	52%	70%	73%	50%	55%	62%	71%	56%	20%
EU15	58%	43%	55%	74%	77%	55%	57%	63%	72%	59%	23%
NMS12	45%	23%	35%	60%	62%	34%	44%	59%	69%	33%	8%

Proportion of elderly people having broadband Internet access

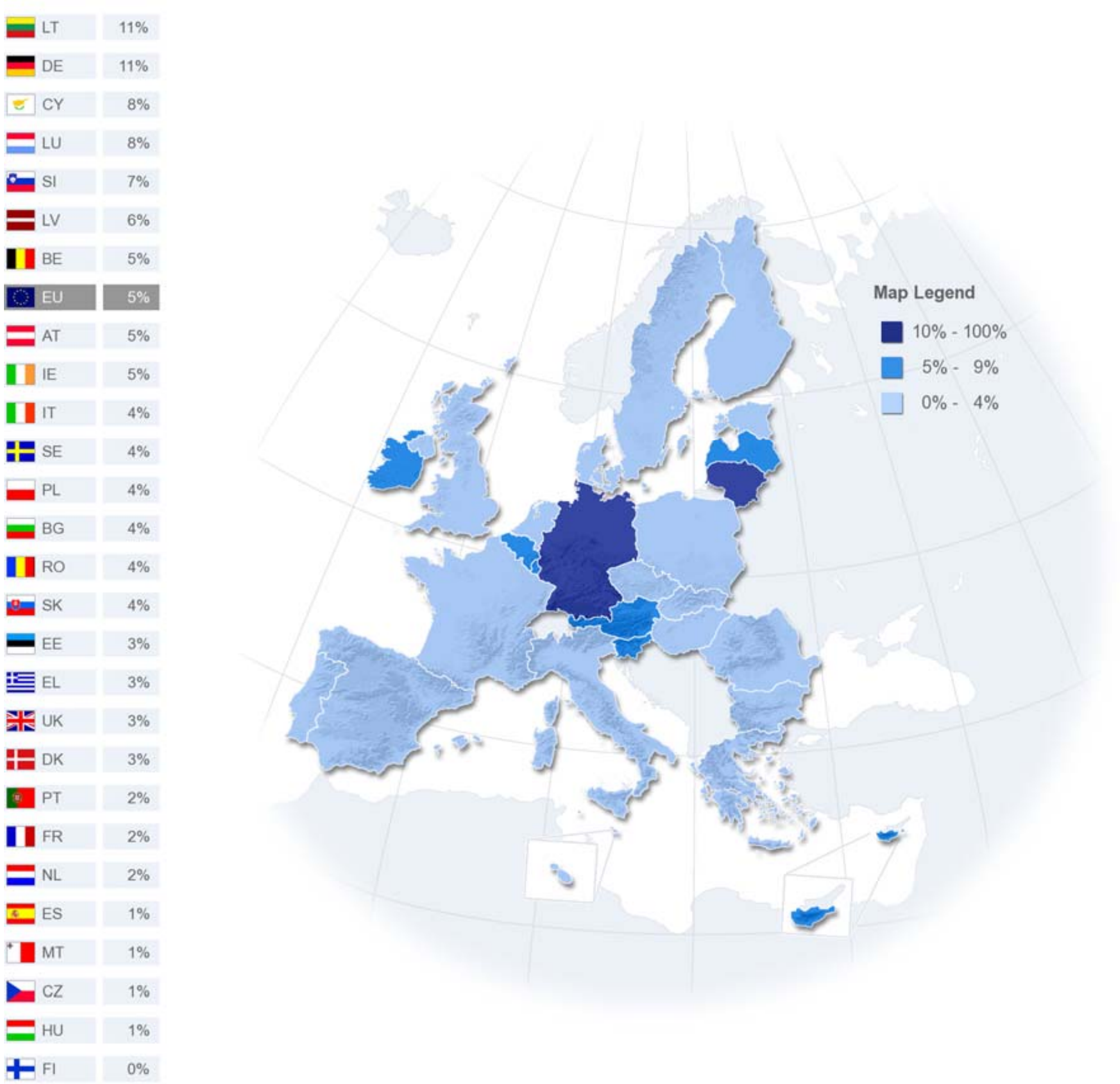
	The ageing society		
	55-64	65-74	75+
EU27	53%	30%	13%
EU15	58%	34%	14%
NMS12	35%	13%	7%

3.2.3.2. Narrowband Internet access

- Narrowband remains relatively small with only one in twenty connecting this way -

Only one in twenty EU households has narrowband Internet access (5%). Narrowband is most common in Latvia and Germany where slightly more than one in ten households has narrowband Internet access. This type of access is least common – or even non existent - in Finland (0%), Hungary (1%), the Czech Republic (1%), Malta (1%) and Spain (1%).

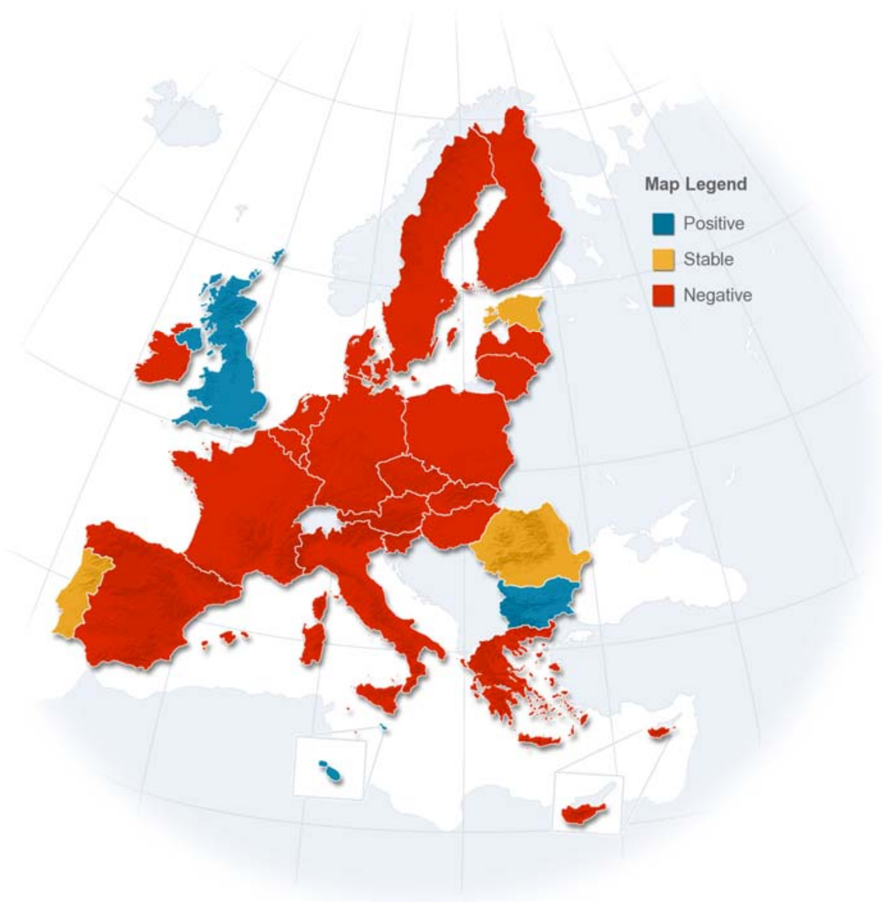
Households having narrowband Internet access



Overall, there has not been a significant change in the proportion of households connecting to the Internet using a narrowband connection (-2). However, no Member States have seen a significant increase in this type of connection but eleven have seen a significant decline in the proportion of households using narrowband to connect to the Internet. The greatest decreases have been seen in Finland (-8), the Netherlands (-5) and Austria (-5).

Households having narrowband Internet access
(Comparison with EB72.5 Nov.-Dec. 2009)

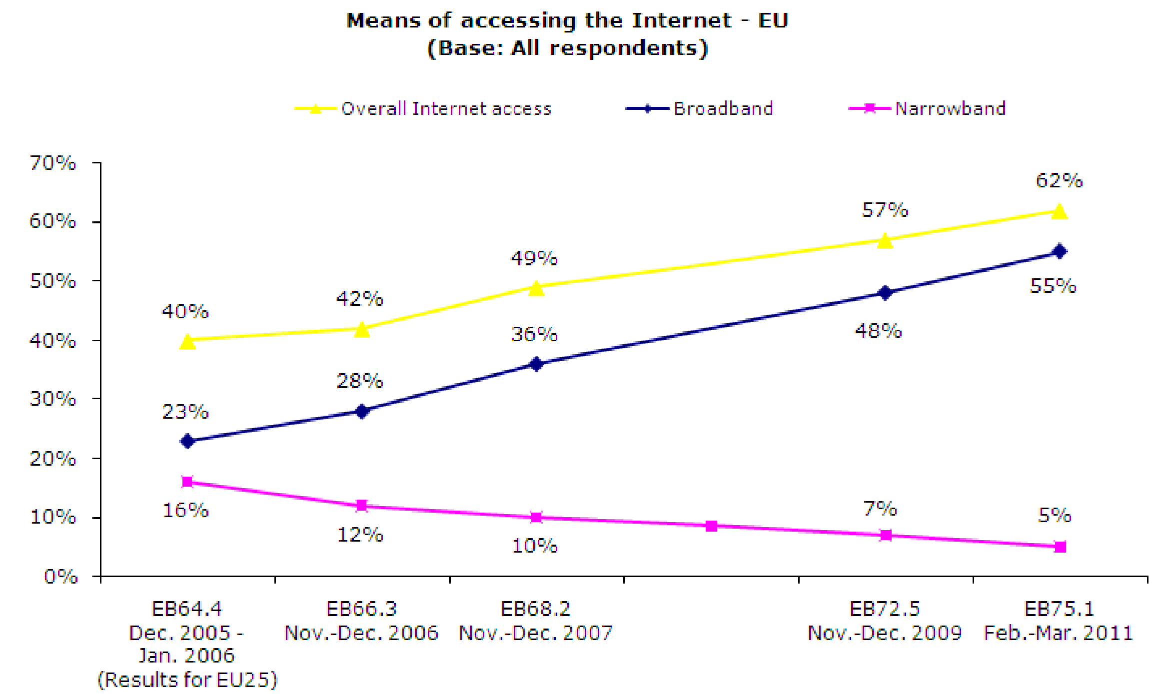
BG	4%	+2
UK	3%	+1
MT	1%	+1
RO	4%	=
EE	3%	=
PT	2%	=
CY	8%	-1
BE	5%	-1
IE	5%	-1
SK	4%	-1
PL	4%	-1
CZ	1%	-1
ES	1%	-1
HU	1%	-1
EU27	5%	-2
SE	4%	-2
EL	3%	-2
LV	6%	-3
IT	4%	-3
DK	3%	-3
FR	2%	-3
DE	11%	-4
LT	11%	-4
LU	8%	-4
SI	7%	-4
AT	5%	-5
NL	2%	-5
FI	0%	-8



- Use of broadband continues to increase, at the expense of narrowband -

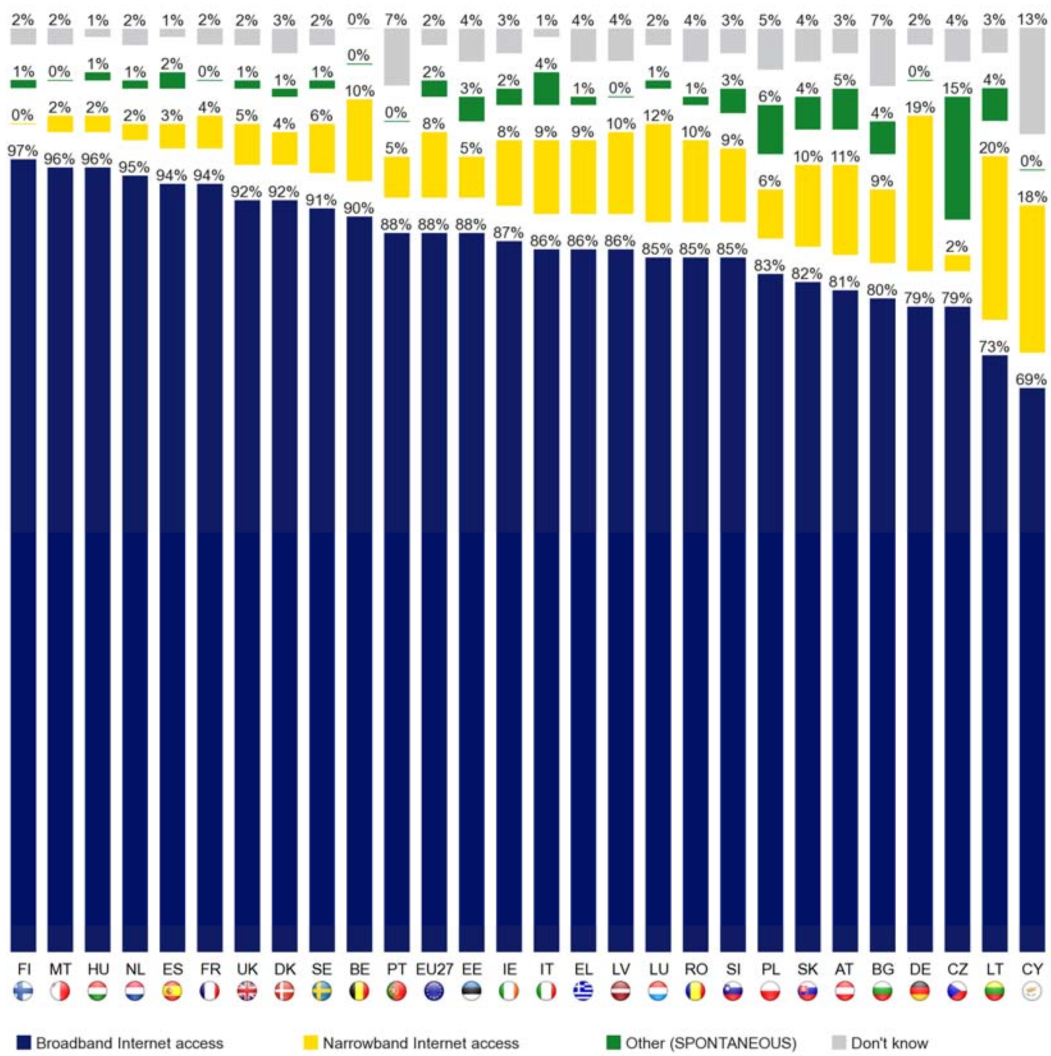
Access to the Internet is continuing to grow amongst EU households and has grown a further five percentage points since winter 2009. These gains can be attributed entirely to broadband access since broadband penetration grew by seven percentage points in the same period; narrowband contracted by two percentage points, which although not statistically significant it continues the downward trend from previous years.

3.2.3.3. Use of different types of Internet access



Broadband is used almost exclusively in Finland, Malta, Hungary, the Netherlands, Spain and France where between 97% and 94% with Internet access use broadband. Narrowband use is greatest in Lithuania, Germany and Cyprus where around one in five households with Internet access have a narrowband connection (20%, 19% and 18% respectively).

QC5. How does your household access the Internet from home?



- DSL continues to be the most popular mean of broadband Internet access. -

Of the two most popular broadband connection methods, most EU households connect via an ADSL, XDSL connection using a telephone line (62%). The French, Greek and Spanish are using this mode of connection most commonly, 88%, 84% and 80% respectively. Lithuanians and Romanians are using this mode least, with 12% and 18% using it respectively.

The second most popular broadband method, used by approximately one in six people (17%) is cable TV network. This method is clearly the most popular in Hungarian households with six out of ten using this method (62%). It is used least in Greece (2%), Italy (3%) and France (5%).

Slightly less than one in ten people use a dial up connection (8%). Latvian and German households use dial up more than most (20% and 19%) whereas Finnish households use it the least (0%) closely followed by Czech, Hungarian, Maltese and Dutch households (2% each).

Use of the mobile phone network to access the Internet is the only method that has shown a significant increase since winter 2009 (+3). Use of the mobile phone network is now the same as use of a dial up connection (8%). This type of access is most common in Finland, where around three in ten access the Internet this way (29%). Conversely, in Belgium (3%), France (3%), Luxembourg (3%) and Malta (3%) use is lowest.

Relatively few access the Internet via the satellite network, via an optical fibre line or via a power line (3%, 2% and 0% respectively). However, there are some significant country exceptions. Just over one in ten Czech and Slovakian households access the Internet via the satellite network (12% in each country). Notably, optical fibres access is used by 14% of Lithuanian and 13% of Romanian households.

QC5 How does your household access the Internet from home? (MULTIPLE ANSWERS POSSIBLE)
(Asked to respondents saying that they have Internet at home - base = 16757)

	Via ADSL, XDSL or similar type of connection on the fixe telephone line using a modem, a box or a router (Broadband Internet)	Via the cable TV network using a cable modem, box or router (Broadband Internet)	Via a dial-up connection using a standard telephone line or an ISDN line	Via the mobile phone network	Via the satellite network	Via an optical fibre line (SPONT.)	Via a power line (SPONT.)	Other (SPONT.)	Don't know
EU27	62%	17%	8%	8%	3%	2%	0%	2%	2%
BE	**51%**	41%	10%	3%	1%	*0%*	*0%*	*0%*	0%
BG	20%	**41%**	9%	4%	3%	13%	*0%*	4%	7%
CZ	**29%**	27%	2%	6%	12%	5%	*1%*	15%	4%
DK	**49%**	35%	4%	14%	1%	3%	*0%*	1%	3%
DE	**67%**	11%	19%	4%	*0%*	*0%*	*0%*	*0%*	2%
EE	37%	**40%**	5%	9%	6%	*0%*	1%	3%	4%
IE	**44%**	22%	8%	19%	2%	*1%*	*1%*	2%	3%
EL	**84%**	2%	9%	4%	1%	*0%*	*0%*	1%	4%
ES	**80%**	9%	3%	5%	1%	*0%*	*0%*	2%	1%
FR	**88%**	5%	4%	3%	1%	2%	*0%*	*0%*	2%
IT	**72%**	3%	9%	11%	1%	2%	*0%*	4%	1%
CY	**58%**	10%	18%	5%	2%	*0%*	*0%*	*0%*	13%
LV	35%	**40%**	10%	7%	3%	2%	1%	*0%*	4%
LT	12%	**36%**	20%	6%	5%	14%	*1%*	4%	3%
LU	**70%**	15%	12%	3%	1%	*0%*	1%	1%	2%
HU	23%	**62%**	2%	7%	4%	*0%*	*0%*	1%	1%
MT	**63%**	33%	2%	3%	1%	*0%*	*0%*	*0%*	2%
NL	**65%**	24%	2%	4%	*0%*	4%	1%	1%	2%
AT	**38%**	33%	11%	20%	3%	*0%*	*0%*	5%	3%
PL	30%	**35%**	6%	14%	4%	*0%*	*0%*	6%	5%
PT	35%	**42%**	5%	9%	3%	1%	*0%*	*0%*	7%
RO	18%	**45%**	10%	10%	3%	13%	2%	*1%*	4%
SI	**45%**	29%	9%	6%	1%	8%	*0%*	3%	3%
SK	23%	**31%**	10%	14%	12%	4%	*1%*	4%	4%
FI	**68%**	10%	*0%*	29%	1%	*0%*	*0%*	1%	2%
SE	**52%**	26%	6%	19%	1%	6%	*0%*	1%	2%
UK	**62%**	16%	5%	8%	9%	*0%*	*0%*	1%	2%

Highest percentage per country *Lowest percentage per country*
Highest percentage per item Lowest percentage per item

Households using the cable the cable TV network to access the broadband Internet are more likely to say that the download/ upload speed and capacity matches their contract conditions. They are indeed 75% to say that whereas they are 65% of those using the satellite network and 62% of those using the mobile phone.

QC5 How does your household access the Internet from home?
(MULTIPLE ANSWERS POSSIBLE) - (Household Weighted)

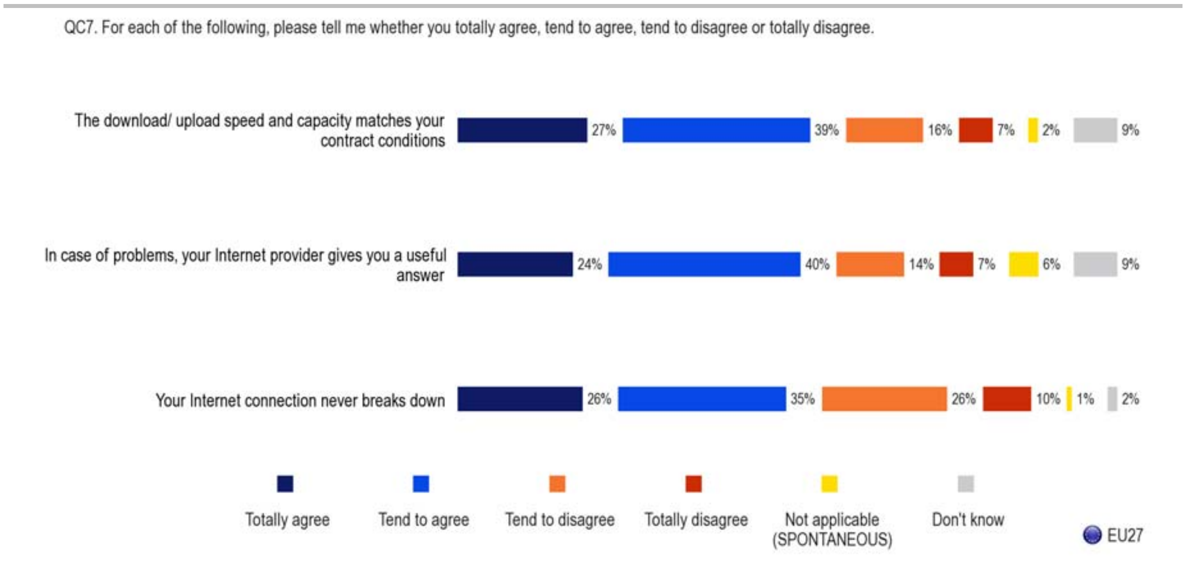
QC7.2* - EU	EU27	Via the cable TV network using a cable modem, box or router (Broadband Internet)	Via a dial-up connection using a standard telephone line or an ISDN line	Via ADSL, XDSL or similar type of connection on the fixe telephone line using a modem, a box or a router (Broadband Internet)	Via the satellite network	Via the mobile phone network
Total 'Agree'	67%	75%	67%	67%	65%	62%
Total 'Disagree'	22%	16%	21%	24%	27%	30%
Not applicable (SPONT.)	2%	1%	3%	1%	2%	3%
DK	9%	8%	9%	8%	6%	5%

*QC7.2 The download / upload speed and capacity matches your contract conditions

3.3. Quality of Internet access: Break downs, speed and capacity compared to expectations, and helpline

A battery of three statements has been devised to assess the quality of the Internet connection, the support that EU citizens are receiving from the Internet provide and the perception of the Internet speed and capacity against the contract conditions. Two of those statements have been modified significantly since winter 2009 to make them more relevant to today's issues; consequently, the data is not comparable to the previous survey. Only 'your Internet connection never breaks down' is unchanged since the last survey and so can be compared to the previous survey.

- Least satisfaction with reliability of connection -



Czech, Lithuanian and Belgian respondents are most satisfied with the download/upload speed and capacity of their Internet connection, with 83%, 81% and 78% respectively agreeing with the statement. Conversely, respondents in the UK, Spain and Romania are the most dissatisfied with download/upload speeds, with 37%, 31% and 31% disagreeing that speeds and capacities match their contract conditions. Interestingly, there is a difference in satisfaction between the NSM12 and EU15; respondents from the NMS12 countries tend to be more satisfied with the speed and capacity of their Internet connection than respondents from the EU15 countries (73% vs. 64%).

QC7.2 The download / upload speed and capacity matches your contract conditions

(Asked to respondents saying that they have Internet access at home – base = 17757)

EU - Agree	EU27 66% agree
Highest agree by country	Czech Republic (83%) Lithuania (81%) Belgium (78%)
EU - Disagree	EU27 23% disagree
Highest disagree by country	United Kingdom (37%) Spain (31%) Romania (31%)

At a country level, those who agree most that their Internet provider gives useful answers to their problems are Czech (81%), Latvian (81%) and Maltese (80%) respondents; notably all from NMS12 countries. Respondents who disagreed most that their Internet provider gives useful answers were those from Finland (30%), France (29%) and Romania (25%). In fact, overall respondents from the NMS12 countries tended to agreed more than those from the EU15 that their Internet provider gave useful answers (73% vs. 62%).

QC7.3 In case of problems, your Internet provider gives you a useful answer
(Asked to respondents saying that they have Internet access at home – base = 17757)

EU - Agree	EU27 64% agree
Highest agree by country	Czech Republic (81%) Latvia (81%) Malta 80%)
EU - Disagree	EU27 21% disagree
Highest disagree by country	Finland (30%) France (29%) Romania (25%)

Overall six out of ten respondents agree that their Internet connection is reliable (never breaks down). Respondents in Austria, Germany and Hungary agreed most strongly that this is the case, with just over seven out of ten agreeing with the statement. On the other hand, respondents in France are most dissatisfied with their connection with just over half (53%) disagreeing that their connection never breaks down, closely followed by Estonia, the UK and Finland. There was no difference overall between NMS12 and EU15 with the reliability of the Internet connection

Compared to winter 2009 there has been no significant change overall in agreement or disagreement with reliability of the Internet connection. However, there have been some significant shifts within countries. The largest increases in agreement that the Internet connection never breaks down have been in Cyprus (+16), Spain (+7) and

Greece (+5), while conversely the largest increases in disagreement have been in Estonia (+9), Romania (+9) and Malta (+9).

QC7.1 Your Internet connection never breaks down

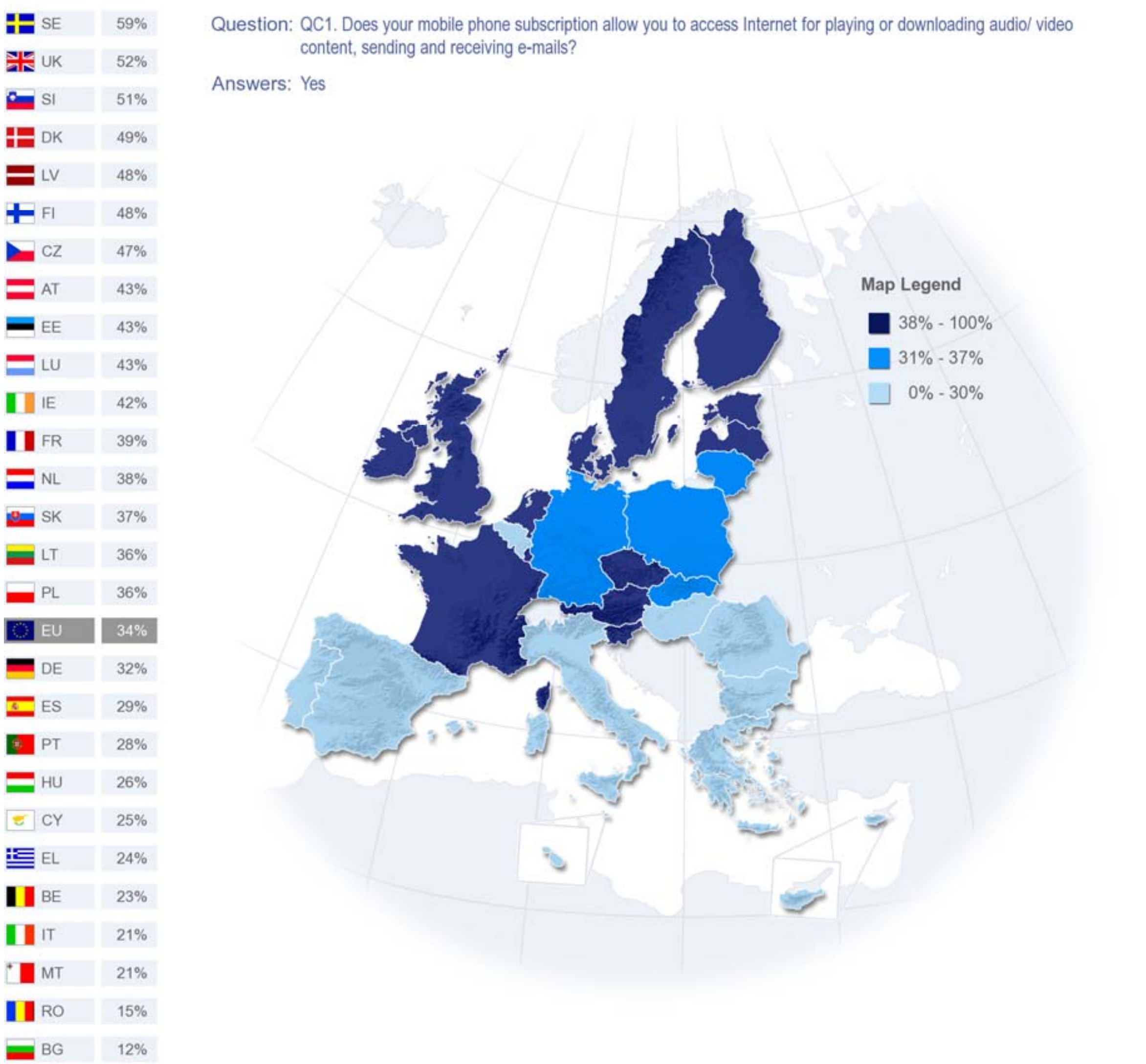
(Asked to respondents saying that they have Internet access at home – base = 17757)

EU - Agree	EU27 61% agree (+1)
Highest agree by country	Germany (74%) Austria (74%) Hungary (73%)
Largest increase of agreement (EB75.1 - EB72.5)	Cyprus (52%; +16) Spain (57%; +7) Greece (72%; +5)
EU - Disagree	EU27 36% disagree (=)
Highest disagree by country	France (53%) Estonia (48%) United Kingdom (47%) Finland (47%)
Largest increase of disagreement (EB75.1 - EB72.5)	Estonia (48%; +9) Romania (45%; +9) Malta (32%; +9)

3.4. Mobile phones and Internet

- Overall EU citizens access to mobile Internet access is unchanged -

A third of EU citizens (34%) have a mobile phone with access to the Internet. Mobile phone Internet access is greatest in Sweden (59%), the UK (52%) and Slovenia (51%). The lowest incidence of having mobile phone subscriptions with Internet access was reported among respondents from Bulgaria (12%) and Romania (15%).

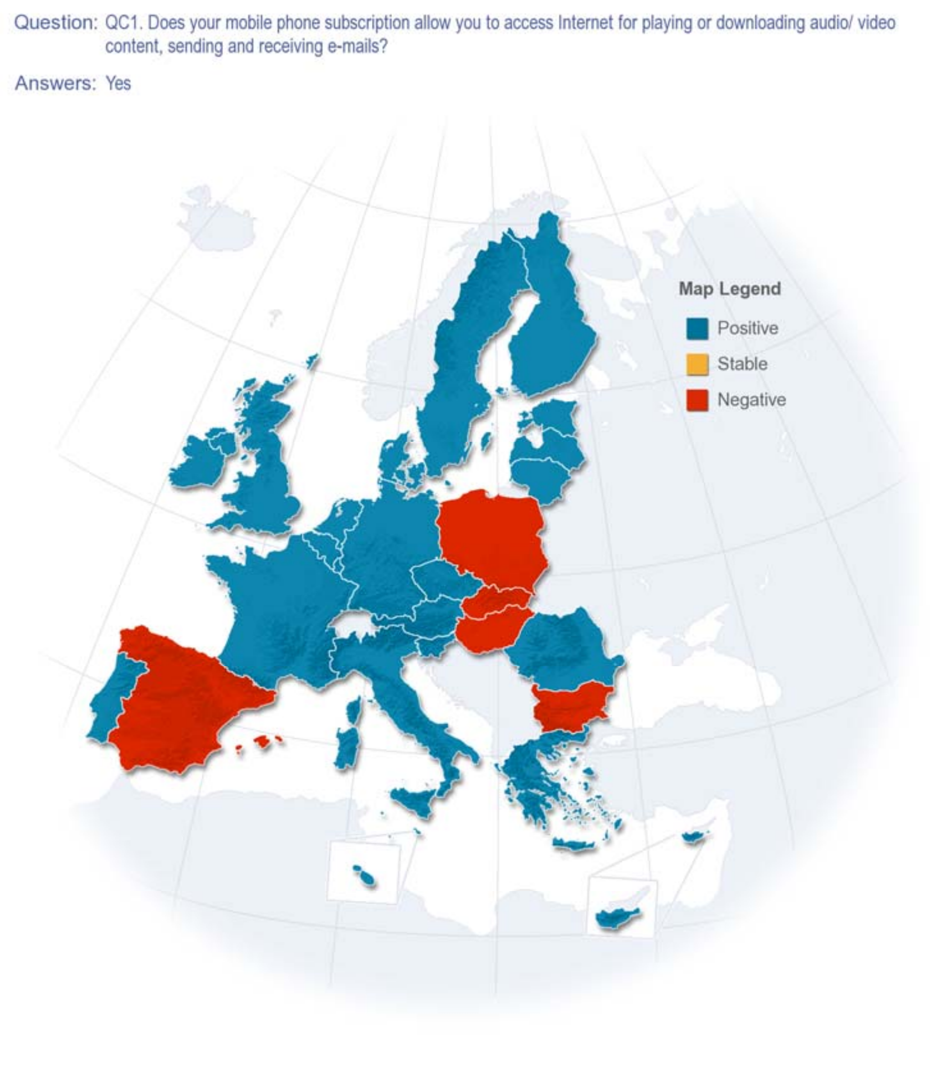


Base: Those who own a personal mobile phone, n = 23959

- 17 Member States have experienced significant increases in mobile Internet access -

At an overall level mobile Internet access has not changed significantly since winter 2009 (+1). The greatest increases in respondents with Internet access on their mobile phones has been in Lithuania (+13), Finland (+12), Denmark (+11) and Luxembourg (+9). Only Polish (-8) and Bulgarian (-3) respondents exhibited significant decreases in mobile Internet access.

LT	36%	+13
FI	48%	+12
DK	49%	+11
LU	43%	+9
IE	42%	+7
CY	25%	+7
PT	28%	+7
NL	38%	+6
AT	43%	+5
LV	48%	+5
EL	24%	+4
SI	51%	+4
FR	39%	+4
BE	23%	+3
RO	15%	+3
UK	52%	+3
MT	21%	+3
DE	32%	+2
CZ	47%	+2
EU27	34%	+1
SE	59%	+1
EE	43%	+1
IT	21%	+1
SK	37%	-1
ES	29%	-1
HU	26%	-2
BG	12%	-3
PL	36%	-8



Base: Those who own a personal mobile phone, n = 23959
(Comparison with EB72.5 Nov.-Dec. 2009)

4. TELEVISION

4.1. Overall access to television

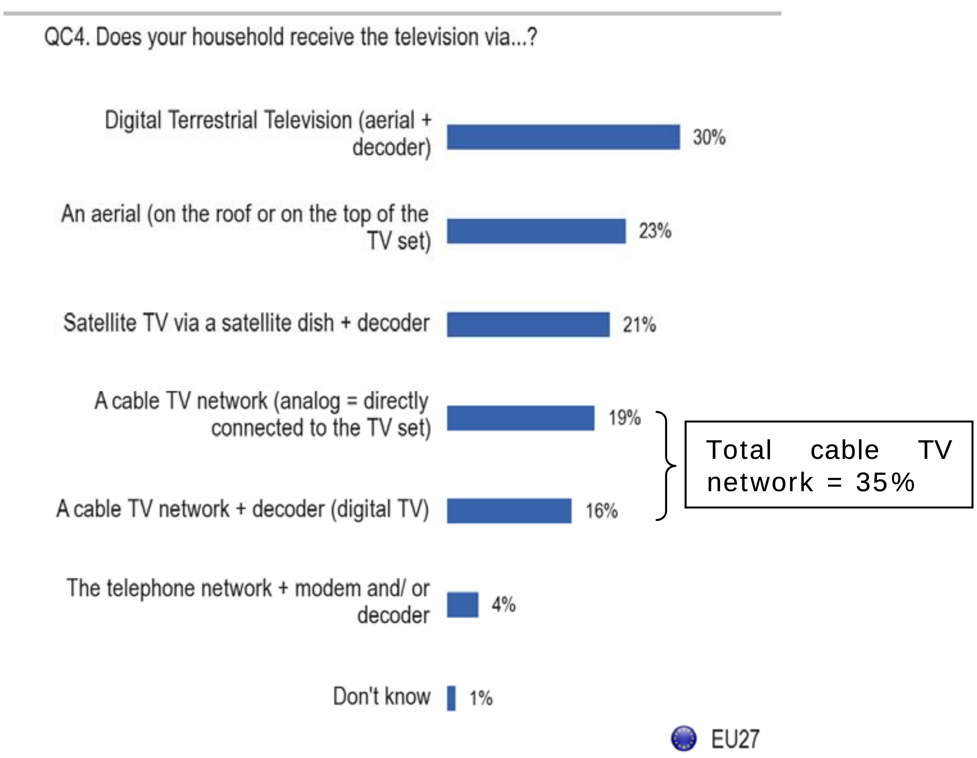
- Access to television remains universal -

Access to television remains almost universal, with 98% of EU households having access to a television. As in winter 2009, there is very little variation between countries; the highest incidence is in Cyprus (100%) and Malta (100%) and the lowest is in Finland (94%).

4.2. Means of reception

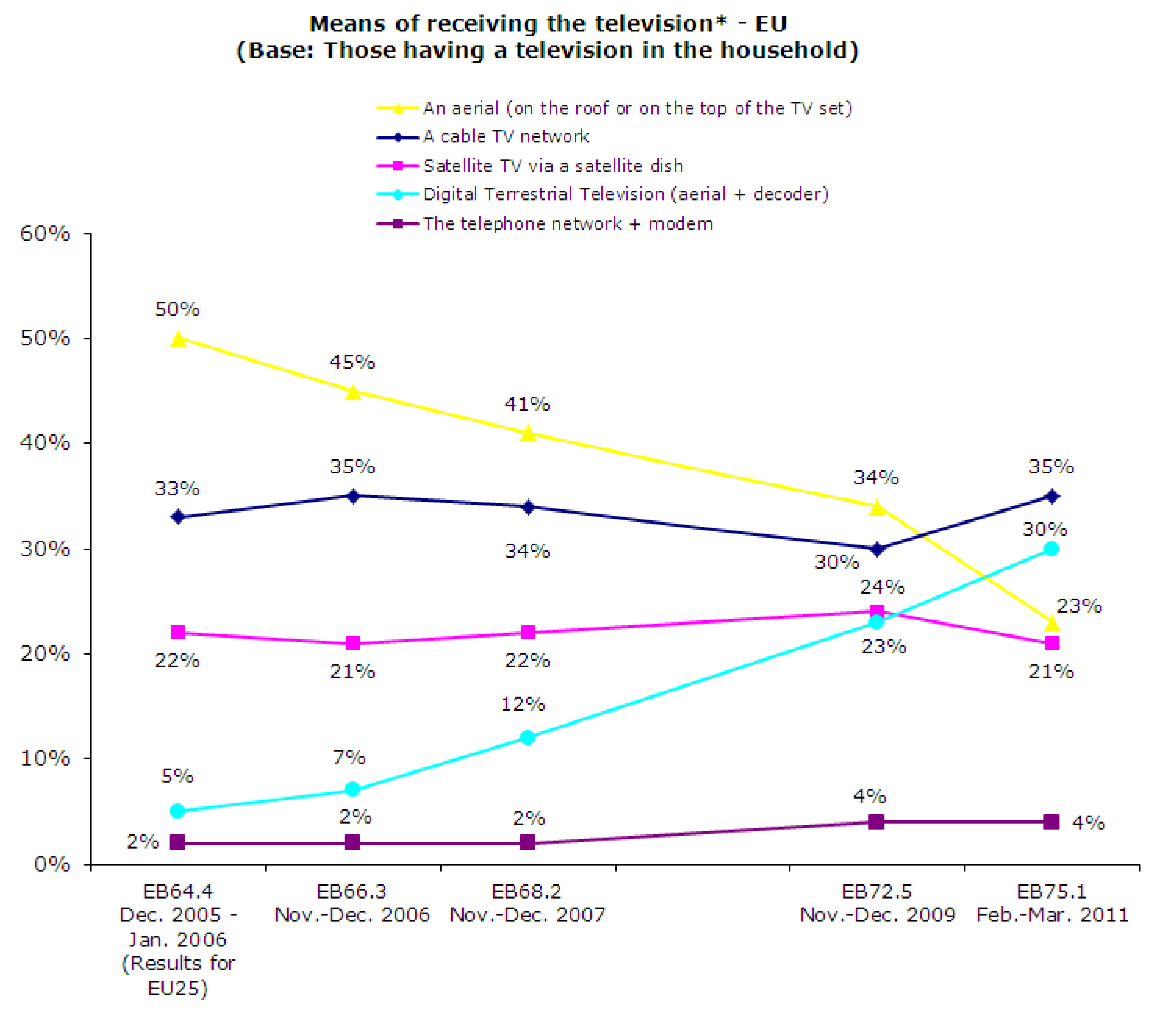
- Digital and cable are the most popular means of receiving transmission -

The most popular means of receiving the television transmission is cable TV (35% total of analog and digital), followed by digital terrestrial television (30%). Using external aerials and satellite dishes to receive the television is secondary to digital and cable, 23% and 21% respectively. Receiving the TV transmission via the telephone network still remains relatively small, at just 4% of EU households.



Digital television reception continues to grow, increasing by seven percentage points since winter 2009. The use of external aerials has declined most, from a third to just under a quarter (23%) and the use of satellite dishes has also declined slightly (-3 percentage points).

Use of the cable network has increased by five percentage points since winter 2009; however, it should be noted that in this survey respondents were asked separately about analog and digital cable and so it is possible that this change in the survey could have impacted the data.



* Please note that the question on the mean of receiving television has been slightly modified this year. Changes done in some items can be seen in the previous graph.

- The means by which the TV transmission is received is largely unchanged in each Member State -

Digital television is most common in Spain (76%) and is used least in Hungary (1%), as it was in the previous survey.

Use of an external aerial still dominates in Greece (92%), whereas in Belgium and the Netherlands no households are using it. Use of external aerials was also most common in Greece in winter 2009.

TV reception through satellite is most common in Austria (45%) and Ireland (43%); Austria and Ireland were also two of the countries where the incidence was also highest in winter 2009. At the other extreme, satellite reception is least common in Spain (2%) and Finland (2%).

Overall, the incidence of cable through analog (19%) is slightly higher than digital (16%). The highest incidence of cable TV through analog is in households in Romania (60%) whereas the highest incidence of digital cable is in Denmark (39%) and Luxembourg (39%). The lowest incidence of both analog and digital cable is in Greece (1% and 0% respectively).

Relatively few EU households are using the telephone network to receive the television transmission (4%). However, the incidence in France is much higher with almost one in five French households using this mode (19%); it was the same in winter 2009. The incidence is very low in most other Member States; in eighteen Member States the incidence of using the telephone network is 0% to 2%.

QC4 Does your household receive the television via...?
(MULTIPLE ANSWERS POSSIBLE)

	Digital Terrestrial Television (aerial + decoder)	An aerial (on the roof or on the top of the TV set)	Satellite TV via a satellite dish + decoder	A cable TV network (analog = directly connected to the TV set)	A cable TV network + decoder (digital TV)	The telephone network + modem and/ or decoder	Don't know
EU27	30%	23%	21%	19%	16%	4%	1%
BE	6%	*0%*	4%	**46%**	34%	14%	0%
BG	19%	19%	7%	**41%**	15%	*0%*	1%
CZ	**34%**	28%	21%	10%	11%	*0%*	0%
DK	7%	13%	13%	25%	**39%**	*6%*	3%
DE	6%	2%	**38%**	30%	28%	*1%*	0%
EE	18%	12%	*10%*	**33%**	23%	*10%*	2%
IE	5%	26%	**43%**	12%	16%	*1%*	3%
EL	11%	**92%**	3%	*1%*	*0%*	*0%*	0%
ES	**76%**	25%	*2%*	*2%*	6%	*2%*	1%
FR	**51%**	35%	16%	*4%*	7%	19%	1%
IT	**56%**	41%	17%	6%	9%	*1%*	1%
CY	14%	**82%**	8%	6%	4%	*2%*	0%
LV	29%	7%	15%	**41%**	7%	*2%*	2%
LT	12%	**37%**	6%	**37%**	9%	*2%*	1%
LU	8%	*3%*	21%	32%	**39%**	5%	2%
HU	*1%*	16%	17%	**54%**	12%	*1%*	0%
MT	**37%**	7%	5%	21%	33%	*1%*	1%
NL	22%	*0%*	6%	**42%**	31%	4%	2%
AT	5%	7%	**45%**	37%	10%	*2%*	2%
PL	7%	**32%**	26%	28%	10%	*0%*	1%
PT	8%	**47%**	8%	27%	11%	*2%*	2%
RO	18%	6%	5%	**60%**	10%	*1%*	2%
SI	22%	7%	*4%*	**37%**	23%	10%	1%
SK	13%	26%	**28%**	27%	10%	*1%*	1%
FI	21%	32%	2%	12%	**36%**	*0%*	1%
SE	27%	11%	14%	25%	**28%**	*6%*	4%
UK	35%	27%	**36%**	2%	15%	*1%*	1%

Highest percentage per country *Lowest percentage per country*

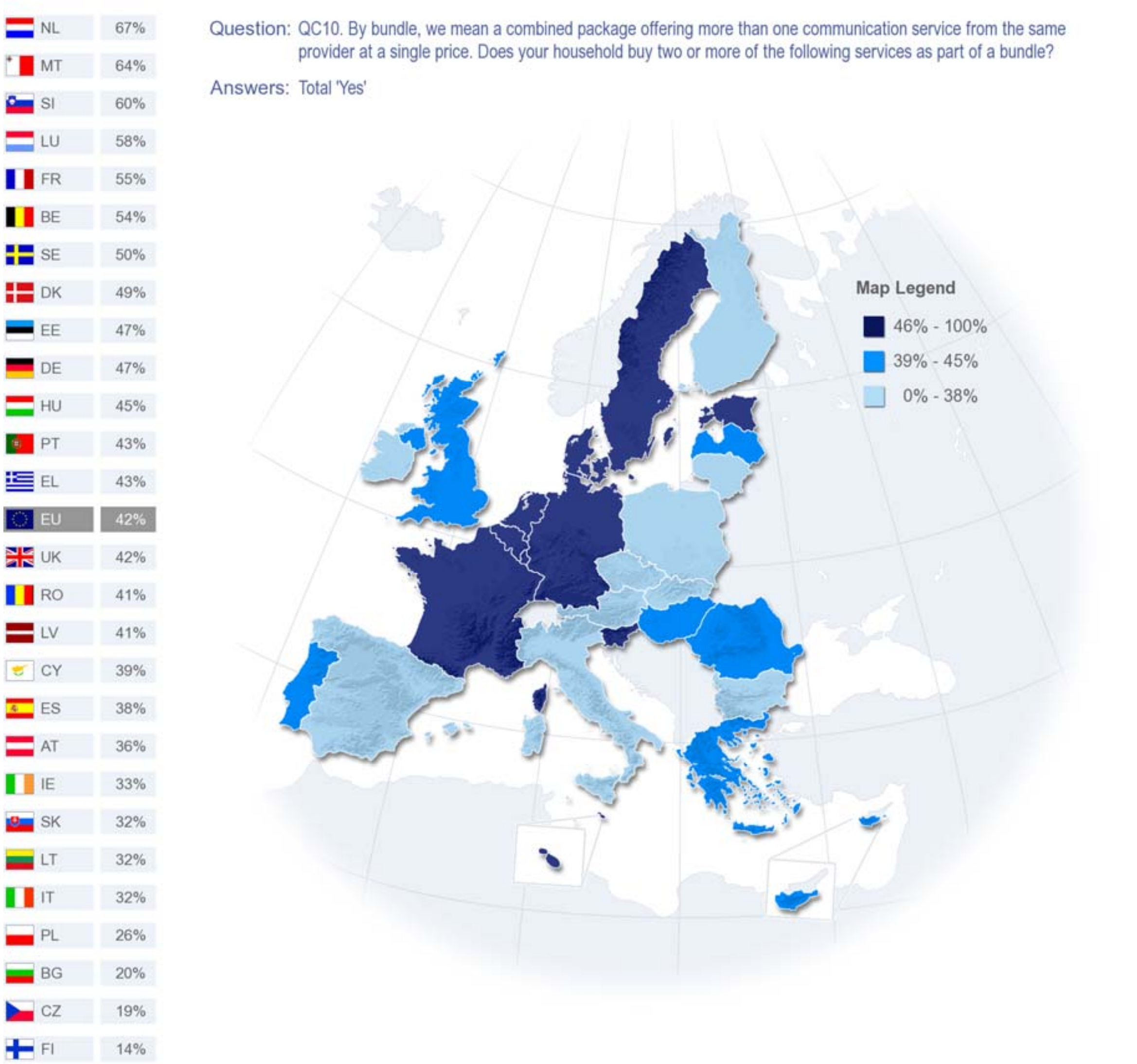
Highest percentage per item | Lowest percentage per item

5. SERVICE PACKAGES

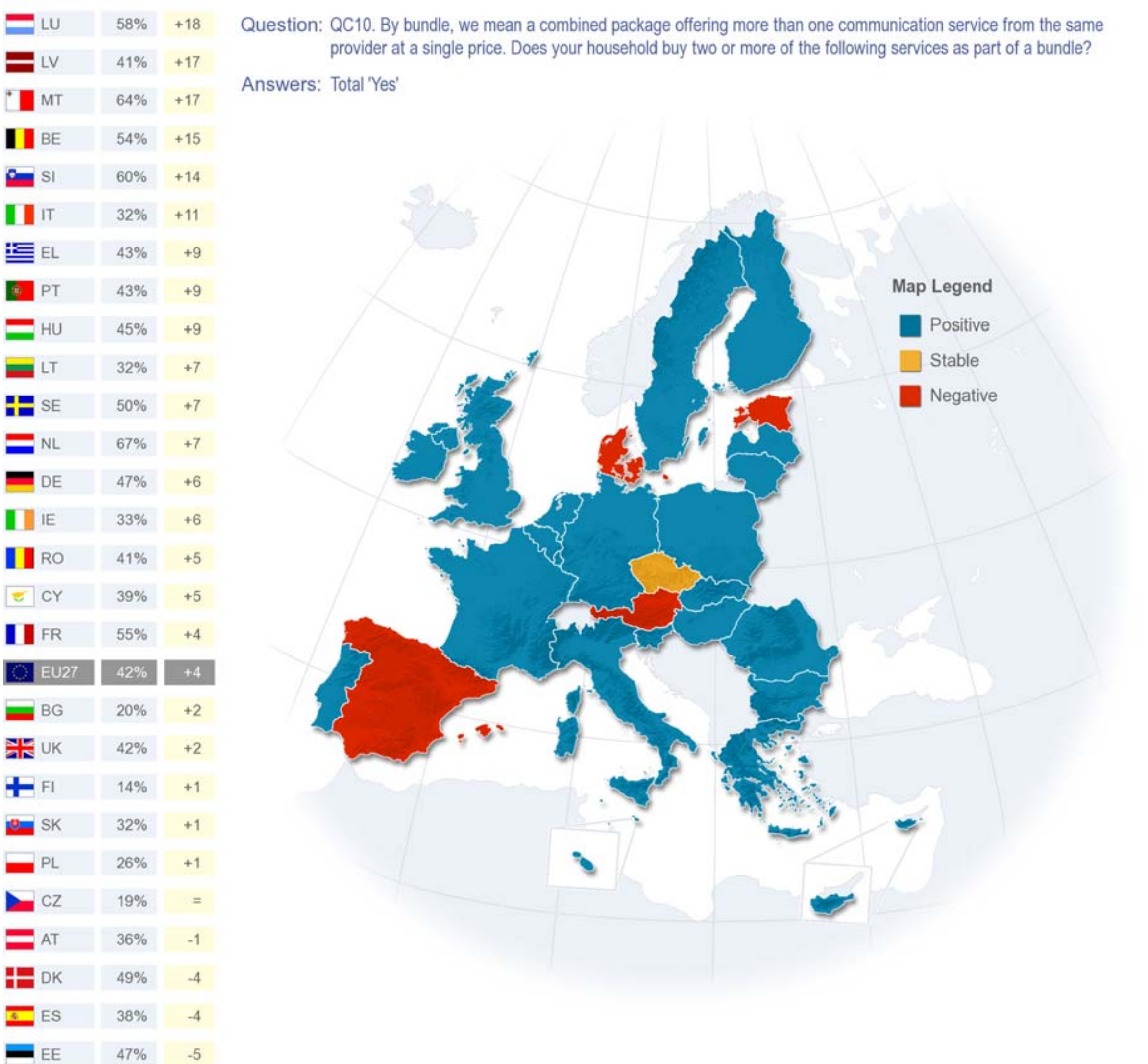
5.1. Overall equipment with service packages

- Bundles are becoming more popular among EU citizens (+4) -

Overall, four out of ten EU households are buying bundles of communication services from a single provider (42%). The incidence of bundles appears to be more prevalent in northern Europe in general. Bundle purchasing is highest in the Netherlands (67%), Malta (64%) and Slovenia (60%). It is lowest in Finland (14%), the Czech Republic (19%) and Bulgaria (20%).



In most Member States the use of bundles has increased since winter 2009. On average, across the EU the use of bundles has increased by four percentage points since the previous survey. The greatest increases have been in Luxembourg (+18), Latvia (+17) and Malta (+17). Only three countries have exhibited a significant decrease, namely Estonia (-5), Spain (-4) and Denmark (-4).



(Comparison with EB72.5 Nov.-Dec. 2009)

The package combinations made available to households through bundles are shown in the table below.

QC10 By bundle, we mean a combined package offering more than one communication service from the same provider at a single price. Does your household buy two or more of the following services as part of a bundle? (MIN. 2 ANSWERS) - EU

	EB75.1 Feb.-Mar. 2011	EB72.5 Nov.-Dec. 2009	Evolution (EB75.1-EB72.5)
Television channels / Fixed telephony / Mobile telephony / Internet access	2%	1,5%	+0.5
Television channels / Fixed telephony / Mobile telephony	0%	0,5%	-0.5
Television channels / Fixed telephony / Internet access	10.5%	8%	+2,5
Television channels / Mobile telephony / Internet access	0%	0,5%	-0.5
Fixed telephony / Mobile telephony / Internet access	2%	2%	=
Television channels / Fixed telephony	2%	2,5%	-0.5
Television channels / Mobile telephony	1%	1%	=
Television channels / Internet access	4.5%	4%	+0.5
Fixed telephony / Mobile telephony	1%	1%	=
Fixed telephony / Internet access	17%	15%	+2
Mobile telephony / Internet access	2%	2%	=

The fixed telephone and Internet access combination remains the most popular package (17%), although the increase of two percentage points since winter 2009 is not significant it continues the upward trend exhibited since winter 2008. The second most popular package “triple-play” (10.5%), which includes television as well as fixed telephone and Internet access, also continues to follow an increasing, although insignificant, trend (+2.5).

A summary of the types of products that households are receiving in the bundles they subscribe to is shown in the table below.

QC10 By bundle, we mean a combined package offering more than one communication service from the same provider at a single price. Does your household buy two or more of the following services as part of a bundle? (MIN. 2 ANSWERS) - EU
Answer: Total "Yes" - Bundles composition

	EB75.1 Feb.-Mar. 2011	EB72.5 Nov.-Dec. 2009	Evolution (EB75.1-EB72.5)
Internet access	90%	86%	+4
Fixed telephony	82%	80%	+2
Television channels	48%	47%	+1
Mobile telephony	19%	22%	-3

- Internet access and a fixed telephone line are the most common items in a package -

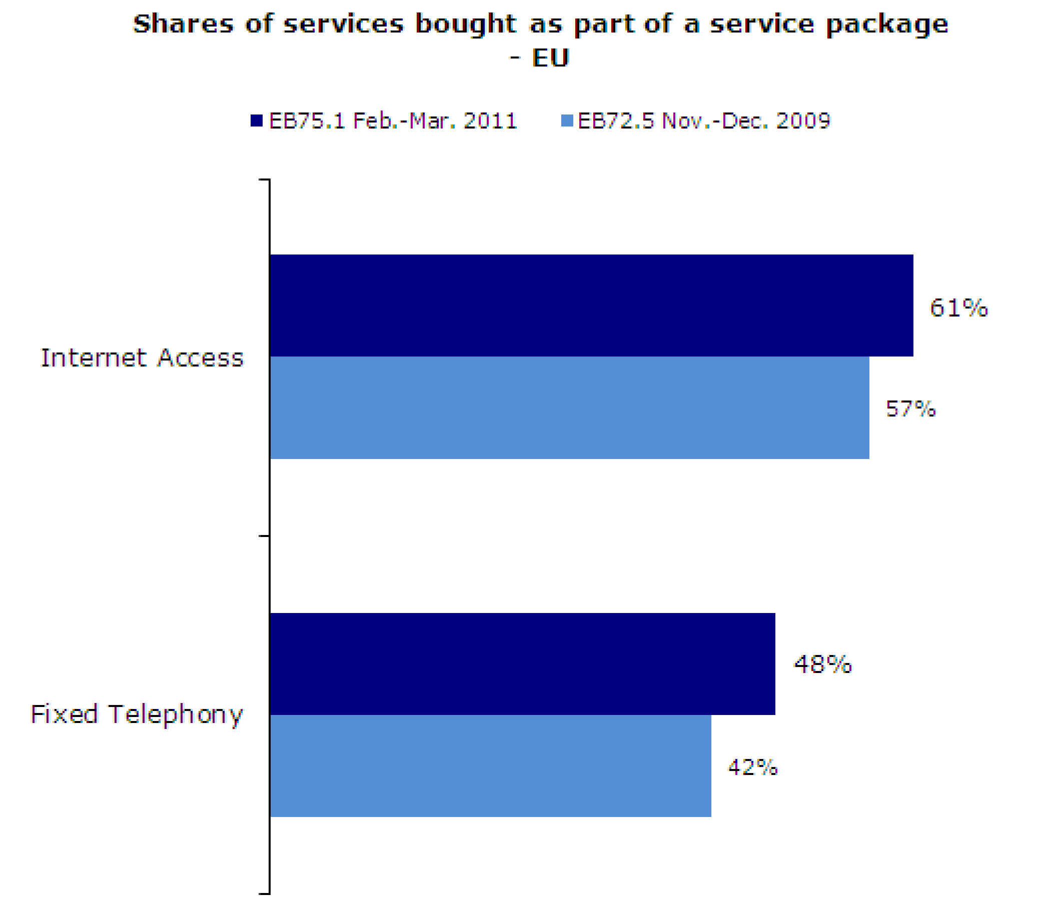
Packages continue to be dominated by Internet access, with nine out of ten packages including Internet access, which has increased since winter 2009 (+4 percentage points). The inclusion of a fixed line also remains a main component of most packages, being included in just over eight out of ten packages (82%).

Interestingly, after the increase in the inclusion of television channels in packages from winter 2008 to winter 2009 there has not been any further significant increase this time (+1) and the proportion of packages with television channels has stabilised.

The inclusion of mobile telephones in packages remains the smallest of the four components and it has declined since winter 2009 (-3).

The following chart illustrates the proportion of Internet users who purchase Internet access via bundles and fixed line users who purchase fixed line access via bundles.

It is evident that Internet access is being purchased as part of a package by Internet users more so than fixed telephone line access is by fixed line users. On average, six out of ten EU households (61%) who are currently accessing the Internet do so via a package. Conversely, just under five out of ten fixed line users (48%) buy their fixed line through a package.



Socio-demographically, users of packages tend to be those living in large towns and those from households with three or more people.

Proportion of households having a bundle

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small/ mid size town	Large town	-29	30-59	60+
EU27	42%	30%	42%	53%	53%	37%	41%	49%	40%	45%	17%
EU15	44%	31%	44%	57%	58%	41%	43%	50%	40%	47%	17%
NMS12	32%	20%	28%	39%	39%	22%	30%	44%	42%	27%	13%

Proportion of elderly people having a bundle

	The ageing society		
	55-64	65-74	75+
EU27	42%	25%	12%
EU15	45%	27%	11%
NMS12	29%	18%	14%

5.2. Usability of service packages

- Convenience is the main benefit of a package -

Overall, EU citizens still believe that the main advantage of packages is that it results in only one invoice (41%). However, the perception that it is cheaper than paying for each service separately has increased since winter 2009 (+4) and a third (33%) believe this is an advantage.

The convenience of only having one invoice with a package dominates in most Member States (in 21 of the 27 Member States). In those countries where the perception that packages are cheaper than paying individual services is the highest percentage per country, namely in Malta (49%), Greece (48%) and Hungary (45%), convenience is still also a consideration as the incidence of this item in these Member States (Malta 45%, Greece 45% and Hungary 43%) is almost the same as that of packages being cheaper than the individual services.

About one in six EU citizens (16%) believes that packages include services they do not really need and so they are not interested in them; this perception remains unchanged since winter 2009 (-1). Not surprisingly, this attitude is most prevalent in Member States where the incidence of bundles is the lowest, specifically in Finland (41%), followed by the Czech Republic (32%) and Bulgaria (30%).

About one in ten (9%) are also disinterested in packages because subscription will mean they are bound to one provider for multiple services. This perception is greatest among Austrian (23%) and Slovakian (21%) respondents. Austrian and Slovakian households are less likely than average to subscribe to packages, with only 36% and 32% respectively using packages compared to the EU average of 42%.

There is a feeling among one in ten EU citizens (10%) that packages are less transparent and clear about costs and conditions than individual services. The highest incidence is in Austria (19%), Czech Republic (18%), Denmark (17%) and Slovakia (16%). Whilst the relatively high incidence can be attributed in the most part to the fact that these countries also have low adoption of packages (Austria, Czech Republic and Slovakia), Denmark has a higher than average adoption of packages and so it would appear that even amongst users there is some unease.

QC11 What do you personally think about these kinds of communication packages? + evolution (EB75.1 - EB72.5)
(MULTIPLE ANSWERS POSSIBLE)

	It is more convenient because there is only one invoice		It is cheaper than paying separately for each service		Packages are not interesting because you get services you do not really need		Packages offer less transparency and clarity about the cost and conditions of each service		Packages are not interesting because you are bound to the same provider for all services		Other (SPONTANEOUS)		Don't know	
EU27	41%	+2	33%	+4	16%	-1	10%	+1	9%	+1	2%	-1	15%	-3
BE	59%	+14	42%	+14	16%	-9	11%	+2	10%	-1	3%	-1	3%	-5
BG	20%	-1	20%	+2	30%	+1	10%	+3	14%	+1	1%	+1	20%	-6
CZ	24%	-2	24%	=	32%	-3	18%	+2	19%	+4	0%	-2	8%	+2
DK	48%	=	29%	=	23%	+5	17%	+4	13%	+1	4%	=	8%	-3
DE	46%	+4	40%	+7	16%	-2	10%	+1	10%	-1	2%	=	11%	-2
EE	58%	=	28%	-3	13%	-3	6%	-2	4%	=	1%	-1	15%	+4
IE	32%	+2	27%	+3	15%	-1	10%	+3	9%	-2	1%	=	28%	+1
EL	45%	=	48%	+13	18%	-3	9%	-1	7%	+1	0%	-1	7%	+1
ES	42%	-4	33%	+3	15%	-2	8%	+1	6%	+2	3%	-2	16%	+1
FR	44%	+2	36%	+5	20%	+1	8%	-3	7%	+2	3%	-1	15%	=
IT	32%	+7	20%	+2	17%	+2	12%	=	10%	+1	1%	-1	20%	-8
CY	50%	+5	33%	+7	14%	-6	6%	-1	7%	-3	1%	=	18%	-6
LV	45%	+3	30%	+4	20%	-2	6%	+1	11%	+2	1%	-1	10%	-5
LT	32%	+3	18%	+1	24%	-2	6%	+1	9%	-3	5%	=	16%	-3
LU	50%	+15	35%	+17	14%	+4	9%	+4	3%	=	5%	-1	12%	-11
HU	43%	-2	45%	+5	16%	-4	7%	-1	6%	=	1%	=	7%	=
MT	45%	+7	49%	+2	14%	-1	7%	+1	9%	+1	2%	+2	13%	-4
NL	55%	+5	37%	+1	8%	-1	11%	+2	8%	-1	4%	+2	9%	-3
AT	39%	-5	34%	+1	23%	+1	19%	+6	23%	+6	3%	+2	7%	-2
PL	41%	+3	28%	=	10%	+1	9%	+2	11%	+3	0%	=	22%	-6
PT	34%	=	34%	+14	16%	-4	9%	+3	7%	-2	1%	-1	18%	-4
RO	51%	+6	32%	+8	8%	+2	8%	+4	6%	=	1%	-1	21%	-14
SI	56%	-1	52%	+7	11%	-3	8%	=	6%	-2	5%	-2	5%	-3
SK	31%	+2	28%	=	25%	+2	16%	+4	21%	+1	1%	-3	6%	=
FI	19%	=	16%	+8	41%	-2	11%	+2	14%	=	3%	-4	14%	-2
SE	45%	+1	33%	+3	19%	-3	12%	=	13%	=	6%	+3	11%	=
UK	38%	+3	34%	-3	14%	=	7%	+2	4%	-1	3%	=	18%	-3

Highest percentage per country *Lowest percentage per country*
Highest percentage per item Lowest percentage per item

The table below shows the attitudes of non-users and users of communications packages.

Not surprisingly, it is clear from this data that those households not using service packages tend to hold a more negative perception about packages than do those who have a service package. Among households not using the service packages the incidence in being disinterested is higher because they feel that:

a) Packages include services they do not really need (28%)
b) A package will bind them to the same provider (14%)

Conversely, households using service packages perceive the benefits of packages more than those who do not use them and as a consequence the incidence is higher among these households of packages being:

a) More convenient as there is only one invoice (65%)
b) Cheaper than paying separately for each service (52%)

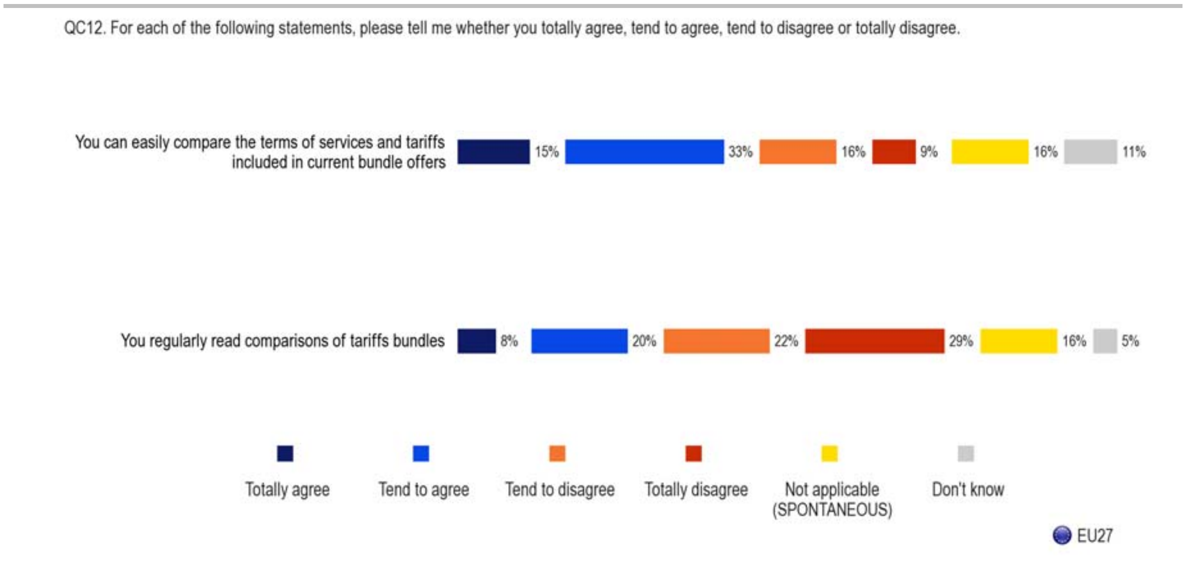
QC11 What do you personally think about these kinds of communication packages? - EU27 (MULTIPLE ANSWERS POSSIBLE)

	Households having no service package	Households having service package
Packages are not interesting because you get services you do not really need	28%	5%
It is more convenient because there is only one invoice	22%	65%
It is cheaper than paying separately for each service	18%	52%
Packages are not interesting because you are bound to the same provider for all services	14%	3%
Packages offer less transparency and clarity about the cost and conditions of each service	11%	8%
Other (SPONTANEOUS)	4%	1%
DK	23%	2%

Interestingly, there is little difference between non-users and users of packages as to their perceptions of the transparency and clarity of packages (11% and 8% respectively).

The chart below illustrates respondents' feelings towards package cost comparability. Overall, almost half (48%) totally or tend to agree that they can easily compare different package offers. However, a quarter (25%) disagree (totally/tend to) that this is the case, with almost one in ten (9%) totally disagreeing that they are able to compare packages.

When asked if they regularly read comparisons of package bundles about half admitted that they do not (51% tend to/totally disagree). However, 28% are regularly reading comparisons of package tariffs.



Within Member States, those who agree most that they are able to compare package tariffs are respondents from Greece, Estonia and Malta (57%, 56% and 56% agree respectively). Those who disagree most strongly are those from Finland, Denmark, Belgium and Sweden (39%, 39%, 39% and 38% respectively).

Regularly reading comparisons of package tariffs is highest in Greece, Romania and Spain, while they are read least in the Czech Republic (14%) where respondents are disinterested in packages and the incidence of package adoption is among the lowest.

QC12 For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

You can easily compare the terms of services and tariffs included in current bundle offers

	Total 'Agree'	Total 'Disagree'	Not applicable (SPONT.)	Don't know
EU27	48%	25%	16%	11%
EL	57%	21%	18%	4%
EE	56%	14%	23%	7%
MT	56%	13%	15%	16%
SK	54%	29%	14%	3%
PT	53%	15%	25%	7%
SI	53%	21%	18%	8%
ES	52%	18%	15%	15%
HU	52%	30%	18%	0%
LV	51%	11%	34%	4%
IT	50%	21%	17%	12%
AT	50%	36%	6%	8%
RO	50%	13%	15%	22%
PL	49%	10%	34%	7%
UK	49%	23%	16%	12%
BE	48%	39%	10%	3%
DE	48%	34%	5%	13%
CY	48%	11%	20%	21%
FR	45%	35%	13%	7%
LU	45%	31%	17%	7%
SE	42%	38%	13%	7%
CZ	41%	41%	10%	8%
IE	41%	17%	19%	23%
LT	41%	16%	27%	16%
NL	41%	36%	13%	10%
BG	37%	16%	30%	17%
DK	33%	39%	22%	6%
FI	27%	39%	29%	5%

You regularly read comparisons of tariffs bundles

	Total 'Agree'	Total 'Disagree'	Not applicable (SPONT.)	Don't know
EU27	28%	51%	16%	5%
EL	39%	39%	20%	2%
RO	37%	26%	16%	21%
ES	36%	38%	18%	8%
IT	35%	42%	18%	5%
CY	35%	29%	18%	18%
MT	35%	39%	16%	10%
PT	35%	37%	24%	4%
LU	33%	45%	20%	2%
BE	30%	60%	9%	1%
IE	29%	32%	19%	20%
UK	28%	50%	16%	6%
AT	27%	56%	16%	1%
DK	26%	53%	17%	4%
PL	25%	36%	33%	6%
SI	25%	53%	17%	5%
FR	24%	61%	12%	3%
SK	24%	62%	13%	1%
SE	24%	58%	14%	4%
LV	23%	41%	33%	3%
LT	23%	39%	26%	12%
DE	22%	70%	4%	4%
EE	21%	54%	21%	4%
BG	20%	36%	31%	13%
HU	19%	62%	19%	0%
NL	18%	67%	13%	2%
FI	18%	55%	24%	3%
CZ	14%	70%	12%	4%

Respondents who regularly read comparisons of tariffs bundles are more likely to agree that they can easily compare the terms of services and tariffs included in current bundle offers than those who do not: 80% vs. 45%.

QC12.2 You regularly read comparisons of tariffs bundles
(Household Weighted)

QC12.1* - EU	EU27	Total 'Agree'	Total 'Disagree'
Total 'Agree'	46%	80%	45%
Total 'Disagree'	27%	17%	41%
Not applicable (SPONTANEOUS)	16%	2%	5%
DK	11%	1%	9%

*QC12.1 You can easily compare the terms of services and tariffs included in current bundle offers

The tables below show the responses of non-users and users of communications packages about package cost comparability.

There is no difference between the proportion of users and non-users who disagree that package tariffs are comparable. However, those who do not use bundles are less likely to agree that they can easily compare package tariffs (32% of non-users agree vs. 66% of users agree) but this is because four out of ten who do not use packages feel the statement is irrelevant (26% not applicable and 14% don't know) which is significantly more than among those who do use packages (only 3% and 4% respectively).

QC12.1 You can easily compare the terms of services and tariffs included in current bundle offers - EU27

	Households having no service package	Households having service package
Total 'Agree'	32%	66%
Total 'Disagree'	28%	27%
Not applicable (SPONTANEOUS)	26%	3%
Don't know	14%	4%

Almost six out of ten of those who use service packages do not read package tariff comparisons regularly (57%). Just less than four in ten users read comparisons regularly (38%).

Not surprisingly, the majority of those who do not have a service package are not reading package comparisons regularly; most disagreed with the statement (50%) but a quarter feel that it is not applicable to them (26%).

QC12.2 You regularly read comparisons of tariffs bundles - EU27

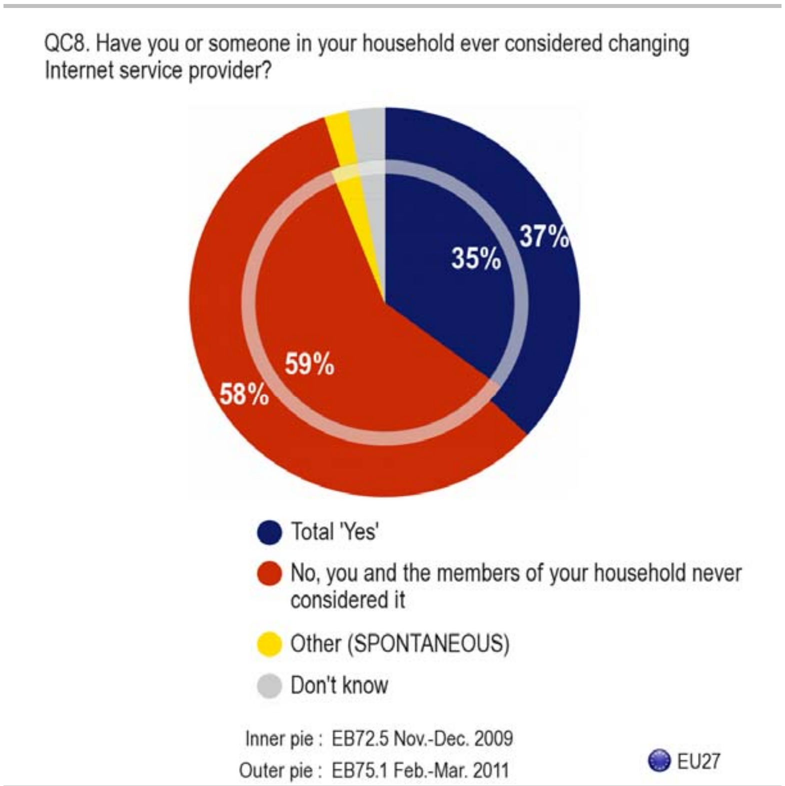
	Households having no service package	Households having service package
Total 'Agree'	18%	38%
Total 'Disagree'	50%	57%
Not applicable (SPONTANEOUS)	26%	3%
Don't know	6%	2%

6. SWITCHING PROVIDERS

6.1. Switching Internet providers

- Almost six out of ten have never considered switching -

The majority of EU citizens have never considered switching Internet service provider (58%). However, almost four in ten has considered changing or has switched in the past (37%). Overall, EU citizens' attitudes to switching are unchanged from winter 2009.



Switching is least likely to be considered in Hungary or Luxembourg, where 83% and 80% of respondents respectively had not considered switching their Internet provider. Conversely, respondents in Finland exhibited the highest incidence of those who had considered changing or had already changed in the past (58%).

Socio-demographically there is little to distinguish those who would consider switching Internet providers from those who would not. Those who would consider switching are only more prevalent among single households aged 30-59 years. Single people 29 years and under or 60 years and older are more likely to never consider switching.

- Although 37% has considered switching, 9% are satisfied with their current provider -

Almost one in ten EU citizens has considered changing Internet provider but they are happy with their existing Internet service and so have not. This attitude is most prevalent among Irish respondents, with almost a quarter feeling this way (23%) and least common among Hungarian (2%) and Luxembourg (3%) respondents.

Most respondents who have considered switching are restricted in some way:

- Six percent of EU citizens have considered switching but they feel that it takes too much effort to switch and so they have not switched providers. This attitude is most prevalent in the Netherlands (14%) and least common in Hungary (1%).

- One in twenty is bound to their current provider by their existing contract. This limitation is most common among respondents from Slovakia (14%) and least common among those from the Netherlands (1%).

- Four percent of citizens have not switched even though they have considered it because there is no cost effective alternative. This opinion was greatest among Estonian (9%) and Italian (9%) respondents and lowest among French (1%) and Finnish (1%) respondents.

- Lack of trust in the alternatives is restricting for 3% of citizens. Distrust is greatest among Spanish respondents (7%) and lowest among Estonian (1%), Irish (1%), Hungarian (1%), Maltese (1%), Portuguese (1%) and British (1%) respondents.

- In addition, 2% of citizens are using a bundle, which makes switching difficult and 2% are reluctant to switch because they will lose the email address and web pages hosted by their existing provider.

Comparatively few respondents actively switch Internet providers:

- One in ten respondents reported that they or someone in the household had already changed the Internet service provider. The incidence was highest in Finland where just over one in five had already changed Internet provider and lowest in Hungary (1%) and Bulgaria (2%).

- Only 3% of EU citizens changes provider each time better conditions are offered by another Internet service provider. There is little variation between countries but the greatest incidence of switching for better offers is in Austria (7%). There are lowest incidence of 1% is exhibited in Belgium, Bulgaria, Latvia, Luxembourg, Malta and the Netherlands.

QC8 Have you or someone in your household ever considered changing Internet service provider? + evolution (EB75.1 - EB72.5) (MULTIPLE ANSWERS POSSIBLE)
(Asked to respondents saying that they have Internet in the household, base = 16757)

	No, you and the members of your household never considered it		Yes, you or someone in your household has already changed		Yes, but you and the members of your household are satisfied with the current service you get		Yes, but it takes too much effort and time to do it		Yes, but you and the members of your household are bound by your contract conditions to your current provider		Yes, but there are no other Internet access providers in the area of your household which would deliver good value for money		Yes, there are more interesting offers from other providers but you and the members of your household do not trust them		Yes, you or someone in your household changes each time there are better conditions offered by another Internet provider		Yes, but you and the members of your household are getting the Internet access via a package (bundle) which makes it difficult to switch to another provider		Yes, but you and the members of your household do not want to lose your current e-mail address(es)/ web page(s) hosted on the server of the Internet service provider		Yes, but you and the members of your household did not know it is actually possible to change provider		Other (SPONTANEOUS)		Don't know	
EU27	58%	-1	10%	+1	9%	-1	6%	=	5%	=	4%	=	3%	=	3%	+1	2%	-1	2%	=	1%	=	2%	-1	3%	=
BE	73%	=	7%	+2	4%	-2	6%	+2	3%	-2	1%	=	3%	+1	1%	-1	4%	+2	2%	=	1%	=	1%	-1	0%	-1
BG	72%	-8	2%	+1	9%	+3	2%	=	3%	-1	4%	+1	2%	=	1%	-1	2%	+1	1%	+1	1%	=	0%	=	5%	+1
CZ	65%	+1	4%	+1	11%	-3	4%	-2	4%	-1	6%	=	5%	+1	2%	+1	2%	=	1%	=	1%	+1	1%	+1	2%	+1
DK	46%	+1	17%	-5	18%	+4	9%	+2	4%	=	4%	-1	6%	+3	3%	=	8%	+1	3%	+1	1%	=	3%	=	1%	=
DE	55%	-1	13%	+3	11%	=	6%	-2	7%	-1	4%	+1	4%	=	2%	=	3%	=	4%	+2	0%	-1	1%	-1	2%	+1
EE	62%	+1	9%	+3	12%	+2	3%	-1	2%	+1	9%	+2	1%	-1	2%	=	2%	-2	1%	+1	1%	=	0%	-2	2%	-2
IE	51%	-5	11%	+4	23%	+7	3%	-1	3%	+1	6%	-5	1%	=	2%	+1	4%	+2	2%	+1	0%	-1	1%	-2	2%	-1
EL	48%	-13	16%	+8	13%	+5	2%	=	4%	-1	3%	+2	4%	=	4%	+1	3%	-2	1%	-1	1%	=	2%	+1	3%	-4
ES	56%	+5	10%	+1	11%	-9	4%	+2	5%	+1	4%	-1	7%	+2	4%	+1	1%	=	1%	=	1%	+1	0%	-2	1%	-1
FR	64%	-1	10%	-1	8%	+1	7%	+1	3%	=	1%	-1	3%	=	2%	=	1%	=	1%	-1	1%	+1	2%	-1	2%	=
IT	61%	-2	7%	=	10%	+1	4%	+1	2%	-1	9%	+3	4%	-2	2%	=	2%	=	2%	-1	0%	=	1%	-1	4%	-1
CY	63%	-6	7%	+3	7%	-2	10%	+6	2%	=	5%	=	6%	+1	3%	+2	2%	-2	3%	=	0%	=	1%	-2	1%	-2
LV	67%	+5	6%	+1	6%	-4	4%	-1	7%	+1	5%	-2	3%	+1	1%	=	1%	-2	0%	=	0%	-1	0%	-2	1%	-1
LT	64%	-1	5%	-1	8%	+1	5%	+2	6%	-3	3%	-2	3%	+1	2%	+1	1%	+1	1%	=	1%	=	2%	+1	1%	=
LU	80%	+2	4%	-1	3%	-3	4%	+1	3%	=	3%	+2	2%	=	1%	-1	3%	=	1%	=	0%	=	1%	=	1%	+1
HU	83%	-2	1%	=	2%	-1	1%	+1	2%	-1	2%	=	1%	-1	5%	+1	1%	-1	0%	=	0%	-1	1%	+1	1%	-1
MT	72%	=	9%	-1	12%	+7	2%	=	2%	=	3%	+3	1%	=	1%	-2	3%	=	1%	-1	0%	=	0%	-1	1%	-2
NL	55%	=	11%	+1	7%	-4	14%	=	1%	-1	2%	=	4%	=	1%	-1	2%	-1	5%	=	0%	=	5%	=	1%	=
AT	50%	-9	10%	+3	14%	=	9%	=	10%	+3	4%	+1	6%	+1	7%	+3	8%	+2	5%	+1	2%	=	1%	+1	1%	=
PL	60%	-2	4%	=	5%	-1	4%	-1	8%	+2	6%	+1	2%	=	3%	+2	1%	-1	2%	=	1%	+1	1%	-2	8%	+1
PT	61%	-1	15%	+9	4%	-6	2%	=	4%	-1	4%	+1	1%	-2	3%	=	2%	+1	0%	=	0%	-1	0%	-2	6%	=
RO	65%	+1	4%	=	16%	+5	2%	+1	2%	-2	7%	-3	2%	+1	3%	+1	1%	-1	1%	+1	0%	-1	2%	+2	2%	-4
SI	51%	-7	6%	-1	17%	+7	6%	-1	6%	-1	6%	+1	5%	+3	2%	+1	4%	=	2%	=	3%	=	4%	=	1%	=
SK	50%	-4	9%	+8	13%	+2	2%	-5	14%	=	6%	+1	5%	+2	2%	-2	4%	-2	4%	+2	0%	=	0%	=	3%	+1
FI	40%	-15	22%	+9	13%	+3	10%	+1	8%	+1	1%	-1	2%	=	2%	+1	2%	=	1%	-2	1%	-1	3%	-1	1%	=
SE	49%	+4	17%	+2	12%	-6	11%	-2	5%	-3	7%	+2	2%	-1	2%	-1	5%	-2	2%	-2	0%	=	3%	-1	1%	=
UK	54%	+2	11%	-1	7%	-2	6%	-1	3%	-2	4%	=	1%	-1	5%	+1	3%	-2	1%	=	0%	=	3%	=	4%	+1

Highest percentage per country *Lowest percentage per country*
Highest percentage per item Lowest percentage per item

The responses gathered from the statements were used further in the development of a classification between households with inertial consumers, household with hindered switchers' consumers and households with active switchers' consumers at a total level in each Member States.

Three groups were created according to the respondents' responses to the question on switching Internet provider, the groups are as follows:

- **Households with inertial consumers** = households with respondents who answered either "No, you and the members of your household never considered it", "Yes, but it takes too much effort and time to do it", "Yes, but you and the members of your household are satisfied with the current service you get" and "Yes, but you and the members of your household did not know it is actually possible to change provider";
- **Households with hindered switchers consumers** = households with respondents who answered either "Yes, but there are no other Internet access providers in the area of your household which would deliver good value for money", "Yes, but you and the members of your household are bound by your contract conditions to your current provider", "Yes, but you and the members of your household are getting the Internet access via a package (bundle) which makes it difficult to switch to another provider", "Yes, but you and the members of your household do not want to lose your current e-mail address(es)/ web page(s) hosted on the server of the Internet service provider" and "Yes, there are more interesting offers from other providers but you and the members of your household do not trust them";
- **Households with active switchers consumers** = "Yes, you or someone in your household has already changed" and "Yes, you or someone in your household changes each time there are better conditions offered by another Internet provider".

Overall, the results, in the table page 97, show that nearly three-quarters of households using the Internet can be classified as "Household with inertial consumers" as they did not or did not really try to change Internet providers (73%).

A far smaller proportion of households using the Internet can be classified as "Households with hindered switchers' consumers" (15%) and "Household with active switchers' consumers" (13%).

Households with inertial consumers are more likely to be found in Luxembourg (87%), Hungary (86%), Malta (85%), Belgium and Bulgaria (83% each). At the other end of the spectrum, Finland and Slovakia are the countries where there are the least households with inertial consumers (respectively 63% and 65%).

In Slovakia and Austria, more than a quarter of the households using the Internet can be called households with hindered switchers' consumers (respectively 26% and 25%). This is far less the case in Hungary (6%), France (8%) and Malta (9%).

Nearly a quarter of households using the Internet in Finland can be classified as households with active switchers' consumers (24%). A relatively high proportion of households using the Internet are as well households with active switchers' consumers in Denmark (19%), Greece (19%) and Sweden (18%). Conversely, it is only the case of 3% of the households in Bulgaria, 5% of households in Czech Republic and Luxembourg.

Households using the Internet in the EU15 countries tend more to be classified as "active switchers' consumers" than those from NMS12 countries: 14% vs. 7%. There are fewer differences when analysing other groups.

QC8 Have you or someone in your household ever considered changing Internet service provider? (MULTIPLE ANSWERS POSSIBLE)
(Asked to respondents saying that they have Internet in the household, base = 16757)

	Households with inertial consumers	Households with hindered switchers consumers	Households with active switchers consumers
EU27	73%	15%	13%
BE	83%	12%	8%
BG	83%	11%	3%
CZ	79%	16%	5%
DK	72%	19%	19%
DE	72%	19%	15%
EE	76%	14%	10%
IE	77%	12%	13%
EL	64%	14%	19%
ES	71%	17%	15%
FR	80%	8%	11%
IT	75%	16%	8%
CY	80%	15%	10%
LV	77%	15%	8%
LT	78%	14%	8%
LU	87%	10%	5%
HU	86%	6%	6%
MT	85%	9%	9%
NL	75%	13%	12%
AT	73%	25%	16%
PL	70%	17%	7%
PT	67%	10%	17%
RO	82%	13%	7%
SI	76%	17%	8%
SK	65%	26%	11%
FI	63%	14%	24%
SE	71%	17%	18%
UK	67%	12%	16%

Highest percentage per country *Lowest percentage per country*

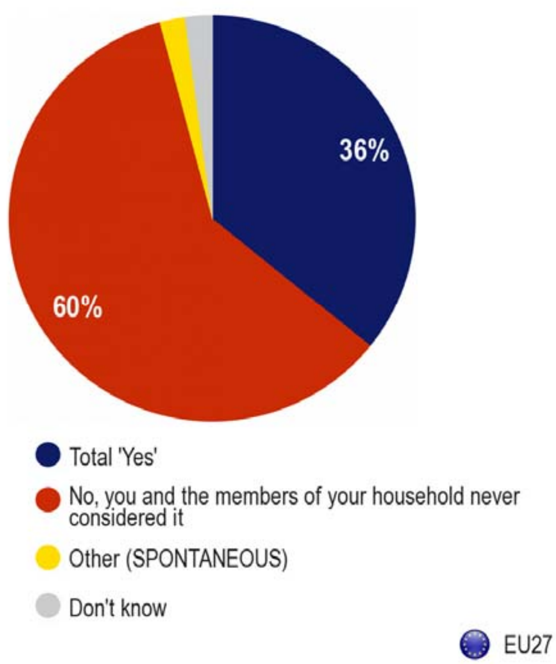
Highest percentage per item	Lowest percentage per item

6.2. Switching service packages providers

- Six out of ten have never considered switching bundle provider -

Attitudes to switching package providers are similar to those of switching Internet providers in the previous section. Just over a third would consider switching their package provider (36%), while six out of ten have never considered it (60%).

QC13. Have you or someone in your household ever considered changing your bundle provider?



Most have never considered changing their package provider, with respondents in Luxembourg (82%) being the least likely to consider changing. Respondents most likely to consider changing (those with the highest incidence of total 'yes') are those from Finland (54%), Italy (51%), Ireland (49%) and Austria (49%).

Again, as we saw with Internet provider switching, there is little socio-demographically to distinguish those who will consider switching package providers from those who will not consider switching. Those who will consider switching package providers are more prevalent among those with households of four or more people, whereas those who would never consider switching are more prevalent among households of two people and the elderly population.

- Although considered switching, most satisfied with current provider -

Although 36% have considered switching, 12% see no need as they are satisfied with the service they currently receive from their provider. Irish respondents are most satisfied with almost a quarter feeling this way (24%); interestingly, the Irish are also the most likely to feel this way about their Internet provider. On the other hand, respondents from Luxembourg are least likely to feel this way with only 2% feeling the same about their package provider.

Almost one in ten (8%) has already switched and is now bound by the new contract conditions to their new provider. Finnish respondents are most likely to have switched already (15%) as they were with their Internet provider, while, Cypriot (1%) and Czech (2%) respondents are the least likely to have switched already.

The other respondents who have considered switching have not done so for one reason or another:

- Six percent feel that it takes too much time and effort to switch package providers, which is most prevalent in the Netherlands (12%) and Finland (12%) and least common in Malta (0%). Notably, the Dutch also feel most that it is too much effort to switch Internet providers.

- One in twenty (5%) feel that there are no other package providers that offer good value for money in their area. The incidence of which was highest in Sweden (10%), Austria (9%) and Romania (9%) and lowest in Belgium (0%) and France (1%).

- Four percent of EU citizens considered switching but were offered a better deal by their own provider and so decided not to. The incidence of being offered a better deal was highest in the Czech Republic (10%) and Slovakia (9%) and lowest in Bulgaria, Estonia, and Cyprus (1% in each).

- A further 4% were nervous to switch in case the lost service during the switching period, greatest concern was in Denmark (10%) while those in Estonia, Spain, France, Lithuania, Romania and the UK are least concerned (1% in each country).

- Three percent of citizens are concerned about being charged by more than one provider during the switch. Austrian (6%) and Slovakian (6%) respondents are most concerned about double charging whereas French (0%) and Finnish (0%) respondents are the least concerned.

- Furthermore, 2% of citizens are concerned about losing the email address and web pages hosted through the Internet provider and 1% does not know what is involved in switching.

QC13 Have you or someone in your household ever considered changing your bundle provider? (MULTIPLE ANSWERS POSSIBLE)
(Asked to respondents saying that they have a bundle in the household, base = 11267)

	No, you and the members of your household never considered it	Yes, but you and the members of your household are satisfied with the current service you get	Yes, you or someone in your household has already changed and are bound for the time being by your contract conditions to your current provider	Yes, but it takes too much effort and time to do it	Yes, but there are no other bundle providers in the area of your household which would deliver good value for money	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 more than one provider during the switching process	Yes, but you and the members of your household do not want to lose your current e-mail address(es)/ web page(s) hosted on the server of the Internet service provider	Yes, but it is not clear what steps you would need to take to switch	Other (SPONT.)	Don't know
EU27	60%	12%	8%	6%	5%	4%	4%	3%	2%	1%	2%	2%
BE	77%	4%	3%	7%	0%	2%	3%	3%	3%	1%	2%	0%
BG	62%	16%	3%	2%	4%	1%	3%	2%	0%	0%	0%	12%
CZ	67%	8%	2%	3%	6%	10%	2%	3%	1%	1%	0%	2%
DK	55%	13%	3%	10%	8%	3%	10%	5%	3%	2%	4%	1%
DE	53%	14%	13%	7%	4%	6%	7%	4%	4%	1%	2%	2%
EE	71%	11%	7%	2%	5%	1%	1%	1%	1%	0%	1%	2%
IE	44%	24%	12%	3%	8%	3%	2%	3%	1%	1%	1%	5%
EL	52%	19%	11%	3%	4%	5%	2%	3%	1%	1%	3%	3%
ES	65%	9%	6%	5%	6%	4%	1%	3%	0%	2%	1%	1%
FR	70%	9%	6%	7%	1%	2%	1%	0%	1%	1%	2%	3%
IT	47%	18%	12%	4%	8%	7%	5%	3%	3%	0%	1%	2%
CY	71%	13%	1%	7%	5%	1%	4%	3%	4%	1%	0%	1%
LV	71%	7%	7%	4%	4%	2%	2%	3%	0%	1%	1%	1%
LT	75%	6%	3%	3%	3%	3%	1%	3%	1%	2%	3%	1%
LU	82%	2%	3%	5%	4%	3%	3%	1%	0%	3%	0%	0%
HU	76%	5%	3%	1%	4%	6%	3%	2%	0%	2%	1%	1%
MT	76%	11%	5%	0%	2%	2%	2%	1%	0%	0%	2%	3%
NL	59%	8%	5%	12%	3%	3%	5%	2%	4%	2%	7%	1%
AT	49%	17%	14%	8%	9%	6%	7%	6%	6%	2%	0%	1%
PL	62%	8%	4%	5%	7%	3%	2%	4%	3%	4%	1%	5%
PT	61%	11%	9%	3%	4%	2%	2%	3%	2%	2%	1%	5%
RO	61%	20%	5%	2%	9%	4%	1%	2%	0%	1%	1%	6%
SI	54%	21%	8%	7%	5%	2%	4%	4%	1%	1%	2%	2%
SK	49%	14%	12%	3%	7%	9%	3%	6%	4%	2%	1%	3%
FI	44%	12%	15%	12%	5%	7%	2%	0%	3%	4%	3%	1%
SE	50%	15%	12%	11%	10%	3%	2%	4%	3%	1%	4%	1%
UK	60%	9%	7%	6%	5%	4%	1%	1%	2%	1%	3%	3%

Highest percentage per country *Lowest percentage per country*
Highest percentage per item Lowest percentage per item

In the same way that the classification of households using the Internet was generated from the question on Internet's provider switching, the responses gathered from these statements were used further in the development of a classification between households with inertial consumers, household with hindered switchers' consumers and households with active switchers' consumers at a total level in each Member State.

Three groups were created according to the respondents' responses to the question on switching their bundle provider, the groups are as follows:

- **Households with inertial consumers** = households with respondents who answered either "No, you and the members of your household never considered it", "Yes, but you and the members of your household are satisfied with the current service you get" and/or "Yes, but it takes too much effort and time to do it";
- **Households with hindered switchers consumers** = households with respondents who answered either "Yes, but there are no other bundle providers in the area of your household which would deliver 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 you don't want to take the risk of having to pay more than one provider during the switching process", "Yes, but it is not clear what steps you would need to take to switch" and/or "Yes, but you and the members of your household do not want to lose your current e-mail address(es)/ web page(s) hosted on the server of the Internet service provider";
- **Households with active switchers consumers** = households with respondents who answered either "Yes, you or someone in your household has already changed and are bound for the time being by your contract conditions to your current provider" and/or "Yes, but eventually your provider offered you better conditions and you decided not to switch";

As observed for the Internet provider switching, most of Europeans households that have a bundle can be classified as households with inertial consumers. They are, indeed, 77% of them that can be positioned in that group of households.

Far behind, only 12% of households that have a bundle can be classified either as households with hindered switchers consumers either as households with active switchers consumers.

On the other way round, we can observe that the Member States which count the highest proportion of active switchers, are among those with the lowest proportion of households with a bundle, namely Finland (22%/14%), Slovakia (20%/32%), Austria (20%/36%) and Italy (18%/32%).

In all European Union Member States, a large majority of households are classified in the category "households with inertial consumers". Households that have a higher proportion of bundles are more likely to be found in this category in Cyprus (90%), in Belgium (89%), Luxembourg (88%) and Malta (87%), however with two noticeable exceptions which are Sweden (73) and the Netherlands (78%). This is less the case in Italy, Finland (both 68%) and Slovakia (67%).

More than 2 households out of 10 are classified in the category "households with hindered switchers' consumers" in Austria and in Denmark (both 22%). This is the case for only 4% of the households in France and Malta.

Nearly a quarter of households with a bundle in Finland can be classified as households with active switchers' consumers (22%). It is interesting to note that Finland was as well the countries with most active switchers' consumers regarding the Internet provider.
It is only the case of 4% of the households in Bulgaria, 5% in Belgium.

There are, again, few differences between NMS12 countries and EU15 countries. Nevertheless, one can observed that households with a bundle from EU15 countries are more likely to be active switchers' consumers than those from NMS12 countries (13% vs. 8%).

QC13 Have you or someone in your household ever considered changing your bundle provider? (MULTIPLE ANSWERS POSSIBLE)
(Asked to respondents saying that they have a bundle in the household, base = 11267)

	Households with inertial consumers	Households with hindered switchers consumers	Households with active switchers consumers
EU27	77%	12%	12%
BE	**89%**	8%	*5%*
BG	**78%**	8%	*4%*
CZ	**77%**	13%	*12%*
DK	**76%**	22%	*7%*
DE	**72%**	*16%*	18%
EE	**83%**	*7%*	8%
IE	**72%**	*12%*	15%
EL	**74%**	*8%*	15%
ES	**79%**	12%	*10%*
FR	**86%**	*4%*	8%
IT	**68%**	19%	*18%*
CY	**90%**	12%	*2%*
LV	**82%**	*8%*	9%
LT	**84%**	8%	*6%*
LU	**88%**	8%	*6%*
HU	**83%**	10%	*9%*
MT	**87%**	*4%*	7%
NL	**78%**	13%	*8%*
AT	**74%**	22%	*20%*
PL	**75%**	16%	*6%*
PT	**76%**	12%	*11%*
RO	**82%**	12%	*8%*
SI	**81%**	12%	*10%*
SK	**67%**	*18%*	20%
FI	**68%**	*13%*	22%
SE	**73%**	17%	*14%*
UK	**75%**	*10%*	12%

Highest percentage per country *Lowest percentage per country*

Highest percentage per item | Lowest percentage per item

Households with consumers who regularly read comparisons of tariffs bundles are more likely to have considered changing bundles than those who do not read it. They are, indeed, 41% of those who read it whereas they are 34% of those who do not read them. One can say that information is a factor that leads consumers to switch providers.

QC12.2 You regularly read comparisons of tariffs bundles
(Household Weighted)

QC13* - EU	EU27	Total 'Agree'	Total 'Disagree'
Total 'Yes'	36%	41%	34%
No, you and the members of your household never considered it	60%	55%	62%
DK	2%	2%	2%

*QC13 Have you or someone in your household ever considered changing your bundle provider?

Ensuring a competitive landscape is maintained and that all citizens have equal access to all services are key goals of the European Commission. The following table summarises the proportion of households who expressed that either a lack of access to the broadband network or competitive providers was the reason for them not switching package or Internet provider or for not obtaining Internet access. The percentage in the left hand column indicates the base of households to whom the question is relevant and so to whom the question was asked, for example 42% of households have bundles/packages and so the question was only asked of that 42%.

Overall, about one in twenty households cites lack of broadband access or a competitive alternative as preventing them from changing their bundle (5%) or Internet provider (4%). It seems to be less of a concern among those who do not have the Internet with only one in fifty stating that this is preventing them connecting to the Internet.

EU27 - Base (Percentages of interviewed households)	Households mentioning the lack of broadband access network or of competitive providers in the area where they live as a reason for...	
42%	...not changing their bundle provider	5%
62%	...not changing Internet service provider	4%
38%	...not having access to the Internet	2%

7. AFFORDABILITY

7.1. Mobile telephony

- Concern about the cost of mobile calls increasingly limiting use -

Cost appears to be an increasing concern for EU citizens with almost two thirds of EU citizens with mobile phones (65%) now limiting calls with their mobile phone (+4 percentage points).

- Slovenians, Dutch, Greek, Spanish, Romanians and Austrians increasingly concerned about mobile costs -

Greek and Spanish respondents are the most concerned about the cost of mobile calls with 84% and 79% limiting their calls because of concerns about cost respectively. Greece and Spain are also among the six countries to have experienced the highest increases in this perception since winter 2009. Slovenia (+12), the Netherlands (+11), Greece (+10), Spain (+10), Romania (+9) and Austria (+9) all experienced the highest increases, of around one in ten.

Those apparently least concerned about mobile call costs are respondents from Austria (39%), Finland (41%), Sweden (44%) and Denmark (44%). However, as we have seen, Austrians are also among those with the highest increase (albeit off a low base) over the last 15 months and so concern about the cost of mobile calls is increasing.

QC3.3 You limit your calls with your mobile phone because you are concerned about communication charges
Answer: Total 'Agree'
(Base: mobile phone owners - EB75.1 = 23959, EB72.5 = 23244)

	EB75.1 Feb.-Mar. 2011	EB72.5 Nov.-Dec. 2009	Diff. EB75.1 - EB72.5
EU27	65%	61%	**+4**
EL	84%	74%	**+10**
ES	79%	69%	**+10**
BG	77%	75%	**+2**
CZ	77%	70%	**+7**
IE	75%	78%	**-3**
IT	72%	69%	**+3**
BE	71%	68%	**+3**
MT	71%	68%	**+3**
PT	71%	67%	**+4**
PL	70%	67%	**+3**
FR	69%	70%	**-1**
SK	68%	69%	**-1**
RO	67%	58%	**+9**
SI	67%	55%	**+12**
LV	64%	68%	**-4**
LT	62%	58%	**+4**
EE	60%	58%	**+2**
CY	60%	59%	**+1**
HU	60%	55%	**+5**
DE	55%	57%	**-2**
UK	54%	51%	**+3**
NL	53%	42%	**+11**
LU	49%	47%	**+2**
DK	44%	44%	**=**
SE	44%	42%	**+2**
FI	41%	37%	**+4**
AT	39%	30%	**+9**

Not surprisingly, difficulty paying bills and social group are drivers of concern about making calls with mobile phones. Those who are concerned about the cost of calls with their mobile are more prevalent among:

- Those who have difficulty paying their bills 'most of the time' and 'from time to time'
- Social groups 1-4
- The elderly age groups 55-64 years and 65-74 years

Conversely, those who are not concerned (who disagree that they are concerned) are most prevalent among:

- Those who 'almost never' have difficulty paying their bills
- Social groups 7-10
- Single households of 29-under and 30-59 year olds

Proportion of people limiting their calls with their mobile phone because they are concerned about communication charges

	Difficulties paying bills			Self-positioning on the social staircase		
	Most of the time	From time to time	Almost never	Low (1-4)	Medium (5-6)	High (7-10)
EU27	78%	70%	59%	72%	66%	55%

Proportion of elderly people limiting their calls with their mobile phone because they are concerned about communication charges

	The ageing society		
	55-64	65-74	75+
EU27	68%	71%	61%

7.2. Internet access

- Half of those with Internet access on their mobile limit their use of it because of concern about how much it will cost -

Among those who have Internet access on their phone, half (50%) limit their use of it because they are concerned about the cost.

Respondents in Belgium, Spain and Bulgaria are the most likely to limit their use of the Internet on their mobile because of the potential costs (65%, 65% and 64% respectively). Notably, Spanish and Bulgarian respondents are also among those most concerned about the cost of making calls from their mobile.

Those least concerned about mobile Internet charges are respondents from the Netherlands (33%) and Estonia (33%).

QC3.4 You limit the use of mobile Internet access because you are concerned about charges

Base: mobile phone subscription allowing to access Internet - EB75.1 = 8206

EU27	50%		
BE	65%	LT	51%
ES	65%	MT	51%
BG	64%	RO	50%
PT	60%	FI	46%
LV	59%	UK	46%
IE	58%	DK	43%
SI	56%	FR	43%
EL	55%	AT	41%
PL	55%	SE	40%
SK	54%	LU	39%
DE	52%	CY	37%
HU	52%	EE	33%
CZ	51%	NL	33%
IT	51%		

The socio-demographic picture of those who limit their use of mobile Internet or not because of the cost seems to be related to affluence, as it was with concerns about making calls with mobile phones. Those who limit their use of mobile Internet are more prevalent among:

- Households of four or more people
- Those who have difficulties paying bills ‘from time to time’
- Social groups 1-4

Whereas, those who feel they do not limit their use of mobile Internet are more prevalent among:

- Households of one (single households 29 years-under) or three people
- Those who ‘almost never’ have difficulties paying bills
- Social groups 7-10

Proportion of people limiting their use of mobile Internet access because they are concerned about charges

	Difficulties paying bills			Self-positioning on the social staircase		
	Most of the time	From time to time	Almost never	Low (1-4)	Medium (5-6)	High (7-10)
EU27	51%	58%	46%	54%	51%	45%

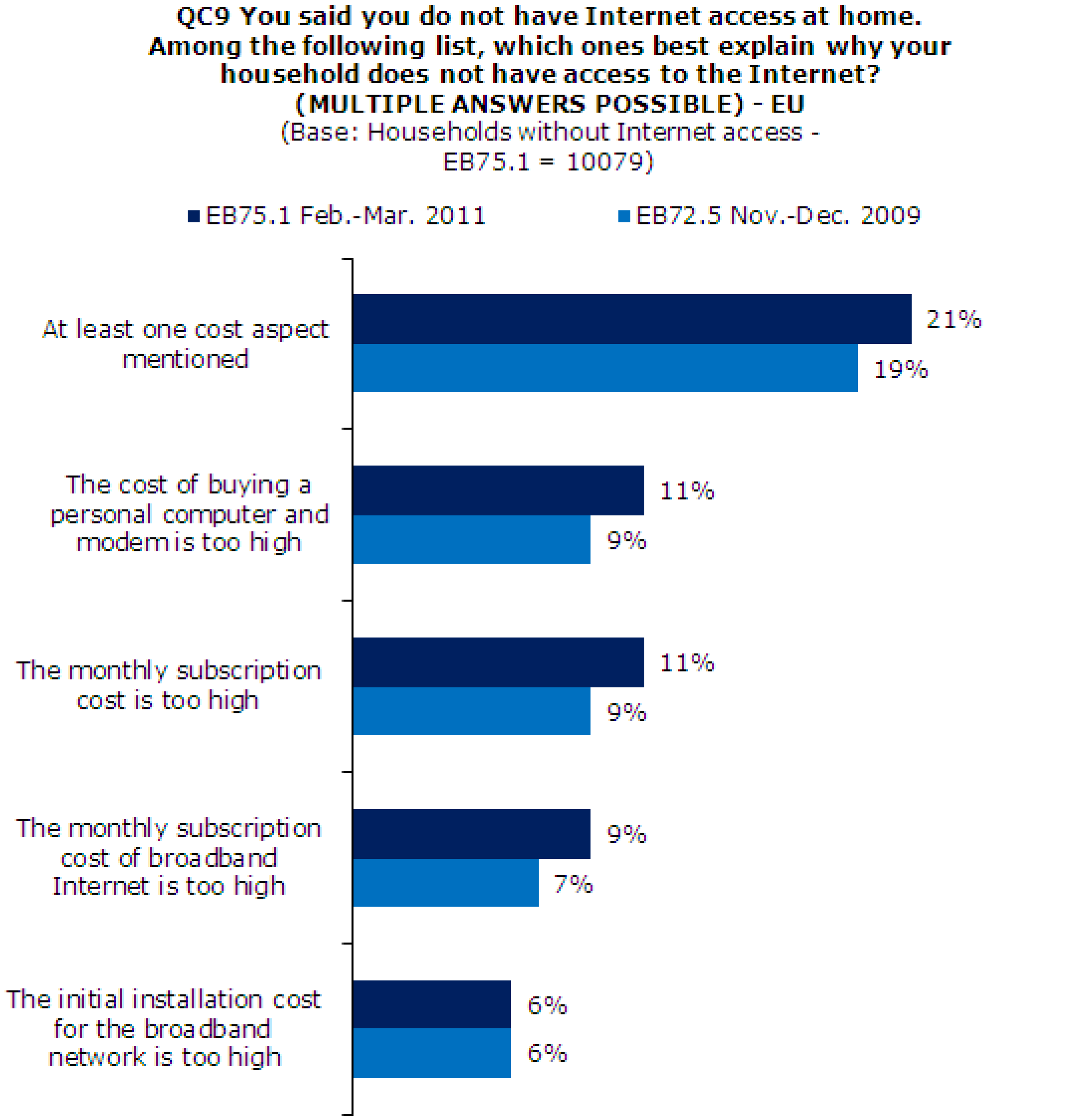
Proportion of elderly people limiting their use of mobile Internet access because they are concerned about charges

	The ageing society		
	55-64	65-74	75+
EU27	43%	42%	47%

- One in five households does not have an Internet because of at least one cost element -

After general disinterest in the Internet (no-one in your household is interested in the Internet), cost is the main obstacle for not connecting to the Internet. Since winter 2009, cost appears to be an increasing concern to citizens (+2) with 21% have mentioned at least one cost aspect as being the reason for them not connecting.

There is little change in the proportion of respondents mentioning the individual cost aspects with no significant increases compared to winter 2009. The cost of buying a computer and modem being too high and the monthly subscription cost are mentioned most frequently (11% each) while the installation cost for the broadband network is mentioned least (6%).



Bulgaria and Romania have the lowest incidence of Internet access at home as they did in winter 2009, with 56% of households in each country not having access at home.

QC9 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?
(MULTIPLE ANSWERS POSSIBLE) - EU + Top countries without Internet connection
(Base = Households without Internet connection)

	Base: No Internet connection at home	At least one cost aspect mentioned	The cost of buying a personal computer and modem is too high	The monthly subscription cost is too high	The monthly subscription cost of broadband Internet is too high	The initial installation cost for the broadband network is too high
EU27	38%	21%	11%	11%	9%	6%
BG	56%	23%	18%	11%	8%	3%
RO	56%	22%	11%	9%	7%	9%
EL	53%	18%	11%	13%	6%	3%
HU	50%	40%	25%	24%	11%	10%
SK	50%	37%	20%	20%	13%	13%
ES	49%	22%	8%	13%	10%	6%
PT	49%	19%	5%	9%	8%	3%
IT	48%	10%	3%	4%	5%	2%
CZ	47%	31%	18%	18%	12%	7%
LT	45%	28%	19%	14%	5%	4%

Among these countries with the highest incidence of no Internet access, Hungarian, Slovakian, Lithuanian, Bulgarian and Czech respondents are the most likely to feel that the initial outlay cost of buying a computer and modem is too high. These countries exhibited the most concern about the outlay costs in winter 2009; the only difference compared to winter 2009 is that Romania does not feature as one of those most concerned about outlay costs in this survey.

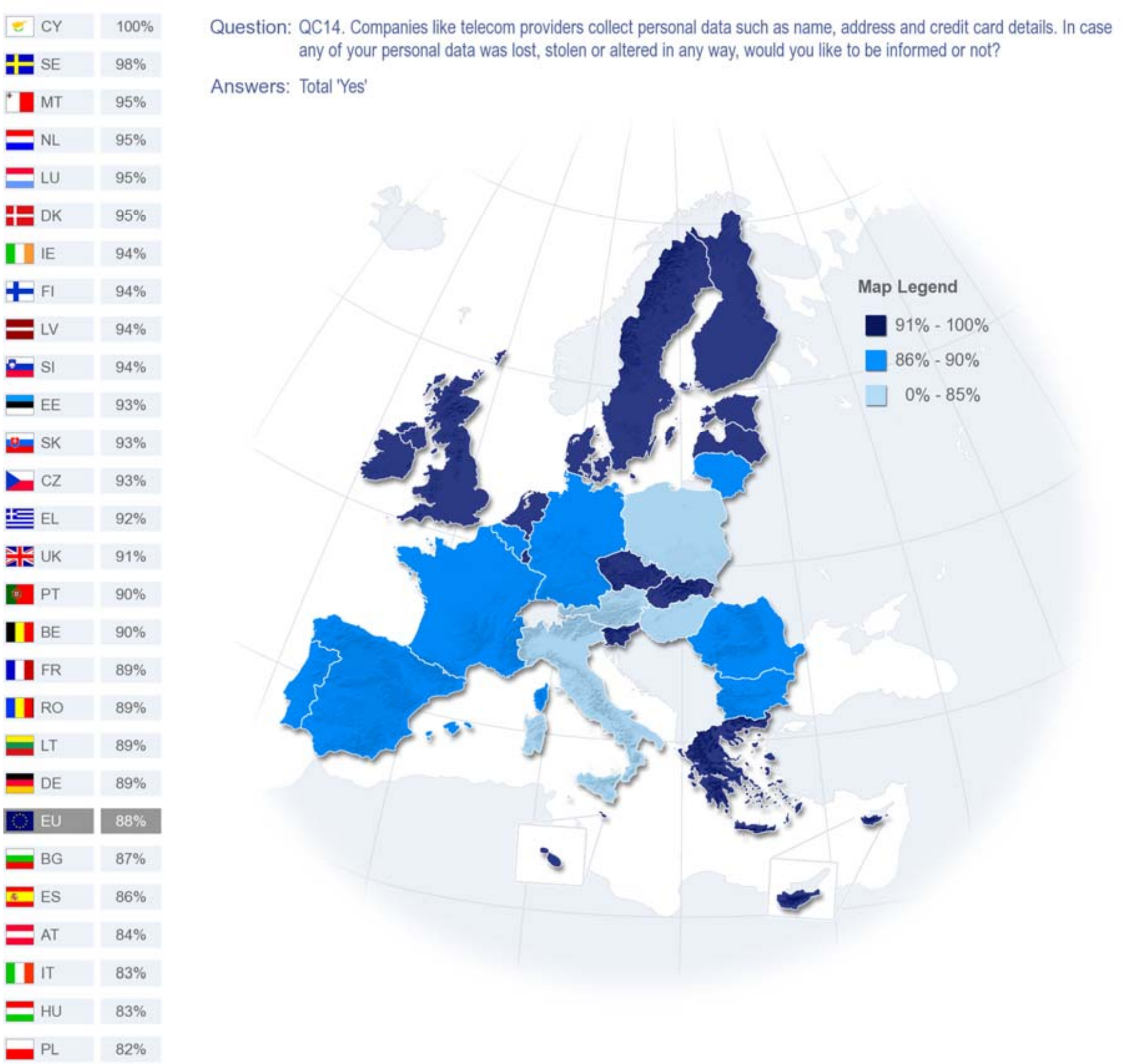
As was apparent in the last survey, Hungarian, Slovakian and Czech respondents appear to be the most concerned about subscription costs, exhibiting the highest incidence of respondents stating that the monthly subscription cost is too high and that the broadband subscription is too high. Hungarian and Slovakian respondents are also most concerned about the initial installation costs for the broadband network, as they were in winter 2009.

8. DATA PRIVACY ISSUES

- Breaches in data privacy a growing concern across the EU -

Most EU citizens (88%) would want to be told if their data was lost, stolen or altered in any way. Three quarters of citizens would want to be told about the data loss, theft or alteration under any circumstances (75%); comparatively few would limit the disclosure to only situations where they risked financial harm as a result (13%).

The chart below illustrates the combination of both responses from those who would want to be told under all circumstances and those who would want to be told only if they risked financial harm as a result.



Respondents in Cyprus and Sweden seem to be the most concerned about data privacy with almost everyone wanting to know if their data was lost, stolen or altered (100% and 98% respectively). While at the other extreme, respondents in Poland, Hungary and Italy are the least concerned with just over eight out of ten feeling the same.

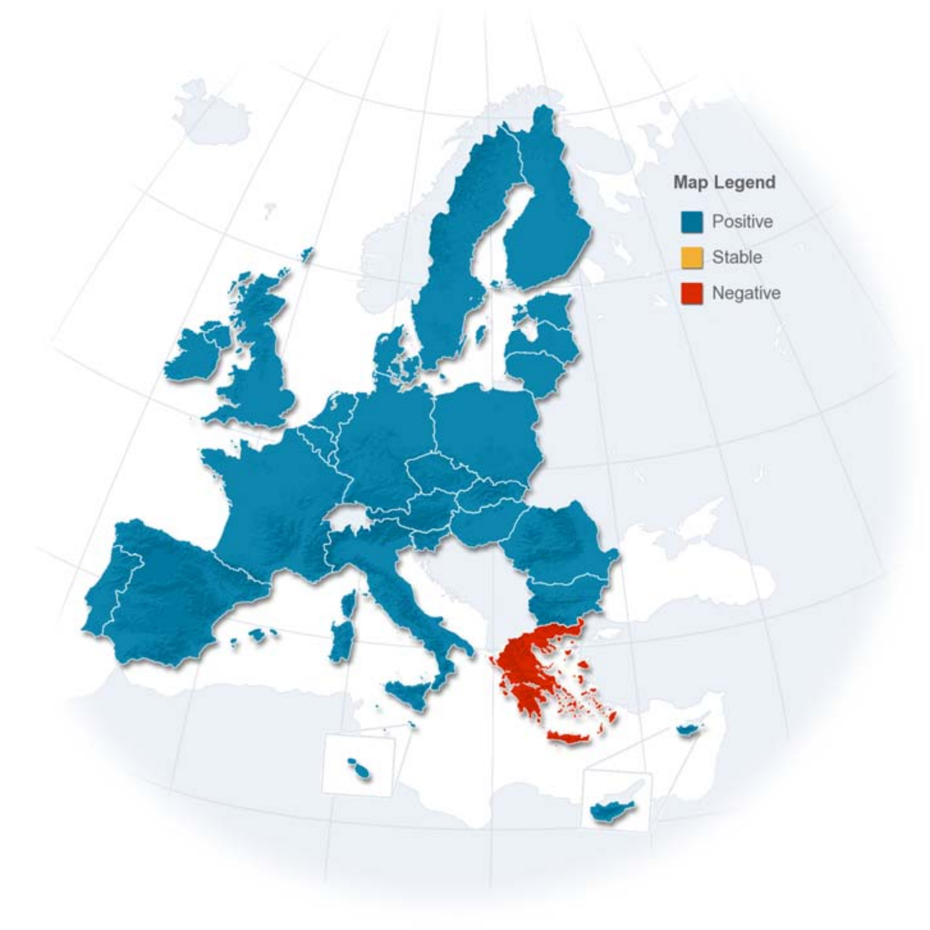
Data privacy is a growing concern among European citizens, having increased overall by four percentage points since winter 2009. In particular, more citizens would like to know about the data loss, theft or alteration under any circumstances (+5), whereas there has been no significant change in the proportion of citizens who would only want to know if they risked financial harm as a result (-1).

Concerns about data privacy have been growing in 24 of the 27 Member States, with significant increases in the proportion of respondents who want to be told if their data is lost, stolen or altered in these countries. The greatest increases have been in Lithuania (+20), Slovenia (+17) and Romania (+16). There has not been a significant decrease in any Member State.

Question: QC14. Companies like telecom providers collect personal data such as name, address and credit card details. In case any of your personal data was lost, stolen or altered in any way, would you like to be informed or not?

Answers: Total 'Yes'

LT	89%	+20
SI	94%	+17
RO	89%	+16
SK	93%	+12
BG	87%	+11
BE	90%	+10
FI	94%	+9
DK	95%	+8
CY	100%	+7
IE	94%	+7
LV	94%	+7
PT	90%	+7
SE	98%	+5
CZ	93%	+5
HU	83%	+5
EE	93%	+4
UK	91%	+4
EU27	88%	+4
AT	84%	+4
MT	95%	+3
NL	95%	+3
LU	95%	+3
FR	89%	+3
ES	86%	+3
IT	83%	+3
DE	89%	+2
PL	82%	+1
EL	92%	-2



Socio-demographically, the profile of the 88% who would like to know if their data is lost, stolen or altered in any way (total 'yes') is similar to that of the EU population, and it is not more prevalent among any of the demographic groups of interest although it is less prevalent among the elderly. Among the elderly, over 65 years and in particular among those over 75 years, there is less concern about data security and respondents this age are more likely to not want to be informed of any breaches in data security.

The only socio-demographic difference among those who would only like to know about any data infringements is among those who only want to know about them if they risk financial harm as a result, these people are more prevalent among young single people (29 years and under).

ANNEXES

TECHNICAL SPECIFICATIONS

SPECIAL EUROBAROMETER 362

"E-Communications"

TECHNICAL SPECIFICATIONS

Between the 9th of February and the 8th of March 2011, TNS Opinion & Social, a consortium created between TNS plc and TNS opinion, carried out the wave 75.1 of the EUROBAROMETER, on request of the EUROPEAN COMMISSION, Directorate-General for Communication, "Research and Speechwriting".

The SPECIAL EUROBAROMETER 362 is part of wave 75.1 and covers the population of the respective nationalities of the European Union Member States, resident in each of the Member States and aged 15 years and over. The 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+	N° OF HOUSEHOLDS
BE	Belgium	TNS Dimarso	1025	12/02/2011	08/03/2011	8.939.546	4.828.052
BG	Bulgaria	TNS BBSS	1001	09/02/2011	21/02/2011	6.537.510	2.179.170
CZ	Czech Rep.	TNS Aisa	1014	09/02/2011	21/02/2011	9.012.443	4.479.255
DK	Denmark	TNS Gallup DK	1013	11/02/2011	02/03/2011	4.561.264	2.573.417
DE	Germany	TNS Infratest	1622	09/02/2011	23/02/2011	64.409.146	39.429.318
EE	Estonia	Emor	1003	09/02/2011	23/02/2011	945.733	582.089
IE	Ireland	MRBI	1007	16/02/2011	03/03/2011	3.522.000	1.653.000
EL	Greece	TNS ICAP	1000	09/02/2011	23/02/2011	8.693.566	4.221.000
ES	Spain	TNS Demoscopia	1004	09/02/2011	27/02/2011	39.035.867	17.070.198
FR	France	TNS Sofres	1035	09/02/2011	28/02/2011	47.756.439	25.566.381
IT	Italy	TNS Infratest	1027	09/02/2011	24/02/2011	51.862.391	24.933.461
CY	Rep. of Cyprus	Synovate	500	09/02/2011	23/02/2011	660.400	270.300
LV	Latvia	TNS Latvia	1014	09/02/2011	26/02/2011	1.447.866	838.400
LT	Lithuania	TNS Gallup Lithuania	1029	09/02/2011	23/02/2011	2.829.740	1.356.826
LU	Luxembourg	TNS ILReS	503	10/02/2011	01/03/2011	404.907	187.000
HU	Hungary	TNS Hungary	1029	09/02/2011	24/02/2011	8.320.614	3.862.702
MT	Malta	MISCO	500	09/02/2011	25/02/2011	335.476	139.583
NL	Netherlands	TNS NIPO	1012	11/02/2011	01/03/2011	13.371.980	7.386.144
AT	Austria	Österreichisches Gallup-Institut	1030	11/02/2011	27/02/2011	7.009.827	3.598.258
PL	Poland	TNS OBOP	1000	09/02/2011	23/02/2011	32.413.735	14.571.100
PT	Portugal	TNS EUROTESTE	1010	12/02/2011	01/03/2011	8.080.915	3.505.292
RO	Romania	TNS CSOP	1053	09/02/2011	21/02/2011	18.246.731	7.381.000
SI	Slovenia	RM PLUS	1018	10/02/2011	27/02/2011	1.759.701	731.062
SK	Slovakia	TNS Slovakia	1040	09/02/2011	23/02/2011	4.549.955	1.900.344
FI	Finland	TNS Gallup Oy	1001	09/02/2011	04/03/2011	4.440.004	2.504.670
SE	Sweden	TNS GALLUP	1024	09/02/2011	24/02/2011	7.791.240	4.554.824
UK	United Kingdom	TNS UK	1322	12/02/2011	28/02/2011	51.848.010	27.167.843
TOTAL EU27			**26.836**	**09/02/2011**	**08/03/2011**	**408.787.006**	**207.470.689**

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

QUESTIONNAIRE

	E-COMMUNICATIONS
D43a	Do you own a fixed telephone in your household?
D43b	Do you own a personal mobile telephone?

	(362)	(363)
	D43a	D43b
	Fixed	Mobile
Yes	1	1
No	2	2

EB74.3 D43a D43b

D46	Which of the following goods do you have?

(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

	(364-373)
Television	1,
DVD player	2,
Music CD player	3,
Computer	4,
An Internet connection at home	5,
A car	6,
An apartment\ a house which you have finished paying for	7,
An apartment\ a house which you are paying for	8,
None (SPONTANEOUS)	9,
DK	10,

EB74.3 D46

ASK QC1 IF "OWN A PERSONAL MOBILE PHONE", CODE 1 IN D43b - OTHERS GO TO QC2

QC1	Does your mobile phone subscription allow you to access Internet for playing or downloading audio\ video content, sending and receiving e-mails?

	(374)
Yes	1
No	2
DK	3

EB72.5 QA1

	E-COMMUNICATIONS
D43a	Possédez-vous un téléphone fixe dans votre foyer ?
D43b	Possédez-vous un téléphone mobile\ GSM\ portable personnel ?

	(362)	(363)
	D43a	D43b
	Fixe	Mobile
Oui	1	1
Non	2	2

EB74.3 D43a D43b

D46	Parmi les biens suivants, lesquels possédez-vous ?

(MONTRER CARTE - LIRE - PLUSIEURS REPONSES POSSIBLES)

	(364-373)
Une télévision	1,
Un lecteur DVD	2,
Un lecteur CD audio	3,
Un ordinateur	4,
Une connexion Internet à la maison	5,
Une voiture	6,
Un appartement\ Une maison que vous avez fini de payer	7,
Un appartement\ Une maison que vous êtes en train de payer	8,
Aucun (SPONTANE)	9,
NSP	10,

EB74.3 D46

POSER QC1 SI "POSSEDE UN TELEPHONE MOBILE PERSONNEL", CODE 1 EN D43b - LES AUTRES ALLER EN QC2

QC1	Votre abonnement de téléphone mobile vous permet-il d'aller sur Internet afin de jouer ou de télécharger du contenu vidéo\ audio, d'envoyer et de recevoir des emails ? (M)

	(374)
Oui	1
Non	2
NSP	3

EB72.5 QA1

	ASK ALL
QC2	And thinking about all household members, including yourself, please indicate for each of the following how many of them are available in your household.
	(SHOW CARD - ONE ANSWER PER LINE)

		(READ OUT)	1	2	3	4	5	6	7	8	9+	0	DK
(375-376)	1	Mobile phone accesses on a contract (billed)	1	2	3	4	5	6	7	8	9	10	11
(377-378)	2	Mobile phone accesses on a pre-paid arrangement (pre-paid cards)	1	2	3	4	5	6	7	8	9	10	11
(379-380)	3	(ONLY IF MOBILE PHONE IN ITEM 1 OR 2) Mobile phone subscription giving access to Internet e.g. for playing or downloading audio\ video content or sending and receiving e-mails	1	2	3	4	5	6	7	8	9	10	11

EB72.5 QA2

	A TOUS
QC2	Et en pensant à tous les membres de votre ménage, vous y compris, pourriez-vous me dire combien des services suivants sont disponibles dans votre ménage.
	(MONTRER CARTE - UNE REPONSE PAR LIGNE)

		(LIRE)	1	2	3	4	5	6	7	8	9+	0	NSP
(375-376)	1	Un accès à la téléphonie mobile par un contrat (facturation)	1	2	3	4	5	6	7	8	9	10	11
(377-378)	2	Un accès à la téléphonie mobile par une carte prépayée	1	2	3	4	5	6	7	8	9	10	11
(379-380)	3	(SEULEMENT SI TELEPHONE MOBILE EN ITEM 1 OU 2) Un abonnement à la téléphonie mobile donnant accès à Internet p.e. pour jouer ou télécharger du contenu vidéo\ audio, pour envoyer et recevoir des emails (M)	1	2	3	4	5	6	7	8	9	10	11

EB72.5 QA2

ASK QC3 IF "OWN A PERSONAL MOBILE PHONE", CODE 1 IN D43b – OTHERS GO TO QC4

QC3 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

		(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Not applicable (SPONTANEOUS)	DK
(381)	1	Your mobile communication never cuts-off while on a call	1	2	3	4	5	6
(382)	2	You are always able to connect to the mobile network to make a phone call	1	2	3	4	5	6
(383)	3	You limit your calls with your mobile phone because you are concerned about communication charges	1	2	3	4	5	6
(384)	4	(ONLY IF CODE 1 IN QC1) You limit the use of mobile Internet access because you are concerned about charges (N)	1	2	3	4	5	6

EB72.5 QA3a TREND MODIFIED

POSER QC3 SI "POSSEDE UN TELEPHONE MOBILE PERSONNEL", CODE 1 EN D43b – LES AUTRES ALLER EN QC4

QC3 Pouvez-vous me dire si vous êtes tout à fait d’accord, plutôt d’accord, plutôt pas d’accord ou pas du tout d’accord avec chacune des affirmations suivantes.

(MONTRER CARTE AVEC ECHELLE – UNE REPONSE PAR LIGNE)

		(LIRE)	Tout à fait d’accord	Plutôt d’accord	Plutôt pas d’accord	Pas du tout d’accord	Pas applicable (SPONTANE)	NSP
(381)	1	Vos communications sur votre téléphone mobile ne sont jamais coupées	1	2	3	4	5	6
(382)	2	Vous pouvez toujours vous connecter sur le réseau de téléphonie mobile pour passer vos appels	1	2	3	4	5	6
(383)	3	Vous limitez les appels depuis votre téléphone mobile parce que vous vous souciez des coûts de communication	1	2	3	4	5	6
(384)	4	(SEULEMENT SI CODE 1 EN Q1) Vous limitez l’utilisation de l’Internet mobile parce que vous vous souciez des coûts d’utilisation (N)	1	2	3	4	5	6

EB72.5 QA3a TREND MODIFIED

	ASK QC4 IF "TELEVISION IN THE HOUSEHOLD", CODE 1 IN D46 - OTHERS GO TO QC5
QC4	Does your household receive the television via...?
	(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(385-391)
An aerial (on the roof or on the top of the TV set)	1,
Digital Terrestrial Television (aerial + decoder) (USE APPROPRIATE EXAMPLE IN EACH COUNTRY – UK: Freeview\ Digibox - FR: TNT)	2,
A cable TV network (analog = directly connected to the TV set) (M)	3,
A cable TV network + decoder (digital TV) (M)	4,
Satellite TV via a satellite dish + decoder (M)	5,
The telephone network + modem and\ or decoder (M)	6,
DK	7,

EB72.5 QA9 TREND MODIFIED

	POSER QC4 SI "TELEVISION DANS LE MENAGE", CODE 1 EN D46 - LES AUTRES ALLER EN QC5
QC4	Votre ménage reçoit-il la télévision par ... ?
	(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

	(385-391)
Une antenne hertzienne classique (sur le toit ou directement posée sur votre téléviseur)	1,
Une télévision numérique terrestre (antenne + décodeur) (UTILISER EXEMPLE APPROPRIE – UK : Freeview\ Digibox - FR : TNT)	2,
Un abonnement de télévision par câble (analogique = connecté directement sur le poste de TV) (M)	3,
Un abonnement de télévision par câble + décodeur (M)	4,
Un satellite grâce à une parabole + décodeur (M)	5,
Un réseau téléphonique + modem et\ ou décodeur (M)	6,
NSP	7,

EB72.5 QA9 TREND MODIFIED

	ASK QC5 TO QC8 IF "INTERNET IN THE HOUSEHOLD", CODES 5 IN D46 – OTHERS GO TO QC9
QC5	How does your household access the Internet from home?
	(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(392-400)
Via a dial-up connection using a standard telephone line or an ISDN line (M)	1,
Via ADSL, XDSL or similar type of connection on the fixe telephone line using a modem, a box or a router (Broadband Internet)	2,
Via the cable TV network using a cable modem, box or router (Broadband Internet)	3,
Via the mobile phone network	4,
Via the satellite network	5,
Via a power line (SPONTANEOUS)	6,
Via an optical fibre line (SPONTANEOUS)	7,
Other (SPONTANEOUS)	8,
DK	9,

EB72.5 QA10 TREND MODIFIED

QC6	Does any household member, including yourself, use a PC or a wifi connected device, at home to make phone calls over the Internet? (M)
	(READ OUT – ONE ANSWER ONLY)

	(401)
No	1
Yes, you (or a member of your household) call users who have subscribed to the same Internet phone service as you, for free (INT.: Internet call sites such as SKYPE)	2
Yes, you (or a member of your household) make cheap international calls to landlines or mobile phones by mean of an Internet phone service	3
Yes, both options (SPONTANEOUS)	4
DK	5

EB72.5 QA15 TREND MODIFIED

	POSER QC5 A QC8 SI "INTERNET DANS LE MENAGE", CODE 5 EN D46 - LES AUTRES ALLER EN QC9
QC5	De quel type d'accès à Internet votre ménage dispose-t-il à la maison ?
	(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

	(392-400)
Par une ligne téléphonique standard ou une ligne ISDN (M)	1,
Par un raccordement du type ADSL, XDSL ou similaire sur la ligne du téléphone fixe à l'aide d'un modem, d'une box ou d'un routeur (Internet à haut débit)	2,
Par le réseau télévisé câblé à l'aide d'un modem pour câble, d'une box ou d'un routeur (Internet à haut débit)	3,
Par le réseau de téléphonie mobile	4,
Par le réseau satellite	5,
Par le réseau d'électricité (SPONTANE)	6,
Par une ligne à fibre optique (SPONTANE)	7,
Autre (SPONTANE)	8,
NSP	9,

EB72.5 QA10 TREND MODIFIED

QC6	Dans votre ménage, quelqu'un, y compris vous-même, utilise-t-il un PC ou un appareil connecté par wifi, à la maison, pour téléphoner via Internet ? (M)
	(LIRE – UNE SEULE REPONSE)

	(401)
Non	1
Oui, vous (ou un membre de votre ménage) appelez des utilisateurs qui ont souscrit le même service de téléphone gratuit via Internet que vous (ENQ. : des sites d'appels comme SKYPE)	2
Oui, vous (ou un membre de votre ménage) passez des appels internationaux à moindre coût vers des lignes fixes ou mobiles, en utilisant un service de téléphone par Internet	3
Oui, les deux options (SPONTANE)	4
NSP	5

EB72.5 QA15 TREND MODIFIED

QC7	For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

		(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Not Applicable (SPONTANEOUS)	DK
(402)	1	Your Internet connection never breaks down	1	2	3	4	5	6
(403)	2	The download\ upload speed and capacity matches your contract conditions (M)	1	2	3	4	5	6
(404)	3	In case of problems, your Internet provider gives you a useful answer (M)	1	2	3	4	5	6

EB72.5 QA16 (ITEMS 1 AND 3) + EB72.5 QA14 (ITEM 2) TREND MODIFIED

QC7	Pouvez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des affirmations suivantes.

(MONTRER CARTE – UNE REPONSE PAR LIGNE)

		(LIRE)	Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	Pas applicable (SPONTANE)	NSP
(402)	1	Votre connexion Internet ne se coupe jamais	1	2	3	4	5	6
(403)	2	La vitesse et la capacité de téléchargement correspondent aux conditions décrites dans votre contrat (M)	1	2	3	4	5	6
(404)	3	En cas de problème, votre fournisseur Internet vous donne une réponse utile (M)	1	2	3	4	5	6

EB72.5 QA16 (ITEMS 1 AND 3) + EB72.5 QA14 (ITEM 2) TREND MODIFIED

QC8	Have you or someone in your household ever considered changing Internet service provider?

(SHOW CARD – READ OUT – ROTATE ITEMS 2 TO 11 – MULTIPLE ANSWERS POSSIBLE)

	(405-417)
No, you and the members of your household never considered it	1,
Yes, but you and the members of your household are satisfied with the current service you get	2,
Yes, but there are no other Internet access providers in the area of your household which would deliver good value for money	3,
Yes, you or someone in your household has already changed	4,
Yes, you or someone in your household changes each time there are better conditions offered by another Internet provider	5,
Yes, but you and the members of your household are bound by your contract conditions to your current provider	6,
Yes, but you and the members of your household are getting the Internet access via a package (bundle) which makes it difficult to switch to another provider	7,
Yes, but you and the members of your household do not want to lose your current e-mail address(es)\ web page(s) hosted on the server of the Internet service provider	8,
Yes, there are more interesting offers from other providers but you and the members of your household do not trust them	9,
Yes, but it takes too much effort and time to do it	10,
Yes, but you and the members of your household did not know it is actually possible to change provider	11,
Other (SPONTANEOUS)	12,
DK	13,

EB72.5 QA17

QC8	Avez-vous ou quelqu'un dans votre ménage a-t-il envisagé de changer de fournisseur d'accès à Internet ?

(MONTRER CARTE – LIRE – ROTATION ITEMS 2 A 11 – PLUSIEURS REPONSES POSSIBLES)

	(405-417)
Non, ni vous ni quelqu'un de votre ménage ne l'a jamais envisagé	1,
Oui, mais vous et les membres de votre ménage êtes satisfait(e)(s) du service actuellement fourni	2,
Oui, mais là où vous et votre ménage vivez il n'y a pas d'autre fournisseur d'accès à Internet qui vous fournirait un bon rapport qualité prix	3,
Oui, vous ou un membre de votre ménage a déjà changé	4,
Oui, vous ou les membres de votre ménage changent chaque fois qu'il y a de meilleures conditions offertes par d'autres fournisseurs d'accès à Internet	5,
Oui, mais vous et les membres de votre ménage êtes lié(e)(s) par les conditions du contrat de votre fournisseur actuel	6,
Oui, mais vous et les membres de votre ménage avez obtenu l'accès Internet via une offre comprenant plusieurs services (bouquet\ pack\ bundle) et changer de fournisseur est dès lors plus difficile	7,
Oui, mais vous et les membres de votre ménage ne voulez pas perdre vos adresses e-mail actuelles\ vos liens vers des pages Internet sur le serveur de votre fournisseur de service Internet	8,
Oui, il y a des offres plus intéressantes chez d'autres fournisseurs, mais vous et les membres de votre ménage ne leur faites pas confiance	9,
Oui, mais cela demande trop d'efforts et de temps	10,
Oui, mais vous et les membres de votre ménage ne saviez pas qu'il est actuellement possible de changer de fournisseur	11,
Autre (SPONTANE)	12,
NSP	13,

EB72.5 QA17

	ASK QC9 IF "NO INTERNET ACCESS AT HOME", NO CODE 5 IN D46 – OTHERS GO TO QC10
QC9	You said you do not have Internet access at home. Among the following list, which ones best explain why your household does not have access to the Internet?
	(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(418-429)
You or someone in your household plan to subscribe\ connect in the next six months	1,
You and the members of your household do not know exactly what the Internet is	2,
No-one in your household is interested in the Internet	3,
The local area of your household is not covered by a broadband access network infrastructure	4,
The initial installation cost for the broadband network is too high	5,
The monthly subscription cost of broadband Internet is too high	6,
The cost of buying a personal computer and modem is too high	7,
The monthly subscription cost is too high	8,
The interested members of your household have access at work, school or elsewhere and this is sufficient	9,
You or someone in your household are concerned about access to unsuitable content	10,
Other (SPONTANEOUS)	11,
DK	12,

EB72.5 QA19

	POSER QC9 SI "PAS D'ACCES INTERNET A LA MAISON", NO CODE 5 IN D46 – LES AUTRES ALLER EN QC10
QC9	Vous m'avez dit que vous n'aviez pas d'accès Internet chez vous. Parmi la liste suivante, quelles raisons expliquent le mieux pourquoi votre ménage n'a pas d'accès Internet ?
	(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

	(418-429)
Vous ou un membre de votre ménage prévoyez de vous abonner\ connecter dans les 6 prochains mois	1,
Vous et les membres de votre ménage ne savez pas exactement ce qu'est Internet	2,
Personne dans votre ménage n'est intéressé par Internet	3,
L'endroit où se situe votre ménage n'est pas couvert par une infrastructure de réseau d'accès à haut débit	4,
Le coût de raccordement au réseau haut débit coûte trop cher	5,
L'abonnement mensuel à un réseau Internet à haut débit coûte trop cher	6,
Le coût d'un ordinateur personnel et d'un modem est trop élevé	7,
L'abonnement mensuel coûte trop cher	8,
Les membres de votre ménage qui sont intéressés par Internet y ont accès sur leur lieu de travail ou dans un établissement d'enseignement ou ailleurs, et cela suffit	9,
Vous ou un membre de votre ménage êtes préoccupé(e) par l'existence de sites Internet dont le contenu est douteux	10,
Autre (SPONTANE)	11,
NSP	12,

EB72.5 QA19

	ASK ALL
QC10	By bundle, we mean a combined package offering more than one communication service from the same provider at a single price. Does your household buy two or more of the following services as part of a bundle?
	(READ OUT – MIN. 2 ANSWERS)

	(430-436)
Television channels	1,
Fixed telephony	2,
Mobile telephony	3,
Internet access	4,
None	5,
Other (SPONTANEOUS)	6,
DK	7,

EB72.5 QA24

QC11	What do you personally think about these kinds of communication packages?
	(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(437-443)
It is more convenient because there is only one invoice	1,
It is cheaper than paying separately for each service	2,
Packages offer less transparency and clarity about the cost and conditions of each service	3,
Packages are not interesting because you are bound to the same provider for all services	4,
Packages are not interesting because you get services you do not really need	5,
Other (SPONTANEOUS)	6,
DK	7,

EB72.5 QA25

	A TOUS
QC10	Un pack\ une offre groupée est un ensemble de services de communication proposé par un même fournisseur à un prix unique. Votre ménage a-t-il souscrit à deux ou plusieurs de ces services faisant partie d'un pack\ d'une offre groupée ?
	(LIRE – MIN. 2 REPONSES)

	(430-436)
Des chaînes de télévision	1,
La téléphonie fixe	2,
La téléphonie mobile	3,
Un accès à Internet	4,
Aucun	5,
Autre (SPONTANE)	6,
NSP	7,

EB72.5 QA24

QC11	Que pensez-vous personnellement de ces types de services combinés ?
	(MONTRER CARTE – LIRE – PLUSIEURS REPONSES POSSIBLES)

	(437-443)
Ils sont plus commodes parce qu'il y a une seule facture	1,
C'est moins cher que de payer séparément pour chacun des services	2,
Les bouquets sont moins transparents et moins clairs en ce qui concerne les coûts et conditions de chaque service	3,
Les bouquets ne sont pas intéressants parce que vous êtes lié(e) au même fournisseur pour tous les services	4,
Les bouquets ne sont pas intéressants parce que vous obtenez des services dont vous n'avez pas vraiment besoin	5,
Autre (SPONTANE)	6,
NSP	7,

EB72.5 QA25

QC12	For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

		(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Not Applicable (SPONTANEOUS)	DK
(444)	1	You can easily compare the terms of services and tariffs included in current bundle offers	1	2	3	4	5	6
(445)	2	You regularly read comparisons of tariffs bundles	1	2	3	4	5	6

NEW

QC12	Pouvez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des affirmations suivantes.

(MONTRER CARTE AVEC ECHELLE – UNE REPONSE PAR LIGNE)

		(LIRE)	Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	Pas applicable (SPONTANE)	NSP
(444)	1	Vous pouvez facilement comparer les offres groupées en termes de services inclus et de tarifs	1	2	3	4	5	6
(445)	2	Vous lisez régulièrement des comparaisons entre les offres groupées	1	2	3	4	5	6

NEW

ASK QC13 IF "HAVE A BUNDLE", NO CODE 5-7 IN QC10 – OTHERS GO TO QC14	POSER QC13 SI "A SOUSCRIT A UNE OFFRE GROUPEE", PAS DE CODE 5-7 EN QC10 – LES AUTRES ALLER EN QC14

QC13	Have you or someone in your household ever considered changing your bundle provider?	QC13	Avez-vous ou quelqu'un dans votre ménage a-t-il envisagé de changer de fournisseur d'offre groupée ?

(SHOW CARD – READ OUT – ROTATE ITEMS 2 TO 10 – MULTIPLE ANSWERS POSSIBLE)

(MONTRER CARTE – LIRE – ROTATION ITEMS 2 A 10 – PLUSIEURS REPONSES POSSIBLES)

	(446-457)		(446-457)
No, you and the members of your household never considered it	1,	Non, ni vous ni quelqu'un de votre ménage ne l'a jamais envisagé	1,
Yes, but you and the members of your household are satisfied with the current service you get	2,	Oui, mais vous et les membres de votre ménage êtes satisfait(e)(s) du service actuellement fourni	2,
Yes, but there are no other Bundle providers in the area of your household which would deliver good value for money	3,	Oui, mais là où vous et votre ménage vivez il n'y a pas d'autre fournisseur d'offre groupée qui vous fournirait un bon rapport qualité prix	3,
Yes, you or someone in your household has already changed and are bound for the time being by your contract conditions to your current provider	4,	Oui, vous ou un membre de votre ménage a déjà changé et vous êtes lié(e)(s) par les conditions du contrat de votre fournisseur actuel	4,
Yes, but eventually your provider offered you better conditions and you decided not to switch	5,	Oui, mais votre fournisseur vous a finalement offert de meilleures conditions et vous avez décidé de ne pas en changer	5,
Yes, but you don't want to take the risk of a temporary loss of service during the switching process	6,	Oui, mais vous ne voulez pas prendre le risque de perdre temporairement l'accès à ces services pendant la période du changement de fournisseur	6,
Yes, but you don't want to take the risk of having to pay more than one provider during the switching process	7,	Oui, mais vous ne voulez pas prendre le risque de devoir payer deux fournisseurs pendant la période du changement de fournisseur	7,
Yes, but it is not clear what steps you would need to take to switch	8,	Oui, mais les étapes à effectuer pour changer de fournisseur ne sont pas claires	8,
Yes, but you and the members of your household do not want to lose your current e-mail address(es)\ web page(s) hosted on the server of the Internet service provider	9,	Oui, mais vous et les membres de votre ménage ne voulez pas perdre vos adresses e-mail actuelles\ vos liens vers des pages Internet sur le serveur de votre fournisseur de service Internet	9,
Yes, but it takes too much effort and time to do it	10,	Oui, mais cela demande trop d'efforts et de temps	10,
Other (SPONTANEOUS)	11,	Autre (SPONTANE)	11,
DK	12,	NSP	12,

NEW

NEW

	ASK ALL			A TOUS	
QC14	Companies like telecom providers collect personal data such as name, address and credit card details. In case any of your personal data was lost, stolen or altered in any way, would you like to be informed or not?		QC14	Les compagnies comme les fournisseurs de télécoms récoltent des données personnelles telles que le nom, l'adresse et des détails sur les cartes de crédit. Au cas où vos données personnelles étaient perdues, volées ou endommagées d'une façon ou d'une autre, aimeriez-vous être informé(e) ?	
	(READ OUT- ONE ANSWER ONLY)			(LIRE – UNE SEULE REPONSE)	
		(458)			**(458)**
	Yes, under all circumstances	1		Oui, dans tous les cas	1
	Yes, but only if you risk financial harm as a result of your data being lost, stolen or altered	2		Oui, mais uniquement si vous encourez un risque financier suite à la perte, au vol ou à un endommagement de vos données	2
	No	3		Non	3
	DK	4		NSP	4
	EB72.5 QA20			EB72.5 QA20	

TABLES

TABLES (Household sample)

Proportion of households having one television

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	98%	96%	98%	98%	98%	99%	97%	96%	91%	96%	98%
EU15	97%	96%	98%	98%	98%	99%	97%	96%	90%	95%	98%
NMS12	98%	98%	99%	99%	99%	99%	99%	98%	94%	98%	98%
BE	97%	95%	99%	100%	96%	99%	98%	93%	89%	93%	97%
BG	99%	99%	100%	99%	99%	100%	99%	99%	100%	100%	99%
CZ	98%	97%	99%	97%	98%	99%	99%	95%	87%	98%	97%
DK	97%	95%	99%	99%	98%	97%	99%	94%	92%	94%	98%
DE	96%	94%	98%	97%	98%	99%	97%	92%	89%	92%	98%
EE	98%	95%	99%	98%	99%	98%	99%	95%	73%	99%	99%
IE	98%	97%	97%	99%	99%	100%	96%	97%	80%	98%	99%
EL	99%	97%	100%	100%	100%	100%	100%	99%	97%	96%	98%
ES	99%	99%	99%	100%	99%	99%	99%	100%	100%	98%	100%
FR	97%	94%	99%	98%	98%	99%	97%	93%	79%	94%	99%
IT	98%	99%	98%	97%	98%	100%	97%	100%	95%	100%	99%
CY	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
LV	98%	96%	99%	98%	99%	99%	98%	97%	83%	93%	100%
LT	98%	97%	99%	99%	99%	100%	98%	98%	91%	97%	98%
LU	98%	99%	98%	98%	95%	96%	99%	99%	100%	97%	100%
HU	99%	97%	100%	99%	99%	100%	98%	99%	88%	98%	98%
MT	100%	100%	100%	100%	100%	100%	100%	100%	0%	100%	100%
NL	97%	96%	99%	97%	98%	99%	96%	98%	89%	97%	97%
AT	99%	98%	100%	99%	100%	99%	99%	98%	95%	97%	99%
PL	98%	97%	98%	99%	99%	98%	99%	98%	96%	98%	97%
PT	97%	95%	98%	97%	99%	99%	98%	95%	95%	87%	99%
RO	99%	99%	98%	98%	99%	98%	99%	98%	96%	100%	99%
SI	99%	96%	99%	99%	100%	98%	99%	98%	92%	95%	97%
SK	99%	99%	100%	98%	99%	99%	99%	99%	100%	96%	100%
FI	94%	90%	97%	90%	99%	97%	94%	90%	79%	95%	92%
SE	97%	95%	98%	99%	97%	98%	96%	96%	72%	96%	96%
UK	97%	98%	96%	98%	99%	99%	97%	97%	100%	98%	97%

Proportion of households having at least one telephone access (fixed and / or mobile)

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	98%	96%	99%	99%	99%	97%	98%	99%	99%	97%	94%
EU15	99%	97%	99%	100%	99%	98%	98%	99%	99%	97%	96%
NMS12	94%	88%	95%	97%	98%	90%	95%	98%	97%	92%	84%
BE	98%	94%	99%	100%	100%	99%	100%	94%	100%	98%	89%
BG	92%	83%	91%	98%	95%	83%	93%	97%	100%	98%	77%
CZ	97%	95%	96%	99%	100%	97%	97%	98%	95%	96%	95%
DK	100%	99%	100%	100%	100%	99%	99%	100%	100%	99%	99%
DE	99%	98%	100%	100%	100%	99%	99%	99%	99%	98%	98%
EE	98%	97%	98%	99%	99%	98%	99%	98%	100%	96%	97%
IE	98%	97%	98%	99%	100%	97%	98%	99%	100%	99%	96%
EL	99%	97%	100%	100%	100%	100%	99%	99%	99%	100%	92%
ES	97%	93%	100%	100%	100%	96%	97%	98%	100%	95%	90%
FR	99%	98%	100%	100%	99%	99%	99%	100%	97%	97%	99%
IT	98%	95%	98%	100%	98%	95%	98%	100%	100%	96%	93%
CY	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
LV	98%	94%	99%	99%	100%	96%	99%	100%	96%	94%	94%
LT	97%	93%	98%	98%	99%	95%	97%	98%	100%	90%	94%
LU	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
HU	95%	89%	98%	98%	95%	92%	92%	99%	100%	91%	87%
MT	100%	99%	100%	100%	100%	99%	100%	100%	0%	100%	98%
NL	100%	99%	100%	100%	100%	100%	100%	99%	100%	99%	99%
AT	99%	98%	100%	97%	100%	98%	99%	100%	100%	99%	97%
PL	96%	90%	97%	95%	99%	92%	96%	99%	96%	91%	88%
PT	95%	86%	96%	98%	98%	94%	95%	99%	95%	92%	81%
RO	89%	69%	87%	98%	97%	81%	90%	98%	97%	89%	50%
SI	100%	100%	99%	99%	100%	99%	100%	100%	100%	100%	100%
SK	95%	91%	95%	98%	98%	92%	99%	91%	100%	88%	90%
FI	98%	98%	99%	98%	98%	97%	98%	99%	100%	95%	99%
SE	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
UK	99%	98%	99%	99%	100%	100%	98%	99%	100%	98%	98%

Proportion of households having a fixed telephone access

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small/ mid size town	Large town	-29	30-59	60+
EU27	71%	66%	77%	70%	70%	70%	70%	73%	39%	60%	78%
EU15	77%	70%	82%	79%	81%	79%	75%	79%	41%	63%	83%
NMS12	43%	42%	50%	39%	41%	39%	40%	51%	24%	32%	51%
BE	64%	53%	72%	63%	68%	72%	68%	41%	13%	43%	77%
BG	51%	53%	55%	55%	42%	42%	49%	57%	0%	51%	56%
CZ	17%	18%	18%	15%	15%	14%	16%	21%	23%	14%	19%
DK	56%	50%	65%	53%	70%	77%	60%	39%	18%	35%	84%
DE	87%	77%	94%	96%	93%	91%	87%	85%	49%	68%	94%
EE	50%	47%	56%	50%	44%	43%	49%	57%	16%	37%	62%
IE	64%	68%	54%	59%	74%	66%	59%	64%	20%	54%	88%
EL	85%	65%	90%	88%	90%	86%	78%	86%	53%	59%	81%
ES	66%	58%	73%	72%	69%	59%	68%	74%	54%	46%	68%
FR	87%	78%	90%	84%	95%	89%	84%	88%	48%	74%	92%
IT	64%	53%	63%	72%	70%	59%	60%	81%	29%	47%	59%
CY	85%	83%	84%	85%	85%	80%	82%	91%	89%	62%	89%
LV	47%	46%	49%	46%	49%	39%	46%	57%	23%	40%	54%
LT	39%	43%	42%	32%	37%	36%	38%	44%	10%	22%	57%
LU	90%	89%	88%	89%	93%	93%	86%	98%	66%	85%	96%
HU	48%	55%	57%	43%	36%	46%	42%	56%	28%	36%	65%
MT	96%	93%	97%	99%	97%	96%	96%	96%	0%	88%	98%
NL	89%	82%	93%	87%	95%	96%	87%	80%	43%	82%	94%
AT	52%	49%	60%	45%	53%	56%	46%	51%	8%	28%	75%
PL	47%	48%	58%	37%	44%	48%	43%	49%	24%	31%	63%
PT	61%	53%	67%	58%	64%	61%	59%	66%	49%	43%	59%
RO	42%	33%	47%	44%	41%	29%	42%	58%	31%	45%	29%
SI	84%	77%	86%	84%	86%	85%	83%	82%	52%	43%	92%
SK	36%	39%	42%	30%	32%	33%	38%	38%	6%	23%	57%
FI	20%	19%	25%	17%	14%	23%	19%	19%	2%	3%	35%
SE	98%	96%	99%	97%	98%	99%	97%	98%	93%	95%	98%
UK	82%	78%	84%	81%	84%	86%	79%	82%	31%	75%	90%

Proportion of households having at least one mobile telephone access

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small/ mid size town	Large town	-29	30-59	60+
EU27	89%	79%	89%	97%	98%	87%	89%	91%	98%	93%	63%
EU15	89%	80%	90%	98%	98%	88%	89%	91%	99%	94%	64%
NMS12	87%	71%	85%	95%	97%	82%	88%	91%	95%	88%	58%
BE	93%	85%	94%	99%	99%	94%	94%	90%	100%	98%	68%
BG	82%	61%	78%	95%	94%	70%	81%	90%	100%	90%	48%
CZ	96%	92%	96%	99%	100%	96%	95%	98%	95%	96%	89%
DK	96%	93%	98%	100%	100%	94%	95%	97%	100%	99%	83%
DE	83%	72%	84%	98%	98%	82%	82%	84%	99%	94%	47%
EE	93%	86%	92%	98%	99%	93%	95%	89%	100%	95%	78%
IE	90%	79%	96%	99%	98%	89%	88%	92%	100%	93%	62%
EL	93%	84%	86%	100%	99%	87%	98%	94%	99%	98%	55%
ES	85%	72%	86%	99%	99%	84%	86%	85%	100%	93%	50%
FR	88%	79%	89%	98%	96%	88%	87%	94%	97%	88%	66%
IT	93%	86%	91%	98%	98%	84%	93%	100%	100%	94%	79%
CY	95%	74%	98%	100%	100%	94%	94%	97%	100%	92%	64%
LV	95%	87%	95%	99%	100%	93%	97%	95%	96%	93%	80%
LT	91%	78%	91%	97%	99%	89%	92%	89%	100%	89%	70%
LU	94%	83%	98%	98%	100%	92%	95%	98%	100%	92%	74%
HU	87%	69%	89%	98%	94%	82%	85%	95%	100%	88%	58%
MT	93%	85%	96%	100%	99%	93%	97%	88%	0%	100%	71%
NL	96%	92%	98%	99%	99%	97%	96%	96%	100%	98%	84%
AT	89%	81%	87%	96%	97%	86%	87%	94%	100%	97%	65%
PL	86%	69%	84%	92%	97%	82%	87%	90%	92%	85%	54%
PT	88%	69%	85%	93%	97%	84%	88%	92%	95%	91%	51%
RO	82%	54%	74%	96%	96%	76%	80%	92%	97%	80%	26%
SI	94%	80%	94%	98%	99%	93%	96%	92%	100%	97%	71%
SK	87%	71%	85%	97%	97%	83%	90%	87%	100%	87%	54%
FI	96%	92%	98%	98%	98%	93%	96%	97%	100%	95%	86%
SE	96%	92%	99%	97%	100%	97%	95%	97%	87%	96%	90%
UK	93%	87%	94%	98%	98%	95%	92%	92%	100%	96%	76%

Proportion of households combining a fixed and mobile telephone access

		Household composition				Subjective urbanisation			Single households by age		
	TOTAL	1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	62%	49%	68%	68%	68%	60%	61%	65%	39%	56%	47%
EU15	68%	53%	73%	77%	79%	68%	66%	71%	41%	60%	51%
NMS12	36%	26%	40%	37%	40%	31%	32%	44%	22%	28%	25%
BE	59%	44%	66%	62%	68%	66%	63%	37%	13%	43%	57%
BG	41%	31%	42%	51%	41%	28%	37%	50%	0%	44%	27%
CZ	15%	15%	17%	15%	15%	12%	15%	21%	23%	14%	14%
DK	52%	44%	63%	52%	70%	72%	55%	37%	18%	35%	69%
DE	71%	51%	78%	93%	91%	75%	70%	70%	49%	64%	43%
EE	44%	37%	50%	48%	44%	39%	45%	49%	16%	36%	43%
IE	55%	50%	51%	58%	72%	58%	49%	56%	20%	49%	54%
EL	78%	52%	76%	88%	89%	73%	77%	81%	53%	57%	44%
ES	54%	37%	59%	71%	68%	46%	57%	61%	54%	44%	28%
FR	76%	59%	79%	82%	92%	77%	72%	82%	48%	65%	58%
IT	59%	44%	56%	70%	69%	48%	55%	81%	29%	45%	46%
CY	80%	57%	82%	85%	85%	74%	76%	88%	89%	53%	54%
LV	45%	38%	45%	46%	49%	37%	45%	53%	23%	39%	41%
LT	33%	28%	35%	30%	37%	30%	33%	35%	10%	21%	33%
LU	84%	72%	86%	87%	92%	85%	81%	96%	66%	76%	70%
HU	40%	35%	48%	43%	35%	35%	34%	51%	28%	33%	36%
MT	90%	80%	93%	99%	97%	90%	93%	84%	0%	88%	71%
NL	85%	75%	91%	86%	93%	92%	84%	77%	43%	81%	79%
AT	42%	32%	48%	43%	51%	44%	34%	46%	8%	26%	43%
PL	37%	26%	44%	34%	43%	38%	34%	40%	19%	25%	29%
PT	54%	35%	57%	53%	63%	51%	53%	60%	49%	42%	29%
RO	35%	18%	35%	42%	40%	23%	32%	52%	31%	37%	5%
SI	77%	56%	81%	83%	85%	79%	79%	73%	52%	39%	64%
SK	27%	20%	32%	29%	31%	23%	29%	34%	6%	21%	21%
FI	17%	12%	25%	17%	14%	19%	17%	17%	2%	3%	22%
SE	94%	88%	98%	94%	98%	96%	92%	95%	80%	90%	88%
UK	76%	66%	80%	80%	82%	81%	73%	76%	31%	72%	69%

Proportion of households having a fixed telephone access but no mobile telephone access

		Household composition				Subjective urbanisation			Single households by age		
	TOTAL	1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	9%	17%	10%	2%	1%	10%	9%	7%	0%	4%	31%
EU15	9%	17%	10%	2%	1%	11%	10%	8%	0%	4%	32%
NMS12	7%	17%	10%	2%	1%	8%	7%	7%	2%	4%	26%
BE	5%	9%	5%	1%	1%	5%	5%	3%	0%	0%	21%
BG	10%	22%	13%	4%	1%	13%	12%	7%	0%	7%	29%
CZ	1%	3%	1%	0%	0%	1%	2%	0%	0%	0%	5%
DK	4%	6%	2%	0%	0%	5%	5%	2%	0%	0%	16%
DE	16%	26%	16%	2%	1%	17%	17%	15%	0%	4%	51%
EE	5%	10%	6%	1%	0%	4%	4%	8%	0%	1%	19%
IE	8%	18%	2%	1%	2%	8%	10%	7%	0%	5%	33%
EL	7%	13%	14%	0%	0%	13%	1%	5%	0%	2%	37%
ES	12%	21%	14%	1%	1%	12%	11%	13%	0%	2%	40%
FR	11%	19%	11%	2%	3%	11%	12%	6%	0%	10%	33%
IT	5%	9%	7%	2%	1%	11%	5%	0%	0%	2%	14%
CY	5%	26%	2%	0%	0%	6%	6%	3%	0%	8%	36%
LV	3%	7%	4%	0%	0%	3%	2%	4%	0%	1%	13%
LT	6%	15%	6%	2%	0%	6%	5%	9%	0%	1%	23%
LU	6%	17%	2%	2%	0%	8%	5%	2%	0%	8%	26%
HU	8%	20%	9%	0%	2%	11%	8%	5%	0%	3%	29%
MT	6%	14%	4%	0%	1%	6%	3%	12%	0%	0%	28%
NL	3%	7%	2%	1%	1%	3%	3%	3%	0%	1%	15%
AT	10%	16%	12%	1%	2%	11%	12%	5%	0%	2%	31%
PL	9%	22%	14%	2%	1%	10%	9%	9%	4%	6%	34%
PT	8%	18%	11%	5%	1%	10%	6%	6%	0%	1%	30%
RO	7%	15%	12%	2%	1%	6%	10%	6%	0%	8%	24%
SI	6%	20%	5%	1%	1%	6%	4%	8%	0%	3%	29%
SK	8%	19%	10%	1%	1%	10%	9%	5%	0%	1%	36%
FI	3%	6%	0%	0%	0%	4%	2%	2%	0%	0%	13%
SE	4%	8%	1%	3%	0%	3%	5%	3%	13%	4%	10%
UK	6%	11%	5%	1%	2%	5%	6%	7%	0%	3%	21%

Proportion of households having a mobile telephone access but no fixed telephone access

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	27%	30%	21%	29%	29%	26%	28%	26%	60%	37%	16%
EU15	21%	27%	17%	21%	19%	19%	23%	20%	58%	34%	13%
NMS12	51%	45%	45%	58%	57%	51%	56%	47%	73%	60%	33%
BE	34%	41%	28%	37%	31%	27%	31%	53%	87%	55%	12%
BG	41%	31%	36%	44%	53%	42%	44%	39%	100%	47%	21%
CZ	81%	77%	78%	84%	85%	83%	81%	77%	71%	82%	76%
DK	44%	49%	35%	47%	30%	22%	39%	60%	82%	64%	15%
DE	12%	21%	6%	4%	7%	8%	12%	14%	50%	30%	3%
EE	48%	50%	42%	50%	55%	54%	50%	40%	84%	59%	35%
IE	35%	29%	44%	41%	26%	31%	39%	35%	80%	44%	8%
EL	15%	32%	10%	12%	10%	14%	21%	13%	46%	41%	11%
ES	31%	35%	27%	28%	31%	38%	29%	24%	46%	49%	22%
FR	13%	20%	10%	16%	4%	11%	15%	12%	50%	23%	7%
IT	34%	42%	35%	28%	29%	36%	38%	18%	71%	49%	34%
CY	15%	17%	16%	15%	15%	20%	18%	9%	11%	38%	11%
LV	51%	49%	50%	53%	51%	57%	52%	43%	73%	54%	40%
LT	58%	50%	56%	66%	62%	59%	60%	54%	90%	69%	37%
LU	10%	11%	12%	11%	7%	7%	14%	2%	34%	15%	4%
HU	47%	33%	41%	55%	59%	46%	50%	44%	72%	55%	22%
MT	3%	6%	3%	1%	3%	3%	4%	4%	0%	12%	0%
NL	11%	17%	7%	13%	5%	4%	12%	19%	57%	17%	5%
AT	47%	49%	40%	52%	47%	42%	52%	48%	92%	71%	22%
PL	49%	42%	39%	58%	54%	44%	53%	49%	73%	60%	25%
PT	34%	33%	28%	40%	34%	33%	35%	32%	45%	49%	22%
RO	47%	36%	40%	54%	56%	53%	48%	40%	66%	44%	21%
SI	16%	23%	13%	15%	14%	14%	17%	18%	48%	57%	8%
SK	59%	52%	53%	68%	66%	59%	61%	53%	94%	65%	33%
FI	78%	79%	73%	81%	84%	74%	79%	80%	98%	93%	64%
SE	2%	4%	1%	3%	2%	1%	3%	2%	7%	5%	2%
UK	17%	21%	15%	18%	16%	14%	19%	16%	69%	23%	8%

Proportion of households having neither fixed telephone access nor mobile telephone access

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	2%	4%	1%	1%	1%	3%	2%	1%	1%	3%	6%
EU15	1%	3%	1%	0%	1%	2%	2%	1%	1%	3%	4%
NMS12	6%	12%	5%	3%	2%	10%	5%	2%	3%	8%	16%
BE	2%	6%	1%	0%	0%	1%	0%	6%	0%	2%	11%
BG	8%	17%	9%	2%	5%	17%	7%	3%	0%	2%	23%
CZ	3%	5%	4%	1%	0%	3%	3%	2%	5%	4%	5%
DK	0%	1%	0%	0%	0%	1%	1%	0%	0%	1%	1%
DE	1%	2%	0%	0%	0%	1%	1%	1%	1%	2%	2%
EE	2%	3%	2%	1%	1%	2%	1%	2%	0%	4%	3%
IE	2%	3%	2%	1%	0%	3%	2%	1%	0%	1%	4%
EL	1%	3%	0%	0%	0%	0%	1%	1%	1%	0%	8%
ES	3%	7%	0%	0%	0%	4%	3%	2%	0%	5%	10%
FR	1%	2%	0%	0%	1%	1%	1%	0%	3%	3%	1%
IT	2%	5%	2%	0%	2%	5%	2%	0%	0%	4%	7%
CY	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
LV	2%	6%	1%	1%	0%	4%	1%	0%	4%	6%	6%
LT	3%	7%	2%	2%	1%	5%	3%	2%	0%	10%	6%
LU	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
HU	5%	11%	2%	2%	5%	8%	8%	1%	0%	9%	13%
MT	0%	1%	0%	0%	0%	1%	0%	0%	0%	0%	2%
NL	0%	1%	0%	0%	0%	0%	0%	1%	0%	1%	1%
AT	1%	2%	0%	3%	0%	2%	1%	0%	0%	1%	3%
PL	4%	10%	3%	5%	1%	8%	4%	1%	4%	9%	12%
PT	5%	14%	4%	2%	2%	6%	5%	1%	5%	8%	19%
RO	11%	31%	13%	2%	3%	19%	10%	2%	3%	11%	50%
SI	0%	0%	1%	1%	0%	1%	0%	0%	0%	0%	0%
SK	5%	9%	5%	2%	2%	8%	1%	9%	0%	12%	10%
FI	2%	2%	1%	2%	2%	3%	2%	1%	0%	5%	1%
SE	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
UK	1%	2%	1%	1%	0%	0%	2%	1%	0%	2%	2%

Proportion of households without mobile phone access

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	11%	21%	11%	3%	2%	13%	11%	9%	2%	7%	37%
EU15	11%	20%	10%	2%	2%	12%	11%	9%	1%	6%	36%
NMS12	13%	29%	15%	5%	3%	18%	12%	9%	5%	12%	42%
BE	7%	15%	6%	1%	1%	6%	6%	10%	0%	2%	32%
BG	18%	39%	22%	5%	6%	30%	19%	10%	0%	10%	52%
CZ	4%	8%	4%	1%	0%	4%	5%	2%	5%	4%	11%
DK	4%	7%	2%	0%	0%	6%	5%	3%	0%	1%	17%
DE	17%	28%	16%	2%	2%	18%	18%	16%	1%	6%	53%
EE	7%	14%	8%	2%	1%	7%	5%	11%	0%	5%	22%
IE	10%	21%	4%	1%	2%	11%	12%	8%	0%	7%	38%
EL	7%	16%	14%	0%	1%	13%	2%	6%	1%	2%	45%
ES	15%	28%	14%	1%	1%	16%	14%	15%	0%	7%	50%
FR	12%	21%	11%	2%	4%	12%	13%	6%	3%	12%	34%
IT	7%	14%	9%	2%	2%	16%	7%	0%	0%	6%	21%
CY	5%	26%	2%	0%	0%	6%	6%	3%	0%	8%	36%
LV	5%	13%	5%	1%	0%	7%	3%	5%	4%	7%	20%
LT	9%	22%	9%	3%	1%	11%	8%	11%	0%	11%	30%
LU	6%	17%	2%	2%	0%	8%	5%	2%	0%	8%	26%
HU	13%	31%	11%	2%	6%	18%	15%	5%	0%	12%	42%
MT	7%	15%	4%	0%	1%	7%	3%	12%	0%	0%	29%
NL	4%	8%	2%	1%	1%	3%	4%	4%	0%	2%	16%
AT	11%	19%	13%	4%	3%	14%	13%	6%	0%	3%	35%
PL	14%	31%	16%	8%	3%	18%	13%	10%	8%	15%	46%
PT	12%	31%	15%	7%	3%	16%	12%	8%	5%	9%	49%
RO	18%	46%	26%	4%	4%	24%	20%	8%	3%	20%	74%
SI	6%	20%	6%	2%	1%	7%	4%	8%	0%	3%	29%
SK	13%	29%	15%	3%	3%	17%	10%	13%	0%	13%	46%
FI	4%	8%	2%	2%	2%	7%	4%	3%	0%	5%	14%
SE	4%	8%	1%	3%	0%	3%	5%	3%	13%	4%	10%
UK	7%	13%	6%	2%	2%	5%	8%	8%	0%	4%	24%

Proportion of households having a mobile phone access only on a contract

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	36%	38%	36%	37%	30%	38%	33%	38%	55%	50%	25%
EU15	38%	39%	38%	40%	33%	42%	34%	39%	58%	52%	25%
NMS12	28%	30%	30%	29%	25%	22%	28%	35%	37%	41%	23%
BE	37%	38%	39%	36%	31%	35%	40%	35%	53%	50%	23%
BG	53%	47%	50%	62%	53%	36%	47%	66%	84%	70%	36%
CZ	34%	32%	33%	36%	36%	27%	37%	36%	74%	35%	25%
DK	80%	80%	82%	84%	73%	77%	79%	83%	93%	78%	72%
DE	35%	33%	36%	44%	28%	33%	33%	38%	48%	49%	15%
EE	58%	61%	59%	60%	50%	55%	61%	60%	70%	66%	56%
IE	18%	22%	17%	15%	13%	19%	15%	18%	19%	37%	8%
EL	24%	36%	21%	24%	19%	21%	23%	25%	42%	49%	17%
ES	52%	51%	51%	57%	52%	56%	50%	51%	72%	75%	29%
FR	63%	59%	63%	74%	60%	62%	59%	75%	79%	61%	52%
IT	4%	4%	4%	3%	3%	1%	4%	4%	0%	8%	2%
CY	36%	40%	48%	38%	25%	31%	31%	46%	22%	55%	38%
LV	24%	31%	25%	25%	16%	17%	25%	29%	44%	36%	25%
LT	25%	36%	31%	20%	12%	17%	25%	32%	24%	37%	37%
LU	63%	65%	75%	58%	49%	60%	68%	45%	88%	83%	51%
HU	26%	27%	25%	29%	23%	22%	25%	30%	77%	47%	16%
MT	14%	24%	12%	7%	5%	12%	18%	9%	0%	44%	3%
NL	48%	53%	47%	54%	37%	46%	45%	54%	77%	64%	34%
AT	60%	63%	65%	64%	48%	61%	57%	63%	89%	83%	41%
PL	25%	29%	26%	26%	19%	18%	23%	34%	32%	39%	24%
PT	4%	6%	3%	3%	5%	2%	5%	7%	12%	8%	4%
RO	21%	18%	27%	18%	22%	19%	22%	24%	21%	30%	11%
SI	52%	48%	57%	58%	49%	45%	55%	59%	77%	62%	40%
SK	35%	34%	35%	43%	30%	29%	41%	34%	40%	49%	21%
FI	86%	83%	92%	89%	81%	84%	87%	86%	88%	79%	83%
SE	52%	53%	51%	56%	46%	44%	45%	66%	38%	68%	45%
UK	31%	29%	31%	36%	33%	32%	32%	30%	63%	39%	14%

Proportion of households having a mobile phone access only on a pre-paid arrangement

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	34%	34%	36%	31%	32%	30%	37%	34%	32%	34%	35%
EU15	34%	34%	36%	33%	33%	28%	37%	35%	31%	34%	35%
NMS12	31%	34%	36%	26%	29%	35%	32%	27%	38%	35%	32%
BE	26%	32%	24%	21%	23%	22%	25%	34%	30%	37%	28%
BG	13%	14%	16%	6%	13%	19%	14%	8%	0%	21%	12%
CZ	34%	49%	42%	19%	17%	36%	34%	30%	20%	41%	56%
DK	8%	11%	6%	3%	3%	9%	8%	8%	3%	16%	10%
DE	32%	35%	33%	25%	30%	30%	33%	32%	43%	37%	29%
EE	14%	17%	15%	8%	13%	18%	11%	11%	11%	20%	16%
IE	56%	52%	60%	66%	51%	54%	59%	57%	61%	51%	52%
EL	36%	37%	46%	33%	28%	36%	44%	33%	46%	33%	37%
ES	16%	13%	21%	14%	17%	14%	17%	16%	9%	8%	17%
FR	12%	15%	12%	8%	8%	11%	13%	10%	13%	20%	12%
IT	74%	73%	72%	74%	78%	71%	73%	81%	85%	77%	69%
CY	20%	32%	26%	20%	10%	24%	17%	18%	62%	37%	26%
LV	35%	49%	38%	31%	21%	39%	36%	29%	29%	50%	52%
LT	29%	35%	28%	26%	25%	35%	32%	20%	47%	41%	30%
LU	10%	11%	10%	9%	9%	7%	11%	15%	12%	3%	15%
HU	39%	37%	46%	35%	39%	43%	37%	39%	23%	32%	40%
MT	58%	56%	71%	54%	47%	55%	64%	63%	0%	49%	63%
NL	21%	26%	25%	9%	10%	22%	23%	15%	5%	21%	39%
AT	9%	15%	9%	2%	4%	6%	13%	10%	4%	8%	23%
PL	34%	33%	41%	25%	36%	36%	37%	29%	38%	35%	30%
PT	77%	62%	75%	84%	81%	76%	78%	78%	82%	81%	47%
RO	33%	28%	33%	39%	33%	38%	29%	31%	58%	33%	14%
SI	12%	28%	19%	4%	4%	13%	12%	12%	10%	32%	28%
SK	18%	29%	22%	9%	10%	20%	19%	13%	4%	33%	32%
FI	3%	5%	2%	3%	2%	4%	2%	5%	6%	10%	1%
SE	19%	29%	19%	7%	8%	22%	21%	15%	14%	18%	38%
UK	43%	51%	44%	32%	29%	47%	41%	43%	24%	50%	59%

Proportion of households having a mobile phone access on a contract + pre-paid arrangement

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	19%	7%	17%	29%	35%	19%	19%	20%	11%	9%	4%
EU15	17%	7%	17%	25%	32%	17%	17%	17%	10%	8%	4%
NMS12	27%	7%	18%	40%	43%	26%	27%	29%	20%	11%	3%
BE	31%	15%	30%	42%	45%	37%	29%	21%	17%	11%	18%
BG	17%	1%	12%	26%	28%	16%	20%	16%	16%	0%	0%
CZ	29%	11%	21%	44%	47%	32%	24%	32%	0%	21%	9%
DK	8%	3%	11%	13%	24%	9%	8%	7%	3%	4%	1%
DE	16%	5%	15%	29%	40%	19%	16%	13%	7%	8%	2%
EE	21%	9%	18%	30%	36%	20%	24%	19%	20%	9%	6%
IE	16%	5%	19%	18%	35%	16%	14%	17%	20%	5%	2%
EL	33%	10%	19%	44%	52%	29%	31%	36%	11%	16%	2%
ES	17%	8%	14%	28%	31%	14%	19%	19%	19%	10%	4%
FR	14%	4%	14%	16%	28%	14%	15%	9%	6%	7%	2%
IT	15%	9%	15%	20%	16%	12%	15%	16%	15%	10%	8%
CY	40%	2%	24%	42%	65%	40%	45%	34%	16%	0%	0%
LV	37%	7%	32%	43%	63%	37%	36%	37%	22%	7%	3%
LT	37%	7%	32%	51%	62%	36%	36%	38%	28%	10%	3%
LU	21%	6%	13%	31%	42%	25%	16%	38%	0%	5%	8%
HU	22%	4%	18%	34%	32%	17%	22%	25%	0%	9%	2%
MT	22%	5%	13%	39%	48%	26%	15%	16%	0%	6%	5%
NL	28%	13%	26%	37%	52%	28%	29%	26%	18%	14%	11%
AT	20%	4%	13%	30%	46%	20%	17%	22%	7%	6%	1%
PL	28%	7%	17%	42%	42%	28%	28%	27%	22%	10%	1%
PT	7%	1%	7%	7%	11%	6%	6%	8%	0%	3%	0%
RO	27%	8%	15%	39%	41%	19%	28%	36%	17%	16%	1%
SI	29%	4%	18%	36%	47%	35%	29%	21%	14%	4%	4%
SK	34%	8%	29%	45%	56%	34%	31%	39%	55%	5%	1%
FI	6%	4%	5%	5%	15%	5%	8%	6%	6%	7%	2%
SE	25%	10%	29%	34%	46%	32%	29%	16%	35%	9%	8%
UK	18%	6%	19%	30%	36%	16%	18%	19%	13%	6%	4%

Proportion of households having a computer

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	68%	50%	64%	85%	88%	64%	67%	73%	88%	69%	27%
EU15	70%	54%	68%	88%	90%	68%	69%	74%	88%	72%	30%
NMS12	59%	30%	45%	75%	83%	50%	58%	69%	88%	46%	11%
BE	71%	51%	68%	90%	90%	73%	70%	69%	94%	71%	19%
BG	47%	15%	30%	76%	69%	27%	43%	62%	100%	39%	1%
CZ	56%	30%	47%	74%	86%	55%	54%	62%	77%	49%	15%
DK	88%	81%	96%	100%	100%	86%	86%	92%	100%	89%	60%
DE	69%	54%	67%	95%	95%	68%	67%	73%	91%	75%	25%
EE	69%	45%	63%	91%	95%	67%	68%	72%	90%	70%	18%
IE	69%	46%	77%	85%	92%	69%	64%	71%	64%	62%	27%
EL	55%	43%	33%	66%	75%	40%	57%	62%	77%	53%	4%
ES	59%	42%	53%	81%	83%	56%	59%	62%	100%	65%	14%
FR	75%	54%	74%	93%	98%	75%	74%	80%	90%	64%	35%
IT	61%	39%	50%	80%	81%	44%	61%	74%	60%	69%	22%
CY	62%	20%	29%	85%	93%	52%	62%	71%	100%	46%	0%
LV	69%	39%	64%	85%	89%	62%	72%	74%	86%	56%	19%
LT	60%	29%	50%	81%	88%	54%	61%	64%	94%	45%	14%
LU	78%	51%	81%	94%	94%	76%	78%	83%	88%	88%	22%
HU	54%	24%	48%	72%	74%	42%	53%	67%	53%	48%	12%
MT	69%	49%	63%	89%	94%	69%	74%	57%	0%	76%	22%
NL	95%	89%	97%	98%	100%	97%	94%	93%	100%	96%	77%
AT	62%	41%	55%	83%	87%	60%	58%	68%	80%	66%	13%
PL	64%	34%	48%	78%	88%	60%	62%	69%	94%	42%	13%
PT	56%	27%	34%	69%	83%	51%	60%	60%	84%	49%	6%
RO	53%	30%	35%	65%	73%	36%	50%	76%	86%	42%	4%
SI	74%	35%	58%	93%	98%	76%	75%	71%	100%	64%	18%
SK	55%	29%	40%	75%	83%	49%	54%	74%	81%	47%	6%
FI	79%	60%	86%	98%	98%	70%	78%	90%	89%	80%	37%
SE	91%	81%	97%	98%	99%	89%	90%	94%	100%	93%	70%
UK	73%	55%	76%	93%	94%	75%	72%	74%	83%	69%	37%

Proportion of households without computer

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	32%	50%	36%	15%	12%	36%	33%	27%	12%	31%	73%
EU15	30%	46%	32%	12%	10%	32%	31%	26%	12%	28%	70%
NMS12	41%	70%	55%	25%	17%	50%	42%	31%	12%	54%	89%
BE	29%	49%	32%	10%	10%	27%	30%	31%	6%	29%	81%
BG	53%	85%	70%	24%	31%	73%	57%	38%	0%	61%	99%
CZ	44%	70%	53%	26%	14%	45%	46%	38%	23%	51%	85%
DK	12%	19%	4%	0%	0%	14%	14%	8%	0%	11%	40%
DE	31%	46%	33%	5%	5%	32%	33%	27%	9%	25%	75%
EE	31%	55%	37%	9%	5%	33%	32%	28%	10%	30%	82%
IE	31%	54%	23%	15%	8%	31%	36%	29%	36%	38%	73%
EL	45%	57%	67%	34%	25%	60%	43%	38%	23%	47%	96%
ES	41%	58%	47%	19%	17%	44%	41%	38%	0%	35%	86%
FR	25%	46%	26%	7%	2%	25%	26%	20%	10%	36%	65%
IT	39%	61%	50%	20%	19%	56%	39%	26%	40%	31%	78%
CY	38%	80%	71%	15%	7%	48%	38%	29%	0%	54%	100%
LV	31%	61%	36%	15%	11%	38%	28%	26%	14%	44%	81%
LT	40%	71%	50%	19%	12%	46%	39%	36%	6%	55%	86%
LU	22%	49%	19%	6%	6%	24%	22%	17%	12%	12%	78%
HU	46%	76%	52%	28%	26%	58%	47%	33%	47%	52%	88%
MT	31%	51%	37%	11%	6%	31%	26%	43%	0%	24%	78%
NL	5%	11%	3%	2%	0%	3%	6%	7%	0%	4%	23%
AT	38%	59%	45%	17%	13%	40%	42%	32%	20%	34%	87%
PL	36%	66%	52%	22%	12%	40%	38%	31%	6%	58%	87%
PT	44%	73%	66%	31%	17%	49%	40%	40%	16%	51%	94%
RO	47%	70%	65%	35%	27%	64%	50%	24%	14%	58%	96%
SI	26%	65%	42%	7%	2%	24%	25%	29%	0%	36%	82%
SK	45%	71%	60%	25%	17%	51%	46%	26%	19%	53%	94%
FI	21%	40%	14%	2%	2%	30%	22%	10%	11%	20%	63%
SE	9%	19%	3%	2%	1%	11%	10%	6%	0%	7%	30%
UK	27%	45%	24%	7%	6%	25%	28%	26%	17%	31%	63%

Households having an Internet connection

		Household composition				Subjective urbanisation			Single households by age		
	TOTAL	1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	62%	45%	59%	79%	82%	58%	62%	69%	79%	63%	23%
EU15	64%	48%	63%	82%	84%	62%	63%	69%	79%	65%	26%
NMS12	54%	28%	41%	70%	75%	44%	53%	66%	81%	42%	9%
BE	68%	43%	67%	85%	89%	71%	68%	59%	85%	58%	15%
BG	44%	13%	28%	72%	66%	23%	39%	59%	80%	35%	1%
CZ	53%	27%	44%	72%	83%	51%	52%	58%	67%	46%	14%
DK	86%	78%	95%	100%	99%	86%	83%	90%	95%	88%	59%
DE	65%	48%	63%	93%	91%	63%	63%	69%	89%	69%	19%
EE	67%	43%	60%	88%	95%	63%	68%	70%	92%	69%	15%
IE	66%	41%	75%	85%	91%	63%	59%	72%	87%	60%	18%
EL	47%	33%	27%	54%	69%	34%	48%	53%	59%	42%	2%
ES	51%	35%	46%	72%	72%	47%	53%	54%	81%	57%	8%
FR	69%	50%	66%	84%	93%	67%	68%	77%	77%	61%	33%
IT	52%	29%	39%	74%	71%	32%	51%	70%	33%	53%	18%
CY	57%	19%	23%	77%	87%	45%	58%	67%	100%	40%	0%
LV	66%	37%	60%	81%	85%	57%	69%	71%	76%	52%	19%
LT	55%	25%	46%	73%	81%	44%	56%	61%	82%	42%	11%
LU	75%	51%	74%	94%	92%	73%	76%	83%	88%	91%	21%
HU	50%	22%	45%	66%	68%	37%	48%	64%	53%	45%	10%
MT	67%	49%	60%	87%	94%	69%	71%	55%	0%	76%	22%
NL	94%	89%	96%	95%	100%	98%	93%	91%	100%	96%	78%
AT	60%	40%	53%	80%	85%	58%	55%	67%	80%	65%	11%
PL	59%	32%	44%	76%	81%	54%	58%	66%	92%	38%	11%
PT	51%	22%	30%	63%	77%	50%	52%	51%	84%	39%	3%
RO	44%	24%	31%	55%	61%	25%	41%	71%	76%	34%	1%
SI	71%	31%	54%	91%	94%	72%	71%	70%	90%	56%	16%
SK	50%	23%	36%	69%	77%	43%	49%	68%	47%	42%	4%
FI	78%	59%	83%	98%	97%	69%	77%	89%	89%	79%	36%
SE	90%	79%	96%	96%	100%	88%	90%	92%	100%	92%	68%
UK	68%	48%	73%	88%	87%	68%	67%	70%	68%	62%	33%

Proportion of households having narrowband Internet access

		Household composition				Subjective urbanisation			Single households by age		
	TOTAL	1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	5%	4%	4%	6%	5%	4%	5%	5%	5%	5%	2%
EU15	5%	4%	5%	6%	5%	5%	5%	5%	6%	6%	2%
NMS12	4%	1%	2%	5%	6%	4%	4%	3%	4%	2%	1%
BE	5%	3%	6%	5%	5%	4%	5%	5%	8%	4%	0%
BG	4%	0%	1%	3%	10%	1%	2%	6%	0%	0%	0%
CZ	1%	1%	0%	2%	1%	1%	1%	2%	0%	1%	1%
DK	3%	2%	4%	1%	3%	3%	3%	2%	5%	1%	2%
DE	11%	9%	11%	16%	12%	12%	11%	11%	10%	14%	5%
EE	3%	2%	3%	2%	6%	2%	3%	4%	3%	3%	1%
IE	5%	2%	7%	6%	9%	6%	6%	4%	0%	2%	1%
EL	3%	3%	1%	2%	6%	2%	7%	2%	3%	3%	2%
ES	1%	2%	2%	2%	1%	1%	1%	4%	10%	2%	0%
FR	2%	1%	2%	2%	4%	2%	2%	2%	0%	1%	2%
IT	4%	2%	3%	7%	5%	5%	3%	5%	4%	7%	0%
CY	8%	0%	6%	10%	12%	5%	12%	7%	0%	0%	0%
LV	6%	4%	6%	8%	8%	6%	7%	6%	0%	5%	4%
LT	11%	5%	10%	12%	17%	15%	13%	4%	9%	7%	3%
LU	8%	1%	10%	10%	12%	8%	6%	17%	0%	0%	2%
HU	1%	0%	1%	2%	1%	2%	0%	1%	0%	0%	0%
MT	1%	0%	3%	1%	1%	0%	2%	4%	0%	0%	0%
NL	2%	2%	2%	1%	0%	1%	1%	3%	0%	3%	2%
AT	5%	3%	4%	7%	8%	5%	4%	6%	0%	4%	2%
PL	4%	1%	2%	7%	5%	5%	3%	3%	3%	1%	0%
PT	2%	1%	1%	4%	3%	2%	3%	1%	5%	1%	1%
RO	4%	3%	2%	2%	8%	3%	5%	3%	6%	5%	0%
SI	7%	5%	5%	6%	9%	9%	5%	5%	10%	10%	3%
SK	4%	2%	3%	6%	6%	4%	3%	6%	6%	4%	0%
FI	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
SE	4%	4%	4%	3%	5%	9%	4%	2%	0%	5%	4%
UK	3%	3%	3%	4%	4%	3%	3%	3%	6%	3%	2%

Proportion of households having broadband Internet access

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	55%	40%	52%	70%	73%	50%	55%	62%	71%	56%	20%
EU15	58%	43%	55%	74%	77%	55%	57%	63%	72%	59%	23%
NMS12	45%	23%	35%	60%	62%	34%	44%	59%	69%	33%	8%
BE	63%	39%	61%	80%	83%	67%	63%	54%	77%	53%	14%
BG	35%	11%	23%	60%	48%	18%	34%	46%	80%	28%	1%
CZ	42%	20%	37%	57%	66%	39%	39%	53%	47%	34%	11%
DK	81%	74%	88%	96%	89%	80%	76%	86%	90%	85%	52%
DE	52%	38%	49%	76%	77%	49%	51%	57%	78%	54%	13%
EE	59%	36%	52%	85%	83%	54%	63%	61%	80%	57%	12%
IE	58%	38%	64%	76%	79%	56%	50%	64%	87%	53%	16%
EL	42%	30%	23%	46%	62%	30%	39%	48%	56%	37%	0%
ES	48%	33%	43%	67%	69%	44%	51%	48%	71%	55%	8%
FR	65%	48%	62%	80%	88%	62%	66%	75%	74%	60%	30%
IT	45%	25%	33%	65%	65%	22%	45%	63%	25%	43%	16%
CY	41%	18%	15%	55%	63%	31%	40%	53%	100%	34%	0%
LV	57%	30%	52%	72%	73%	46%	60%	64%	71%	44%	12%
LT	40%	19%	32%	56%	60%	25%	40%	53%	70%	30%	8%
LU	66%	50%	61%	83%	76%	64%	67%	61%	88%	91%	19%
HU	48%	21%	44%	62%	64%	34%	46%	62%	53%	44%	10%
MT	65%	49%	57%	82%	91%	68%	68%	50%	0%	76%	22%
NL	90%	85%	92%	90%	95%	92%	90%	87%	96%	92%	75%
AT	50%	33%	46%	69%	69%	48%	44%	59%	72%	56%	7%
PL	49%	26%	38%	63%	66%	40%	47%	61%	79%	28%	10%
PT	45%	20%	27%	53%	69%	43%	46%	47%	73%	36%	2%
RO	38%	20%	26%	51%	50%	21%	35%	62%	64%	26%	1%
SI	60%	23%	46%	79%	81%	58%	63%	61%	80%	45%	9%
SK	42%	20%	31%	59%	62%	34%	42%	60%	41%	36%	4%
FI	76%	57%	82%	95%	95%	68%	75%	85%	85%	77%	35%
SE	83%	72%	88%	93%	92%	77%	84%	87%	100%	84%	61%
UK	63%	45%	67%	82%	81%	64%	62%	64%	61%	58%	30%

Proportion of households having a bundle

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	42%	30%	42%	53%	53%	37%	41%	49%	40%	45%	17%
EU15	44%	31%	44%	57%	58%	41%	43%	50%	40%	47%	17%
NMS12	32%	20%	28%	39%	39%	22%	30%	44%	42%	27%	13%
BE	54%	37%	54%	60%	74%	57%	57%	44%	62%	42%	23%
BG	21%	8%	14%	34%	28%	12%	20%	26%	46%	13%	3%
CZ	19%	13%	16%	25%	26%	15%	15%	31%	15%	18%	10%
DK	49%	43%	55%	55%	59%	58%	47%	45%	32%	50%	43%
DE	47%	32%	48%	74%	64%	47%	45%	51%	44%	52%	12%
EE	47%	31%	48%	61%	58%	31%	51%	60%	38%	40%	24%
IE	33%	28%	31%	34%	46%	27%	29%	38%	37%	43%	12%
EL	43%	33%	28%	48%	58%	33%	46%	47%	54%	39%	9%
ES	37%	24%	35%	54%	54%	31%	41%	42%	36%	38%	11%
FR	55%	39%	51%	68%	77%	50%	55%	71%	47%	51%	28%
IT	32%	22%	30%	39%	37%	17%	31%	44%	32%	40%	12%
CY	39%	15%	28%	46%	54%	30%	45%	42%	76%	35%	0%
LV	41%	29%	38%	50%	48%	31%	46%	47%	37%	38%	22%
LT	32%	16%	28%	37%	48%	26%	35%	31%	22%	26%	11%
LU	57%	46%	51%	69%	69%	52%	60%	61%	88%	74%	22%
HU	45%	29%	45%	59%	49%	30%	41%	64%	38%	43%	22%
MT	64%	53%	56%	79%	81%	64%	69%	54%	0%	63%	44%
NL	67%	60%	67%	69%	77%	71%	69%	57%	49%	74%	49%
AT	36%	25%	32%	42%	53%	32%	27%	49%	47%	35%	13%
PL	26%	16%	22%	31%	32%	16%	26%	36%	40%	17%	8%
PT	43%	26%	33%	48%	57%	26%	51%	56%	67%	34%	15%
RO	41%	35%	35%	45%	46%	25%	44%	59%	54%	46%	23%
SI	60%	36%	50%	72%	75%	56%	62%	65%	80%	49%	27%
SK	32%	18%	31%	40%	43%	26%	32%	50%	53%	28%	4%
FI	13%	8%	14%	14%	24%	11%	13%	17%	16%	7%	5%
SE	51%	47%	50%	52%	61%	38%	51%	58%	64%	56%	39%
UK	42%	25%	46%	59%	57%	36%	39%	50%	12%	44%	12%

Proportion of households without bundle

	TOTAL	Household composition				Subjective urbanisation			Single households by age		
		1	2	3	4+	Rural village	Small / mid size town	Large town	-29	30-59	60+
EU27	53%	65%	53%	43%	42%	58%	53%	47%	56%	52%	76%
EU15	50%	63%	50%	38%	36%	53%	51%	46%	56%	50%	74%
NMS12	64%	76%	68%	58%	57%	74%	66%	53%	52%	71%	84%
BE	45%	62%	45%	38%	26%	42%	41%	56%	38%	58%	74%
BG	78%	92%	83%	65%	70%	86%	78%	72%	54%	84%	97%
CZ	77%	85%	78%	70%	70%	79%	82%	64%	85%	81%	87%
DK	48%	54%	42%	43%	39%	39%	49%	53%	65%	49%	51%
DE	45%	59%	43%	21%	28%	43%	48%	40%	49%	45%	72%
EE	46%	58%	45%	35%	37%	58%	43%	35%	51%	53%	63%
IE	64%	72%	65%	61%	48%	71%	67%	58%	63%	56%	88%
EL	55%	64%	70%	51%	40%	64%	54%	51%	46%	58%	86%
ES	59%	70%	64%	44%	45%	65%	55%	56%	64%	56%	82%
FR	43%	58%	47%	30%	21%	48%	44%	26%	51%	49%	68%
IT	55%	65%	57%	48%	50%	63%	55%	50%	52%	46%	76%
CY	59%	82%	71%	54%	44%	69%	51%	58%	24%	65%	96%
LV	56%	67%	60%	48%	48%	64%	52%	52%	58%	57%	76%
LT	64%	79%	68%	57%	49%	66%	61%	66%	75%	71%	83%
LU	41%	54%	47%	31%	27%	46%	39%	39%	12%	26%	78%
HU	53%	70%	53%	39%	49%	68%	56%	36%	62%	55%	77%
MT	35%	47%	39%	21%	18%	36%	25%	46%	0%	37%	56%
NL	31%	38%	32%	23%	20%	27%	28%	40%	48%	26%	48%
AT	61%	74%	66%	53%	42%	64%	71%	50%	53%	62%	87%
PL	70%	81%	73%	65%	62%	78%	70%	61%	54%	83%	89%
PT	55%	70%	65%	49%	43%	72%	47%	42%	33%	63%	80%
RO	54%	58%	60%	49%	50%	71%	50%	34%	35%	50%	70%
SI	38%	62%	49%	26%	23%	41%	37%	34%	10%	49%	71%
SK	65%	77%	68%	58%	53%	72%	64%	47%	36%	71%	91%
FI	84%	89%	85%	81%	75%	88%	86%	77%	84%	93%	89%
SE	45%	49%	47%	42%	31%	60%	43%	38%	36%	43%	55%
UK	54%	73%	49%	38%	37%	61%	57%	47%	88%	55%	84%

APERÇU GENERAL

SNAPSHOTS

MOMENTAUFNAHMEN

%	Ménages ayant une télévision / Households having one television / Haushalte, die ein Fernsehgerät besitzen		Ménages ayant au moins un accès à la téléphonie (fixe et/ou mobile) / Households having at least one telephone access (fixed and/or mobile) / Haushalte, in denen es mindestens einen Telefon-anschluss (Festnetz- und/oder Mobil) gibt		Ménages ayant un accès à la téléphonie fixe / Households having a fixed telephone access / Haushalte, in denen es einen Festnetz-Telefon-anschluss gibt		Ménages ayant au moins un accès à la téléphonie mobile / Households having at least one mobile telephone access / Haushalte, in denen es mindestens einen Mobiltelefon-anschluss gibt		Ménages ayant un ordinateur / Households having a computer / Haushalte, die einen Computer besitzen		Ménages combinant un accès à la téléphonie fixe et mobile / Households combining a fixed and mobile telephone access / Haushalte, in denen einen Fest- und Mobiltelefon-anschluss gibt	
	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5
EU 27	**98**	*0*	**98**	*0*	**71**	*-2*	**89**	*2*	**68**	*4*	**62**	*1*
BE	**97**	*0*	**98**	*-1*	**64**	*0*	**93**	*5*	**71**	*7*	**59**	*6*
BG	**99**	*1*	**92**	*-1*	**51**	*-11*	**82**	*4*	**47**	*10*	**41**	*-7*
CZ	**98**	*-1*	**97**	*-1*	**17**	*-8*	**96**	*2*	**56**	*5*	**15**	*-6*
DK	**97**	*-2*	**100**	*0*	**56**	*-12*	**96**	*2*	**88**	*1*	**52**	*-10*
DE	**96**	*-1*	**99**	*0*	**87**	*-2*	**83**	*3*	**69**	*6*	**71**	*2*
EE	**98**	*1*	**98**	*1*	**50**	*-2*	**93**	*4*	**69**	*4*	**44**	*0*
IE	**98**	*-1*	**98**	*-1*	**64**	*-7*	**90**	*-3*	**69**	*5*	**55**	*-11*
EL	**99**	*-1*	**99**	*0*	**85**	*5*	**93**	*8*	**55**	*5*	**78**	*12*
ES	**99**	*-1*	**97**	*-1*	**66**	*-3*	**85**	*-4*	**59**	*1*	**54**	*-6*
FR	**97**	*0*	**99**	*0*	**87**	*-1*	**88**	*1*	**75**	*3*	**76**	*0*
IT	**98**	*-1*	**98**	*-1*	**64**	*-3*	**93**	*-1*	**61**	*-1*	**59**	*-3*
CY	**100**	*0*	**100**	*0*	**85**	*1*	**95**	*2*	**62**	*4*	**80**	*3*
LV	**98**	*2*	**98**	*0*	**47**	*0*	**95**	*2*	**69**	*11*	**45**	*3*
LT	**98**	*0*	**97**	*1*	**39**	*-5*	**91**	*2*	**60**	*6*	**33**	*-4*
LU	**98**	*-1*	**100**	*0*	**90**	*-1*	**94**	*0*	**78**	*0*	**84**	*-1*
HU	**99**	*-1*	**95**	*1*	**48**	*-2*	**87**	*3*	**54**	*4*	**40**	*0*
MT	**100**	*1*	**100**	*0*	**96**	*1*	**93**	*8*	**69**	*12*	**90**	*10*
NL	**97**	*-1*	**100**	*0*	**89**	*1*	**96**	*2*	**95**	*3*	**85**	*2*
AT	**99**	*0*	**99**	*0*	**52**	*-2*	**89**	*1*	**62**	*4*	**42**	*-1*
PL	**98**	*1*	**96**	*0*	**47**	*-5*	**86**	*1*	**64**	*4*	**37**	*-4*
PT	**97**	*-1*	**95**	*0*	**61**	*7*	**88**	*1*	**56**	*8*	**54**	*8*
RO	**99**	*1*	**89**	*4*	**42**	*-4*	**82**	*10*	**53**	*11*	**35**	*2*
SI	**99**	*0*	**100**	*0*	**84**	*2*	**94**	*1*	**74**	*4*	**77**	*2*
SK	**99**	*-1*	**95**	*-1*	**36**	*-1*	**87**	*-2*	**55**	*0*	**27**	*-3*
FI	**94**	*1*	**98**	*-1*	**20**	*-8*	**96**	*1*	**79**	*4*	**17**	*-7*
SE	**97**	*0*	**100**	*0*	**98**	*-1*	**96**	*1*	**91**	*4*	**94**	*0*
UK	**97**	*-1*	**99**	*0*	**82**	*3*	**93**	*5*	**73**	*5*	**76**	*7*

APERÇU GENERAL

SNAPSHOTS

MOMENTAUFNAHMEN

%	Accès à la téléphonie fixe mais pas d'accès à la téléphonie mobile Having a fixed telephone access but no mobile telephone access Einen Festnetz- aber keinen Mobiltelefon-anschluss		Accès à la téléphonie mobile mais pas d'accès à la téléphonie fixe Having a mobile telephone access but no fixed telephone access Einen Mobil- aber keinen Festnetztelefon-anschluss		Aucun accès à la téléphonie fixe et à la téléphonie mobile None fixed telephone access nor mobile telephone access Weder Festnetz- noch Mobiltelefon-anschluss		Ménages ayant un accès Internet bas débit Households having narrowband Internet access Haushalte, die einen Schmalband-Internetzugang haben		Ménages ayant un accès Internet haut débit Households having broadband Internet access Haushalte, die einen Breitband-Internetzugang haben	
	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5
EU 27	**9**	*-2*	**27**	*2*	**2**	*0*	**5**	*-2*	**55**	*7*
BE	**5**	*-6*	**34**	*-1*	**2**	*1*	**5**	*-1*	**63**	*9*
BG	**10**	*-4*	**41**	*11*	**8**	*1*	**4**	*2*	**35**	*8*
CZ	**1**	*-3*	**81**	*8*	**3**	*1*	**1**	*-1*	**42**	*3*
DK	**4**	*-2*	**44**	*12*	**0**	*0*	**3**	*-3*	**81**	*5*
DE	**16**	*-4*	**12**	*1*	**1**	*0*	**11**	*-4*	**52**	*7*
EE	**5**	*-3*	**48**	*3*	**2**	*-1*	**3**	*0*	**59**	*4*
IE	**8**	*2*	**35**	*7*	**2**	*1*	**5**	*-1*	**58**	*4*
EL	**7**	*-7*	**15**	*-4*	**1**	*0*	**3**	*-2*	**42**	*11*
ES	**12**	*2*	**31**	*2*	**3**	*1*	**1**	*-1*	**48**	*4*
FR	**11**	*-1*	**13**	*2*	**1**	*0*	**2**	*-3*	**65**	*6*
IT	**5**	*0*	**34**	*2*	**2**	*1*	**4**	*-3*	**45**	*7*
CY	**5**	*-2*	**15**	*-1*	**0**	*0*	**8**	*-1*	**41**	*2*
LV	**3**	*-2*	**51**	*0*	**2**	*0*	**6**	*-3*	**57**	*19*
LT	**6**	*-1*	**58**	*6*	**3**	*-1*	**11**	*-4*	**40**	*11*
LU	**6**	*0*	**10**	*1*	**0**	*0*	**8**	*-4*	**66**	*7*
HU	**8**	*-3*	**47**	*3*	**5**	*-1*	**1**	*-1*	**48**	*8*
MT	**6**	*-9*	**3**	*-2*	**0**	*0*	**1**	*1*	**65**	*11*
NL	**3**	*-2*	**11**	*0*	**0**	*0*	**2**	*-5*	**90**	*11*
AT	**10**	*-1*	**47**	*2*	**1**	*0*	**5**	*-5*	**50**	*5*
PL	**9**	*-2*	**49**	*5*	**4**	*0*	**4**	*-1*	**49**	*9*
PT	**8**	*0*	**34**	*-7*	**5**	*0*	**2**	*0*	**45**	*12*
RO	**7**	*-6*	**47**	*8*	**11**	*-4*	**4**	*0*	**38**	*13*
SI	**6**	*-1*	**16**	*-2*	**0**	*0*	**7**	*-4*	**60**	*6*
SK	**8**	*1*	**59**	*0*	**5**	*1*	**4**	*-1*	**42**	*6*
FI	**3**	*-1*	**78**	*7*	**2**	*1*	**0**	*-8*	**76**	*12*
SE	**4**	*-1*	**2**	*1*	**0**	*0*	**4**	*-2*	**83**	*7*
UK	**6**	*-5*	**17**	*-3*	**1**	*0*	**3**	*1*	**63**	*5*

QC2.1 Et en pensant à tous les membres de votre ménage, vous y compris, pourriez-vous me dire combien des services suivants sont disponibles dans votre ménage.
Un accès à la téléphonie mobile par un contrat (facturation)

QC2.1 And 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 on a contract (billed)

QC2.1 Wenn Sie einmal an alle Mitglieder Ihres Haushalts denken, Sie selbst eingeschlossen: Bitte sagen Sie mir für jedes der folgenden Geräte bzw. Dienste, wie viele Sie davon in Ihrem Haushalt haben.
Handys mit Vertrag (mit Rechnung)

	Aucun None Kein	1 1 1	2 2 2	3 3 3	4 et plus 4 and more 4 und mehr	NSP DK WN	Oui Yes Ja
%	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1
EU 27	43	28	19	5	3	2	55
BE	30	36	22	5	5	2	67
BG	29	21	26	15	8	2	70
CZ	36	28	25	6	4	1	62
DK	12	51	24	7	6	1	88
DE	48	29	16	4	1	1	51
EE	19	36	23	10	9	2	79
IE	64	23	9	1	1	2	34
EL	43	30	22	4	2	0	57
ES	26	35	25	6	3	5	69
FR	22	43	21	6	6	2	77
IT	78	8	5	1	4	4	18
CY	23	32	30	9	5	1	76
LV	38	28	22	7	4	2	61
LT	34	29	22	7	4	4	62
LU	16	40	33	8	3	0	84
HU	51	20	21	4	3	2	48
MT	63	24	10	1	1	2	36
NL	23	37	29	6	3	1	76
AT	20	30	35	11	4	0	80
PL	45	27	19	4	3	2	52
PT	83	6	3	1	2	6	11
RO	49	26	16	3	3	2	49
SI	18	26	31	16	9	0	81
SK	29	21	26	9	12	2	68
FI	6	38	35	11	9	1	93
SE	22	37	28	9	4	1	77
UK	50	26	18	3	2	1	49

QC2.2 Et en pensant à tous les membres de votre ménage, vous y compris, pourriez-vous me dire combien des services suivants sont disponibles dans votre ménage.
Un accès à la téléphonie mobile par une carte prépayée

QC2.2 And 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 on a pre-paid arrangement (pre-paid cards)

QC2.2 Wenn Sie einmal an alle Mitglieder Ihres Haushalts denken, Sie selbst eingeschlossen: Bitte sagen Sie mir für jedes der folgenden Geräte bzw. Dienste, wie viele Sie davon in Ihrem Haushalt haben.
Handys mit Pre-Paid- Karte

	Aucun None Kein	1 1 1	2 2 2	3 3 3	4 et plus 4 and more 4 und mehr	NSP DK WN	Oui Yes Ja
%	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1
EU 27	44	29	15	5	4	3	53
BE	39	35	12	4	5	4	57
BG	69	21	6	1	1	2	29
CZ	37	36	20	4	3	1	62
DK	83	12	2	1	1	1	16
DE	51	33	11	3	1	1	48
EE	61	19	8	4	3	4	34
IE	27	37	22	8	5	1	72
EL	31	33	24	6	6	0	69
ES	52	22	7	2	1	16	32
FR	70	20	4	0	1	4	26
IT	10	29	32	15	13	1	89
CY	39	30	16	7	6	2	59
LV	27	36	22	8	6	2	71
LT	31	31	19	9	7	4	65
LU	68	21	7	2	1	1	31
HU	38	28	22	7	5	1	61
MT	20	38	26	8	9	1	79
NL	50	32	11	3	2	1	49
AT	70	22	6	1	0	1	29
PL	36	30	19	7	5	2	62
PT	15	23	30	16	15	2	84
RO	37	37	16	5	3	2	61
SI	58	26	11	2	2	1	41
SK	46	29	12	4	7	2	52
FI	86	7	2	0	0	5	9
SE	54	30	10	3	1	2	44
UK	38	39	18	3	1	1	61

QC2.3 Et en pensant à tous les membres de votre ménage, vous y compris, pourriez-vous me dire combien des services suivants sont disponibles dans votre ménage.
Un abonnement à la téléphonie mobile donnant accès à Internet p.e. pour jouer ou télécharger du contenu vidéo/ audio, pour envoyer et recevoir des emails

QC2.3 And 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 subscription giving access to Internet e.g. for playing or downloading audio/ video content or sending and receiving e-mails

QC2.3 Wenn Sie einmal an alle Mitglieder Ihres Haushalts denken, Sie selbst eingeschlossen: Bitte sagen Sie mir für jedes der folgenden Geräte bzw. Dienste, wie viele Sie davon in Ihrem Haushalt haben.
Mobiltelefonanschluss, der den Zugriff auf das Internet erlaubt, um dort Spiele zu spielen, Audio- oder Videoinhalte runterzuladen oder um E-Mails zu empfangen und zu versenden

	Aucun None Kein	1 1 1	2 2 2	3 3 3	4 et plus 4 and more 4 und mehr	NSP DK WN	Oui Yes Ja
%	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1
EU 27	59	22	10	2	2	5	36
BE	61	24	5	1	4	5	35
BG	81	7	2	1	0	9	10
CZ	71	15	8	2	1	3	26
DK	47	33	12	3	3	2	51
DE	64	22	9	2	1	3	34
EE	51	20	13	4	6	6	43
IE	53	23	8	2	1	12	34
EL	76	14	7	2	0	1	23
ES	55	18	5	1	2	19	26
FR	55	29	9	1	2	3	41
IT	71	12	6	2	5	5	24
CY	68	13	6	2	1	10	23
LV	50	22	14	6	4	4	46
LT	56	18	9	4	3	9	35
LU	47	34	15	2	1	1	52
HU	69	13	9	3	2	4	27
MT	72	21	3	0	0	4	24
NL	55	29	12	2	1	2	43
AT	54	20	15	3	2	6	40
PL	54	20	11	3	3	9	37
PT	70	10	8	2	3	7	23
RO	78	9	2	0	0	11	11
SI	44	19	21	8	6	4	53
SK	58	16	9	3	7	6	36
FI	45	27	15	6	3	5	50
SE	35	32	20	7	2	4	61
UK	45	30	18	3	2	2	53

QC2 - Téléphonie mobile

QC2 - Mobile telephony

QC2 - Mobiltelefon

	Ménages ayant accès à la téléphonie mobile seulement via un contrat Households having a mobile phone access only on a contract Haushalte, die nur Handys mit Vertrag besitzen		Ménages ayant accès à la téléphonie mobile seulement via carte prépayée Households having a mobile phone access only on a pre-paid arrangement Haushalte, die nur Handys mit Pre-Paid-Karte besitzen		Ménages ayant accès à la téléphonie mobile via contrat/carte prépayée Households having mobile phone access on a contract and on a pre-paid arrangement Haushalte, die Handys mit Vertrag und Pre-Paid-Karte besitzen		Ménages n'ayant pas d'accès à la téléphonie mobile Households without mobile phone access Haushalte ohne Handy	
%	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5
EU 27	**36**	*2*	**34**	*0*	**19**	*0*	**11**	*-2*
BE	**36**	*1*	**26**	*-6*	**31**	*11*	**7**	*-6*
BG	**53**	*5*	**12**	*-2*	**17**	*1*	**18**	*-4*
CZ	**34**	*2*	**34**	*-2*	**28**	*2*	**4**	*-2*
DK	**80**	*8*	**8**	*-4*	**8**	*-2*	**4**	*-2*
DE	**35**	*2*	**32**	*3*	**16**	*-2*	**17**	*-3*
EE	**58**	*3*	**14**	*0*	**21**	*1*	**7**	*-4*
IE	**18**	*5*	**56**	*-4*	**16**	*-4*	**10**	*3*
EL	**24**	*0*	**36**	*0*	**33**	*8*	**7**	*-8*
ES	**52**	*7*	**16**	*-5*	**17**	*-5*	**15**	*3*
FR	**63**	*1*	**12**	*0*	**14**	*1*	**11**	*-2*
IT	**4**	*1*	**74**	*-5*	**15**	*3*	**7**	*1*
CY	**36**	*-2*	**19**	*1*	**40**	*3*	**5**	*-2*
LV	**24**	*-1*	**34**	*-7*	**37**	*10*	**5**	*-2*
LT	**25**	*3*	**29**	*-4*	**37**	*3*	**9**	*-2*
LU	**63**	*-1*	**10**	*-2*	**21**	*3*	**6**	*0*
HU	**26**	*2*	**39**	*0*	**22**	*1*	**13**	*-3*
MT	**14**	*5*	**58**	*-5*	**22**	*9*	**6**	*-9*
NL	**48**	*7*	**20**	*-4*	**28**	*-1*	**4**	*-2*
AT	**60**	*4*	**9**	*0*	**20**	*-3*	**11**	*-1*
PL	**25**	*0*	**34**	*-2*	**27**	*3*	**14**	*-1*
PT	**4**	*0*	**77**	*1*	**7**	*0*	**12**	*-1*
RO	**22**	*-2*	**33**	*4*	**27**	*8*	**18**	*-10*
SI	**52**	*1*	**12**	*-2*	**29**	*1*	**7**	*0*
SK	**35**	*2*	**18**	*-2*	**34**	*-2*	**13**	*2*
FI	**86**	*1*	**3**	*1*	**7**	*-1*	**4**	*-1*
SE	**52**	*3*	**19**	*-1*	**25**	*-1*	**4**	*-1*
UK	**32**	*9*	**43**	*-3*	**18**	*-1*	**7**	*-5*

QC4 Votre ménage reçoit-il la télévision par ... ? (PLUSIEURS REPONSES POSSIBLES)

QC4 Does your household receive the television via...? (MULTIPLE ANSWERS POSSIBLE)

QC4 Empfängt Ihr Haushalt Fernsehsender über...? (MEHRFACHNENNUNGEN MÖGLICH)

	Une antenne hertzienne classique (sur le toit ou directement posée sur votre téléviseur) An aerial (on the roof or on the top of the TV set) Eine Antenne (auf dem Dach oder Zimmerantenne)	Une télévision numérique terrestre (antenne + décodeur) Digital Terrestrial Television (aerial + decoder) Digitales terrestrisches Fernsehen (Dach- oder Zimmerantenne + Decoder) (DVB-T)	Un abonnement de télévision par câble (analogique = connecté directement sur le poste de TV) A cable TV network (analog = directly connected to the TV set) Einen analogen Kabelanschluss (= Kabelanschluss, der direkt mit dem Fernsehgerät verbunden ist)
%	EB 75.1	EB 75.1	EB 75.1
EU 27	**23**	**30**	**19**
BE	**0**	**6**	**46**
BG	**19**	**19**	**41**
CZ	**28**	**34**	**10**
DK	**13**	**7**	**25**
DE	**2**	**6**	**30**
EE	**12**	**18**	**33**
IE	**26**	**5**	**12**
EL	**92**	**11**	**1**
ES	**25**	**76**	**2**
FR	**35**	**51**	**4**
IT	**41**	**56**	**6**
CY	**82**	**14**	**6**
LV	**7**	**29**	**41**
LT	**37**	**12**	**37**
LU	**3**	**8**	**32**
HU	**16**	**1**	**54**
MT	**7**	**37**	**21**
NL	**0**	**22**	**42**
AT	**7**	**5**	**37**
PL	**32**	**7**	**28**
PT	**47**	**8**	**27**
RO	**6**	**18**	**60**
SI	**7**	**22**	**37**
SK	**26**	**13**	**27**
FI	**32**	**21**	**12**
SE	**11**	**27**	**25**
UK	**27**	**35**	**2**

QC4 Votre ménage reçoit-il la télévision par ... ? (PLUSIEURS REPONSES POSSIBLES)

QC4 Does your household receive the television via...? (MULTIPLE ANSWERS POSSIBLE)

QC4 Empfängt Ihr Haushalt Fernsehsender über...? (MEHRFACHNENNUNGEN MÖGLICH)

%	Un abonnement de télévision par câble + décodeur A cable TV network + decoder (digital TV) Kabelfernsehsender + Decoder (digitales Fersnehen)	Un satellite grâce à une parabole + décodeur Satellite TV via a satellite dish + decoder Eine Satellitenschüssel + Decoder	Un réseau téléphonique + modem et/ ou décodeur The telephone network + modem and/ or decoder Das Telefonnetz + Modem und/ oder Decoder	NSP DK WN
	EB 75.1	EB 75.1	EB 75.1	EB 75.1
EU 27	**16**	**21**	**4**	**1**
BE	**34**	**4**	**14**	**0**
BG	**15**	**7**	**0**	**1**
CZ	**11**	**21**	**0**	**0**
DK	**39**	**13**	**6**	**3**
DE	**28**	**38**	**1**	**0**
EE	**23**	**10**	**10**	**2**
IE	**16**	**43**	**1**	**3**
EL	**0**	**3**	**0**	**0**
ES	**6**	**2**	**2**	**1**
FR	**7**	**16**	**19**	**1**
IT	**9**	**17**	**1**	**1**
CY	**4**	**8**	**2**	**0**
LV	**7**	**15**	**2**	**2**
LT	**9**	**6**	**2**	**1**
LU	**39**	**21**	**5**	**2**
HU	**12**	**17**	**1**	**0**
MT	**33**	**5**	**1**	**1**
NL	**31**	**6**	**4**	**2**
AT	**10**	**45**	**2**	**2**
PL	**10**	**26**	**0**	**1**
PT	**11**	**8**	**2**	**2**
RO	**10**	**5**	**1**	**2**
SI	**23**	**4**	**10**	**1**
SK	**10**	**28**	**1**	**1**
FI	**36**	**2**	**0**	**1**
SE	**28**	**14**	**6**	**4**
UK	**15**	**36**	**1**	**1**

QC5 De quel type d'accès à Internet votre ménage dispose-t-il à la maison ? (PLUSIEURS REPONSES POSSIBLES)

QC5 How does your household access the Internet from home? (MULTIPLE ANSWERS POSSIBLE)

QC5 Wie wird in Ihrem Haushalt eine Verbindung zum Internet hergestellt? (MEHRFACHNENNUNGEN MÖGLICH)

	Par une ligne téléphonique standard ou une ligne ISDN Via a dial-up connection using a standard telephone line or an ISDN line Über eine normale Telefonleitung oder eine ISDN-Verbindung	Par un raccordement du type ADSL, XDSL ou similaire sur la ligne du téléphone fixe à l'aide d'un modem, d'une box ou d'un routeur (Internet à haut débit) Via ADSL, XDSL or similar type of connection on the fixe telephone line using a modem, a box or a router (Broadband Internet) Über ADSL, DSL oder eine ähnliche Verbindung über die Festnetztelefonleitung, indem Sie ein Modem, eine Box oder einen Router verwenden (Breitband-Internet)	Par le réseau télévisé câblé à l'aide d'un modem pour câble, d'une box ou d'un routeur (Internet à haut débit) Via the cable TV network using a cable modem, box or router (Broadband Internet) Über das Netzwerk des Kabelfernsehanbieters, indem Sie ein Kabelmodem, eine Box oder einen Router verwenden (Breitband-Internet)	Par le réseau de téléphonie mobile Via the mobile phone network Per Mobilfunknetzwerk
%	EB 75.1	EB 75.1	EB 75.1	EB 75.1
EU 27	**8**	**62**	**17**	**8**
BE	**10**	**51**	**41**	**3**
BG	**9**	**20**	**41**	**4**
CZ	**2**	**29**	**27**	**6**
DK	**4**	**49**	**35**	**14**
DE	**19**	**67**	**11**	**4**
EE	**5**	**37**	**40**	**9**
IE	**8**	**44**	**22**	**19**
EL	**9**	**84**	**2**	**4**
ES	**3**	**80**	**9**	**5**
FR	**4**	**88**	**5**	**3**
IT	**9**	**72**	**3**	**11**
CY	**18**	**58**	**10**	**5**
LV	**10**	**35**	**40**	**7**
LT	**20**	**12**	**36**	**6**
LU	**12**	**70**	**15**	**3**
HU	**2**	**23**	**62**	**7**
MT	**2**	**63**	**33**	**3**
NL	**2**	**65**	**24**	**4**
AT	**11**	**38**	**33**	**20**
PL	**6**	**30**	**35**	**14**
PT	**5**	**35**	**42**	**9**
RO	**10**	**18**	**45**	**10**
SI	**9**	**45**	**29**	**6**
SK	**10**	**23**	**31**	**14**
FI	**0**	**68**	**10**	**29**
SE	**6**	**52**	**26**	**19**
UK	**5**	**62**	**16**	**8**

QC5 De quel type d'accès à Internet votre ménage dispose-t-il à la maison ? (PLUSIEURS REPONSES POSSIBLES)

QC5 How does your household access the Internet from home? (MULTIPLE ANSWERS POSSIBLE)

QC5 Wie wird in Ihrem Haushalt eine Verbindung zum Internet hergestellt? (MEHRFACHNENNUNGEN MÖGLICH)

%	Par le réseau satellite Via the satellite network Per Satellitennetzwerk	Par le réseau d'électricité (SPONTANE) Via a power line (SPONTANEOUS) Über eine Stromleitung (SPONTAN)	Par une ligne à fibre optique (SPONTANEE) Via an optical fibre line (SPONTANEOUS) Über eine Glasfaserleitung (SPONTAN)	Autre (SPONT.) Other (SPONT.) Sonstige (SPONT.)	NSP DK WN
	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1
EU 27	3	0	2	2	2
BE	1	0	0	0	0
BG	3	0	13	4	7
CZ	12	1	5	15	4
DK	1	0	3	1	3
DE	0	0	0	0	2
EE	6	1	0	3	4
IE	2	1	1	2	3
EL	1	0	0	1	4
ES	1	0	0	2	1
FR	1	0	2	0	2
IT	1	0	2	4	1
CY	2	0	0	0	13
LV	3	1	2	0	4
LT	5	1	14	4	3
LU	1	1	0	1	2
HU	4	0	0	1	1
MT	1	0	0	0	2
NL	0	1	4	1	2
AT	3	0	0	5	3
PL	4	0	0	6	5
PT	3	0	1	0	7
RO	3	2	13	1	4
SI	1	0	8	3	3
SK	12	1	4	4	4
FI	1	0	0	1	2
SE	1	0	6	1	2
UK	9	0	0	1	2

QC6 Dans votre ménage, quelqu'un, y compris vous-même, utilise-t-il un PC ou un appareil connecté par wifi, à la maison, pour téléphoner via Internet ?

QC6 Does any household member, including yourself, use a PC or a wifi connected device, at home to make phone calls over the Internet?

QC6 Nutzen Sie oder jemand in Ihrem Haushalt den Computer oder ein WLAN-Verbindungsteil zu Hause, um über das Internet zu telefonieren?

	Non No Nein	Oui, vous (ou un membre de votre ménage) appelez des utilisateurs qui ont souscrit le même service de téléphone gratuit via Internet que vous (des sites d'appels comme SKYPE) Yes, you (or a member of your household) call users who have subscribed to the same Internet phone service as you, for free (Internet call sites such as SKYPE) Ja, Sie (oder ein Mitglied Ihres Haushaltes) rufen kostenlos Nutzer an, die beim gleichen Internet-Telefondienst angemeldet sind wie Sie (Seiten für Internet-Telefonie wie SKYPE)	Oui, vous (ou un membre de votre ménage) passez des appels internationaux à moindre coût vers des lignes fixes ou mobiles, en utilisant un service de téléphone par Internet Yes, you (or a member of your household) make cheap international calls to landlines or mobile phones by mean of an Internet phone service Ja, Sie (oder ein Mitglied Ihres Haushaltes) rufen über einen Internet-Telefondienst billig Festnetzanschlüsse oder Handys im Ausland an	Oui, les deux options (SPONT.) Yes, both options (SPONT.) Ja, beide Möglich-keiten werden genutzt (SPONT.)	NSP DK WN	Total 'Oui' Total 'Yes' Gesamt 'Ja'
%	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1
EU 27	**71**	**22**	**4**	**2**	**1**	**28**
BE	**73**	**22**	**4**	**1**	**0**	**27**
BG	**47**	**48**	**1**	**2**	**2**	**51**
CZ	**51**	**46**	**2**	**0**	**1**	**48**
DK	**65**	**30**	**3**	**2**	**0**	**35**
DE	**77**	**16**	**2**	**3**	**2**	**21**
EE	**53**	**39**	**4**	**2**	**2**	**45**
IE	**66**	**27**	**4**	**1**	**2**	**32**
EL	**72**	**19**	**4**	**1**	**4**	**24**
ES	**86**	**12**	**1**	**0**	**1**	**13**
FR	**63**	**23**	**10**	**2**	**2**	**35**
IT	**75**	**19**	**3**	**1**	**2**	**23**
CY	**54**	**27**	**7**	**8**	**4**	**42**
LV	**34**	**63**	**2**	**0**	**1**	**65**
LT	**33**	**61**	**3**	**1**	**2**	**65**
LU	**56**	**30**	**4**	**9**	**1**	**43**
HU	**58**	**38**	**2**	**1**	**1**	**41**
MT	**63**	**29**	**5**	**1**	**2**	**35**
NL	**70**	**25**	**3**	**2**	**0**	**30**
AT	**67**	**24**	**4**	**4**	**1**	**32**
PL	**66**	**30**	**3**	**1**	**0**	**34**
PT	**86**	**10**	**1**	**1**	**2**	**12**
RO	**86**	**8**	**2**	**1**	**3**	**11**
SI	**75**	**16**	**3**	**2**	**4**	**21**
SK	**53**	**40**	**5**	**0**	**2**	**45**
FI	**66**	**29**	**4**	**1**	**0**	**34**
SE	**66**	**26**	**4**	**2**	**2**	**32**
UK	**70**	**21**	**8**	**0**	**1**	**29**

QC8 Avez-vous ou quelqu'un dans votre ménage a-t-il envisagé de changer de fournisseur d'accès à Internet ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)

QC8 Have you or someone in your household ever considered changing Internet service provider? (ROTATE - MULTIPLE ANSWERS POSSIBLE)

QC8 Haben Sie oder jemand in Ihrem Haushalt jemals darüber nachgedacht, Ihren Internetanbieter zu wechseln? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

	Non, ni vous ni quelqu'un de votre ménage ne l'a jamais envisagé No, you and the members of your household never considered it Nein, Sie oder jemand anderes im Haushalt haben nie darüber nachgedacht		Oui, mais vous et les membres de votre ménage êtes satisfait(e)(s) du service actuellement fourni Yes, but you and the members of your household are satisfied with the current service you get Ja, aber Sie und die Mitglieder Ihres Haushaltes sind zufrieden mit dem Service, den Sie jetzt bekommen		Oui, mais là où vous et votre ménage vivez il n'y a pas d'autre fournisseur d'accès à Internet qui vous fournirait un bon rapport qualité prix Yes, but there are no other Internet access providers in the area of your household which would deliver good value for money Ja, aber es gibt in der Gegend Ihres Haushalts keinen anderen Internetanbieter, der ein gutes Preis-Leistungsverhältnis bietet		Oui, vous ou un membre de votre ménage a déjà changé Yes, you or someone in your household has already changed Ja, Sie oder jemand anderes in Ihrem Haushalt haben bereits gewechselt	
%	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5
EU 27	**58**	*-1*	**9**	*-1*	**4**	*0*	**10**	*1*
BE	**73**	*0*	**4**	*-2*	**1**	*0*	**7**	*2*
BG	**72**	*-8*	**9**	*3*	**4**	*1*	**2**	*1*
CZ	**65**	*1*	**11**	*-3*	**6**	*0*	**4**	*1*
DK	**46**	*1*	**18**	*4*	**4**	*-1*	**17**	*-5*
DE	**55**	*-1*	**11**	*0*	**4**	*1*	**13**	*3*
EE	**62**	*1*	**12**	*2*	**9**	*2*	**9**	*3*
IE	**51**	*-5*	**23**	*7*	**6**	*-5*	**11**	*4*
EL	**48**	*-13*	**13**	*5*	**3**	*2*	**16**	*8*
ES	**56**	*5*	**11**	*-9*	**4**	*-1*	**10**	*1*
FR	**64**	*-1*	**8**	*1*	**1**	*-1*	**10**	*-1*
IT	**61**	*-2*	**10**	*1*	**9**	*3*	**7**	*0*
CY	**63**	*-6*	**7**	*-2*	**5**	*0*	**7**	*3*
LV	**67**	*5*	**6**	*-4*	**5**	*-2*	**6**	*1*
LT	**64**	*-1*	**8**	*1*	**3**	*-2*	**5**	*-1*
LU	**80**	*2*	**3**	*-3*	**3**	*2*	**4**	*-1*
HU	**83**	*-2*	**2**	*-1*	**2**	*0*	**1**	*0*
MT	**72**	*0*	**12**	*7*	**3**	*3*	**9**	*-1*
NL	**55**	*0*	**7**	*-4*	**2**	*0*	**11**	*1*
AT	**50**	*-9*	**14**	*0*	**4**	*1*	**10**	*3*
PL	**60**	*-2*	**5**	*-1*	**6**	*1*	**4**	*0*
PT	**61**	*-1*	**4**	*-6*	**4**	*1*	**15**	*9*
RO	**65**	*1*	**16**	*5*	**7**	*-3*	**4**	*0*
SI	**51**	*-7*	**17**	*7*	**6**	*1*	**6**	*-1*
SK	**50**	*-4*	**13**	*2*	**6**	*1*	**9**	*8*
FI	**40**	*-15*	**13**	*3*	**1**	*-1*	**22**	*9*
SE	**49**	*4*	**12**	*-6*	**7**	*2*	**17**	*2*
UK	**54**	*2*	**7**	*-2*	**4**	*0*	**11**	*-1*

QC8 Avez-vous ou quelqu'un dans votre ménage a-t-il envisagé de changer de fournisseur d'accès à Internet ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)

QC8 Have you or someone in your household ever considered changing Internet service provider? (ROTATE - MULTIPLE ANSWERS POSSIBLE)

QC8 Haben Sie oder jemand in Ihrem Haushalt jemals darüber nachgedacht, Ihren Internetanbieter zu wechseln? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

	Oui, vous ou les membres de votre ménage changent chaque fois qu'il y a de meilleures conditions offertes par d'autres fournisseurs d'accès à Internet Yes, you or someone in your household changes each time there are better conditions offered by another Internet provider Ja, Sie oder jemand anderes in Ihrem Haushalt wechseln jedes Mal, wenn ein anderer Internetanbieter bessere Konditionen anbietet		Oui, mais vous et les membres de votre ménage êtes lié(e)(s) par les conditions du contrat de votre fournisseur actuel Yes, but you and the members of your household are bound by your contract conditions to your current provider Ja, aber Sie und die Mitglieder Ihres Haushalts sind durch Ihre Vertragsbedingungen an Ihren jetzigen Anbieter gebunden		Oui, mais vous et les membres de votre ménage avez obtenu l'accès Internet via une offre comprenant plusieurs services (bouquet/ pack/ bundle) et changer de fournisseur est dès lors plus difficile Yes, but you and the members of your household are getting the Internet access via a package (bundle) which makes it difficult to switch to another provider Ja, aber Sie und die Mitglieder Ihres Haushalts erhalten Ihren Internetanschluss in einem Leistungspaket, weshalb es schwierig ist, zu einem anderen Anbieter zu wechseln	
%	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5
EU 27	**3**	*1*	**5**	*0*	**2**	*-1*
BE	**1**	*-1*	**3**	*-2*	**4**	*2*
BG	**1**	*-1*	**3**	*-1*	**2**	*1*
CZ	**2**	*1*	**4**	*-1*	**2**	*0*
DK	**3**	*0*	**4**	*0*	**8**	*1*
DE	**2**	*0*	**7**	*-1*	**3**	*0*
EE	**2**	*0*	**2**	*1*	**2**	*-2*
IE	**2**	*1*	**3**	*1*	**4**	*2*
EL	**4**	*1*	**4**	*-1*	**3**	*-2*
ES	**4**	*1*	**5**	*1*	**1**	*0*
FR	**2**	*0*	**3**	*0*	**1**	*0*
IT	**2**	*0*	**2**	*-1*	**2**	*0*
CY	**3**	*2*	**2**	*0*	**2**	*-2*
LV	**1**	*0*	**7**	*1*	**1**	*-2*
LT	**2**	*1*	**6**	*-3*	**1**	*1*
LU	**1**	*-1*	**3**	*0*	**3**	*0*
HU	**5**	*1*	**2**	*-1*	**1**	*-1*
MT	**1**	*-2*	**2**	*0*	**3**	*0*
NL	**1**	*-1*	**1**	*-1*	**2**	*-1*
AT	**7**	*3*	**10**	*3*	**8**	*2*
PL	**3**	*2*	**8**	*2*	**1**	*-1*
PT	**3**	*0*	**4**	*-1*	**2**	*1*
RO	**3**	*1*	**2**	*-2*	**1**	*-1*
SI	**2**	*1*	**6**	*-1*	**4**	*0*
SK	**2**	*-2*	**14**	*0*	**4**	*-2*
FI	**2**	*1*	**8**	*1*	**2**	*0*
SE	**2**	*-1*	**5**	*-3*	**5**	*-2*
UK	**5**	*1*	**3**	*-2*	**3**	*-2*

QC8 Avez-vous ou quelqu'un dans votre ménage a-t-il envisagé de changer de fournisseur d'accès à Internet ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)

QC8 Have you or someone in your household ever considered changing Internet service provider? (ROTATE - MULTIPLE ANSWERS POSSIBLE)

QC8 Haben Sie oder jemand in Ihrem Haushalt jemals darüber nachgedacht, Ihren Internetanbieter zu wechseln? (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

	Oui, il y a des offres plus intéressantes chez d'autres fournisseurs, mais vous et les membres de votre ménage ne leur faites pas confiance Yes, there are more interesting offers from other providers but you and the members of your household do not trust them Ja, es gibt interessantere Angebote von anderen Anbietern, aber Sie und die Mitglieder Ihres Haushalts vertrauen ihnen nicht		Oui, mais cela demande trop d'efforts et de temps Yes, but it takes too much effort and time to do it Ja, aber es kostet zu viel Aufwand und Zeit		Oui, mais vous et les membres de votre ménage ne saviez pas qu'il est actuellement possible de changer de fournisseur Yes, but you and the members of your household did not know it is actually possible to change provider Ja, aber Sie und die Mitglieder Ihres Haushalts wussten nicht, dass man den Anbieter überhaupt wechseln kann		Autre (SPONT.) Other (SPONT.) Sonstige (SPONT.)		NSP DK WN		Total 'Oui' Total 'Yes' Gesamt 'Ja'	
%	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5
EU 27	**3**	*0*	**6**	*0*	**1**	*0*	**2**	*-1*	**3**	*0*	**38**	*1*
BE	**3**	*1*	**6**	*2*	**1**	*0*	**1**	*-1*	**0**	*-1*	**26**	*2*
BG	**2**	*0*	**2**	*0*	**1**	*0*	**0**	*0*	**5**	*1*	**23**	*7*
CZ	**5**	*1*	**4**	*-2*	**1**	*1*	**1**	*1*	**2**	*1*	**33**	*-2*
DK	**6**	*3*	**9**	*2*	**1**	*0*	**3**	*0*	**1**	*0*	**51**	*-1*
DE	**4**	*0*	**6**	*-2*	**0**	*-1*	**1**	*-1*	**2**	*1*	**43**	*2*
EE	**1**	*-1*	**3**	*-1*	**1**	*0*	**0**	*-2*	**2**	*-2*	**36**	*3*
IE	**1**	*0*	**3**	*-1*	**0**	*-1*	**1**	*-2*	**2**	*-1*	**45**	*6*
EL	**4**	*0*	**2**	*0*	**1**	*0*	**2**	*1*	**3**	*-4*	**47**	*16*
ES	**7**	*2*	**4**	*2*	**1**	*1*	**0**	*-2*	**1**	*-1*	**42**	*-3*
FR	**3**	*0*	**7**	*1*	**1**	*1*	**2**	*-1*	**2**	*0*	**32**	*2*
IT	**4**	*-2*	**4**	*1*	**0**	*0*	**1**	*-1*	**4**	*-1*	**35**	*4*
CY	**6**	*1*	**10**	*6*	**0**	*0*	**1**	*-2*	**1**	*-2*	**36**	*10*
LV	**3**	*1*	**4**	*-1*	**0**	*-1*	**0**	*-2*	**1**	*-1*	**32**	*-3*
LT	**3**	*1*	**5**	*2*	**1**	*0*	**2**	*1*	**1**	*0*	**33**	*0*
LU	**2**	*0*	**4**	*1*	**0**	*0*	**1**	*0*	**1**	*1*	**19**	*-1*
HU	**1**	*-1*	**1**	*1*	**0**	*-1*	**1**	*1*	**1**	*-1*	**15**	*2*
MT	**1**	*0*	**2**	*0*	**0**	*0*	**0**	*-1*	**1**	*-2*	**28**	*3*
NL	**4**	*0*	**14**	*0*	**0**	*0*	**5**	*0*	**1**	*0*	**38**	*-2*
AT	**6**	*1*	**9**	*0*	**2**	*0*	**1**	*1*	**1**	*0*	**49**	*10*
PL	**2**	*0*	**4**	*-1*	**1**	*1*	**1**	*-2*	**8**	*1*	**31**	*2*
PT	**1**	*-2*	**2**	*0*	**0**	*-1*	**0**	*-2*	**6**	*0*	**32**	*2*
RO	**2**	*1*	**2**	*1*	**0**	*-1*	**2**	*2*	**2**	*-4*	**31**	*1*
SI	**5**	*3*	**6**	*-1*	**3**	*0*	**4**	*0*	**1**	*0*	**44**	*7*
SK	**5**	*2*	**2**	*-5*	**0**	*0*	**0**	*0*	**3**	*1*	**47**	*3*
FI	**2**	*0*	**10**	*1*	**1**	*-1*	**3**	*-1*	**1**	*0*	**58**	*16*
SE	**2**	*-1*	**11**	*-2*	**0**	*0*	**3**	*-1*	**1**	*0*	**48**	*-3*
UK	**1**	*-1*	**6**	*-1*	**0**	*0*	**3**	*0*	**4**	*1*	**39**	*-4*

QC9 Vous m'avez dit que vous n'aviez pas d'accès Internet chez vous. Parmi la liste suivante, quelles raisons expliquent le mieux pourquoi votre ménage n'a pas d'accès Internet ? (PLUSIEURS REPONSES POSSIBLES)

QC9 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? (MULTIPLE ANSWERS POSSIBLE)

QC9 Sie haben angegeben, dass Sie keinen Internetzugang zu Hause haben. Welche der folgenden Aussagen beschreibt am besten, warum es in Ihrem Haushalt keinen Internetanschluss gibt? (MEHRFACHNENNUNGEN MÖGLICH)

%	Vous ou un membre de votre ménage prévoyez de vous abonner/ connecter dans les 6 prochains mois You or someone in your household plan to subscribe/ connect in the next six months Sie oder jemand anderes in Ihrem Haushalt haben vor, innerhalb der nächsten 6 Monate einen Anschluss anzuschaffen		Vous et les membres de votre ménage ne savez pas exactement ce qu'est Internet You and the members of your household do not know exactly what the Internet is Sie und die Mitglieder Ihres Haushalts wissen nicht genau, was das Internet ist		Personne dans votre ménage n'est intéressé par Internet No-one in your household is interested in the Internet Niemand in Ihrem Haushalt interessiert sich für das Internet		L'endroit où se situe votre ménage n'est pas couvert par une infrastructure de réseau d'accès à haut débit The local area of your household is not covered by a broadband access network infrastructure Ihre Wohngegend ist nicht mit Breitbandnetzwerk-technologie versorgt	
	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5
EU 27	**6**	*-2*	**7**	*0*	**59**	*1*	**2**	*0*
BE	**10**	*5*	**19**	*10*	**63**	*-2*	**6**	*6*
BG	**4**	*1*	**9**	*-2*	**63**	*7*	**2**	*0*
CZ	**7**	*-1*	**4**	*1*	**58**	*4*	**1**	*1*
DK	**10**	*0*	**10**	*-10*	**61**	*-3*	**1**	*0*
DE	**4**	*-5*	**3**	*-1*	**75**	*6*	**1**	*0*
EE	**5**	*1*	**6**	*-1*	**53**	*6*	**1**	*-2*
IE	**6**	*-2*	**9**	*2*	**64**	*7*	**4**	*0*
EL	**8**	*-2*	**6**	*0*	**59**	*-7*	**1**	*0*
ES	**5**	*-1*	**20**	*11*	**58**	*1*	**0**	*0*
FR	**7**	*-5*	**3**	*0*	**59**	*0*	**1**	*-2*
IT	**9**	*-1*	**5**	*0*	**54**	*2*	**4**	*1*
CY	**5**	*-2*	**14**	*-5*	**81**	*15*	**1**	*0*
LV	**6**	*-3*	**6**	*1*	**42**	*0*	**1**	*-4*
LT	**6**	*-2*	**6**	*-2*	**48**	*-7*	**2**	*0*
LU	**6**	*1*	**6**	*-1*	**69**	*11*	**1**	*1*
HU	**8**	*3*	**6**	*-6*	**49**	*-5*	**2**	*1*
MT	**5**	*2*	**19**	*6*	**63**	*-11*	**0**	*0*
NL	**6**	*-6*	**1**	*-7*	**31**	*-23*	**1**	*0*
AT	**7**	*-1*	**6**	*-2*	**72**	*-1*	**2**	*1*
PL	**9**	*1*	**6**	*0*	**56**	*0*	**5**	*2*
PT	**3**	*-1*	**6**	*-8*	**68**	*7*	**1**	*0*
RO	**8**	*3*	**15**	*-5*	**48**	*10*	**4**	*-3*
SI	**5**	*-5*	**6**	*-3*	**70**	*6*	**3**	*-3*
SK	**7**	*-2*	**6**	*-9*	**47**	*2*	**2**	*-1*
FI	**7**	*3*	**14**	*1*	**60**	*-8*	**0**	*-1*
SE	**7**	*-3*	**5**	*2*	**60**	*-1*	**1**	*-1*
UK	**4**	*-5*	**6**	*4*	**50**	*-5*	**1**	*1*

QC9 Vous m'avez dit que vous n'aviez pas d'accès Internet chez vous. Parmi la liste suivante, quelles raisons expliquent le mieux pourquoi votre ménage n'a pas d'accès Internet ? (PLUSIEURS REPONSES POSSIBLES)

QC9 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? (MULTIPLE ANSWERS POSSIBLE)

QC9 Sie haben angegeben, dass Sie keinen Internetzugang zu Hause haben. Welche der folgenden Aussagen beschreibt am besten, warum es in Ihrem Haushalt keinen Internetanschluss gibt? (MEHRFACHNENNUNGEN MÖGLICH)

	Le coût de raccordement au réseau haut débit coûte trop cher The initial installation cost for the broadband network is too high Die Einrichtungskosten für das Breitbandnetzwerk sind zu hoch		L'abonnement mensuel à un réseau Internet à haut débit coûte trop cher The monthly subscription cost of broadband Internet is too high Die monatlichen Gebühren für die Nutzung des Breitbandnetzwerks sind zu hoch		Le coût d'un ordinateur personnel et d'un modem est trop élevé The cost of buying a personal computer and modem is too high Die Kosten für den Kauf eines PCs und Modems sind zu hoch		L'abonnement mensuel coûte trop cher The monthly subscription cost is too high Ihre Wohngegend ist nicht mit Breitbandnetzwerk-technologie versorgt	
%	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5
EU 27	**6**	*0*	**9**	*2*	**11**	*2*	**11**	*2*
BE	**11**	*1*	**12**	*2*	**15**	*5*	**15**	*1*
BG	**3**	*1*	**8**	*4*	**18**	*3*	**11**	*1*
CZ	**7**	*-3*	**12**	*-1*	**18**	*-2*	**18**	*0*
DK	**6**	*2*	**8**	*-1*	**12**	*-2*	**14**	*4*
DE	**4**	*0*	**6**	*1*	**12**	*3*	**8**	*3*
EE	**10**	*1*	**11**	*2*	**17**	*3*	**12**	*0*
IE	**7**	*-1*	**9**	*1*	**9**	*-1*	**6**	*3*
EL	**3**	*0*	**6**	*2*	**11**	*7*	**13**	*8*
ES	**6**	*0*	**10**	*-1*	**8**	*1*	**13**	*2*
FR	**10**	*4*	**11**	*4*	**10**	*1*	**14**	*4*
IT	**2**	*-4*	**5**	*-2*	**3**	*-1*	**4**	*-2*
CY	**4**	*-5*	**5**	*-3*	**3**	*-2*	**7**	*-1*
LV	**8**	*0*	**10**	*2*	**30**	*15*	**23**	*7*
LT	**4**	*2*	**5**	*-1*	**19**	*5*	**14**	*0*
LU	**2**	*-1*	**4**	*3*	**2**	*1*	**5**	*5*
HU	**10**	*2*	**11**	*0*	**25**	*8*	**24**	*2*
MT	**5**	*3*	**5**	*2*	**10**	*4*	**3**	*1*
NL	**4**	*-3*	**3**	*-6*	**8**	*2*	**20**	*10*
AT	**7**	*1*	**7**	*0*	**11**	*-4*	**9**	*-2*
PL	**8**	*2*	**6**	*-3*	**12**	*0*	**9**	*-3*
PT	**3**	*-2*	**8**	*3*	**5**	*-2*	**9**	*1*
RO	**9**	*-1*	**7**	*-1*	**11**	*-3*	**9**	*-3*
SI	**5**	*3*	**5**	*2*	**6**	*0*	**8**	*2*
SK	**13**	*2*	**13**	*0*	**20**	*2*	**20**	*2*
FI	**3**	*1*	**6**	*3*	**3**	*2*	**8**	*7*
SE	**2**	*-4*	**8**	*2*	**9**	*2*	**4**	*-3*
UK	**9**	*4*	**18**	*13*	**12**	*5*	**13**	*4*

QC9 Vous m'avez dit que vous n'aviez pas d'accès Internet chez vous. Parmi la liste suivante, quelles raisons expliquent le mieux pourquoi votre ménage n'a pas d'accès Internet ? (PLUSIEURS REPONSES POSSIBLES)

QC9 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? (MULTIPLE ANSWERS POSSIBLE)

QC9 Sie haben angegeben, dass Sie keinen Internetzugang zu Hause haben. Welche der folgenden Aussagen beschreibt am besten, warum es in Ihrem Haushalt keinen Internetanschluss gibt? (MEHRFACHNENNUNGEN MÖGLICH)

	Les membres de votre ménage qui sont intéressés par Internet y ont accès sur leur lieu de travail ou dans un établissement d'enseignement ou ailleurs, et cela suffit The interested members of your household have access at work, school or elsewhere and this is sufficient Die interessierten Mitglieder Ihres Haushalts haben Zugang zum Internet am Arbeitsplatz, in der Schule oder woanders, und das ist ausreichend		Vous ou un membre de votre ménage êtes préoccupé(e) par l'existence de sites Internet dont le contenu est douteux You or someone in your household are concerned about access to unsuitable content Sie oder jemand anderes in Ihrem Haushalt machen sich Sorgen über Zugang zu Internetseiten mit problematischen Inhalten		Autre (SPONTANE) Other (SPONTANEOUS) Sonstige (SPONTAN)		NSP DK WN	
%	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5
EU 27	**6**	*0*	**2**	*0*	**5**	*0*	**5**	*-1*
BE	**3**	*-1*	**1**	*0*	**6**	*0*	**0**	*-2*
BG	**6**	*-3*	**2**	*1*	**1**	*-2*	**6**	*-10*
CZ	**12**	*1*	**1**	*0*	**2**	*-1*	**2**	*1*
DK	**4**	*3*	**1**	*-1*	**4**	*1*	**7**	*5*
DE	**5**	*0*	**4**	*1*	**4**	*2*	**3**	*-1*
EE	**8**	*-4*	**1**	*1*	**6**	*-6*	**9**	*3*
IE	**2**	*-3*	**1**	*-1*	**3**	*0*	**7**	*-3*
EL	**9**	*2*	**2**	*-1*	**3**	*1*	**4**	*2*
ES	**3**	*-1*	**2**	*1*	**5**	*-1*	**1**	*-1*
FR	**6**	*3*	**4**	*4*	**9**	*-3*	**4**	*1*
IT	**11**	*-2*	**2**	*0*	**4**	*1*	**7**	*1*
CY	**3**	*-2*	**1**	*-1*	**2**	*-10*	**1**	*-1*
LV	**13**	*4*	**1**	*0*	**0**	*-5*	**3**	*0*
LT	**8**	*0*	**1**	*0*	**10**	*10*	**3**	*-1*
LU	**2**	*1*	**1**	*-1*	**12**	*4*	**3**	*-11*
HU	**4**	*-2*	**1**	*0*	**6**	*4*	**3**	*2*
MT	**0**	*-2*	**1**	*1*	**2**	*1*	**6**	*-1*
NL	**1**	*-2*	**3**	*1*	**56**	*43*	**2**	*-4*
AT	**7**	*0*	**2**	*1*	**4**	*2*	**2**	*0*
PL	**3**	*-1*	**2**	*1*	**2**	*-1*	**7**	*2*
PT	**1**	*-6*	**1**	*0*	**2**	*0*	**5**	*1*
RO	**7**	*1*	**1**	*-1*	**4**	*4*	**10**	*-13*
SI	**5**	*-5*	**1**	*1*	**10**	*5*	**1**	*0*
SK	**15**	*-5*	**1**	*-1*	**2**	*-1*	**4**	*2*
FI	**5**	*-4*	**1**	*1*	**7**	*0*	**2**	*1*
SE	**7**	*-3*	**2**	*1*	**19**	*12*	**2**	*-1*
UK	**2**	*-2*	**0**	*-1*	**10**	*1*	**6**	*-2*

QC10 Un pack/ une offre groupée est un ensemble de services de communication proposé par un même fournisseur à un prix unique. Votre ménage a-t-il souscrit à deux ou plusieurs de ces services faisant partie d'un pack/ d'une offre groupée ? (MIN. 2 REPONSES)

QC10 By bundle, we mean a combined package offering more than one communication service from the same provider at a single price. Does your household buy two or more of the following services as part of a bundle? (MIN. 2 ANSWERS)

QC10 Unter einem Leistungspaket verstehen wir eine Kombination verschiedener Kommunikationsdienstleistungen von ein und demselben Anbieter zu einem Gesamtpreis. Kauft Ihr Haushalt zwei oder mehr der folgenden Leistungen als Teil eines Leistungspakets? (MIND. 2 ANTWORTEN)

	Des chaînes de télévision Television channels Fernseh-kanäle		La téléphonie fixe Fixed telephony Telefonfest-netzanschluss		La téléphonie mobile Mobile telephony Mobilfunk		Un accès à Internet Internet access Internet-zugang		Aucun None Keine		Autre (SPONT.) Other (SPONT.) Sonstige (SPONT.)		NSP DK WN	
%	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5
EU 27	**20**	*2*	**34**	*4*	**8**	*0*	**38**	*6*	**53**	*-4*	**0**	*0*	**5**	*0*
BE	**48**	*18*	**37**	*8*	**11**	*6*	**48**	*15*	**45**	*-12*	**0**	*0*	**1**	*-3*
BG	**15**	*3*	**7**	*0*	**3**	*-1*	**19**	*4*	**78**	*3*	**0**	*0*	**2**	*-5*
CZ	**11**	*0*	**8**	*-1*	**5**	*1*	**17**	*0*	**77**	*-1*	**0**	*0*	**4**	*1*
DK	**29**	*-2*	**30**	*-5*	**16**	*-7*	**46**	*-1*	**48**	*5*	**0**	*0*	**3**	*-1*
DE	**9**	*2*	**43**	*7*	**11**	*0*	**44**	*8*	**45**	*-7*	**0**	*-1*	**8**	*1*
EE	**42**	*-2*	**26**	*-1*	**7**	*-5*	**40**	*-1*	**46**	*39*	**0**	*0*	**7**	*-34*
IE	**12**	*4*	**22**	*1*	**4**	*2*	**29**	*3*	**64**	*-2*	**1**	*1*	**3**	*-4*
EL	**3**	*-1*	**41**	*10*	**9**	*-2*	**38**	*10*	**55**	*-9*	**0**	*0*	**2**	*0*
ES	**10**	*-4*	**36**	*-2*	**5**	*0*	**35**	*-3*	**59**	*4*	**0**	*-1*	**3**	*0*
FR	**34**	*5*	**49**	*2*	**9**	*3*	**52**	*4*	**43**	*-4*	**1**	*1*	**2**	*0*
IT	**8**	*3*	**25**	*7*	**8**	*4*	**25**	*8*	**55**	*-12*	**0**	*-1*	**13**	*1*
CY	**22**	*5*	**33**	*4*	**10**	*-9*	**34**	*6*	**59**	*-5*	**0**	*-1*	**2**	*0*
LV	**28**	*16*	**27**	*10*	**2**	*-1*	**37**	*15*	**56**	*-16*	**0**	*0*	**3**	*-1*
LT	**21**	*6*	**13**	*0*	**4**	*0*	**29**	*8*	**64**	*-2*	**1**	*0*	**4**	*-5*
LU	**15**	*6*	**52**	*18*	**29**	*9*	**52**	*17*	**41**	*-6*	**1**	*1*	**1**	*-12*
HU	**41**	*10*	**26**	*6*	**5**	*-2*	**35**	*8*	**53**	*-10*	**0**	*0*	**2**	*1*
MT	**59**	*17*	**54**	*14*	**26**	*6*	**43**	*10*	**35**	*-17*	**0**	*0*	**1**	*0*
NL	**42**	*10*	**57**	*8*	**6**	*-2*	**62**	*8*	**31**	*-6*	**0**	*0*	**2**	*-1*
AT	**23**	*-1*	**18**	*0*	**14**	*-4*	**29**	*0*	**61**	*0*	**1**	*1*	**3**	*1*
PL	**17**	*2*	**10**	*-5*	**5**	*0*	**23**	*1*	**70**	*1*	**0**	*0*	**4**	*-2*
PT	**40**	*8*	**35**	*12*	**3**	*0*	**34**	*9*	**55**	*-9*	**0**	*0*	**2**	*0*
RO	**35**	*3*	**26**	*4*	**13**	*-2*	**29**	*9*	**54**	*-2*	**0**	*0*	**5**	*-3*
SI	**52**	*15*	**49**	*12*	**5**	*2*	**53**	*9*	**38**	*-15*	**0**	*0*	**2**	*1*
SK	**18**	*1*	**11**	*-1*	**16**	*2*	**24**	*2*	**65**	*-2*	**0**	*0*	**3**	*1*
FI	**3**	*-4*	**2**	*-2*	**9**	*0*	**13**	*3*	**84**	*0*	**1**	*1*	**2**	*-1*
SE	**29**	*4*	**44**	*9*	**11**	*0*	**46**	*10*	**45**	*-8*	**0**	*-1*	**5**	*1*
UK	**26**	*1*	**37**	*5*	**4**	*-3*	**39**	*5*	**54**	*-1*	**0**	*0*	**4**	*-1*

QC12.1 Pourriez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des propositions suivantes.
Vous pouvez facilement comparer les offres groupées en termes de services inclus et de tarifs

QC12.1 For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
You can easily compare the terms of services and tariffs included in current bundle offers

QC12.1 Sagen Sie mir bitte für jede der folgenden Aussagen, ob Sie dieser voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.
Sie können die Dienstleistungsbedingungen und Tarife in Ihrem aktuellen Paket leicht vergleichen

%	Tout à fait d'accord Totally agree Stimme voll und ganz zu	Plutôt d'accord Tend to agree Stimme eher zu	Plutôt pas d'accord Tend to disagree Stimme eher nicht zu	Pas du tout d'accord Totally disagree Stimme überhaupt nicht zu	Pas applicable (SPONT.) Not applicable (SPONT.) Trifft nicht zu (SPONT.)	NSP DK WN	Total 'D'accord' Total 'Agree' Gesamt 'Stimme zu'	Total 'Pas d'accord' Total 'Disagree' Gesamt 'Stimme nicht zu'
	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1
EU 27	**15**	**33**	**16**	**9**	**16**	**11**	**48**	**25**
BE	**14**	**34**	**22**	**17**	**10**	**3**	**48**	**39**
BG	**10**	**27**	**9**	**7**	**30**	**17**	**37**	**16**
CZ	**8**	**33**	**29**	**12**	**10**	**8**	**41**	**41**
DK	**14**	**19**	**21**	**18**	**22**	**6**	**33**	**39**
DE	**18**	**30**	**22**	**12**	**5**	**13**	**48**	**34**
EE	**23**	**33**	**10**	**4**	**23**	**7**	**56**	**14**
IE	**12**	**29**	**12**	**5**	**19**	**23**	**41**	**17**
EL	**18**	**39**	**12**	**9**	**18**	**4**	**57**	**21**
ES	**16**	**36**	**13**	**5**	**15**	**15**	**52**	**18**
FR	**17**	**28**	**19**	**16**	**13**	**7**	**45**	**35**
IT	**9**	**41**	**16**	**5**	**17**	**12**	**50**	**21**
CY	**21**	**27**	**6**	**5**	**20**	**21**	**48**	**11**
LV	**20**	**31**	**8**	**3**	**34**	**4**	**51**	**11**
LT	**17**	**24**	**9**	**7**	**27**	**16**	**41**	**16**
LU	**16**	**29**	**17**	**14**	**17**	**7**	**45**	**31**
HU	**17**	**35**	**17**	**13**	**18**	**0**	**52**	**30**
MT	**20**	**36**	**7**	**6**	**15**	**16**	**56**	**13**
NL	**16**	**25**	**19**	**17**	**13**	**10**	**41**	**36**
AT	**13**	**37**	**24**	**12**	**6**	**8**	**50**	**36**
PL	**13**	**36**	**8**	**2**	**34**	**7**	**49**	**10**
PT	**10**	**43**	**11**	**4**	**25**	**7**	**53**	**15**
RO	**16**	**34**	**9**	**4**	**15**	**22**	**50**	**13**
SI	**16**	**37**	**15**	**6**	**18**	**8**	**53**	**21**
SK	**12**	**42**	**24**	**5**	**14**	**3**	**54**	**29**
FI	**5**	**22**	**25**	**14**	**29**	**5**	**27**	**39**
SE	**17**	**25**	**22**	**16**	**13**	**7**	**42**	**38**
UK	**18**	**31**	**14**	**9**	**16**	**12**	**49**	**23**

QC12.2 Pourriez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des propositions suivantes.
Vous lisez régulièrement des comparaisons entre les offres groupées

QC12.2 For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
You regularly read comparisons of tariffs bundles

QC12.2 Sagen Sie mir bitte für jede der folgenden Aussagen, ob Sie dieser voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.
Sie lesen regelmäßig Vergleichungen von Tarifen und Paketen

%	Tout à fait d'accord Totally agree Stimme voll und ganz zu	Plutôt d'accord Tend to agree Stimme eher zu	Plutôt pas d'accord Tend to disagree Stimme eher nicht zu	Pas du tout d'accord Totally disagree Stimme überhaupt nicht zu	Pas applicable (SPONT.) Not applicable (SPONT.) Trifft nicht zu (SPONT.)	NSP DK WN	Total 'D'accord' Total 'Agree' Gesamt 'Stimme zu'	Total 'Pas d'accord' Total 'Disagree' Gesamt 'Stimme nicht zu'
	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1
EU 27	8	20	22	29	16	5	28	51
BE	7	23	22	38	9	1	30	60
BG	5	15	16	20	31	13	20	36
CZ	2	12	29	41	12	4	14	70
DK	9	17	19	34	17	4	26	53
DE	6	16	26	44	4	4	22	70
EE	6	15	22	32	21	4	21	54
IE	8	21	18	14	19	20	29	32
EL	12	27	22	17	20	2	39	39
ES	13	23	17	21	18	8	36	38
FR	8	16	21	40	12	3	24	61
IT	8	27	23	19	18	5	35	42
CY	17	18	10	19	18	18	35	29
LV	9	14	23	18	33	3	23	41
LT	7	16	18	21	26	12	23	39
LU	10	23	16	29	20	2	33	45
HU	4	15	26	36	19	0	19	62
MT	15	20	18	21	16	10	35	39
NL	5	13	25	42	13	2	18	67
AT	10	17	30	26	16	1	27	56
PL	6	19	25	11	33	6	25	36
PT	5	30	21	16	24	4	35	37
RO	14	23	15	11	16	21	37	26
SI	6	19	26	27	17	5	25	53
SK	5	19	35	27	13	1	24	62
FI	3	15	24	31	24	3	18	55
SE	8	16	20	38	14	4	24	58
UK	9	19	21	29	16	6	28	50

QC13 Avez-vous ou quelqu'un dans votre ménage a-t-il envisagé de changer de fournisseur d'offre groupée ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)

QC13 Have you or someone in your household ever considered changing your bundle provider? (ROTATE - MULTIPLE ANSWERS POSSIBLE)

QC13 Haben Sie oder jemand in Ihrem Haushalt jemals darüber nachgedacht, Ihren Paketanbieter zu wechseln (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

	Non, ni vous ni quelqu'un de votre ménage ne l'a jamais envisagé No, you and the members of your household never considered it Nein, Sie oder jemand anderes im Haushalt haben nie darüber nachgedacht	Oui, mais vous et les membres de votre ménage êtes satisfait(e)(s) du service actuellement fourni Yes, but you and the members of your household are satisfied with the current service you get Ja, aber Sie und die Mitglieder Ihres Haushaltes sind zufrieden mit dem Service, den Sie jetzt bekommen	Oui, mais là où vous et votre ménage vivez il n'y a pas d'autre fournisseur d'offre groupée qui vous fournirait un bon rapport qualité prix Yes, but there are no other bundle providers in the area of your household which would deliver good value for money Ja, aber es gibt in der Gegend Ihres Haushalts keinen anderen Paketanbieter, der ein gutes Preis-Leistungsverhältnis bietet	Oui, vous ou un membre de votre ménage a déjà changé et vous êtes lié(e)(s) par les conditions du contrat de votre fournisseur actuel Yes, you or someone in your household has already changed and are bound for the time being by your contract conditions to your current provider Ja, Sie oder jemand anderes in Ihrem Haushalt haben bereits gewechselt und sind durch Ihre Vertragsbedingungen an Ihren jetzigen Anbieter gebunden
%	EB 75.1	EB 75.1	EB 75.1	EB 75.1
EU 27	**60**	**12**	**5**	**8**
BE	**77**	**4**	**0**	**3**
BG	**62**	**16**	**4**	**3**
CZ	**67**	**8**	**6**	**2**
DK	**55**	**13**	**8**	**3**
DE	**53**	**14**	**4**	**13**
EE	**71**	**11**	**5**	**7**
IE	**44**	**24**	**8**	**12**
EL	**52**	**19**	**4**	**11**
ES	**65**	**9**	**6**	**6**
FR	**70**	**9**	**1**	**6**
IT	**47**	**18**	**8**	**12**
CY	**71**	**13**	**5**	**1**
LV	**71**	**7**	**4**	**7**
LT	**75**	**6**	**3**	**3**
LU	**82**	**2**	**4**	**3**
HU	**76**	**5**	**4**	**3**
MT	**76**	**11**	**2**	**5**
NL	**59**	**8**	**3**	**5**
AT	**49**	**17**	**9**	**14**
PL	**62**	**8**	**7**	**4**
PT	**61**	**11**	**4**	**9**
RO	**61**	**20**	**9**	**5**
SI	**54**	**21**	**5**	**8**
SK	**49**	**14**	**7**	**12**
FI	**44**	**12**	**5**	**15**
SE	**50**	**15**	**10**	**12**
UK	**60**	**9**	**5**	**7**

QC13 Avez-vous ou quelqu'un dans votre ménage a-t-il envisagé de changer de fournisseur d'offre groupée ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)

QC13 Have you or someone in your household ever considered changing your bundle provider? (ROTATE - MULTIPLE ANSWERS POSSIBLE)

QC13 Haben Sie oder jemand in Ihrem Haushalt jemals darüber nachgedacht, Ihren Paketanbieter zu wechseln (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

	Oui, mais votre fournisseur vous a finalement offert de meilleures conditions et vous avez décidé de ne pas en changer Yes, but eventually your provider offered you better conditions and you decided not to switch Ja, aber Ihr Anbieter hat Ihnen endgültig bessere Bedingungen angeboten und Sie haben entschieden, nicht zu wechseln	Oui, mais vous ne voulez pas prendre le risque de perdre temporairement l'accès à ces services pendant la période du changement de fournisseur Yes, but you don't want to take the risk of a temporary loss of service during the switching process Ja, aber Sie wollen nicht das Risiko eingehen, dass sie während des Wechsels den Service vorläufig verlieren	Oui, mais vous ne voulez pas prendre le risque de devoir payer deux fournisseurs pendant la période du changement de fournisseur Yes, but you don't want to take the risk of having to pay more than one provider during the switching process Ja, aber Sie wollen nicht das Risiko eingehen, dass sie während des Wechsels mehreren Anbietern bezahlen müssen	Oui, mais vous et les membres de votre ménage ne voulez pas perdre vos adresses e-mail actuelles/ vos liens vers des pages Internet sur le serveur de votre fournisseur de service Internet Yes, but you and the members of your household do not want to lose your current e-mail address(es)/ web page(s) hosted on the server of the Internet service provider Ja, aber Sie und die anderen in Ihrem Haushalt möchten Ihre jetzige e-Mail Adresse/ Webseite auf dem Server des Internetanbieters nicht verlieren
%	EB 75.1	EB 75.1	EB 75.1	EB 75.1
EU 27	4	4	3	2
BE	2	3	3	3
BG	1	3	2	0
CZ	10	2	3	1
DK	3	10	5	3
DE	6	7	4	4
EE	1	1	1	1
IE	3	2	3	1
EL	5	2	3	1
ES	4	1	3	0
FR	2	1	0	1
IT	7	5	3	3
CY	1	4	3	4
LV	2	2	3	0
LT	3	1	3	1
LU	3	3	1	0
HU	6	3	2	0
MT	2	2	1	0
NL	3	5	2	4
AT	6	7	6	6
PL	3	2	4	3
PT	2	2	3	2
RO	4	1	2	0
SI	2	4	4	1
SK	9	3	6	4
FI	7	2	0	3
SE	3	2	4	3
UK	4	1	1	2

QC13 Avez-vous ou quelqu'un dans votre ménage a-t-il envisagé de changer de fournisseur d'offre groupée ? (ROTATION - PLUSIEURS REPONSES POSSIBLES)

QC13 Have you or someone in your household ever considered changing your bundle provider? (ROTATE - MULTIPLE ANSWERS POSSIBLE)

QC13 Haben Sie oder jemand in Ihrem Haushalt jemals darüber nachgedacht, Ihren Paketanbieter zu wechseln (ROTIEREN - MEHRFACHNENNUNGEN MÖGLICH)

	Oui, mais cela demande trop d'efforts et de temps Yes, but it takes too much effort and time to do it Ja, aber es kostet zu viel Aufwand und Zeit	Autre (SPONTANE) Other (SPONTANEOUS) Sonstige (SPONTAN)	NSP DK WN	Total 'Oui' Total 'Yes' Gesamt 'Ja'
%	EB 75.1	EB 75.1	EB 75.1	EB 75.1
EU 27	6	2	2	36
BE	7	2	0	21
BG	2	0	12	27
CZ	3	0	2	31
DK	10	4	1	42
DE	7	2	2	44
EE	2	1	2	27
IE	3	1	5	49
EL	3	3	3	43
ES	5	1	1	33
FR	7	2	3	25
IT	4	1	2	51
CY	7	0	1	28
LV	4	1	1	26
LT	3	3	1	21
LU	5	0	0	18
HU	1	1	1	21
MT	0	2	3	20
NL	12	7	1	33
AT	8	0	1	49
PL	5	1	5	31
PT	3	1	5	33
RO	2	1	6	31
SI	7	2	2	42
SK	3	1	3	46
FI	12	3	1	54
SE	11	4	1	45
UK	6	3	3	34

TABLES (15+ population sample)

QC1 Votre abonnement de téléphone mobile vous permet-il d'aller sur Internet afin de jouer ou de télécharger du contenu vidéo/ audio, d'envoyer et de recevoir des emails ?

QC1 Does your mobile phone subscription allow you to access Internet for playing or downloading audio/ video content, sending and receiving e-mails?

QC1 Haben Sie die Möglichkeit, über Ihren Mobiltelefonanschluss auf das Internet zuzugreifen, um dort Spiele zu spielen, Audio- oder Videoinhalte runterzuladen oder um E-Mails zu empfangen und zu versenden?

	Oui Yes Ja		Non No Nein		NSP DK WN	
%	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5
EU 27	**34**	*1*	**63**	*0*	**3**	*-1*
BE	**23**	*3*	**76**	*-3*	**1**	*0*
BG	**12**	*-3*	**85**	*5*	**3**	*-2*
CZ	**47**	*2*	**45**	*-3*	**8**	*1*
DK	**49**	*11*	**48**	*-11*	**3**	*0*
DE	**32**	*2*	**64**	*-3*	**4**	*1*
EE	**43**	*1*	**55**	*1*	**2**	*-2*
IE	**42**	*7*	**56**	*-1*	**2**	*-6*
EL	**24**	*4*	**75**	*-3*	**1**	*-1*
ES	**29**	*-1*	**69**	*2*	**2**	*-1*
FR	**39**	*4*	**60**	*-3*	**1**	*-1*
IT	**21**	*1*	**77**	*1*	**2**	*-2*
CY	**25**	*7*	**72**	*-3*	**3**	*-4*
LV	**48**	*5*	**50**	*-4*	**2**	*-1*
LT	**36**	*13*	**62**	*-9*	**2**	*-4*
LU	**43**	*9*	**56**	*-7*	**1**	*-2*
HU	**26**	*-2*	**73**	*3*	**1**	*-1*
MT	**21**	*3*	**79**	*-1*	**0**	*-2*
NL	**38**	*6*	**62**	*-5*	**0**	*-1*
AT	**43**	*5*	**54**	*-4*	**3**	*-1*
PL	**36**	*-8*	**61**	*11*	**3**	*-3*
PT	**28**	*7*	**70**	*-7*	**2**	*0*
RO	**15**	*3*	**82**	*5*	**3**	*-8*
SI	**51**	*4*	**44**	*-6*	**5**	*2*
SK	**37**	*-1*	**59**	*0*	**4**	*1*
FI	**48**	*12*	**50**	*-10*	**2**	*-2*
SE	**59**	*1*	**36**	*2*	**5**	*-3*
UK	**52**	*3*	**46**	*-1*	**2**	*-2*

QC3.1 Pouvez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des affirmations suivantes.
Vos communications sur votre téléphone mobile ne sont jamais coupées

QC3.1 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

Your mobile communication never cuts-off while on a call

QC3.1 Sagen Sie mir bitte für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.
Ihre Mobilfunkverbindung wird niemals während eines Anrufs unterbrochen

	Tout à fait d'accord Totally agree Stimme voll und ganz zu		Plutôt d'accord Tend to agree Stimme eher zu		Plutôt pas d'accord Tend to disagree Stimme eher nicht zu		Pas du tout d'accord Totally disagree Stimme überhaupt nicht zu		Pas applicable (SPONT.) Not applicable (SPONT.) Trifft nicht zu (SPONT.)		NSP DK WN		Total 'D'accord' Total 'Agree' Gesamt 'Stimme zu'		Total 'Pas d'accord' Total 'Disagree' Gesamt 'Stimme nicht zu'	
%	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5
EU 27	**38**	*-1*	**35**	*2*	**17**	*-1*	**8**	*0*	**1**	*0*	**1**	*0*	**73**	*1*	**25**	*-1*
BE	**43**	*-3*	**29**	*0*	**18**	*3*	**9**	*0*	**1**	*0*	**0**	*0*	**72**	*-3*	**27**	*3*
BG	**34**	*-9*	**43**	*6*	**18**	*7*	**4**	*-2*	**0**	*0*	**1**	*-2*	**77**	*-3*	**22**	*5*
CZ	**36**	*-5*	**47**	*3*	**14**	*2*	**3**	*0*	**0**	*0*	**0**	*0*	**83**	*-2*	**17**	*2*
DK	**51**	*-1*	**22**	*2*	**16**	*-5*	**10**	*4*	**1**	*1*	**0**	*-1*	**73**	*1*	**26**	*-1*
DE	**47**	*-5*	**32**	*8*	**13**	*-1*	**6**	*-2*	**0**	*-1*	**2**	*1*	**79**	*3*	**19**	*-3*
EE	**44**	*-7*	**27**	*3*	**21**	*3*	**7**	*0*	**1**	*1*	**0**	*0*	**71**	*-4*	**28**	*3*
IE	**35**	*4*	**37**	*0*	**19**	*-1*	**8**	*-3*	**0**	*0*	**1**	*0*	**72**	*4*	**27**	*-4*
EL	**24**	*-14*	**47**	*8*	**22**	*4*	**6**	*1*	**1**	*1*	**0**	*0*	**71**	*-6*	**28**	*5*
ES	**31**	*8*	**38**	*-4*	**21**	*-5*	**9**	*1*	**1**	*1*	**0**	*-1*	**69**	*4*	**30**	*-4*
FR	**47**	*3*	**27**	*3*	**15**	*-6*	**11**	*0*	**0**	*0*	**0**	*0*	**74**	*6*	**26**	*-6*
IT	**31**	*0*	**46**	*-1*	**16**	*1*	**4**	*-1*	**2**	*1*	**1**	*0*	**77**	*-1*	**20**	*0*
CY	**56**	*12*	**25**	*-4*	**13**	*-3*	**6**	*-5*	**0**	*0*	**0**	*0*	**81**	*8*	**19**	*-8*
LV	**45**	*-4*	**32**	*1*	**18**	*1*	**5**	*2*	**0**	*0*	**0**	*0*	**77**	*-3*	**23**	*3*
LT	**46**	*-5*	**26**	*1*	**23**	*5*	**5**	*-1*	**0**	*0*	**0**	*0*	**72**	*-4*	**28**	*4*
LU	**40**	*6*	**26**	*-13*	**24**	*3*	**8**	*3*	**1**	*1*	**1**	*0*	**66**	*-7*	**32**	*6*
HU	**48**	*-5*	**36**	*2*	**12**	*2*	**3**	*0*	**1**	*1*	**0**	*0*	**84**	*-3*	**15**	*2*
MT	**53**	*3*	**29**	*-5*	**12**	*1*	**5**	*0*	**1**	*1*	**0**	*0*	**82**	*-2*	**17**	*1*
NL	**50**	*-4*	**22**	*1*	**15**	*0*	**11**	*2*	**1**	*1*	**1**	*0*	**72**	*-3*	**26**	*2*
AT	**31**	*3*	**40**	*0*	**20**	*-2*	**7**	*0*	**2**	*0*	**0**	*-1*	**71**	*3*	**27**	*-2*
PL	**38**	*0*	**37**	*-1*	**17**	*1*	**5**	*-2*	**1**	*1*	**2**	*1*	**75**	*-1*	**22**	*-1*
PT	**27**	*6*	**52**	*-6*	**16**	*1*	**4**	*-1*	**1**	*0*	**0**	*0*	**79**	*0*	**20**	*0*
RO	**28**	*-1*	**33**	*0*	**24**	*0*	**12**	*-1*	**0**	*0*	**3**	*2*	**61**	*-1*	**36**	*-1*
SI	**35**	*-12*	**40**	*7*	**17**	*2*	**8**	*3*	**0**	*0*	**0**	*0*	**75**	*-5*	**25**	*5*
SK	**26**	*0*	**46**	*2*	**23**	*0*	**5**	*-2*	**0**	*0*	**0**	*0*	**72**	*2*	**28**	*-2*
FI	**31**	*-6*	**33**	*-1*	**26**	*5*	**10**	*2*	**0**	*0*	**0**	*0*	**64**	*-7*	**36**	*7*
SE	**48**	*1*	**26**	*-3*	**13**	*2*	**12**	*1*	**1**	*0*	**0**	*-1*	**74**	*-2*	**25**	*3*
UK	**33**	*-6*	**28**	*4*	**22**	*2*	**15**	*0*	**1**	*0*	**1**	*0*	**61**	*-2*	**37**	*2*

QC3.2 Pouvez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des affirmations suivantes.
Vous pouvez toujours vous connecter sur le réseau de téléphonie mobile pour passer vos appels

QC3.2 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

You are always able to connect to the mobile network to make a phone call

QC3.2 Sagen Sie mir bitte für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.
Sie haben immer Zugang zum Netz, um einen Anruf zu tätigen

	Tout à fait d'accord Totally agree Stimme voll und ganz zu		Plutôt d'accord Tend to agree Stimme eher zu		Plutôt pas d'accord Tend to disagree Stimme eher nicht zu		Pas du tout d'accord Totally disagree Stimme überhaupt nicht zu		Pas applicable (SPONT.) Not applicable (SPONT.) Trifft nicht zu (SPONT.)		NSP DK WN		Total 'D'accord' Total 'Agree' Gesamt 'Stimme zu'		Total 'Pas d'accord' Total 'Disagree' Gesamt 'Stimme nicht zu'	
%	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5
EU 27	**40**	*-1*	**37**	*0*	**15**	*0*	**5**	*0*	**2**	*1*	**1**	*0*	**77**	*-1*	**20**	*0*
BE	**48**	*-2*	**33**	*2*	**14**	*3*	**4**	*0*	**1**	*-2*	**0**	*-1*	**81**	*0*	**18**	*3*
BG	**41**	*-10*	**43**	*8*	**14**	*6*	**2**	*-1*	**0**	*0*	**0**	*-3*	**84**	*-2*	**16**	*5*
CZ	**46**	*-9*	**43**	*6*	**8**	*3*	**1**	*-2*	**1**	*1*	**1**	*1*	**89**	*-3*	**9**	*1*
DK	**45**	*-3*	**29**	*4*	**18**	*-4*	**7**	*3*	**1**	*0*	**0**	*0*	**74**	*1*	**25**	*-1*
DE	**50**	*-5*	**33**	*5*	**12**	*-1*	**4**	*1*	**1**	*0*	**0**	*0*	**83**	*0*	**16**	*0*
EE	**54**	*-6*	**28**	*2*	**13**	*2*	**3**	*0*	**1**	*1*	**1**	*1*	**82**	*-4*	**16**	*2*
IE	**37**	*6*	**44**	*-2*	**12**	*-4*	**5**	*-1*	**1**	*1*	**1**	*0*	**81**	*4*	**17**	*-5*
EL	**30**	*-12*	**50**	*9*	**14**	*3*	**2**	*-3*	**3**	*2*	**1**	*1*	**80**	*-3*	**16**	*0*
ES	**34**	*8*	**43**	*-4*	**13**	*-5*	**6**	*1*	**3**	*1*	**1**	*-1*	**77**	*4*	**19**	*-4*
FR	**37**	*2*	**32**	*-1*	**19**	*-1*	**7**	*-2*	**4**	*2*	**1**	*0*	**69**	*1*	**26**	*-3*
IT	**34**	*-1*	**45**	*-3*	**13**	*3*	**3**	*0*	**4**	*1*	**1**	*0*	**79**	*-4*	**16**	*3*
CY	**60**	*10*	**24**	*-8*	**13**	*-1*	**3**	*-1*	**0**	*0*	**0**	*0*	**84**	*2*	**16**	*-2*
LV	**54**	*-2*	**31**	*2*	**13**	*0*	**1**	*-1*	**1**	*1*	**0**	*0*	**85**	*0*	**14**	*-1*
LT	**51**	*-3*	**30**	*5*	**13**	*-1*	**1**	*-1*	**5**	*2*	**0**	*-2*	**81**	*2*	**14**	*-2*
LU	**45**	*5*	**29**	*-8*	**19**	*1*	**4**	*0*	**2**	*1*	**1**	*1*	**74**	*-3*	**23**	*1*
HU	**57**	*-3*	**31**	*-1*	**9**	*3*	**0**	*-1*	**3**	*2*	**0**	*0*	**88**	*-4*	**9**	*2*
MT	**50**	*7*	**35**	*-7*	**8**	*-4*	**3**	*0*	**3**	*3*	**1**	*1*	**85**	*0*	**11**	*-4*
NL	**50**	*-2*	**26**	*-2*	**15**	*1*	**7**	*3*	**1**	*0*	**1**	*0*	**76**	*-4*	**22**	*4*
AT	**41**	*-1*	**46**	*2*	**9**	*-2*	**2**	*0*	**1**	*1*	**1**	*0*	**87**	*1*	**11**	*-2*
PL	**36**	*-3*	**40**	*0*	**18**	*2*	**3**	*-1*	**1**	*1*	**2**	*1*	**76**	*-3*	**21**	*1*
PT	**27**	*5*	**51**	*-6*	**19**	*1*	**3**	*1*	**0**	*0*	**0**	*-1*	**78**	*-1*	**22**	*2*
RO	**35**	*0*	**41**	*3*	**15**	*-3*	**4**	*-2*	**1**	*0*	**4**	*2*	**76**	*3*	**19**	*-5*
SI	**37**	*-9*	**43**	*7*	**14**	*0*	**5**	*1*	**1**	*1*	**0**	*0*	**80**	*-2*	**19**	*1*
SK	**24**	*-6*	**52**	*2*	**19**	*3*	**3**	*0*	**1**	*0*	**1**	*1*	**76**	*-4*	**22**	*3*
FI	**38**	*-3*	**37**	*-3*	**21**	*6*	**4**	*1*	**0**	*0*	**0**	*-1*	**75**	*-6*	**25**	*7*
SE	**53**	*1*	**26**	*-6*	**13**	*4*	**6**	*0*	**1**	*1*	**1**	*0*	**79**	*-5*	**19**	*4*
UK	**36**	*-6*	**31**	*0*	**20**	*4*	**11**	*2*	**1**	*0*	**1**	*0*	**67**	*-6*	**31**	*6*

QC3.3 Pouvez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des affirmations suivantes.
Vous limitez les appels depuis votre téléphone mobile parce que vous vous souciez des coûts de communication

QC3.3 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

You limit your calls with your mobile phone because you are concerned about communication charges

QC3.3 Sagen Sie mir bitte für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.
Sie begrenzen die Zahl der Anrufe von Ihrem Mobiltelefon, weil Sie sich Sorgen wegen der Telefonkosten machen

	Tout à fait d'accord Totally agree Stimme voll und ganz zu		Plutôt d'accord Tend to agree Stimme eher zu		Plutôt pas d'accord Tend to disagree Stimme eher nicht zu		Pas du tout d'accord Totally disagree Stimme überhaupt nicht zu		Pas applicable (SPONT.) Not applicable (SPONT.) Trifft nicht zu (SPONT.)		NSP DK WN		Total 'D'accord' Total 'Agree' Gesamt 'Stimme zu'		Total 'Pas d'accord' Total 'Disagree' Gesamt 'Stimme nicht zu'	
%	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5
EU 27	**35**	*5*	**30**	*-1*	**18**	*0*	**15**	*-4*	**1**	*0*	**1**	*0*	**65**	*4*	**33**	*-4*
BE	**43**	*10*	**28**	*-7*	**16**	*-2*	**12**	*-1*	**1**	*0*	**0**	*0*	**71**	*3*	**28**	*-3*
BG	**46**	*4*	**31**	*-2*	**15**	*2*	**6**	*-3*	**1**	*1*	**1**	*-2*	**77**	*2*	**21**	*-1*
CZ	**36**	*8*	**41**	*-1*	**19**	*-4*	**4**	*-3*	**0**	*0*	**0**	*0*	**77**	*7*	**23**	*-7*
DK	**25**	*0*	**19**	*0*	**12**	*-2*	**43**	*4*	**1**	*-1*	**0**	*-1*	**44**	*0*	**55**	*2*
DE	**32**	*-1*	**23**	*-1*	**22**	*7*	**21**	*-5*	**1**	*0*	**1**	*0*	**55**	*-2*	**43**	*2*
EE	**31**	*1*	**29**	*1*	**15**	*-1*	**24**	*-2*	**1**	*1*	**0**	*0*	**60**	*2*	**39**	*-3*
IE	**39**	*4*	**36**	*-7*	**12**	*0*	**10**	*2*	**1**	*0*	**2**	*1*	**75**	*-3*	**22**	*2*
EL	**44**	*11*	**40**	*-1*	**12**	*-7*	**3**	*-3*	**1**	*0*	**0**	*0*	**84**	*10*	**15**	*-10*
ES	**48**	*13*	**31**	*-3*	**12**	*-5*	**8**	*-4*	**1**	*0*	**0**	*-1*	**79**	*10*	**20**	*-9*
FR	**47**	*5*	**22**	*-6*	**14**	*-1*	**16**	*2*	**1**	*0*	**0**	*0*	**69**	*-1*	**30**	*1*
IT	**31**	*3*	**41**	*0*	**18**	*-1*	**9**	*-2*	**1**	*0*	**0**	*0*	**72**	*3*	**27**	*-3*
CY	**33**	*6*	**27**	*-5*	**22**	*5*	**18**	*-6*	**0**	*0*	**0**	*0*	**60**	*1*	**40**	*-1*
LV	**35**	*0*	**29**	*-4*	**20**	*-1*	**16**	*5*	**0**	*0*	**0**	*0*	**64**	*-4*	**36**	*4*
LT	**31**	*6*	**31**	*-2*	**18**	*-4*	**20**	*1*	**0**	*0*	**0**	*-1*	**62**	*4*	**38**	*-3*
LU	**28**	*8*	**21**	*-6*	**21**	*-3*	**28**	*4*	**2**	*0*	**0**	*-3*	**49**	*2*	**49**	*1*
HU	**28**	*4*	**32**	*1*	**19**	*4*	**18**	*-8*	**3**	*-1*	**0**	*0*	**60**	*5*	**37**	*-4*
MT	**43**	*5*	**28**	*-2*	**17**	*-5*	**10**	*1*	**2**	*1*	**0**	*0*	**71**	*3*	**27**	*-4*
NL	**28**	*10*	**25**	*1*	**18**	*1*	**27**	*-12*	**2**	*1*	**0**	*-1*	**53**	*11*	**45**	*-11*
AT	**13**	*2*	**26**	*7*	**29**	*0*	**26**	*-7*	**6**	*-1*	**0**	*-1*	**39**	*9*	**55**	*-7*
PL	**31**	*3*	**39**	*0*	**22**	*0*	**6**	*-2*	**1**	*0*	**1**	*-1*	**70**	*3*	**28**	*-2*
PT	**29**	*8*	**42**	*-4*	**19**	*3*	**9**	*-4*	**1**	*-1*	**0**	*-2*	**71**	*4*	**28**	*-1*
RO	**37**	*13*	**30**	*-4*	**16**	*-3*	**12**	*-7*	**2**	*0*	**3**	*1*	**67**	*9*	**28**	*-10*
SI	**34**	*1*	**33**	*11*	**18**	*-3*	**14**	*-9*	**1**	*0*	**0**	*0*	**67**	*12*	**32**	*-12*
SK	**27**	*3*	**41**	*-4*	**24**	*2*	**7**	*-1*	**1**	*0*	**0**	*0*	**68**	*-1*	**31**	*1*
FI	**12**	*1*	**29**	*3*	**25**	*-1*	**34**	*-2*	**0**	*-1*	**0**	*0*	**41**	*4*	**59**	*-3*
SE	**22**	*5*	**22**	*-3*	**11**	*-1*	**44**	*0*	**1**	*-1*	**0**	*0*	**44**	*2*	**55**	*-1*
UK	**29**	*3*	**25**	*0*	**22**	*2*	**22**	*-4*	**1**	*-1*	**1**	*0*	**54**	*3*	**44**	*-2*

QC3.4 Pouvez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des affirmations suivantes.
Vous limitez l'utilisation de l'Internet mobile parce que vous vous souciez des coûts d'utilisation

QC3.4 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

You limit the use of mobile Internet access because you are concerned about charges

QC3.4 Sagen Sie mir bitte für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.
Sie begrenzen die Nutzung des mobilen Internetzugangs, weil Sie über die Gebühren besorgt sind

	Tout à fait d'accord Totally agree Stimme voll und ganz zu	Plutôt d'accord Tend to agree Stimme eher zu	Plutôt pas d'accord Tend to disagree Stimme eher nicht zu	Pas du tout d'accord Totally disagree Stimme überhaupt nicht zu	Pas applicable (SPONT.) Not applicable (SPONT.) Trifft nicht zu (SPONT.)	NSP DK WN	Total 'D'accord' Total 'Agree' Gesamt 'Stimme zu'	Total 'Pas d'accord' Total 'Disagree' Gesamt 'Stimme nicht zu'
%	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1
EU 27	29	21	16	24	9	1	50	40
BE	40	25	11	14	10	0	65	25
BG	31	33	15	9	4	8	64	24
CZ	31	20	15	7	26	1	51	22
DK	30	13	10	41	6	0	43	51
DE	32	20	14	29	4	1	52	43
EE	22	11	15	39	10	3	33	54
IE	32	26	10	10	13	9	58	20
EL	28	27	12	9	24	0	55	21
ES	41	24	10	15	10	0	65	25
FR	29	14	16	33	7	1	43	49
IT	27	24	24	17	7	1	51	41
CY	25	12	25	21	16	1	37	46
LV	38	21	16	15	9	1	59	31
LT	27	24	12	25	10	2	51	37
LU	25	14	17	35	9	0	39	52
HU	29	23	18	16	13	1	52	34
MT	22	29	16	16	16	1	51	32
NL	21	12	17	42	8	0	33	59
AT	19	22	23	23	11	2	41	46
PL	27	28	21	10	12	2	55	31
PT	24	36	25	7	8	0	60	32
RO	27	23	16	16	14	4	50	32
SI	33	23	18	14	10	2	56	32
SK	24	30	27	9	10	0	54	36
FI	26	20	16	33	5	0	46	49
SE	25	15	9	39	11	1	40	48
UK	25	21	19	28	7	0	46	47

Indice de satisfaction téléphonie mobile

Mobile phone satisfaction index

Index der Zufriedenheit mit Mobiltelefon

	++ ++ ++	+ + +	- - -	-- -- --
%	EB 75.1	EB 75.1	EB 75.1	EB 75.1
EU 27	**21**	**50**	**17**	**8**
BE	**18**	**52**	**19**	**8**
BG	**14**	**60**	**15**	**8**
CZ	**17**	**64**	**11**	**5**
DK	**35**	**38**	**19**	**6**
DE	**32**	**46**	**14**	**5**
EE	**25**	**49**	**18**	**6**
IE	**13**	**57**	**18**	**8**
EL	**10**	**59**	**15**	**11**
ES	**11**	**56**	**19**	**10**
FR	**18**	**48**	**18**	**10**
IT	**17**	**57**	**13**	**7**
CY	**31**	**48**	**12**	**8**
LV	**26**	**53**	**14**	**7**
LT	**24**	**49**	**14**	**7**
LU	**26**	**44**	**19**	**7**
HU	**29**	**54**	**8**	**4**
MT	**21**	**56**	**12**	**5**
NL	**28**	**42**	**18**	**7**
AT	**38**	**38**	**12**	**4**
PL	**18**	**53**	**15**	**9**
PT	**17**	**56**	**18**	**6**
RO	**14**	**49**	**21**	**9**
SI	**20**	**56**	**14**	**9**
SK	**20**	**49**	**16**	**11**
FI	**32**	**40**	**20**	**7**
SE	**36**	**40**	**15**	**5**
UK	**22**	**42**	**21**	**11**

QC7.1 Pouvez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des affirmations suivantes.
Votre connexion Internet ne se coupe jamais

QC7.1 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

Your Internet connection never breaks down

QC7.1 Bitte sagen Sie mir für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.
Ihre Internetverbindung wird nie unterbrochen

	Tout à fait d'accord Totally agree Stimme voll und ganz zu		Plutôt d'accord Tend to agree Stimme eher zu		Plutôt pas d'accord Tend to disagree Stimme eher nicht zu		Pas du tout d'accord Totally disagree Stimme überhaupt nicht zu		Pas applicable (SPONT.) Not applicable (SPONT.) Trifft nicht zu (SPONT.)		NSP DK WN		Total 'D'accord' Total 'Agree' Gesamt 'Stimme zu'		Total 'Pas d'accord' Total 'Disagree' Gesamt 'Stimme nicht zu'	
%	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5
EU 27	**26**	*0*	**35**	*1*	**26**	*0*	**10**	*0*	**1**	*0*	**2**	*-1*	**61**	*1*	**36**	*0*
BE	**30**	*-5*	**33**	*1*	**26**	*4*	**11**	*2*	**0**	*-1*	**0**	*-1*	**63**	*-4*	**37**	*6*
BG	**18**	*-6*	**38**	*-1*	**27**	*1*	**10**	*4*	**1**	*1*	**6**	*1*	**56**	*-7*	**37**	*5*
CZ	**17**	*5*	**48**	*-3*	**27**	*-2*	**6**	*0*	**1**	*1*	**1**	*-1*	**65**	*2*	**33**	*-2*
DK	**29**	*3*	**31**	*-1*	**27**	*-2*	**11**	*-1*	**1**	*1*	**1**	*0*	**60**	*2*	**38**	*-3*
DE	**43**	*2*	**31**	*1*	**17**	*-4*	**6**	*0*	**1**	*1*	**2**	*0*	**74**	*3*	**23**	*-4*
EE	**17**	*-6*	**34**	*-1*	**33**	*2*	**15**	*7*	**0**	*-1*	**1**	*-1*	**51**	*-7*	**48**	*9*
IE	**16**	*1*	**39**	*-2*	**30**	*0*	**13**	*3*	**0**	*-1*	**2**	*-1*	**55**	*-1*	**43**	*3*
EL	**27**	*-2*	**45**	*7*	**18**	*-1*	**3**	*-2*	**1**	*0*	**6**	*-2*	**72**	*5*	**21**	*-3*
ES	**19**	*4*	**38**	*3*	**28**	*-6*	**10**	*-1*	**1**	*1*	**4**	*-1*	**57**	*7*	**38**	*-7*
FR	**21**	*2*	**25**	*1*	**32**	*-1*	**21**	*-1*	**0**	*0*	**1**	*-1*	**46**	*3*	**53**	*-2*
IT	**21**	*0*	**47**	*3*	**24**	*2*	**5**	*1*	**1**	*0*	**2**	*-6*	**68**	*3*	**29**	*3*
CY	**26**	*12*	**26**	*4*	**28**	*-13*	**8**	*-6*	**0**	*0*	**12**	*3*	**52**	*16*	**36**	*-19*
LV	**28**	*3*	**34**	*-3*	**29**	*-3*	**7**	*2*	**1**	*1*	**1**	*0*	**62**	*0*	**36**	*-1*
LT	**25**	*-1*	**35**	*4*	**31**	*-5*	**8**	*2*	**0**	*0*	**1**	*0*	**60**	*3*	**39**	*-3*
LU	**29**	*7*	**27**	*-8*	**27**	*-3*	**15**	*6*	**1**	*0*	**1**	*-2*	**56**	*-1*	**42**	*3*
HU	**30**	*-3*	**43**	*5*	**18**	*-1*	**6**	*1*	**2**	*0*	**1**	*-2*	**73**	*2*	**24**	*0*
MT	**35**	*9*	**26**	*-16*	**25**	*5*	**7**	*4*	**1**	*1*	**6**	*-3*	**61**	*-7*	**32**	*9*
NL	**30**	*0*	**31**	*0*	**28**	*1*	**11**	*0*	**0**	*0*	**0**	*-1*	**61**	*0*	**39**	*1*
AT	**28**	*-5*	**46**	*3*	**17**	*-1*	**5**	*0*	**2**	*2*	**2**	*1*	**74**	*-2*	**22**	*-1*
PL	**22**	*-4*	**41**	*4*	**24**	*1*	**6**	*-2*	**4**	*3*	**3**	*-2*	**63**	*0*	**30**	*-1*
PT	**14**	*-2*	**48**	*-6*	**23**	*5*	**4**	*1*	**1**	*1*	**10**	*1*	**62**	*-8*	**27**	*6*
RO	**20**	*-1*	**33**	*-5*	**34**	*9*	**11**	*0*	**0**	*0*	**2**	*-3*	**53**	*-6*	**45**	*9*
SI	**25**	*4*	**38**	*-1*	**24**	*-2*	**8**	*-2*	**2**	*1*	**3**	*0*	**63**	*3*	**32**	*-4*
SK	**12**	*-3*	**46**	*1*	**32**	*-1*	**6**	*0*	**1**	*1*	**3**	*2*	**58**	*-2*	**38**	*-1*
FI	**17**	*-1*	**35**	*-4*	**32**	*2*	**15**	*4*	**0**	*-1*	**1**	*0*	**52**	*-5*	**47**	*6*
SE	**34**	*0*	**34**	*-5*	**21**	*5*	**9**	*0*	**1**	*0*	**1**	*0*	**68**	*-5*	**30**	*5*
UK	**19**	*-3*	**31**	*2*	**31**	*-2*	**16**	*3*	**1**	*0*	**2**	*0*	**50**	*-1*	**47**	*1*

QC7.2 Pouvez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des affirmations suivantes.
La vitesse et la capacité de téléchargement correspondent aux conditions décrites dans votre contrat

QC7.2 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

The download/ upload speed and capacity matches your contract conditions

QC7.2 Bitte sagen Sie mir für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.
Die Schnelligkeit und Leistungsfähigkeit des Downloads/ Uploads entspricht Ihren Vertragsbedingungen

%	Tout à fait d'accord Totally agree Stimme voll und ganz zu	Plutôt d'accord Tend to agree Stimme eher zu	Plutôt pas d'accord Tend to disagree Stimme eher nicht zu	Pas du tout d'accord Totally disagree Stimme überhaupt nicht zu	Pas applicable (SPONT.) Not applicable (SPONT.) Trifft nicht zu (SPONT.)	NSP DK WN	Total 'D'accord' Total 'Agree' Gesamt 'Stimme zu'	Total 'Pas d'accord' Total 'Disagree' Gesamt 'Stimme nicht zu'
	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1
EU 27	27	39	16	7	2	9	66	23
BE	37	41	12	5	1	4	78	17
BG	19	51	16	4	1	9	70	20
CZ	27	56	10	2	1	4	83	12
DK	43	27	14	6	1	9	70	20
DE	42	31	12	6	1	8	73	18
EE	38	39	14	4	1	4	77	18
IE	20	49	13	10	1	7	69	23
EL	21	47	19	3	2	8	68	22
ES	19	40	21	10	1	9	59	31
FR	27	36	16	7	2	12	63	23
IT	20	47	18	5	2	8	67	23
CY	31	34	13	6	1	15	65	19
LV	36	38	15	4	1	6	74	19
LT	40	41	11	3	1	4	81	14
LU	36	32	14	8	3	7	68	22
HU	35	42	11	4	3	5	77	15
MT	38	38	12	3	1	8	76	15
NL	27	28	12	6	4	23	55	18
AT	30	43	15	2	2	8	73	17
PL	25	48	12	2	4	9	73	14
PT	15	50	16	3	2	14	65	19
RO	18	41	24	7	1	9	59	31
SI	33	44	12	4	2	5	77	16
SK	18	55	16	3	1	7	73	19
FI	28	40	21	6	1	4	68	27
SE	46	25	9	7	1	12	71	16
UK	19	34	21	16	2	8	53	37

QC7.3 Pouvez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec chacune des affirmations suivantes.
En cas de problème, votre fournisseur Internet vous donne une réponse utile

QC7.3 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

In case of problems, your Internet provider gives you a useful answer

QC7.3 Bitte sagen Sie mir für jede der folgenden Aussagen, ob Sie ihr voll und ganz zustimmen, eher zustimmen, eher nicht zustimmen oder überhaupt nicht zustimmen.
Falls Probleme auftreten, liefert Ihnen Ihr Internetanbieter eine nützliche Antwort

	Tout à fait d'accord Totally agree Stimme voll und ganz zu	Plutôt d'accord Tend to agree Stimme eher zu	Plutôt pas d'accord Tend to disagree Stimme eher nicht zu	Pas du tout d'accord Totally disagree Stimme überhaupt nicht zu	Pas applicable (SPONT.) Not applicable (SPONT.) Trifft nicht zu (SPONT.)	NSP DK WN	Total 'D'accord' Total 'Agree' Gesamt 'Stimme zu'	Total 'Pas d'accord' Total 'Disagree' Gesamt 'Stimme nicht zu'
%	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1	EB 75.1
EU 27	24	40	14	7	6	9	64	21
BE	27	42	13	6	10	2	69	19
BG	25	52	10	3	1	9	77	13
CZ	26	55	11	1	3	4	81	12
DK	36	26	10	5	12	11	62	15
DE	23	36	17	7	7	10	59	24
EE	36	39	11	3	6	5	75	14
IE	21	42	13	7	3	14	63	20
EL	27	48	11	2	3	9	75	13
ES	23	45	14	6	4	8	68	20
FR	23	36	17	12	4	8	59	29
IT	16	47	16	5	5	11	63	21
CY	47	32	8	1	0	12	79	9
LV	38	43	7	2	6	4	81	9
LT	38	40	7	2	7	6	78	9
LU	29	28	14	7	16	6	57	21
HU	28	44	10	6	7	5	72	16
MT	42	38	7	5	1	7	80	12
NL	23	26	14	10	16	11	49	24
AT	22	44	16	3	7	8	66	19
PL	24	47	10	3	7	9	71	13
PT	15	54	12	3	2	14	69	15
RO	23	46	19	6	2	4	69	25
SI	35	44	9	3	3	6	79	12
SK	17	55	11	3	3	11	72	14
FI	15	38	22	8	9	8	53	30
SE	43	24	11	4	9	9	67	15
UK	27	40	11	7	7	8	67	18

Indice de satisfaction Internet

Internet satisfaction index

Index der Zufriedenheit mit Internet

	++ ++ ++	+ + +	- - -	-- -- --
%	EB 75.1	EB 75.1	EB 75.1	EB 75.1
EU 27	**38**	**21**	**13**	**8**
BE	**41**	**28**	**12**	**5**
BG	**46**	**22**	**11**	**8**
CZ	**54**	**23**	**9**	**4**
DK	**35**	**22**	**12**	**5**
DE	**43**	**22**	**9**	**6**
EE	**40**	**29**	**11**	**6**
IE	**38**	**20**	**11**	**11**
EL	**54**	**17**	**10**	**6**
ES	**33**	**26**	**15**	**9**
FR	**29**	**21**	**17**	**11**
IT	**45**	**16**	**10**	**9**
CY	**45**	**18**	**16**	**4**
LV	**48**	**23**	**12**	**4**
LT	**47**	**24**	**8**	**5**
LU	**30**	**21**	**14**	**8**
HU	**52**	**20**	**7**	**6**
MT	**51**	**18**	**12**	**5**
NL	**24**	**17**	**13**	**5**
AT	**47**	**19**	**9**	**5**
PL	**47**	**18**	**8**	**5**
PT	**48**	**14**	**10**	**7**
RO	**37**	**20**	**18**	**13**
SI	**54**	**21**	**10**	**5**
SK	**43**	**23**	**12**	**6**
FI	**28**	**25**	**13**	**14**
SE	**39**	**22**	**10**	**3**
UK	**30**	**20**	**19**	**10**

QC11 Que pensez-vous personnellement de ces types de services combinés ? (PLUSIEURS REPONSES POSSIBLES)

QC11 What do you personally think about these kinds of communication packages? (MULTIPLE ANSWERS POSSIBLE)

QC11 Was halten Sie persönlich von dieser Art von Leistungspaketen im Bereich der Kommunikation? (MEHRFACHNENNUNGEN MÖGLICH)

		Ils sont plus commodes parce qu'il y a une seule facture It is more convenient because there is only one invoice Es ist bequemer, weil es nur eine Rechnung gibt		C'est moins cher que de payer séparément pour chacun des services It is cheaper than paying separately for each service Es ist billiger, als jede Leistung separat zu bezahlen		Les bouquets sont moins transparents et moins clairs en ce qui concerne les coûts et conditions de chaque service Packages offer less transparency and clarity about the cost and conditions of each service Pakete liefern weniger Transparenz und Klarheit über Kosten und Bedingungen der einzelnen Leistungen	
	%	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5
	EU 27	**41**	*2*	**33**	*4*	**10**	*1*
	BE	**59**	*14*	**42**	*14*	**11**	*2*
	BG	**20**	*-1*	**20**	*2*	**10**	*3*
	CZ	**24**	*-2*	**24**	*0*	**18**	*2*
	DK	**48**	*0*	**29**	*0*	**17**	*4*
	DE	**46**	*4*	**40**	*7*	**10**	*1*
	EE	**58**	*0*	**28**	*-3*	**6**	*-2*
	IE	**32**	*2*	**27**	*3*	**10**	*3*
	EL	**45**	*0*	**48**	*13*	**9**	*-1*
	ES	**42**	*-4*	**33**	*3*	**8**	*1*
	FR	**44**	*2*	**36**	*5*	**8**	*-3*
	IT	**32**	*7*	**20**	*2*	**12**	*0*
	CY	**50**	*5*	**33**	*7*	**6**	*-1*
	LV	**45**	*3*	**30**	*4*	**6**	*1*
	LT	**32**	*3*	**18**	*1*	**6**	*1*
	LU	**50**	*15*	**35**	*17*	**9**	*4*
	HU	**43**	*-2*	**45**	*5*	**7**	*-1*
	MT	**45**	*7*	**49**	*2*	**7**	*1*
	NL	**55**	*5*	**37**	*1*	**11**	*2*
	AT	**39**	*-5*	**34**	*1*	**19**	*6*
	PL	**41**	*3*	**28**	*0*	**9**	*2*
	PT	**34**	*0*	**34**	*14*	**9**	*3*
	RO	**51**	*6*	**32**	*8*	**8**	*4*
	SI	**56**	*-1*	**52**	*7*	**8**	*0*
	SK	**31**	*2*	**28**	*0*	**16**	*4*
	FI	**19**	*0*	**16**	*8*	**11**	*2*
	SE	**45**	*1*	**33**	*3*	**12**	*0*
	UK	**38**	*3*	**34**	*-3*	**7**	*2*

QC11 Que pensez-vous personnellement de ces types de services combinés ? (PLUSIEURS REPONSES POSSIBLES)

QC11 What do you personally think about these kinds of communication packages? (MULTIPLE ANSWERS POSSIBLE)

QC11 Was halten Sie persönlich von dieser Art von Leistungspaketen im Bereich der Kommunikation? (MEHRFACHNENNUNGEN MÖGLICH)

	Les bouquets ne sont pas intéressants parce que vous êtes lié(e) au même fournisseur pour tous les services Packages are not interesting because you are bound to the same provider for all services Pakete sind nicht interessant, weil man für jede Leistung an den gleichen Anbieter gebunden ist		Les bouquets ne sont pas intéressants parce que vous obtenez des services dont vous n'avez pas vraiment besoin Packages are not interesting because you get services you do not really need Pakete sind nicht interessant, weil man Leistungen bekommt, die man nicht wirklich braucht.		Autre (SPONT.) Other (SPONT.) Sonstige (SPONT.)		NSP DK WN	
%	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5
EU 27	**9**	*1*	**16**	*-1*	**2**	*-1*	**15**	*-3*
BE	**10**	*-1*	**16**	*-9*	**3**	*-1*	**3**	*-5*
BG	**14**	*1*	**30**	*1*	**1**	*1*	**20**	*-6*
CZ	**19**	*4*	**32**	*-3*	**0**	*-2*	**8**	*2*
DK	**13**	*1*	**23**	*5*	**4**	*0*	**8**	*-3*
DE	**10**	*-1*	**16**	*-2*	**2**	*0*	**11**	*-2*
EE	**4**	*0*	**13**	*-3*	**1**	*-1*	**15**	*4*
IE	**9**	*-2*	**15**	*-1*	**1**	*0*	**28**	*1*
EL	**7**	*1*	**18**	*-3*	**0**	*-1*	**7**	*1*
ES	**6**	*2*	**15**	*-2*	**3**	*-2*	**16**	*1*
FR	**7**	*2*	**20**	*1*	**3**	*-1*	**15**	*0*
IT	**10**	*1*	**17**	*2*	**1**	*-1*	**20**	*-8*
CY	**7**	*-3*	**14**	*-6*	**1**	*0*	**18**	*-6*
LV	**11**	*2*	**20**	*-2*	**1**	*-1*	**10**	*-5*
LT	**9**	*-3*	**24**	*-2*	**5**	*0*	**16**	*-3*
LU	**3**	*0*	**14**	*4*	**5**	*-1*	**12**	*-11*
HU	**6**	*0*	**16**	*-4*	**1**	*0*	**7**	*0*
MT	**9**	*1*	**14**	*-1*	**2**	*2*	**13**	*-4*
NL	**8**	*-1*	**8**	*-1*	**4**	*2*	**9**	*-3*
AT	**23**	*6*	**23**	*1*	**3**	*2*	**7**	*-2*
PL	**11**	*3*	**10**	*1*	**0**	*0*	**22**	*-6*
PT	**7**	*-2*	**16**	*-4*	**1**	*-1*	**18**	*-4*
RO	**6**	*0*	**8**	*2*	**1**	*-1*	**21**	*-14*
SI	**6**	*-2*	**11**	*-3*	**5**	*-2*	**5**	*-3*
SK	**21**	*1*	**25**	*2*	**1**	*-3*	**6**	*0*
FI	**14**	*0*	**41**	*-2*	**3**	*-4*	**14**	*-2*
SE	**13**	*0*	**19**	*-3*	**6**	*3*	**11**	*0*
UK	**4**	*-1*	**14**	*0*	**3**	*0*	**18**	*-3*

QC14 Les compagnies comme les fournisseurs de télécoms récoltent des données personnelles telles que le nom, l'adresse et des détails sur les cartes de crédit. Au cas où vos données personnelles étaient perdues, volées ou endommagées d'une façon ou d'une autre, aimeriez-vous être informé(e) ?

QC14 Companies like telecom providers collect personal data such as name, address and credit card details. In case any of your personal data was lost, stolen or altered in any way, would you like to be informed or not?

QC14 Unternehmen wie z.B. Telekommunikationsanbieter sammeln persönliche Daten wie Name, Adresse sowie Informationen zu Kreditkarten. Gesetzt den Fall, Ihre persönlichen Daten wären verloren gegangen, gestohlen oder verändert worden, wären Sie darüber gern informiert oder nicht?

	Oui, dans tous les cas Yes, under all circumstances Ja, in jedem Fall		Oui, mais uniquement si vous encourez un risque financier suite à la perte, au vol ou à un endommagement de vos données Yes, but only if you risk financial harm as a result of your data being lost, stolen or altered Ja, aber nur wenn Ihnen durch Verlust, Diebstahl oder Veränderung Ihrer Daten ein finanzieller Schaden droht		Non No Nein		NSP DK WN		Total 'Oui' Total 'Yes' Gesamt 'Ja'	
%	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5	EB 75.1	Diff. EB 72.5
EU 27	**75**	*5*	**13**	*-1*	**8**	*-3*	**4**	*-1*	**88**	*4*
BE	**74**	*14*	**16**	*-4*	**9**	*-9*	**1**	*-1*	**90**	*10*
BG	**72**	*19*	**15**	*-8*	**8**	*-6*	**5**	*-5*	**87**	*11*
CZ	**69**	*9*	**24**	*-4*	**5**	*-4*	**2**	*-1*	**93**	*5*
DK	**84**	*10*	**11**	*-2*	**3**	*-8*	**2**	*0*	**95**	*8*
DE	**74**	*-2*	**15**	*4*	**7**	*-2*	**4**	*0*	**89**	*2*
EE	**84**	*5*	**9**	*-1*	**5**	*-2*	**2**	*-2*	**93**	*4*
IE	**83**	*8*	**11**	*-1*	**2**	*-3*	**4**	*-4*	**94**	*7*
EL	**74**	*0*	**18**	*-2*	**6**	*2*	**2**	*0*	**92**	*-2*
ES	**78**	*4*	**8**	*-1*	**5**	*-5*	**9**	*2*	**86**	*3*
FR	**75**	*2*	**14**	*1*	**7**	*-3*	**4**	*0*	**89**	*3*
IT	**66**	*4*	**17**	*-1*	**11**	*-3*	**6**	*0*	**83**	*3*
CY	**90**	*12*	**10**	*-5*	**0**	*-3*	**0**	*-4*	**100**	*7*
LV	**83**	*14*	**11**	*-7*	**4**	*-5*	**2**	*-2*	**94**	*7*
LT	**78**	*20*	**11**	*0*	**8**	*-14*	**3**	*-6*	**89**	*20*
LU	**88**	*5*	**7**	*-2*	**3**	*-4*	**2**	*1*	**95**	*3*
HU	**66**	*2*	**17**	*3*	**13**	*-5*	**4**	*0*	**83**	*5*
MT	**89**	*8*	**6**	*-5*	**2**	*-1*	**3**	*-2*	**95**	*3*
NL	**79**	*5*	**16**	*-2*	**3**	*-3*	**2**	*0*	**95**	*3*
AT	**54**	*6*	**30**	*-2*	**12**	*-2*	**4**	*-2*	**84**	*4*
PL	**68**	*4*	**14**	*-3*	**14**	*0*	**4**	*-1*	**82**	*1*
PT	**73**	*6*	**17**	*1*	**7**	*-5*	**3**	*-2*	**90**	*7*
RO	**78**	*16*	**11**	*0*	**4**	*-3*	**7**	*-13*	**89**	*16*
SI	**82**	*15*	**12**	*2*	**4**	*-15*	**2**	*-2*	**94**	*17*
SK	**68**	*15*	**25**	*-3*	**5**	*-11*	**2**	*-1*	**93**	*12*
FI	**78**	*6*	**16**	*3*	**3**	*-7*	**3**	*-2*	**94**	*9*
SE	**90**	*9*	**8**	*-4*	**2**	*-3*	**0**	*-2*	**98**	*5*
UK	**84**	*4*	**7**	*0*	**7**	*-4*	**2**	*0*	**91**	*4*