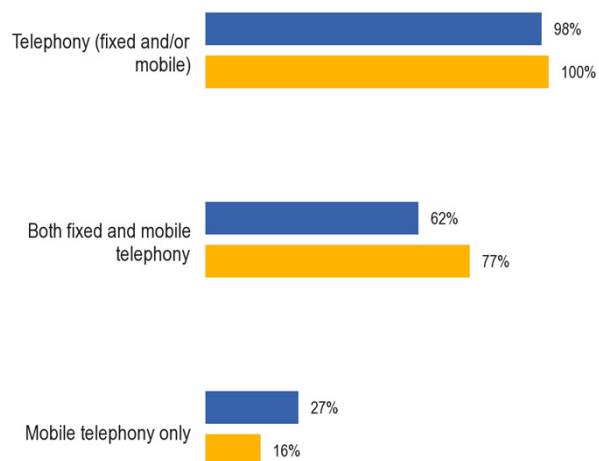
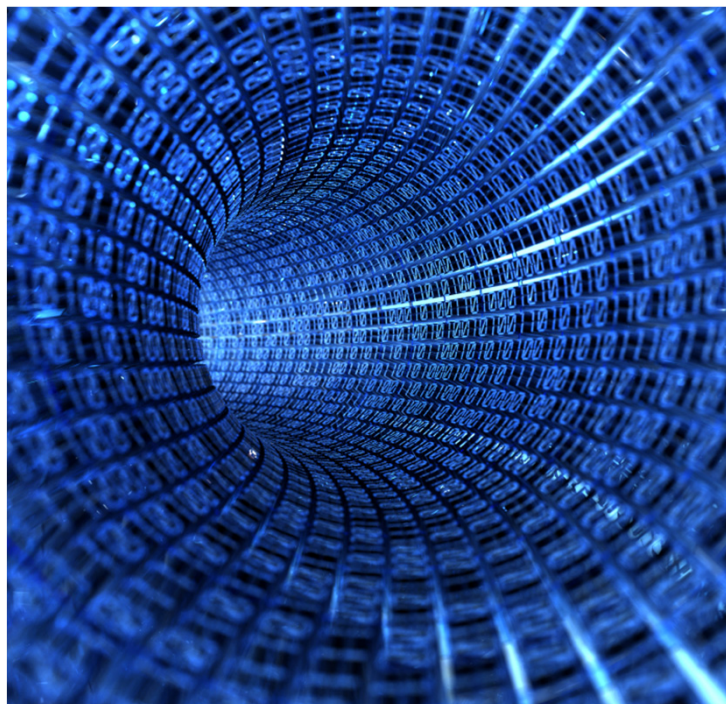
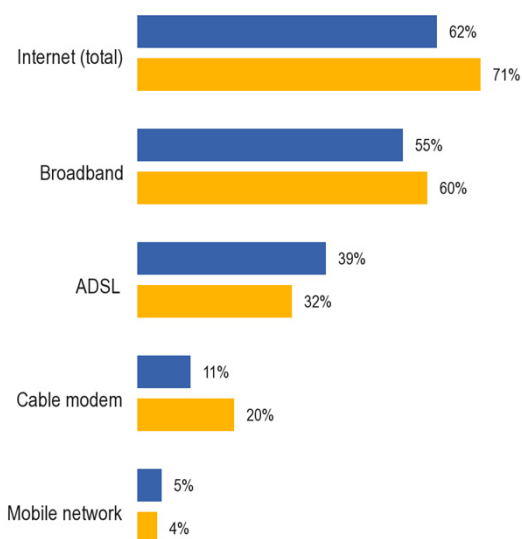


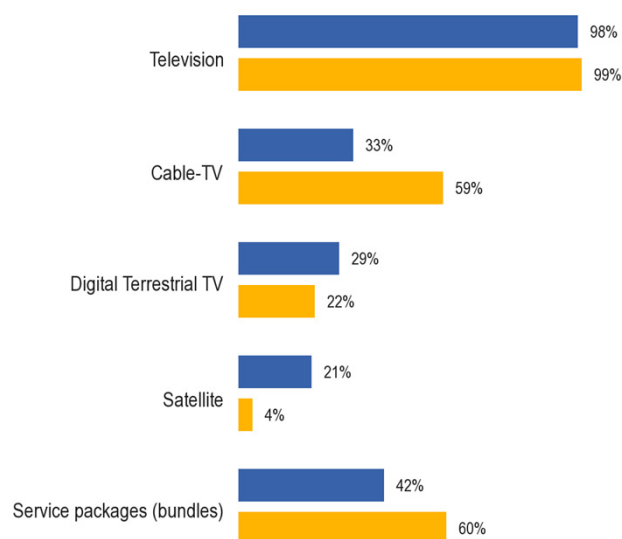
KEY INDICATORS Penetration rates of main services



EU27
SI



EU27
SI

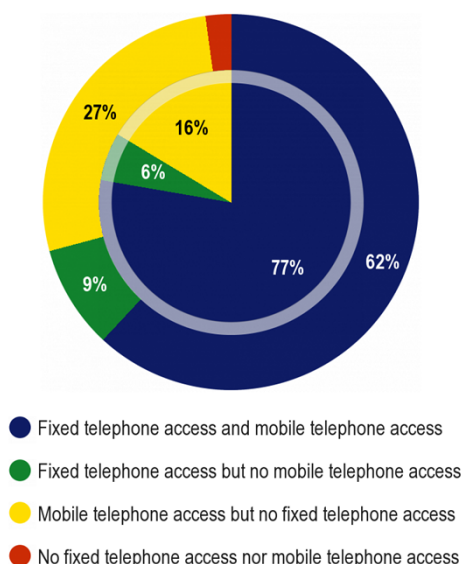


EU27
SI



1- Telephone access

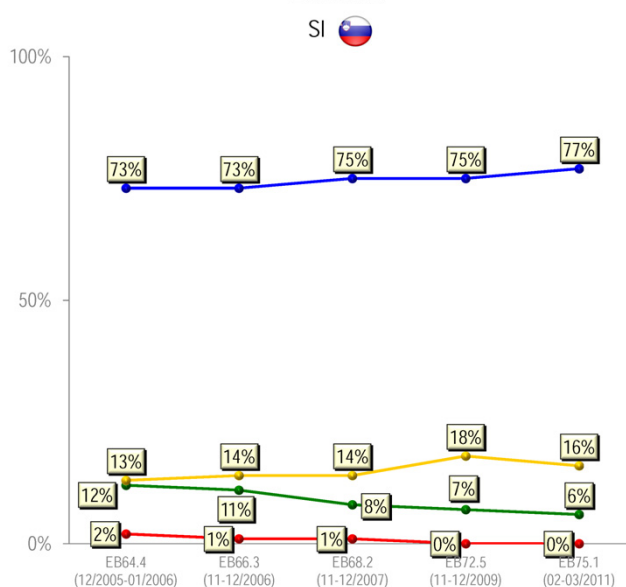
Households with...



EU27  Outer pie

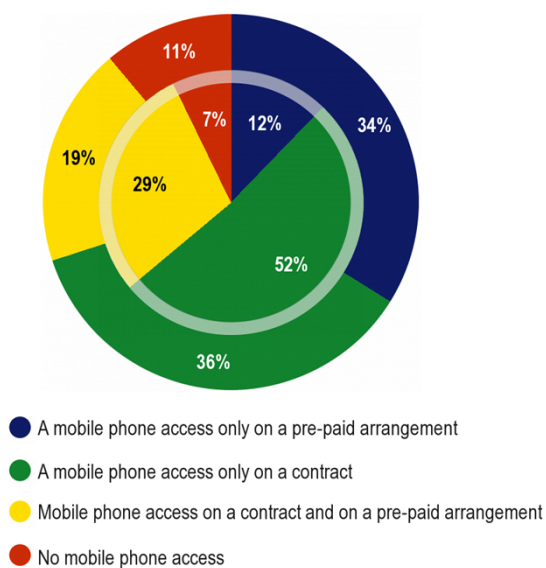
SI  Inner pie

Evolution



2- Mobile

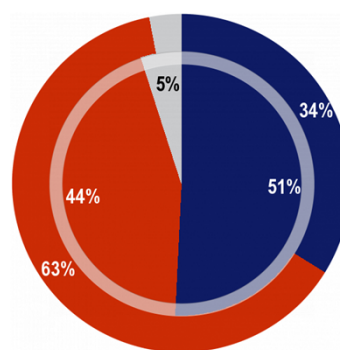
Households with...



EU27  Outer pie

SI  Inner pie

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



EU27  Outer pie

SI  Inner pie

Yes

No

Don't know

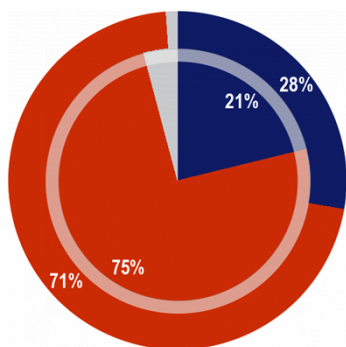
EU27		SI	
EB75.	EB75.1-EB72.5	EB75.	EB75.1-EB72.5
34%	+ 1	51%	+ 4
63%	=	44%	- 6
3%	- 1	5%	+ 2

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



3- Internet services and applications

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



EU27  Outer pie SI  Inner pie

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

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

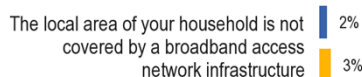
For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.



Base: Households with Internet access

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

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

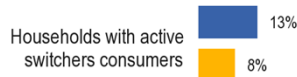
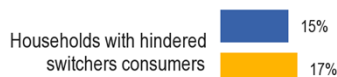


Base: Households without Internet access

EU27  SI 

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

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

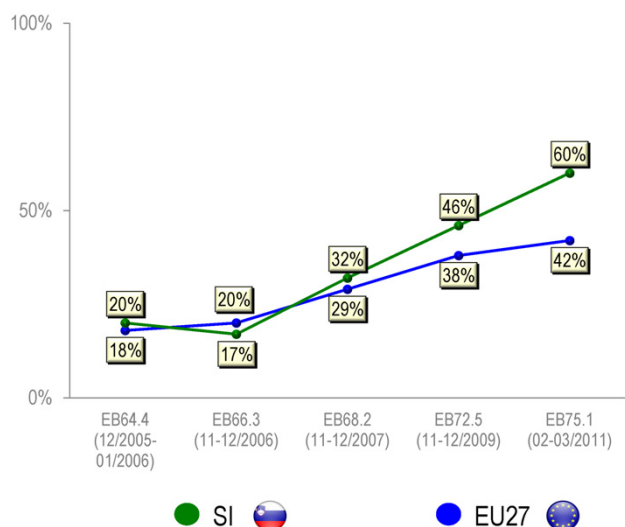


Base: Households with Internet access

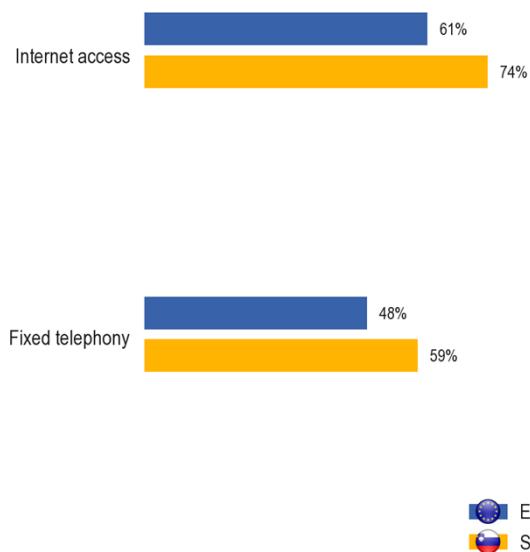
EU27  SI 

5- Service packages

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

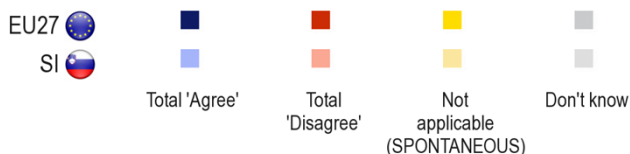
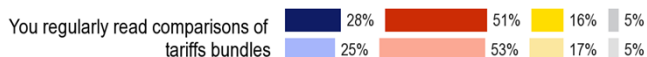


Shares of services bought as part of a service package

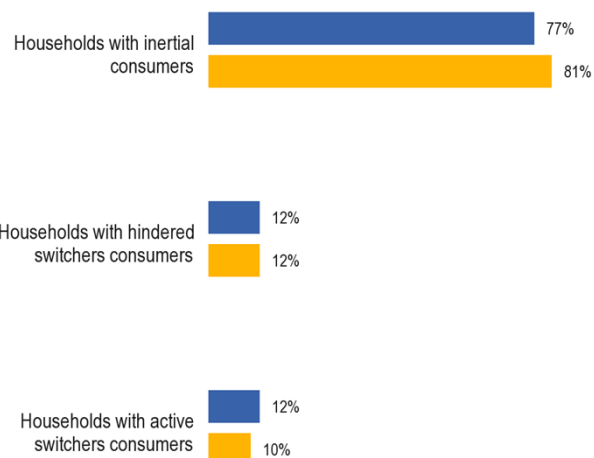


6- Switching bundle providers

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



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



Base: Households having service package

